

OneUSG Connect System Go-Live Communication #3

December 13, 2018

TO: Vice Presidents, Deans, Directors, and Department Heads and Unit Project Coordinators

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RE: Important Known December 16 Go-Live Issues for OneUSG Connect (HR/Payroll)

The OneSource team, working with the OneUSG Connect team, has compiled a list of potential problem areas you should be aware of as UGA begins to use the new system. The list was generated based on the experience of previous USG institutions converting to OneUSG Connect and the expectations of UGA's project team given circumstances unique to us. The OneSource team has anticipated these problem areas and is ready to work with you and your staff to address them.

Awareness and potential issue areas include:

- 1) **New personnel systems and processes.** Tasks and processes are changing dramatically, and this can be difficult for employees. Expect delays in processing times due to the learning curve we will experience.

- 2) **Data conversion errors and issues.** Some data must be entered manually by the project team, introducing the risk of error. It is likely there will be a need for some corrections, and the project team will work with project coordinators to resolve any issues.
- 3) **Changes to payroll amounts due to new tax/benefit year.** Employees may question why their January check looks different from their December check. There are a number of changes that impact payroll processing in January, regardless of the system and process change. These changes include January 2019 merit-based increases, tax rate changes, benefits enrollment and associated rate changes. Resources are available to guide employees through these changes to assist in verifying their paycheck on the [Faculty and Staff Guide](#). The guide includes checklists for biweekly and monthly employees to view their pay advice.
- 4) **Timely processing of new hire and employee status changes for benefits is required.** Benefits administration and eligibility is dependent on the timely processing of all hiring actions for new employees as well as any status changes for current employees. These actions must take place before the effective date of the hire or status change. Lack of timely processing of these actions can potentially lead to delayed access to benefits.
- 5) **Access to system changes.** Some employees may not be able to access the system or may expect more access than has been provided. Unit project coordinators should be the initial contact point for individuals in your unit with access questions. Additional information is available on the [Access Request Resource page](#).
- 6) **Identity management modifications.** UGA's Identity Management processes will be integrated with OneUSG Connect, thus the personnel information and status in OneUSG Connect will directly impact identity provisioning.
- 7) **Crosswalk of UGA Job Titles to USG Job Classifications.** All UGA faculty and staff will retain their Official UGA Job Titles (currently known as working titles) that appropriately reflect the important roles fulfilled by our staff and enable unit-level reporting needs. Current UGA job classifications will be collapsed to align with the job classification codes used by the University System of Georgia (BCAT codes). Employees will see their USG Job Code printed on the [pay advice \(pay stub\)](#) of their paycheck. This may create questions from employees; if so, please assure them that their UGA Job Title has not changed but that the Job Code printed on the paycheck is merely a USG code used for consistency across all USG institutions. Please reference the [Faculty and Staff Guide](#) on this topic. A crosswalk of UGA Job Titles to USG Job Classifications will be added to the [Job Codes Resource page](#).

If you would like to know more about these matters, please consult online resources at [Known Issues for OneUSG Connect](#). This webpage will be updated over time as issues are identified and resolved.

Thank you for your support and engagement on the OneSource Project; it has made a significant difference in this business transformation project. As members of the project leadership team, we stand ready to assist you and the OneSource team to work through defects and resolutions.



Please contact us with questions, concerns or issues your unit is experiencing.

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