

Monitor, review and correct time and leave data for UW System employees

DESCRIPTION OF THE SERVICE

UW-Shared Services will monitor, review, enter and correct (if necessary) time and leave data for employees of UW institutions and UW System Administration. This work will be done in the Human Resources System (HRS) based on needs identified by institutional HR departments and UW System Administration leadership.

UW-Shared Services will monitor employee records data from new hire through employment end on a daily, monthly, and yearly basis using several routine error and validation payroll and time and leave reports from HRS. UW-Shared Services will respond to employee/supervisor payroll questions; enter and monitor general deductions; and monitor lump sum entry, employee time entry and supervisor approval and compensation for all employees.

UW-Shared Services will investigate and correct time and leave data in HRS as needed, including entering data that customers cannot enter, for an anticipated 100,000+ actions that will be required each year. UW-Shared Services will regularly work with customers to identify data and reports that need to be monitored.

SOURCE OF THE SERVICE

Institutional visits and feedback from:
 UW System Administration audit & compliance leadership, the HR Transformation Team, Regional Cloud Sessions, and the UW Service Center

FORMS OF THE SERVICE

ACTIONS



- On-Demand** ● UW-Shared Services will enter or correct time and leave data that customers cannot enter themselves, based on requests submitted.
- Ongoing** ● UW-Shared Services will only make transactional changes to time and leave data based on monitoring reports and requests from customers.
- Monitoring** ● UW-Shared Services will monitor routine error and validation reports from HRS and correct time and leave data in the systems as needed.

STANDARDS



- Practices** ● UW-Shared Services will maintain a set of common practices for time and leave data based on UW System policies and state/federal regulations.
- Trainings** ● UW-Shared Services will offer online trainings for customers to learn best practices and official procedures for how to enter time and leave data.
- Systems** ● UW-Shared Services will maintain enterprise systems to track requests, store documents, and offer training/support for customers.

SUPPORT



- Passive** ● UW-Shared Services will provide information and guidance to customers on the entry and management of time and leave data on its website.
- Distance** ● Customers will be able to ask for support and guidance on the entry and management of time and leave data by calling or contacting the UW-Shared Services HR help desk.
- In-Person** ○ UW-Shared Services only plans on providing guidance on the entry and management of time and leave data remotely at this time.

ANALYSIS

BENEFITS	RISKS
<ul style="list-style-type: none"> • Improves tracking of employee time and leave data • Accurate and consistent time and leave data through System-wide standardized processes • Timely reporting and customer attention through consolidated customer service • Improves compliance with laws and policies 	<ul style="list-style-type: none"> • Concerns regarding handling confidential employee information will need to be managed • May require significant initial effort to train existing employees during the deployment of this service

PARTICIPATION MODEL

The *Time and Leave Administration* service should be mandatory for all comprehensive institutions and UW System Administration given the likelihood of incorrect data entry or data consistency issues in HRS for time and leave. The recommendation to make this service mandatory is partly based on feedback from institutional HR departments and leadership from UW System Administration.

RECOMMENDATION
<p>MANDATORY PARTICIPATION For UW System comprehensive institutions and UW System Administration</p>

There are financial and other risks to the UW System as a whole due to inaccurate time and leave data, and UW-Shared Services could reduce that risk by standardizing processes and consistently monitoring time and leave data in HRS.

Given the relatively low upfront costs to implement this service and the high volume of effort to manage time and leave data across the UW System, UW-Shared Services will be able to scale this service and develop internal specializations to gain efficiencies and standardize and eliminate deviations in practices.

FUNDING MODEL

The *Time and Leave Administration* service should be funded by UW-Shared Services base funding. Institutions should not be charged directly for this service.

Given the financial and other risks posed by non-compliance with time and leave data, the UW System should remove any barriers or disincentives that might prevent institutions or their employees from taking advantage of the service. Charging the institutions for this service could create a distorted incentive whereby they do not take advantage of the service because of potential costs.

Allocating base funding for this service should establish the appropriate incentives across the UW System to fully utilize this service through lower cost. The overall administrative effort required to properly manage time and leave should decrease due to the standardized and consolidated nature of this service.

RECOMMENDATION	
<p>TRANSACTIONAL CHARGEBACKS</p>	<p>BASE FUNDING + CHARGEBACKS</p>
<p>CAMPUS ASSESSMENT</p>	<p>BASE FUNDING This service should be entirely funded by UW-Shared Services base funding</p>