

## Common Process Outcomes & Recommendations Report

Common Process	VC04 Benefits Lifecycle
Workshop Date	7/25 - 27/2017
Submitted to Governance	July 5, 2018
Working Group Review & Acceptance	Reviewed July 11, 2018 - Approved to Send to Steering Committee
Steering Committee Review & Acceptance	

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### 1. Scope

The Benefits Lifecycle value chain focuses on Base Benefits module of the Human Capital Management Pillar. This process begins with enrolling an employee into Benefits, continues with validating benefits information, making changes to an employee's benefits and ends with terminating an employee from Benefits. This process *does not* include deductions in Payroll or prepay setup, processes run by SBCTC that consolidate and move Benefits information for all colleges, yearly rate maintenance and other yearly Benefits processes, absence management or leave in general.

### 2. Participants

Workshop in-person participants included 28 subjects-matter experts from 21 institutions:

Bates	Edmonds	Peninsula	Spokane
Bellevue	Everett	Pierce College FS	Spokane Falls
Bellingham	Grays Harbor	Pierce College Puyallup	Tacoma
Big Bend	Green River	Renton	Walla Walla
Cascadia	Highline	Seattle Central	Wenatchee

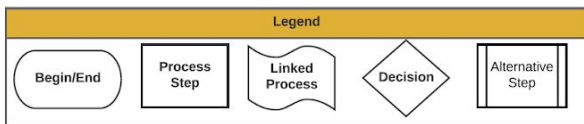
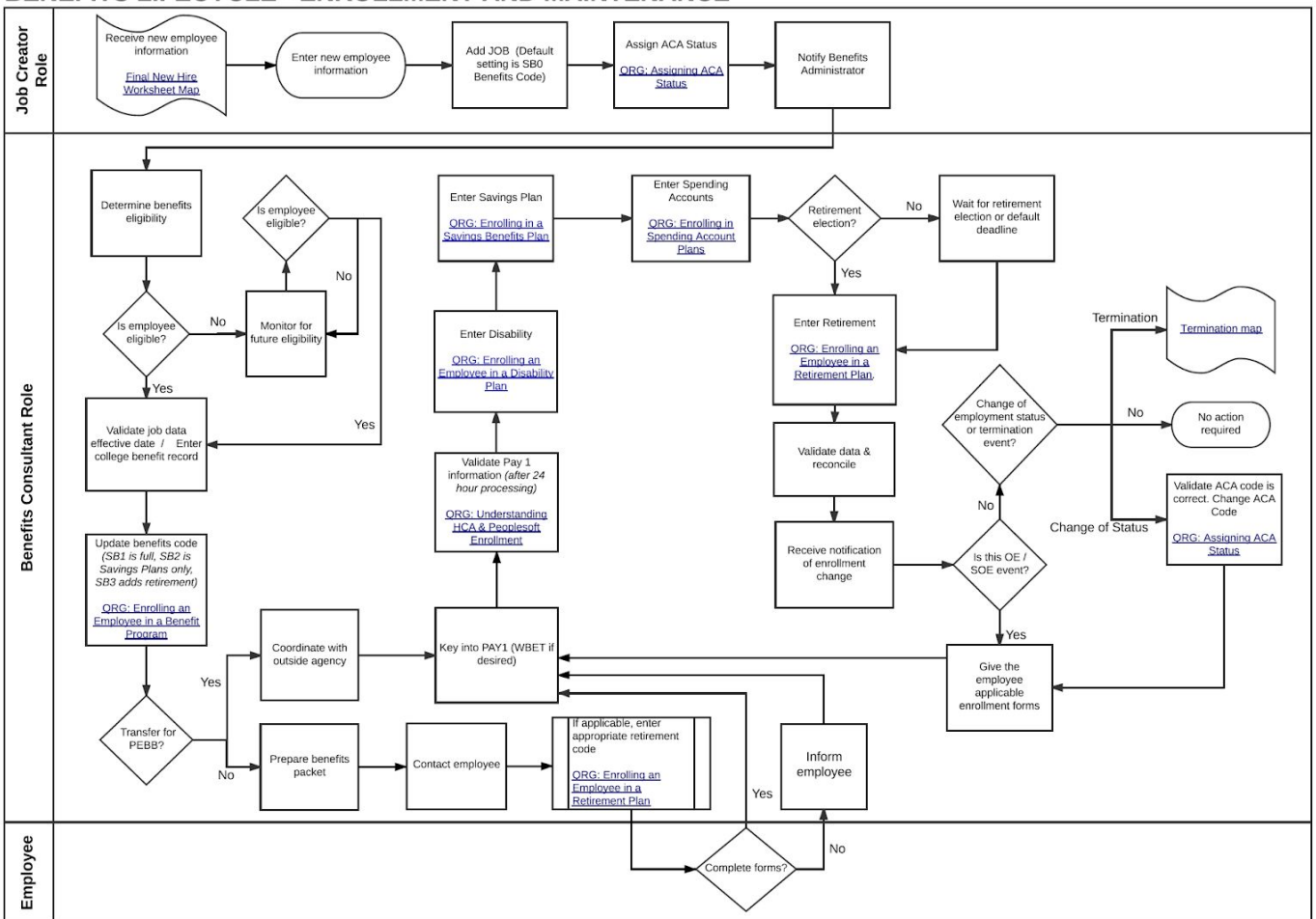
Centralia	Lake Washington	Shoreline	Whatcom
Clark	Lower Columbia	Skagit Valley	Yakima
Clover Park	North Seattle	South Puget Sound	SBCTC Agency
Columbia Basin	Olympic	South Seattle	

