UCI UCPATH
2023 YEAR IN REVIEW

The UCI UCPath team provides local support and continuous improvement for UCPath and related systems. UCPath is the UC's systemwide payroll and Human Capital Management (HCM) application. We serve the UC Irvine campus, UCI Health, UC partner locations, and the UCPath Center.

The UCI UCPath team joined Accounting & Fiscal Services, which enhanced collaboration and efficiencies.

UCPath Roadmap Projects

UCPath Roadmap Projects are planned changes and improvements to UCPath. Our team collaborates with the UCPath Center (UCPC) in Riverside, CA, UC partner locations, and UC Irvine campus and UCI Health organizations to implement the changes.

2023 Roadmap projects included:
- Salary Cost Transfer Redesign & Improvements
- Direct Entry Hire Pilot
- Lived Name
- Improved Time Collection (Time & Labor)
- Replace PayPath Phase 1: Manage Job
- Annual UCPath Upgrade

Some Highlights

- Completed a successful extended absence transaction centralization pilot with one department.
- Provided support for the Worker Retention Bonus that was processed for medical workers.
- Worked with COHS to improve the Leave of Absence process.
- Redesigned the UCI UCPath transactor website, incorporating transactor content requests and feedback.

Security

- Approved 559 security roles
- Processed 195 user access requests.
- Enforced appropriate and segregated access in UCPath
- Developed transactor support tools for UCPath security.

UCPath Transaction Support

- Worked with UCPath and the EEC to help resolve 1,380 tickets.
- Realigned team to require EEC tickets to report and track transaction issues for resolution.

General Ledger Support

- Streamlined GL ticket intake and processing.
- Resolved maintenance and configuration issues for financial aspects of UCPath.
- Helped with fiscal year-end activities.
- Invited all department Financial teams to participate in a UCPath GL Data Flow session; five teams completed.
- Answered GL-related transactor questions.

TIER-n Support

- Worked with owners of 100 UCI systems (Tier-n) that interface or receive information from UCPath to test and confirm UCPath changes.
- Updated Tier-n APIs to replace Legal Name with Lived Name, in support of UC's Gender Recognition and Lived Name projects.
- Provided support to 30+ users of Tier-n data for their downstream systems to UCPath.

Application Technical Support

- Helped resolve IT tickets.
- Created unique reports and new report enhancements, as well as distinct report executions for 1,800 users.
- Converted UCI Health to be a part of reporting capabilities.
- Maintained UCI UCPath reporting capabilities and processed requests for PPS data unavailable in UCPath.

UCI UCPath User Community Support
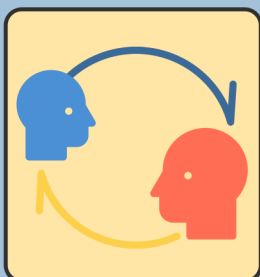
- Communicated UCPath system outages and employee-impacted projects such as Lived Name to UC Irvine employees.
- Provided timely communications and support to transactors via TEAMS channels, bi-weekly Tuesday Training Tips virtual sessions, a monthly Transactor Digest e-newsletter, a custom transactor website with resources such as job aids, and informational / alert emails as needed.
- Expanded content and relevant links in our Transactor Digest newsletter, resulting in 27% open rate increase & 40% click rate increase.
- Provided ten sessions of refresher training for transactors, as well as training for Salary Cost Transfer and Lived Name.