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## UC FLEX NEWSLETTER

#025 (February 10, 2006)

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This edition of the newsletter covers the following topics:

- UC Flex Human Resources Goes Live on June 18
  - Organizational Management Playback Session Scheduled
  - HR Reporting Working Group
  - UC Flex Visits Duke University
  - HR Training Update
  - Planning for Talent Management Begins
  - UC Flex HR Testing Overview
  - Reporting Financials System Response Issues
  - January Project Update and What's Coming Next
  - Glossary of Project Terminology
  - Project Contact Information
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### UC Flex Human Resources Goes Live on June 18

On **June 18, 2006** UC staff will begin entering transactions in the new UC Flex Human Resources (HR) system. The implementation of the UC Flex HR system has been timed to allow HR transaction processing to begin on the first day of the pay period (06/18/06) that will enable the first paychecks for biweekly employees to be generated and distributed on July 11<sup>th</sup> using the new system.

The UC Flex team is currently preparing a detailed calendar of go-live activities that will be made available via the UC Flex website upon its completion. Details of the calendar will also be published in future editions of the UC Flex Newsletter.

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### Organizational Management Playback Session Scheduled

This week the UC Flex Organizational Management team completed the last of over 50 design sessions with staff from across the University to define the new Organizational Structure for UC Flex. The results of these sessions, including the incorporation of Concurrent Employment functionality, will be presented at a playback session to be held on February 28, 2006. This session will provide those who participated in the design sessions with an opportunity to see the newly defined organizational structures and will also answer issues and questions that were raised during the individual design sessions, including multiple positions and Concurrent Employment.

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### HR Reporting Working Group

The provision of reports is a critical part of the implementation of UC Flex HR as users across the University will have a need to get some type of HR information out of the UC Flex system. In order to address the reporting needs of Decentral users, the Process Change Leadership Group, together with Transition Leaders and selected end users will meet monthly, starting this month, with the UC Flex Business Warehouse (BW) Reporting Team. The BW Team will use these meetings to identify the data elements needed by Decentral users to perform *ad hoc* reporting for their business units, to create core HR reports similar to the core Financials reports currently available in the UC Flex Business Warehouse. While it may not be possible to deliver



all core reports at go live, it is essential for the team to define the overall strategy needed for reporting so that additional core reports can continue to be developed over time.

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## UC Flex Visits Duke University

In mid-January, a group from the UC Flex team visited Duke University to learn about their implementation of the Manager Self Service (MSS) functionality available in SAP. The UC group included Chris Diersing (UC Flex HR Team Lead), Betty Young (Executive Director, Human Resources Services Center and process owner for Personnel Administration), Jim Lewis (UC Flex Technical Project Manager), Jaap Wessels (IBM UC Flex HR Team Lead) and Sridhar Kandisetty (HR Development Consultant).

Specifically, the group learned how Duke implemented the Personnel Change Request (PCR) forms including the design of the forms, how the forms are processed (business processes), workflow design and associated processes. The team also met with Duke's Change Management team, who shared their ideas relating to project communications particularly surrounding critical go-live activities such as the redesign of the paystub.

Duke has also shared aspects of their functional and technical design with UC for potential use in its implementation of UC Flex. The UC group learned some valuable lessons from Duke's experiences and is grateful for the time taken by the Duke University team.

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## HR Training Update

The development of HR training course materials continues while the UC Flex Training Team, in collaboration with HR Liaisons and Transition Leaders, has completed the initial assignment of users to UC Flex HR roles and is now in the process of validating these role assignments.



Over the coming weeks, the team will begin developing the training schedule and will start to produce Individual Course Plans for each identified UC Flex HR user. Each user will receive an Individual Course Plan that lists all of the UC Flex HR training courses that they are required to attend prior to go-live. Users should begin receiving their course plans in late March at which time we anticipate also having the training schedule available through the UC Flex Training Registration website. Details on how to register for the courses identified on the Individual Course Plan will be provided closer to that time.

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## Planning for Talent Management Begins

The UC Flex Project Team has begun initial planning for Wave 3 of the UC Flex HR implementation, which includes SAP's Talent Management functionality. Talent Management provides a number of functions, such as employee development and associated training, event management, and e-learning. This week, the UC Flex Project Management Office met with Project Sponsors to define the scope and approach for how this functionality will be used at UC.

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## UC Flex HR Testing Overview

In order to minimize the risk of system failures as UC Flex functionality goes live, several types of testing activities will be employed to confirm that the configured business processes meet design requirements and that the technical environment is prepared for production.