This workshop was facilitated by Beth Farley and Ligia Cicos (Edmonds Community College).

### 3. Common Process

Common Process map attached:

#### BENEFITS LIFECYCLE - ENROLLMENT AND MAINTENANCE



#### 4. Follow-up Items / Recommendations

Participants discussed a few items and agreement was reached on how to follow up:

**Action Needed: Background Checks** - this is a process outside of ctclink. Not all colleges conduct background checks and some of those that do, don't do it for all employee types. The recommendation to the ctclink project governance is to take this topic to the college HR leaders / HRMC to determine a standardized background check procedure. The HRMC conversation should include finding a common vendor that all the colleges can use. Should there be a unanimous recommendation to the Presidents?

***Update after Working Group Review:** This should be a priority for DG3 implementation. Christa Harris will ensure that the HRMC will discuss this in their next commission meeting.*

**Leave Accrual** - participants wanted to understand the specifics of this functionality. Another workshop, Absence Management: Administrative Tasks, has addressed this.

**DRS Calendar** - participants wanted to know how this was addressed within the Faculty Workload module. The Faculty Workload module will automatically send data to DRS. Some subject matter experts seemed uncomfortable about how it is calculated. The Faculty Workload Management workshop will be addressing this area (scheduled on July 17 - 19, 2018).

**ACA Codes** (autofill N2-Y2) - participants wanted to know whose role is it and who does this task or action. Because of security roles concerns, larger discussions have to occur about security and roles that access the codes. A new security model for ctclink is being designed.

**Query/Reporting** - participants wanted to know what roles can run the queries. This is a data governance issue: colleges will need to make decisions about who should be able to run queries and reports at the college level.

**Action Needed: LTD** - this is an issue of final pay deduction. Recommendation is to take this to the PPMS group for discussion.

***Update after Working Group Review:** Brian Lanier will bring this to one of the upcoming PPMS council meetings. A decision should be made before the DG3 implementation begins.*

In addition, several 'Parking Lot' items were tracked and SBCTC team members followed up and answered/resolved questions. These items are tracked within the CPW Canvas Course.

## **5. Voting Records**

The Benefits Lifecycle Common Process was adopted unanimously without dissent. College-by-college votes were not taken during this workshop.

Executive Sponsor Dr. Joy Loveday was present during final process walkthrough and acceptance.

The specific wording of the recommendations above were reviewed with all participants and the executive sponsor during the workshop.

## **6. Testing Records**

The Benefits Lifecycle process integrates Peoplesoft and Pay 1. The TR1 Testing Environment does not have access to Pay 1 data, so part of the process was not testable.

Users from seven colleges participated in testing and submitted 7 non-Quick Reference Guide related observations and 18 Quick Reference Guide revisions and all of them have been completed or a recommendation was made on how to address.