UC RIVERSIDE SELECTED TO HOST NEW EMPLOYEE SERVICE CENTER

After a thorough review and analysis, UCPath executive sponsors Peter Taylor, chief financial officer, and Nathan Brostrom, executive vice president of business operations, have selected UC Riverside as the host location for the UCPath Center, the new systemwide shared service center. The UCPath Center will process routine transactions related to payroll, workforce administration, benefits administration and leave management. UCLA, UCLA Medical Center, UC Merced, UC Santa Cruz and UC Office of the President (“Wave 1”) will begin using the services of the UCPath Center in July 2013. By 2014, all other campuses and medical centers will transition to the UCPath Center.

HOW WAS THE LOCATION CHOSEN?

All UC locations were invited to offer proposals to host the site for the UCPath Center, and six campuses submitted proposals. The primary considerations for the location were:

• Ability to leverage existing UC talent
• Local talent availability and labor costs
• Availability and condition of shared service center space
• Local housing, cost of living and other quality of life considerations
• Local leadership buy-in and support

While all six proposals had considerable merit, UC Riverside met the location criteria more fully than the other proposals. Notably, UC Riverside’s central location in Southern California provides close proximity to several other campuses, giving it the ability to attract a wide pool of UC talent, providing job opportunities for UC employees and ensuring the UCPath Center is staffed with employees who are knowledgeable about UC policies and procedures.

WHY IS UC CONSOLIDATING THESE SERVICES?

The UCPath Center is part of the larger UCPath Initiative now under way to deploy a single HR and payroll system that serves all UC locations. The decision to create a single systemwide shared service center came after months of discussion and consideration with stakeholders systemwide, and was motivated by a commitment to 1) maximize cost efficiencies by fully leveraging economies of scale, 2) improve service to employees and 3) ensure consistency in business processes. The center will help UC more fully realize the goals of the initiative, which include:

• Delivering HR and payroll services with increased efficiency, accuracy and quality;
• Achieving sustainable long-term cost savings by standardizing and simplifying common business processes and technology infrastructure systemwide;
• Improving UC’s ability to respond to changing business and reporting needs.

WHAT SERVICES WILL REMAIN AT THE CAMPUSES AND MEDICAL CENTERS?

Many services are best left at the local level and will continue to be provided by campus and medical center staff. Examples of services that will not be incorporated into the UCPath Center include:

• Employee and labor relations
• Talent and performance management
• Staffing and recruitment activities
• Learning services

A core design team comprised of cross-functional representation from each campus and medical center has been working since November on a number of documents and communications about the UCPath Center, including the UCPath Center Blueprint. The blueprint is the consolidation of the discussions, decisions, and recommendations from the design team. It covers timeline, governance, organizational structure, staffing approach, training needs and various other key issues. Additionally, the blueprint contains a scope of service document, which further clarifies the roles and responsibilities of campus HR, payroll and academic personnel offices; the UCPath customer service and operation teams; and UC Office of the President. The blueprint will be finalized in early May.
FAQs: UCPATH CENTER

WHAT IS THE GOVERNANCE STRUCTURE FOR THE UCPATH CENTER?

The UCPath Center’s executive director will report to Executive Vice President Nathan Brostrom and Chief Financial Officer Peter Taylor, at UC Office of the President. Having the UCPath Center report to EVP Nathan Brostrom and CFO Peter Taylor will ensure that the UCPath Center has systemwide visibility and support, and that all UC locations and customer groups are well served. Additionally, a cross-functional advisory board representing all UC locations will provide input and advice on major decisions and provide campus-level feedback to UCPath Center leadership.

WHAT ARE THE SERVICE EXPECTATIONS FOR THE UCPATH CENTER?

UCPath has set a goal of operational excellence that is on par with UC’s outstanding academic and research programs. We expect the UCPath Center will initially be open from 7 a.m. to 7 p.m. (12 hours a day) five days per week, making it easier for faculty and staff to have issues resolved in a timely manner. Also, by standardizing business processes, the UC community can expect work to be handled with consistency, accuracy and efficiency. Detailed operational metrics, service level agreements and key performance indicators will be put in place to ensure the UCPath Center provides high quality, timely service to UC employees.

HOW WILL EMPLOYEES WHO WORK IN PAYROLL, HR AND ACADEMIC PERSONNEL BE AFFECTED BY THE UCPATH CENTER?

Over time, payroll, HR and academic personnel operations are expected to require fewer positions for transactional processing and customer support, but the impact on employees will vary by function, department and location. If positions eventually are reduced, UC plans to minimize involuntary layoffs through attrition, re-training and re-alignment of responsibilities.

WILL UC EMPLOYEES BE GIVEN PRIORITY FOR JOBS AT THE UCPATH CENTER?

Yes. Except for a few top-tier management positions that will be subject to a national search, University of California employees will have first priority for UCPath Center jobs. Internal UC applicants will be screened and all qualified internal applicants will be interviewed prior to assessment of external applicants.

WILL ALL UC EMPLOYEES BE ELIGIBLE FOR UCPATH CENTER JOBS REGARDLESS OF WHEN THEIR CAMPUSES BEGINS USING ITS SERVICES?

Yes. The UCPath Center will hire employees in three waves that coincide with the “go-live” dates for campuses and medical centers transitioning to its services. UC employees may apply for UCPath jobs at any time, regardless of when their respective campuses make the transition. The goal is to retain as many UC employees as possible, offering job opportunities to staff and allowing the UCPath Center to fill its ranks with talented UC staff who are versed in university policies and procedures. The center is expected to launch with roughly 140 -160 employees and grow to as many as 500 - 600 employees when fully deployed, depending on system configuration, business process design, and other project related decisions.

HOW CAN EMPLOYEES APPLY FOR A UCPATH JOB?

More details around staffing including roles, job descriptions and staffing levels will be sent to campuses and medical centers during July. Jobs will be posted and recruitment will begin for jobs in the UCPath Center by fall 2012. At that point, any UC employee may apply. Internal UC applicants will be screened and all qualified internal applicants will be interviewed before external applicants are considered.

HOW CAN PEOPLE STAY INFORMED ABOUT THE UCPATH PROJECT?

Find news and updates on UCPath (formerly the PPS replacement project) at the Working Smarter website: http://workingsmarter.universityofcalifornia.edu/projects/ucpath/overview/