Types of tests to be performed include:

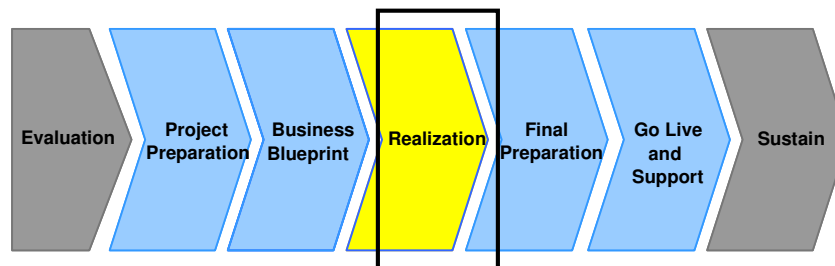
- **Unit Testing** – the first level of testing for configuration and development undertaken to verify that the system’s components are functioning as expected and to confirm that no errors exist. It is performed in a development environment using a small subset of representative data
- **Integration Testing** – undertaken to validate that the integration of the system’s components that make up the business solution is complete and functioning correctly. It is performed in a quality assurance system using representative real data to simulate actual conditions
- **User Acceptance Testing** – undertaken to confirm that the requirements identified and accepted during the Business Blueprint phase have been realized. The acceptance criteria will be determined by the Business Process Owners prior to commencement of testing. Business process scenarios will be executed by key end users identified by UC
- **Interface End-to-End Testing** – undertaken with internal and external parties to verify the technical readiness of communication channels and that full production files can be successfully exchanged and processed
- **System Testing** – undertaken to validate the production readiness of the technical aspects of the new system environment
- **Security Testing** – undertaken to validate that the security access created provides the proper authority for UC employees to perform their business functions
- **Regression Testing** – undertaken to verify that changes made to the system or technical environment have not adversely affected the already tested system functionality.

UC and IBM resources will be involved in all levels of testing.

## Reporting Financials System Response Issues

UC Flex Financials system users who experience system performance problems, including slow response times, should report all occurrences to the Help Desk (556-HELP) **immediately** in order for an accurate assessment and diagnosis of the problem to be carried out. Any delay in reporting performance issues may result in technical support resources being unable to replicate the problem, which is a necessary step in order to detect and resolve the cause.

## January Project Update and What’s Coming Next



*UC Flex Human Resources is in the Realization Phase*

January's **key activities and accomplishments** for the **UC Flex Human Resources** project include:

- Completed University wide Org. Management data capture sessions
- Began Integration Test cycle 1
- Refined scope and approach for Self Services
- Completed baseline design of all HR security roles
- Conducted site visit to Duke University
- Completed data collection through the Transition Management Program to identify end users and roles
- Updated Transaction and Business Warehouse platforms for production, quality assurance, development and training with latest SAP service releases

**Next steps** for the **UC Flex Human Resources** project include:

- Continue realization work on the Self Services solution
- Continue development of Business Process Procedures
- Complete first Integration test and start final Integration test
- Finalize end user role assignments and develop a detailed HR course schedule
- Assist the Transition Liaisons/Leaders in completing their Initial Impact Assessments

**Note:** Status reports for UC Flex Financials will no longer be provided as it is now in sustainment.

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## Glossary of Project Terminology

The UC Flex project has a unique “language” of terms and acronyms. Over the coming months, you will hear a lot about Organizational Management. Here are some key terms that you may need to know:



### **Chief**

A position in UC Flex that is designated as the leader of a particular organizational unit. As part of the process of defining the University's overall organizational structure in UC Flex, who will be in the Chief position for each organization has also been identified.

### **Concurrent Employment**

Concurrent Employment (CE) is a new feature that provides a way to handle employees who hold multiple assignments at the same time. For an individual employee who holds multiple assignments, UC Flex assigns a separate personnel assignment for each position. Each of these personnel assignments can have its own position assignment, pay rate and cost assignment.

### **Pooled Position**

A Position that is shared by multiple persons. Pooled Positions are a feature in UC Flex used to limit the administrative work associated with the creation of certain types of non-benefit-eligible positions. One Pooled Position is created that allows for multiple people to hold that position. This is a new feature that doesn't exist in the current HRMS. Using Pooled Positions eliminates the need to create a new position or requisition for every new position, especially positions with a large number of incumbents or with high turnover, such as adjunct faculty and student workers. New funding can be added to the pool at any time. Using Pooled Positions will increase the speed at which departments can hire qualified applicants.

## Project Contact Information



We welcome your feedback! Questions, concerns and suggestions can be submitted via:

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[We review this e-mail account regularly]

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We urge you to stay informed!