UCI UCPath

2025 YEAR IN REVIEW

UCPath in Riverside, CA, is the University of California's systemwide payroll and Human Capital Management (HCM) application that handles pay and benefits. At UC Irvine, the local UCPath team supports and enhances the UCPath system and its related applications. Part of the Accounting & Fiscal Services organization, our team serves both the UC Irvine campus and UCI Health. We also collaborate closely with the UCPath Center and other UC locations using UCPath to ensure seamless operations.

UCI UCPath Transactor Support

- Delivered timely communications and support to transactors via TEAMS channels, bi-weekly Training Tips sessions, a monthly Transactor Digest, targeted emails, and a transactor website with resources such as job aids and deadlines.
- Led the successful deployment of updated UCPath functionality to all employees in July.
- Conducted training sessions to support transactors, including Summer Salary Refresher training, as well as Manage Job and Manage HR workshops. Developed updated training for the "Template Transactions Part 2 course" to improve the transactor training experience
- Collaborated with Points of Contact (POC) to streamline support for transactors at UC Irvine.
- Resolved 353 EEC support tickets, providing essential support for UCPath transactors.
- Responded to over 250 messages in TEAMS support channels, offering quick answers to questions.
- Worked with the UCPath liaison and key leaders to understand and improve support challenges.
- Collaborated with OIT to create a new report for CPOs of transaction activity.
- Created a team to address the Termination process and how to streamline changes in the Pay process.

UCPath Security Provisioning

- Processed security provisioning requests within two days of receiving required documentation and approvals.
- Responded to 24 EEC tickets and manually added security for new functionality.
- Achieved positive results in the annual Separation of Duties (SOD) audit, with few items requiring monitoring - showing continuous improvement over previous audits.
- Planning to review and enhance the Docusign process for UCPath security requests in 2026.

POWERING *Progress*

UCPath Technical Support

- Resolved IT tickets and supported system integrations.
- Provided UCI UCPath reporting, serving 1,248 users with enhancements and reports.
- Resolved 141 JIRA tickets & 28 EEC tickets.
- Supported integration for UCI Health's NextGen Finance implementation.
- Provided support for the Orange County Museum of Art (OCMA) acquisition.

General Ledger Support

- Worked with UCPath to complete the design, testing, and implementation of their redesigned Benefit Cost Transfer and Salary Cost Transfer modules (Phase 2).
- Prepared for and retired the Direct Retro tool.
- Played a pivotal role in resolving issues to facilitate fiscal year-end activities, ensuring accurate and timely financial reporting.
- Provided expert guidance on 210 GL-related EEC tickets and inquiries for campus and UCI Health, supporting transactors and improving their understanding of processes.
- Streamlined financial operations by managing multiple Medical Center funding uploads and resolving Salesforce cases, effectively addressing data exceptions and ensuring accuracy.
- Assisted the Medical Center with analysis from a UCPath perspective for the NextGen project.
- Assisted the Budget Office with design and testing of Budget Distribution Page (BDP) enhancements.
- Helped the UCPath Center resolve multiple system-related issues and ensured that the correction data was complete and timely.

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.
- Enhanced Tier-n-APIs to address new requirements and stakeholder needs.
- Provided support to 30+ users of Tier-n data for their downstream systems to UCPath.

UCPath Roadmap Projects

UCPath Roadmap Projects deliver planned enhancements and system improvements through the annual March and August release cycles. We successfully led and contributed to multiple continuous improvement initiatives in collaboration with UCPath, ensuring high quality service delivery and strengthening system functionality. These coordinated efforts are to improve customer service, streamline business processes, and enhance system reliability across the UC system.

In 2025, we contributed to the successful deployment of 13 projects that delivered significant improvements. Key highlights include:

- *Employee Impact:* Enhanced Direct Deposit functionality to protect employees' personal and financial data, and improved user interface to UCPath employee pages.
- *HR Efficiency*: Contributed to new improvements in Self Service, eForms, and Benefits Confirmation Statements that reduced manual effort and workload, resulted in fewer errors, and improved accuracy and potential cost savings.
- *Financial Efficiency:* Modernized cost transfer processes through redesign of Benefit Cost Transfers, retirement of legacy tools, and resolution of defects, improving accuracy in financial processing. We also prepared for future improvements to the General Ledger systemwide.