FEBRUARY 2020 NSC NETWORK MEETING
AGENDA

> Current View and A Look Ahead – Nancy Jagger
> NSC Network – What We’ve Accomplished, and What Lies Ahead – Kanani Van Leeuwen
> Updates on Suspended Operations and PFML – Tram Obligacion
> Legacy HR/P Archive Project Update – Alin Hunter
CURRENT VIEW AND A LOOK AHEAD

NANCY JAGGER
WORKDAY BUSINESS PROCESS TRACKING

MONTHLY SNAPSHOTs

> http://isc.uw.edu/metrics/
DATA ANALYTICS IN WORKDAY AND UW CONNECT

> The BP Snapshot is a monthly summary of business process completion times across the UW, including Units, CBUs, HR/AHR, ISC.
> Last year we shared business process analytics from Workday we continue to track and pilot:
  – To identify trends/patterns indicating opportunities for support, training, or communication
  – To improve business processes
> In the future, we hope to utilize the power of having a cloud-based system, including the ability to benchmark with other institutions
ISC ADVISORY COUNCIL

>- Purpose
  - Create a forum to identify and prioritize system and process recommendations, share insights, and drive organization-wide improvements
  - Be a champion for change within your organization

>- Current membership represents 10 Units (rotating) plus AHR and UW-HR

>- Members suggested asking more of the ISC Advisory Council in driving change RAP
CUSTOMER OPTIMIZATION PRIORITIES – TOP 6

- Move Worker Functionality for Staff (Done!)
- Reporting (In Progress)
- Workday Notifications (In Progress)
- Auto end all compensation plans after term or upon rehire
- Analyze top 5 Business Processes for Opportunities to Simplify or Streamline (Resource Dependent)
- Hire Process for Temps
> Regarding the hiring process for temporary staff, does it include temporary fixed-term faculty?
   – This is regarding temporary staff only. It does not include temporary fixed-term faculty.
WHY DO WE HAVE THE NSC NETWORK?

WHO, WHAT, AND HOW

> Who are the NSCs?
  – Workday ‘Power Users’ who can provide direct feedback to the ISC via their Service Partners, NSC Network meetings, department leadership

> What is the purpose of the NSC Network meetings?
  – Share ideas, best practices, Workday updates and demos, ‘the latest and greatest’
  – Collaborate with the ISC
  – Build Workday subject matter expertise
WHY DO WE HAVE THE NSC NETWORK?

WHO, WHAT, AND HOW

> What is my role as my department’s NSC?
  > Point of Workday reference for the rest of the department
  > Actively shares information from meetings with co-workers
  > Takes advantage of learning opportunities inside/outside of meetings and shares information with the department

> Bring a ‘plus 1’

> If agenda is not in your ‘wheel house’, ask a co-worker to attend and share
WHAT WE’VE ACCOMPLISHED TOGETHER

NSC NETWORK AND ISC COLLABORATION

＞ Move Worker
  － Students, Staff
＞ Campus focus group to improve Earnings and Actuals report
＞ Annual Events Tips and Tricks/Reminders
  － Merit, Open Enrollment, Summer Hiatus
＞ Workday Business Process Improvements
  － Decreased approval steps for student hires
  － Improvements to Create Position BP from Lean
WHAT WE’VE ACCOMPLISHED TOGETHER

NSC NETWORK AND ISC COLLABORATION

- Presenters from other CBU’s for alignment/consistency in messaging
  - AHR, central HR
- Best Practices shared by campus partners
- ISC website improvements/enhancements based on your feedback
- Changes to Weekly Digest
WHAT LIES AHEAD

REPORT ADOPTION PROJECT
WHAT LIES AHEAD

RAP – REPORTS WITH CAMPUS VISION

> Campus focus to help improve understanding of reports
  – Mitigate ‘data dumps’, consolidation of reports, new reports

> Campus requirements and prioritization
  – Consistency, report prompts, compliance, population

> RAP spotlight at NSC meetings
  – What new/improved report(s) are launching
  – Demos of how reports look/work
  – ‘Peer to peer’ training
RAP WORKING GROUP CATEGORIES

Costing
- UW Bothell
- School of Social Work

Compensation
- OMAD
- SOM

Payroll
- CAS
- Foster School of Business

Time and Absence (Leave)
- Facilities
- HFS

HR/Academic Management
- CAS
- SOM
- ENV
RAP – ISC ADVISORY COUNCIL

ISC Advisory Council Co-Leads to:

– Provide guidance and oversight of each group to ensure the focus remains on what best serves the university as a whole
– Offer input and feedback on workgroup session agendas
– Report status back to ISC Advisory Council
– Partner with similar “adopted” unit to increase awareness
SUSPENDED OPERATIONS 2020

