



**Columbia University
People @ Columbia (PAC) Project**

**Human Resources
Management Committee**

June 4, 2004



Agenda

- **Recent Accomplishments**
- **User Support Approach**
- **Reporting Update**
- **Manager Self Service Security Authorization**
- **Identifying Manager Self Service Users**
- **Payroll Schedule Change Program**



PAC Recent Accomplishments

➤ **Change Management, Training & Communications – On Track**

- ✓ Training Course development complete
- ✓ PeopleSoft Pilot Training Courses in progress
- ✓ Course Registration Tool Development complete
- ✓ End User Support Approach in progress

➤ **Technical Infrastructure Development – On Track**

➤ **Implementation Phase – On Track**

- ✓ “Mock 1” Conversion – complete – better than expected results!
- ✓ Data Cleansing continuing
- ✓ Application Development complete
- ✓ Test Scripting complete
- ✓ Test Execution in progress
- ✓ Parallel Test planning in progress



User Support Approach

Tier 1: Support Facilitators

Functional Support

- Department Supervisors, Managers & Administrators
- CUMS Faculty & Staff Services (FSS) Administrators
- CUMC HR Administrators
- HR Process Center (HRPC) Help Desk
- ADP for Garnishments

Technical Support

- AclS Help Desk
- CUMC Help Desk
- Department Desktop Technical Coordinators

- ▶ First point of contact for end users
- ▶ Provide basic functional and/or technical support
- ▶ Troubleshoot issues using predefined scripts to determine the nature of the problem
- ▶ Redirect issues to peer Tier 1 support facilitators, Tier 2 or Tier 3
- ▶ Communicate resolution to end users

Tier 2: Process Managers

Functional Support

- HR Service Managers/Administrators
- HR Process Center Managers
- FSS and RSS Managers
- Payroll Manager
- Provost's Office
- Office of Academic Affairs

Technical Support

- AclS Help Desk
- CUMC Help Desk
- Department Desktop Technical Coordinators

- ▶ Accept ownership of issues from Tier 1
- ▶ Investigate, attempt to resolve and communicate resolution back to Tier 1
- ▶ Escalate issues that cannot be resolved to Tier 3
- ▶ Work directly with end user to resolve issue where appropriate
- ▶ Forward resolved Issue Emails to the PAC Issue / Resolution Log
- ▶ Provide University knowledge regarding policies and procedures

Tier 3: Process and System Owners

Functional Support

- ERP Systems Manager*
- ERP Systems Coordinator*
- Business Process Owners

Technical Support

- ERP Technology Manager and Team
- HR Application Manager and Developers
- Application Security Administrator

*For 3 months post go-live

- ▶ Accept ownership of issues from Tier 1 and Tier 2
- ▶ Maintain the PeopleSoft system (patches, updates, bug fixes)
- ▶ Provide deep and broad knowledge of the PeopleSoft application and University policies
- ▶ Develop new reports and queries
- ▶ Communicate system status and planned outages to Tier 1, Tier 2 and end users
- ▶ Responsible for communicating to support vendors
- ▶ Add and remove user access to the application
- ▶ Provide scripts for Tier 1 and Tier 2 support to answer and resolve calls that are frequent in nature



Reporting Update

- Phase I incorporates PeopleSoft’s reporting tools with the University’s Data Warehouse for a total reporting solution.
- Standard reports identified from analysis of prior HRIS report development and department/school input.
- Browser access to standard reports via PeopleSoft Managerial Self-Service or the Data Warehouse.
- Central reporters will respond to user requests for ad hoc reports using PeopleSoft or Data Warehouse reporting tools.

	PeopleSoft Manager Self Service *		Data Warehouse	FAHRIS
Reports Available	<ul style="list-style-type: none"> • PAF • Department Payroll Register • Department Earnings Register • PAF Actions Report 	<ul style="list-style-type: none"> • Visa Expiration • Appointment End Date 	<ul style="list-style-type: none"> • Personal & Job Data • Personal Data • Overtime • Casual & Employee Hours • CUMC specific reports 	<ul style="list-style-type: none"> • HRIS Inquiry Report • Expiring End Dates Report • All Active Employees Report • HRIS In-Process Record • Nomination Form • NYPH Nomination Form
Tool Used to Access Report	PeopleSoft Manager Self-Service via myColumbia Portal	Paper report will be delivered to you	WebFOCUS via myColumbia Portal	Crystal Reports via FAHRIS

*Over 200 PeopleSoft reports available to Central Human Resources, Benefits and Payroll users.



