Daily Status Call

January 7, 2019
Agenda

• Celebrations
• OneUSG Connect Support Service Desk Report
• Awareness and Information Items
• Known Issues/Defects
  • Resolved Items
  • New Items
Celebrating OneUSG Connect

• OneUSG Connect Support received FEWER inquiries than expected for the very first OneUSG paydate of January 4th
• To date, we have processed fewer than 35 emergency checks for the January 4th biweekly payroll run
• Successful January 5th and 6th weekend
  • Monthly merit successfully loaded
  • ~6,500 'HR Reports To' updates completed
• HR and Payroll Data was reviewed/validated for the Data Warehouse
OneUSG Connect Service Desk

Total Tickets - 2,216
Open Tickets - 457
01/07/2019 7:00AM

<table>
<thead>
<tr>
<th>Week 1</th>
<th>Week 2</th>
<th>Week 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Open</td>
<td>63</td>
<td></td>
</tr>
<tr>
<td>Resolved</td>
<td>1136</td>
<td>93</td>
</tr>
</tbody>
</table>

374
530
# OneUSG Connect Service Desk

## Aging Open Tickets by Assignment

Group 01/07/2019 7:00AM

### Bar Chart

![Bar Chart](chart.png)

### Table

<table>
<thead>
<tr>
<th>Category</th>
<th>Week 3</th>
<th>Week 2</th>
<th>Week 1</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer Support</td>
<td>155</td>
<td>3</td>
<td>9</td>
</tr>
<tr>
<td>Human Resources/Faculty Events</td>
<td>81</td>
<td>6</td>
<td>17</td>
</tr>
<tr>
<td>Security</td>
<td>43</td>
<td>3</td>
<td>20</td>
</tr>
<tr>
<td>Payroll</td>
<td>55</td>
<td>1</td>
<td>5</td>
</tr>
<tr>
<td>Time and Absences</td>
<td>16</td>
<td>4</td>
<td>2</td>
</tr>
<tr>
<td>Committment Accounting</td>
<td>7</td>
<td>1</td>
<td>3</td>
</tr>
<tr>
<td>Benefits</td>
<td>8</td>
<td>1</td>
<td>3</td>
</tr>
<tr>
<td>HRIS</td>
<td>5</td>
<td>1</td>
<td>4</td>
</tr>
<tr>
<td>Time Clock</td>
<td>4</td>
<td>1</td>
<td>4</td>
</tr>
</tbody>
</table>
OneUSG Connect Service Desk

Primary Trending Inquiries
• Paycheck View & Information
• Benefits Deductions
• Leave Request Education
• 12/31 Timesheets

Secondary Trending Inquiries
• Prior Period & Leave Balance Adjustments
• SSO
• Direct Deposit
• Time Approver Changes
OneUSG Connect Support Extended Hours:

- Today, 1/7/19 - Wednesday, 1/9/19 from 7:30AM to 5:30PM
- Thursday, 1/10/19 & Friday, 1/11/19 from 7AM to 7PM
• OneUSG Connect courses in January and February offered in-person and via interactive webinar
  
  • List of in-person and webinar courses is available on the OneSource Training Resources page: onesource.uga.edu/resources/training/
  
  • In-person registration is available via the NEW Training & Development PEP (Professional Education Portal): www.hr.uga.edu/training

• Don't see a time that works for you? Full-course recordings of most OneUSG Connect courses are available in the OneSource Training Library: training.onesource.uga.edu
Clarification: Email sent to Bi-Weekly Staff on January 3rd Regarding the January 4th Paydate

- The January 3rd email sent to bi-weekly staff members left the impression that the 2019 benefit election rates would not begin until the January 18th paycheck. However, it is normal for the new benefit rates to begin with each new calendar year and this year it started with the January 4th paycheck.
  - Benefit elections and premium changes are updated and include ½ premium deductions in the first paycheck of the calendar year for benefit-eligible, bi-weekly staff.
- The January 3rd email emphasized that the January 18th paycheck will include merit and any associated premium changes of the 2019 open enrollment elections calculated on salary
  - (i.e., supplemental life insurance, long term disability, and short-term disability)
- We apologize for any confusion – clarification email will be sent on January 7th
Awareness: Adjunct and Emeritus Faculty

- Adjunct and Emeritus Faculty access to OneUSG Connect has been established.
- The Faculty Events and Employee Self Service teams will work to develop communications specific to Adjunct and Emeritus Faculty to provide information about their access in OneUSG Connect.
Monthly merit load took place over the weekend
   • Information for merit validation to be provided to Project Coordinators by mid-to-late morning, January 7th

**Monthly payroll validation deadline is Tuesday, January 8 at 5:00PM**

For help with validation, on-line and in-person sessions are available
   • Monday, January 7 from 2:00PM-4:00PM
   • Tuesday, January 8, from 10:00AM-12:00PM
     • Please register for the date and time that works best for you: [https://attendee.gototraining.com/rt/856351728693764866](https://attendee.gototraining.com/rt/856351728693764866)