TRAM OBLIGACION

UNIVERSITY of WASHINGTON
INTEGRATED SERVICE CENTER
SUSPENDED OPERATIONS

Workday system eligibility for Suspended Operations:

1. Essential Position designation is No or blank

2. Employee is in scope for Time Tracking (tracks overtime in Workday)
   - Non-Exempt Salaried Contract Classified Staff
   - Non-Exempt Salaried Classified Non-Union Staff
   - Non-Exempt Salaried Professional Staff (including SAG AFTRA)

3. Employee is not at the Medical Center
SUSPENDED OPERATIONS 2020 DATES

> University of Washington Seattle Campus
  • Monday, January 13: Delayed start at 9:30 am
  • Wednesday, January 15: Delayed start at 9:30 am

> University of Washington Bothell Campus
  • Monday, January 13: Delayed start at 10:30 am
  • Monday, January 13: Suspended Operations began at 5:30 pm
  • Tuesday, January 14: All Day
  • Wednesday, January 15: Delayed start at 10:00 am (Buildings)/10:30 am (Campus)
  • Wednesday, January 15: Suspended Operations began at 5:30 pm
SUSPENDED OPERATIONS TIME OFF & MAKE UP

Suspended Operations User Guide:
https://isc.uw.edu/user-guides/suspended-operations-makeup-time/

Outlines the two “stages” of Suspended Operations in Workday:
1. Enter Absence – Time Off is entered in Workday (using the “Suspended Operations Time Off” type) for the worker to account for the lost work hours that will be made up as a result of Suspended Operations.
2. Enter Time – The “Suspended Operations Makeup Time” worktag is applied to time blocks where Straight Time or Overtime was calculated in Workday.
SUSPENDED OPERATIONS REPORTS

R0598 Essential Position Audit – shows all filled/unfilled positions within an organization and identifies whether each position is essential or non-essential

**Essential position designation is blank = No**
R0241 Suspended Operations Time Tracking Audit – shows all time tracking employees within an organization and outlines all paid and unpaid time off taken by those employees on a singular day of suspended operations

- Improvement: recently added “Hours Worked” column

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<thead>
<tr>
<th>Worker</th>
<th>Employee ID</th>
<th>Worker Position</th>
<th>Position FTE</th>
<th>Supervisory organization</th>
<th>Manager email</th>
<th>Essential Position</th>
<th>Job Family</th>
<th>Is Overtime Eligible?</th>
<th>Reported Work Hours</th>
<th>Suspended O&amp;O Time Off</th>
<th>Vacation Time Off</th>
<th>Personal Holiday</th>
<th>Sick Time</th>
<th>Unpaid Time</th>
<th>Compensatory Time Off</th>
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SUSPENDED OPERATIONS REMINDERS

> **ISC Clean Up**: all balances greater than or equal to -0.11 will be cleaned up by ISC

> **SEIU 925 Master Article 28.2**: Effective 7/1/2019, employees covered by this union have 60 days to make up Suspended Operations.
QUESTIONS AND ANSWERS

> Do you have solutions to try when the suspended operations tag will not calculate the time block?
   – You must tag the time block that has the overtime or straight time tag.

> How do you find the time block with overtime?
   – Open the time block, click on the ‘View Details’ button, and review the ‘Calculations’ tab. The Suspended Operations user guide has this listed with screen shots as part of step 12.
   – https://isc.uw.edu/user-guides/suspended-operations-make-up-time/
Conversion positions usually do not have the essential position designation included in the data migration. Changing it must be done if/when the position is empty. Has this changed?

- There were some positions that had essential designations at the point of conversion. Now, 2.5 years later, all positions and designations should be reviewed for changes. The ISC recommends review of this annually, along with preparations for suspended operations. Essential position designation can be updated within the Edit Position Restriction BP and it takes effect immediately. It does not need to wait until the position is vacant. The exception would be if the position is in a JM organization; if the essential designation needs to change for the JM position, you will to send a request to ischelp@uw.edu.

- [https://isc.uw.edu/user-guides/edit_position_restrictions_sc/](https://isc.uw.edu/user-guides/edit_position_restrictions_sc/) refer to step 12.
QUESTIONS AND ANSWERS

> What happens when an employee makes up more time than they needed for Suspended Operations?
  > You will get an error in Workday. If they submitted time for Suspended Operations then made up that time, Workday will not let you go above 0 for make-up time. The employee would have to bank it for comp time.

> What is the last day of make-up for this year?
  > It depends on ‘who you are’. The timeframe is different between SEIU and WFSE, between 60 and 90 days. We will work with HR to determine the official cut off dates.

