Daily Status Call

January 10, 2019
Agenda

• OneUSG Connect Support Service Desk Update
• Updates to Faculty and Staff Guide
• Awareness and Information Items
• Known Issues/Defects
  • Resolved Items
  • New Items
OneUSG Connect Service Desk

Total Ticket Breakdown

- Resolved: 2453, 80%
- Open: 504, 20%

Total: 3057

Open Ticket Breakdown

- OneUSG Connect: 185, 31%
- Customer Response: 193, 32%
- Third Party: 205, 33%
- Awaiting Date: 17, 3%
- Institution: 6, 1%

Total: 604

Tickets as of 01/09/2019 6:00 PM
OneUSG Connect Service Desk

Total Tickets
01/09/2019 6:00PM

<table>
<thead>
<tr>
<th>Week</th>
<th>Open</th>
<th>Resolved</th>
</tr>
</thead>
<tbody>
<tr>
<td>Week 1</td>
<td>46</td>
<td>1153</td>
</tr>
<tr>
<td>Week 2</td>
<td>15</td>
<td>99</td>
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<tr>
<td>Week 3</td>
<td>188</td>
<td>717</td>
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<tr>
<td>Week 4</td>
<td>355</td>
<td>484</td>
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</table>
Aging Open Tickets by Assignment
Group 01/09/2019 6:00PM
OneUSG Connect Service Desk

Primary Trending Inquiries
• Prior Period Adjustments
• 'Reports To' Changes
• Time & Absence Approver Changes
• Time Reporting Method

Secondary Trending Inquiries
• Timesheet Education
• Single Sign-On
• OneUSG Connect Benefits email link is routing incorrectly
Awareness: Caller Resolution Process

- Service desk makes 3 attempts to contact customer for needed/additional information
- After 3 attempts, we will resolve the issue and the customer will receive a resolution email giving them 5 business days to click the required link to re-open the ticket

If the customer does not click the link the ticket will close, and the customer will be required to open a new ticket
ONE USG CONNECT SUPPORT EXTENDED HOURS:

- Thursday, 1/10/19 & Friday, 1/11/19 from 7AM to 7PM
Q: When a reports to action is processed in UGAJobs, how long does it take for OneUSG Connect to provision the reports to supervisor with MSS Access.
A: MSS access is automatically applied once the information has been processed from UGAJobs to OneUSG Connect. The feed occurs on a nightly basis.

Q: For a vacant position, who can approve time for the positions reporting to the vacant position?
A: If you have a vacancy in your reporting relationship, the Time & Absence approver will need to approve time for the vacant position.

Q: What if you have an employee that is 50/50 between two different departments and reports to two different supervisors?
A: If a position requires multiple approvers, multiple positions will need to be established.

Q: Can we assign an interim reports to in UGAJobs if the reports to position is vacant?
A: You should not establish an interim reports to unless the position is vacant and calls for an interim or acting assignment. Remember that the reports to relationship is between positions.
Q: Is there a report involving vacant positions that ties to a lump sum or salary amount?
A: There is a query that was used during conversion that would help with this, but it is not yet available in the System Manager Reporting Workcenter. We will work to have this available to users.

Q: By far the single most voiced concern of employees is their leave balances. Can you give an update on where those stand?
A: Leave balances for bi-weekly employees are now accurate in OneUSG Connect. December accruals for bi-weekly will post when the absence calendar closes, which is January 14th.
Leave balances for monthly employees continue to be validated and reconciled and will not be accurate until January 31st. December accruals for monthly will post on January 31st (end of monthly absence calendar).
Awareness: Time Approval

- "Approval in Process" - you are not authorized to do the approval for that entry

- "Needs Approval" - you are authorized to do the approval

- 180_TL_ABS_ENROLLED query can be used to determine who has the ability to approve the time entry
  - This is the Reports To or the Time & Absence Approver
Awareness: Prior Period Adjustments (Prior to 12/16/2018)

- Prior Period Adjustments (before 12/16/18)
  - Enter a ServiceNow ticket
  - Explain that a prior period adjustment is needed for dates that occurred prior to 12/16/18
  - A payroll representative will reach out to assist in accessing the Kronos timesheet
  - Payroll will work with the unit to determine to determine the amount that needs to be adjusted
  - Payments will be added as payline adjustments in OneUSG Connect to the next on-cycle payroll
Awareness: Annual Leave Payout

- **Annual Leave (Vacation) Payout**
  - These are processed on the next on-cycle payroll following the employee's final paycheck
  - Central HR and Payroll Administrators will be processing these requests
  - Department responsibility is to enter the termination, retirement, transfer, etc.
- [Link to Standard Operating Procedure](onesource.uga.edu)
When requesting a new combo code, make sure the date you request to make the combo code effective is in line with the date you need to use it for funding.

For example, if a new combo code is needed to fund a position for the pay period begin date of 12/30/2018, then the effective date of the new combo code should be 12/30/2018.
Reminder: Weekly Status Calls

- Weekly status call to be held today at 1:30PM-2:30PM
  - Extended session for Project Coordinator from 2:30PM-3:00PM
- We will continue to provide weekly status calls and will update the website with new dates
- Click here to register for the weekly status call:
  - https://attendee.gotowebinar.com/register/5123379323857686531
Known Issue - Resolved: Purchasing Power

• Purchasing Power has confirmed that they will be shifting the payment schedules for our bi-weekly employees that currently have payment plans out by two pay periods.
• Purchasing Power is shifting by two pay periods because we will not be able to take the deductions on the next bi-weekly payroll, 1/18.
• The deductions will be correct going forward for January's monthly payroll and the first bi-weekly payroll in February.
Known Issue: GA529 Education Savings Plan

- UGA employees who attempt to access the 529 Deductions Tile from Employee Self Service are receiving an error message that prevents them from being able to update deductions
- This issue has been identified as a PeopleCode error:

A solution is being tested and should be available for use on Wednesday, January 16th