Manager Self Service Security Authorization

Who can access Manager Self Service (MSS)?

- Departmental Administrators that are currently on the HRIS Department Administrator list will be able to access information for their designated departments.
- Each Department Administrator on the list will receive a copy of the PeopleSoft Security chart to:
 1. *Verify the departments they can access.*
 2. *Request, if necessary, access for other employees to his/her department(s).*

Which faculty and staff will each MSS user see within Manager Self Service in Phase I?

- Each department user granted access will see the following information for all faculty and staff in the department:
 1. *Personal data (addresses, phone numbers and emergency contacts)*
 2. *Job summary data, including salary information*
 3. *PSYCHE data (limited historical information)*
 4. *Interdisciplinary Affiliations*
 5. *Additional compensation via reports*
 6. *PAF reports*

How will authorized users access Manager Self Service?

- Each user will enter his/her UNI (University Network ID) and password which will allow the user to see faculty and staff in the department for which he/she has access. For this reason, it is important that all MSS users activate their UNIs.



Identifying Manager Self Service Users

Example:

Manager Self Service Department Access Permission Lists				
Description	Departments Associated	Associated To (UNI)	First Name	Last Name
Office of the President	0010000	eac9	ELISABETH ANN	CORNWELL
Office of the Provost	0020000, 6870000 and 6990000 No access to 9850000.	esl1	EVELYN S	LEDYARD
Off VP U Dv Alum Rel	0050000	tlr1	TINA L	RICE
Exec VP For Finance	0060000	cl23	CYNTHIA	LESLIE
Office of the Public affairs	0070000, 0710000, 0350000, 0680000, 0340000 and 0650000	abp47	ALLEN B	POOLE

- Review your department.
- Determine if any additional users need Manager Self Service access to your associated department.
- Notify the PAC team of any changes, additions or deletions via the PAC email (pac@columbia.edu).



Payroll Schedule Change Program Communication to Impacted Employees

- Weekly paid employees will be eligible for a Payroll Adjustment Period of 1 day due to the check date change.
- 32BJ Weekly paid employees will be eligible for a Pay Adjustment Period of 1 day due to the check date change and 5 days due to the pay period change.
- Union and Full-time Non-Union Biweekly paid employees will be eligible for a Pay Adjustment Period of 2 days due to the check date change and 3 days due to the pay period change.
- Due to restrictions in the legacy payroll system, the Payroll Adjustment Period due to the pay date change will be paid via a check.
- Upon the eventual termination of employment from the University, an employee's final paycheck(s) will be appropriately reconciled for the Payroll Adjustment Period.
- Union employees are automatically participating in the Payroll Schedule Change Program, per the University's agreement with their union officials.
- Non-Union Employees may participate in the Payroll Schedule Change Program by completing the "Payroll Schedule Change Program Form" and returning it to the Columbia Payroll Department.
- Copy of Payroll Schedule Change Program letters will be sent to Department Administrators for review at the beginning of July.
- Payroll Schedule Change Program letters will be sent to employees mid-July.



Next Meeting

**The next HR Management Committee meeting will be held
Friday, July 9th from 9:30 – 11:30 a.m.**

The following topics will be discussed:

- **Recent Accomplishments**
- **Changes Affecting Employees**
- **Go-Live Preparation for Departments**
- **Review of Jobcodes and Position Numbers**



How to Obtain Information on the PAC Project

1. E-Mail comments and questions to PAC@columbia.edu
2. View the Project Website for project information:
www.columbia.edu/cu/pac/
3. Contact the PAC Project Director or Communications Liaison
 - **Project Director: Lynne Gere**
 - (212) 851-2912
 - lg2193@columbia.edu
 - **Communications Liaison: Joseph Harney**
 - (212) 854-1540
 - jh2087@columbia.edu