> What is the timeframe for the ISC to clean up the negative .11 balances for Suspended Operations?
  > We will try to do it as quickly as possible after the 90 day window. We will likely look at SEIU members at 60 days and then everyone else at 90 days.
QUESTIONS AND ANSWERS

> If the employee was overpaid for Suspended Operations because they did not work and/or make up the time, how is that fixed?
  - It is in the overpayment section on the ISC website. There is a form that needs to be filled out.
  - [https://isc.uw.edu/your-pay-taxes/payroll-processes/](https://isc.uw.edu/your-pay-taxes/payroll-processes/)

> Should staff who were authorized to work remotely during Suspended Operations enter time as if it were a regular working day?
  - Yes.
PFML – SUPPLEMENTAL BENEFIT TIME OFFS

TRAM OBLIGACION
PFML SUPPLEMENTAL BENEFIT TIME OFFS

> **Eligibility:** available only when Paid Family Medical Leave LOA has been entered in Absence Calendar

> All supplemental benefit time offes have the word “PFML” in the name

> Whether an employee uses supplemental benefits or not, time offs must be entered for each work day of a leave of absence.

> Medical Center employees – use Kronos
## PFML SUPPLEMENTAL BENEFIT TIME OFFS

<table>
<thead>
<tr>
<th>Population</th>
<th>Paid Time Off</th>
<th>Supplemental Benefit Time Off</th>
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<tbody>
<tr>
<td>Staff</td>
<td>Compensatory Time Off (hours)</td>
<td>Compensatory Time Off - PFML (hours)</td>
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<tr>
<td>Staff</td>
<td>Discretionary Time Off (hours)</td>
<td>Discretionary Time Off - PFML (hours)</td>
</tr>
<tr>
<td>Staff</td>
<td>Holiday Credit Time Off (hours)</td>
<td>Holiday Credit Time Off - PFML (hours)</td>
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<tr>
<td>Staff</td>
<td>Holiday Taken Time Off (hours)</td>
<td>Holiday Taken Time Off - PFML (hours)</td>
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<td>Staff</td>
<td>Personal Holiday Time Off</td>
<td>Personal Holiday Time Off - PFML (hours)</td>
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<tr>
<td>Staff</td>
<td>Shore Time Off (hours)</td>
<td>Shore Leave Time Off - PFML (hours)</td>
</tr>
<tr>
<td>Staff</td>
<td>Sick Time Off</td>
<td>Sick Time Off - PFML (hours)</td>
</tr>
<tr>
<td>Faculty</td>
<td>Sick Time Off (days)</td>
<td>Sick Time Off - PFML (days)</td>
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</table>
CORRECT TIME OFF - PAID TIME OFF TO SUPPLEMENTAL BENEFIT

Good: Simply update the Type field. Submit for approval by Time Approver.
CORRECT TIME OFF - PAID TIME OFF TO SUPPLEMENTAL BENEFIT

Not bad, but more work:

1. Remove the original time off entry, or correct the daily quantity to zero.
2. Submit this request, wait for Time Approver to approve the request.
3. Enter a new time off request with your supplemental benefit time off.

*deviations from process can result in absence errors
QUESTIONS AND ANSWERS

> Who returns employees from PFML besides returning them from FMLA in Workday?
  – FMLA and PFML are two separate programs and should be regarded as such. At this time, we do not have a return solution yet. We will be managing this centrally within the ISC until we announce a final solution.

> What office is managing PFML for faculty?
  – Academic HR will manage PFML for academic personnel.

> Any separate time tracking the HR Partner needs to enter for PFML?
  – No, just the FMLA tracking.
QUESTIONS AND ANSWERS

There are questions regarding ‘stacking’ FMLA and PFML. Can you please explain what ‘stacking’ is?

- We recommend looking at the FAQ page for Paid Family Medical Leave
  - https://hr.uw.edu/ops/leaves/paid-family-and-medical-leave-pfml/frequently-asked-questions/
- If an employee has specific questions regarding their unique situation, please refer them to the leave specialists from Campus/Academic HR
  - hrleaves@uw.edu, apleaves@uw.edu

How are supplemental benefits tracked between the state and UW?

- Supplemental benefits are tracked quarterly. UW reports this to the state. Corrections from UW to the state are also done on a quarterly basis.
TIMESHEET AUDITS

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COMMON TIME TRACKING ERRORS

> Time Offs entered in timesheet but unsubmitted
  – Affects time off balances
  – Could prevent future time off requests
  – Biggest miss: Holiday Taken Time Off

> Time blocks entered but not submitted
  – Hourly employees rely on approved time blocks to be paid
  – Overtime is possibly unpaid if time blocks not approved
TIME TRACKING AUDIT REPORTS

> Weekly Unsubmitted & Unapproved Hours Audit R0207: shows all time tracking employees within an organization and any unapproved time or time off

