

Overview

This SOP describes the process for how to update a business phone number in OneUSG Connect. Employee Self Service allows an employee to add/modify most of the employee's personal information, however business phone number is not one that is available. Currently, updates to business phone are manually done by our WFA team in central HR. Once updated in OneUSG Connect, the information is sent to IDM to update UGA Systems. This SOP will document how to process a transaction that will update the correct data fields in order to keep the business phone number in sync through multiple systems.

It is important to note that updating the position details in UGAJobs, creating a non "Business Phone" type number and/or marking a non "Business Phone" type number preferred will not update the phone number for the employee in UGA Systems. The update must take place on the Business Phone.

If Business Phone in OneUSG Connect and the UGA Directory are out of sync, a ticket should be submitted to EITS Help Desk for assistance. It should be specifically communicated that the business phone number in OneUSG Connect does not match UGA Directory. Note that it could take up to 24 hours from the time the change has been complete in OneUSG Connect for the change to update UGA Systems. It should also be noted that systems/directories that are not tied directly to IDM/Active Directory for feeds will not automatically update. Please also note that this process does not replace the process of setting update caller ID/updating the 911 file with telephone services.

Roles and Responsibilities

Roles involved in evaluating or modifying a position include the following:

- **Supervisor/Manager/HR Practitioner (within the Distributed Department):**
Submits a ticket to OneUSGSupport@uga.edu.
- **UGA Central HR:** manually updates the Personal Information record in OneUSG Connect.

Key Process Steps

When an incorrect business phone number is identified by employee or Supervisor/Manager/HR Practitioner (within the Distributed Department), the following steps should be followed in order to get it corrected and sent to other databases:

1. **The HR Practitioner/Supervisor in the distributed department initiates the request by emailing OneUSGSupport@uga.edu with subject line stating "Update to Business Phone Number". In the message the Supervisor/Manager/HR**

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Practitioner includes employee name, OneUSG Connect Empl ID for the employee, and the correct business phone number.

- 2. The ticket is routed to UGA Central HR WFA Team to update the Business Phone type on Personal Information**
- 3. Once updated in OneUSG Connect, the new phone number will be picked up by UGA Active Directory and automatically update other UGA Systems, such as UGA Directory. Please allow at least 24 hours for this to take place.**

Relevant Resources

List of resources and links.

- [OneSource Standard Operating Procedures Resource page](#)
- [OneSource Training Library](#)

Approval

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