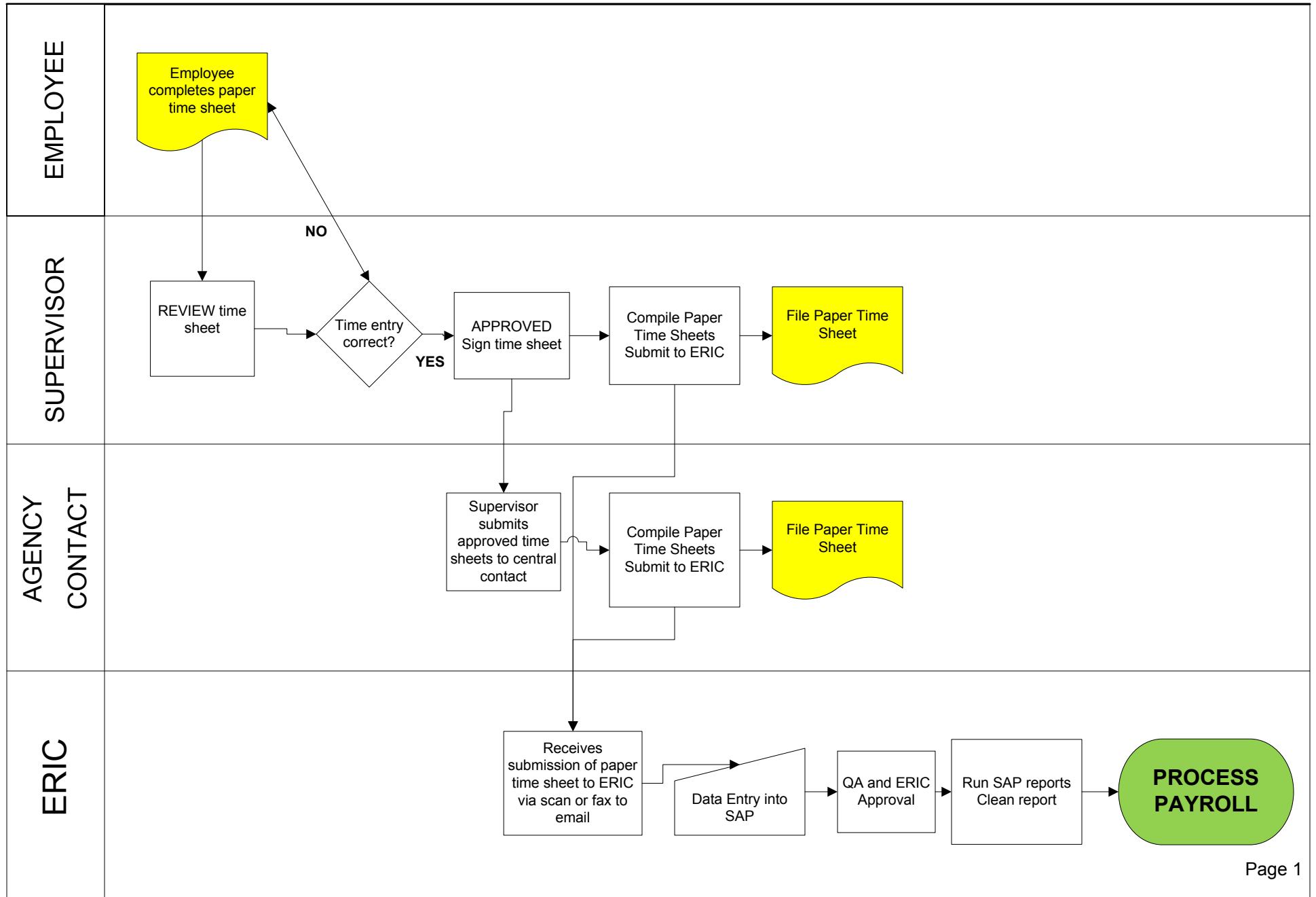


To Be Payroll Process – Time Sheets

State of UTAH, Eric Implementation DRAFT Monday, January 24, 2011



Human Resources “TO BE” Process Mapping Exercise

PROCESS ID:	Payroll – Paper Time Sheets
HR AREA: (Note: A complete list of areas appears in Appendix A)	Payroll – Paper Time Sheets
PROCESS: (include brief description)	Payroll Process
Sub-Process: (If applicable)	Wage Types Paycheck issue resolution
Customer: (Employee, Supervisor, HR or Org)	Employee, Supervisor
Process Trigger/s: (Briefly describe the action/s that initiate this process)	1)Employee completes time sheet
Do “AS-IS” maps/documentations already exist for this process? (Y/N)	yes

PROCESS REQUIREMENTS (what must be in place, etc. by the agency for the transaction to be completed):
Employee completes paper time sheet, signs time sheet, submits to Supervisor for approval

COMPLETION of PROCESS/TRANSACTION:

Utilizing the framework below, briefly summarize each step within each tier of the SSC.