In-person help is also available at the same dates/times above:
   • Registration is not required
   • Testing & Training Facility located at 2130 River Road (old Print Services Building) on the same dates/times listed above
Run the query from Manager Self Service > System Manager Reporting > Workforce Administration > Compensation History:

Sample query results

Converted History Rates: Defaulted to 12/16/18 values
# Awareness: Employee View - Compensation History

## Compensation History

<table>
<thead>
<tr>
<th>Date of Change</th>
<th>Amount</th>
<th>Change</th>
<th>Type</th>
<th>Source</th>
<th>Currency</th>
<th>Job Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>01/01/2019</td>
<td>42,000</td>
<td>824</td>
<td>Pay Rate Change</td>
<td>Base Salary</td>
<td>USD</td>
<td>Program Manager</td>
</tr>
<tr>
<td>08/16/1993</td>
<td>41,176</td>
<td></td>
<td>Hire</td>
<td>Base Salary</td>
<td>USD</td>
<td>Program Manager</td>
</tr>
</tbody>
</table>

Hire Date: 08/16/1993

1/1/19 comp rate

12/16/18 comp rate
Awareness: Time Entry For 12/30 and 12/31

- Employees can now enter their own time worked on 12/30 and 12/31
- Changes expected for Tuesday night (1/8), which will allow Managers to make changes and approve time for 12/30 and 12/31 dates
- We will provide confirmation of this on Tuesday morning's call (01/08/2019)

- As a reminder, this crossover will be an ANNUAL calendar year issue (prior year timesheets not available after January 1)
  - Remember 12/31/2018 was a UGA workday and depending on the holiday calendar year, this may not be the case every year
- **NOTE**: Calendar year has no impact on absence requests
  - Absences can be requested/adjusted/approved across the calendar year by the employee and the manager
To see payroll expenditures for the 91B1 pay run, system managers can run the 'Payroll Expense Detail' query in OneUSG Connect (Manager Self Service > System Manager Reporting).

We anticipate the 91B1 payroll will be posted in the UGA Financial Management System on Wednesday, January 9th.
Awareness: Data Warehouse

• Data Warehouse HCM data – access being provisioned today Monday, January 7th
• Data Warehouse Access - Provisioned to users with "System Manager Reporting" access in OneUSG Connect
  • Access to any PII data will need additional layer of approval
Awareness: Data Warehouse
http://datawarehouse.uga.edu/
Awareness: Data Warehouse

UGA’s Data Warehouse Architecture

OneUSG Connect
Available Reports

Human Capital Management

The reports and queries listed are delivered through various platforms: OneUSG Connect Queriers and Reports, and the Data Warehouse (coming January 2019). Access in OneUSG Connect is granted to users with System Manager roles through the System Manager Reporting Tile on the Manager Self Service page. If you do not already have access to the platform indicated, use this link to request access.

For access to historical Payroll and HR data, please use Simpler to access data for periods prior to December 2018. You can also submit a data request to OIR.

As we begin using the new system, we ask that users submit any questions they have about the data on reports and queries. While the OneSource project followed protocols for data conversion and validation and testing of new processes, we encourage you to join us in a “trust but verify” approach – please email any questions you have about the data to onesignsupport@uga.edu.

Last updated: 12/16/2018
Awareness: Why are Payroll Encumbrances $0.00?

• Why does the encumbered amount show $0.00 on the queries and in the position funding cube?
• When will I be able to see values for payroll encumbrances?
  • OneUSG Connect includes fringe benefits in the payroll encumbrance calculation and the process relies on the prior payroll run to calculate the benefits portion of the payroll encumbrances. Since UGA's first monthly payroll run in OneUSG Connect is at the end of January, the first payroll encumbrance calculation will be performed during the first week of February using the effective position funding, effective compensation rate, and the benefits charged during the January payroll runs.
Known Issue: 'Reports To' Update

- Data was migrated Friday, January 4th
- Data was moved to OneUSG Connect "production environment" over the weekend
- HR 'Reports To' changes/updates - Lump sum and changes requested by Project Coordinators
  - ~6,200 changes should be visible this morning, Monday January 7th
  - ~300 changes remain, should be visible Tuesday, January 8th
  - Further review and analysis on-going this morning for validation
Known Issue: 'Reports To' Update

• As a reminder, any time there is a change to HR 'Reports To' data, Travel and Expense users can expect subsequent expense reports to route to their new 'Reports To' approvers.
  • The mass changes this weekend are no different.
• Keep in mind that expense reports created before the change in 'Reports To,' will route to the approver set in the system *when the expense report was created.*
## Known Issue: 'Reports To' Update – Expense Report Workflow Example

<table>
<thead>
<tr>
<th>January 4</th>
<th>January 5</th>
<th>January 6</th>
<th>January 7</th>
</tr>
</thead>
<tbody>
<tr>
<td>Joe creates Expense Report 1; it routes to his Reports To approver, Mary.</td>
<td>Joe's Reports To approver changes to Allen.</td>
<td>Because Expense Report 1 is still in process, Mary must still approve it.</td>
<td>Joe creates Expense Report 2; it routes to Allen.</td>
</tr>
</tbody>
</table>