<table>
<thead>
<tr>
<th>Employee Name</th>
<th>Employee ID</th>
<th>Net ID</th>
<th>Supervisory Organization</th>
<th>Week Hours as per FTE</th>
<th>Paid/Unpaid Time Off + Regular Work Hours Approved</th>
<th>Short of Schedule (Hrs)</th>
<th>Unapproved Hours Worked</th>
<th>Unsubmitted Hours Worked</th>
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TIME TRACKING REMINDERS

> Time tracking locks after 90 days
  – Limited adjustments can be made after 90 days.
  – Beyond one year – no adjustments of any kind can be made

> Timesheets are entered by week, but submitted by pay period
  – Submit timesheets part way through the week if the 15th or end of month falls mid-week

> The ISC recommends that timesheets are audited monthly, not yearly
  – Ensure all time blocks and time offs are submitted/approved
  – Allows the department to make corrections directly into timesheet within 90 day window
If an employee records time day by day and a week crosses over two pay periods, the hours from the previous pay period will change from ‘Approved’ to ‘Unsubmitted’. Can we use R0207 to check for this, but for a month, quarter, and/or year? Does the range have to be for a week?

- Yes, because the calculations within the report return ‘Week Hours Per FTE’ and ‘Short Schedule’, these are based on weekly values.
- It also helps you isolate where unsubmitted/unapproved time is.
- If you are not concerned with ‘Week Hours Per FTE’/‘Short of Schedule’, and you run the report for a 4 week timeframe, and you find unsubmitted/unapproved hours, the report does not list WHERE the time is, only a sum of hours. This isn’t necessarily more efficient than running the report 4 times and knowing exactly where the issue is within the week.
> Regarding R0207, will this report show when an employee has multiple positions and your department’s position is NOT the primary?
  – We will bring this feedback to the reports team and see if they can improve the report to search these parameters.

> For R0207, does the date range need to be for a week?
  – The date range can be for less than a week. It cannot be used for a timeframe that spans more than a week.
LEGACY HR/P SYSTEM SHUTDOWN AND DATA ARCHIVING PROJECT – PAY SUMMARY REPORTS

ALIN HUNTER

UNIVERSITY of WASHINGTON
INTEGRATED SERVICE CENTER
PROJECT SUMMARY

- Legacy HR/P System Shutdown and Data Archiving Project summary
- Legacy HR/P Pay Summary Reports release
- Project Timeline
- Questions
LEGACY SYSTEMS UPDATE

LEGACY HR/P SYSTEM SHUTDOWN AND DATA ARCHIVING PROJECT

> New Legacy HR/P Data Archive is an enterprise-wide archiving tool
> Sustainably allows for managed access to legacy data
> Designed for UW Administrative staff who need to access legacy HR/P data to meet ongoing operational and legal/compliance needs
> OPUS and HEPPS will be decommissioned at the end of the project, Q4 2020
LEGACY HR/P PAY SUMMARY REPORTS RELEASE

PROJECT STATUS:

> New reports will be released in late February on a limited basis to HCM Initiate 2 role holders.
> Workday Security Roles will determine access.
> These reports are accessible through the BI Portal -> Employee Search Report, with links to Pay Summary Reports.
> The upcoming reports include:
  – Release Pay Summary
  – Check and Funding History Reports
LEGACY HR/P SYSTEM SHUTDOWN AND DATA ARCHIVING PROJECT

TIMELINE

Ongoing: Documentation/Metadata: 1) Pay 2) Employee History 3) Benefits 4) Retirement/ Publishing to Knowledge Navigator (KN)

Documentation will follow a process outlined on slide 20, requiring Data Custodians approval

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**July 2019**
Kick Off, Project and Database Setup

**Aug-Feb 2019**
Pay Summary: Conversion, Reports

**Dec-Feb 2020**
Emp History: Conversion, Reports

**Feb-April 2020**
Detail: Conversion, Reports

**April-June 2020**
Benefits: Conversion, Reports

**July-Sept 2020**
Retirement: Conversion, Reports

**Oct-Dec 2020**
Legacy System Decommissioning and Cleanup

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Summary Pay Reports Rolled Out

Employee History Summary Report Rolled Out

Detailed Pay/Deductions and Employee History Detail Reports Rolled Out

Benefits Reports Rolled Out

Reports stabilization
QUESTIONS AND ANSWERS

> Why can only HCM Initiate 2 receive the new reports?
  – This is a first release of Legacy HR/P Archive functionality. We wanted to target a small subsection of users first. In the event we receive a lot of questions, we did not want to ‘swamp’ the Help Desk. We will be rolling out these reports to the remainder of the authorized users within a couple of weeks.

> I still use OPUS to verify start dates, title changes, and end dates. Will I still be able to do that?
  – These first two reports will focus on pay. The next report, to be released in a month or so, will be Employee History. That should cover your requirements. Also, OPUS will remain operational until all the campus-facing reports are rolled out.