TIER 0 – Self Service			
Tier 0 Trigger: ESS			
Steps to complete transaction	Actions	Outputs	Notifications/Communications
<p>Knowledge Base:</p> <ul style="list-style-type: none"> • Instructions on how to use SAP ESS • Standard timesheet that can be downloaded (completed and downloaded?) • Instructions on how to complete timesheet <p>Steps: ENTRY</p> <ul style="list-style-type: none"> • Employee access ESS prior to the screens closing and enters time • Employee completes paper timesheet, signs timesheet (?), submits to Supervisor for approval <p>Steps : Compiling Paper Time Sheets (@ Agency)</p> <ul style="list-style-type: none"> • Identified party (unsure of position?) collects/compiles paper time sheets • Identifies missing time sheets • Conducts outreach within agency to employees missing time sheets • Verification of accuracy (can that be expected?) <p>Steps: Submission of completed paper time</p>			

sheets <ul style="list-style-type: none"> Submits to ERIC via scan or fax to email 	Submission of Paper Time Sheets to ERIC: <ul style="list-style-type: none"> Identified party scans paper time sheets (in one group) for ONE submission via email (with scanned). 	Original time sheets are filed/retained at the agency level. NO originals are submitted to ERIC.	Verification of submission – ERIC notifies sender that submission (time sheet scans or time clock summary reports) is received – via email?
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Escalation?

- Employee could call seeking assistance for downloading time sheet or completing time sheet

TIER 1 – ERIC Payroll Representative

TIER 1 Trigger:

- Paper time sheet records submitted via scan/email

Steps to complete transaction	Actions	Outputs	Notifications/Communications
Paper time Sheets <ul style="list-style-type: none"> Paper time sheets submissions received Date Entry Review and approval <p>Identification of missing time sheets? How will ERIC know how many to expect?</p>	<ul style="list-style-type: none"> Paper time sheet data entry Review and approval of SAP time entries 	<ul style="list-style-type: none"> Creates time records within SAP Email verification that submission of time sheets was received 	<ul style="list-style-type: none"> Sender receives notification via email that submission is received
Run Payroll Reports until clean/complete <ul style="list-style-type: none"> Alert Time Edit Others? 	SAP standard reports: <ul style="list-style-type: none"> Alert Time Edit Others? 		
PROCESS PAYROLL			

ESCALATION Reasons

- Employee demonstrates or identifies an issue that cannot be solved at Tier 1 level. Escalation and case created.

TIER 2 – Subject Matter Expert

Tier 2 Trigger: Escalation from Tier 1

Steps to complete transaction	Actions	Outputs	Notifications/Communications
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Case is created and handled by SME Customer is notified of resolution either through Tier 1 or via SME Case is closed			Upon case resolution, communication back to employee/customer.
ESCALATION Reasons <ul style="list-style-type: none"> • Resolution of case/transaction is dependent on clarification, decision or change in policy. • Situation is unusual (exception) that requires additional review 			
TIER 3 – Program Owner			
Tier 3 Trigger: Escalation from Tier 2			
Steps to complete transaction	Actions	Outputs	Notifications/Communications
Escalation of case to Tier 3 Program Owner. Customer is notified of resolution through Tier 2. Case is closed			Upon case resolution, communication back to employee/customer.

Notes/Comments/Questions:

Payroll One-Offs:

- USDC Employees
- Seasonal Employees? Can be ESS or paper time sheets
- Blind (@ Education)

How will ERIC know how many time sheets it should expect for a given pay period?

How will an employee be notified that time has been rejected? Is Supervisor accountable to notify the employee?

What is an approver misses the deadline and this has ramifications for an employee's paycheck? Can someone with ERIC act as the Payroll Coordinator/Approver?

What is the feedback loop back to employees re: errors?

What about changes after approval?

Who would deal with...

- *Past Corrections/Entries (Tier 2?) Today, the Payroll Coordinator must approve.*

Would a blanket email reminder to all State employees put the IT infrastructure/system at risk? State is getting a new email system.

What are the deadlines? For ESS? For the Scan/Send?

- *First notice would be sent on Monday at 10 AM (deadline, instructions, consequence?)*

FINAL REVIEW NOTES: