

**SUNGARD SUMMIT 2010**  
Today's Priorities. Tomorrow's Possibilities.

**EPAF & Workflow – No More Paper!**

Presented by: Margorie Michele,  
University of Medicine and Dentistry of New Jersey-  
Department of Human Resources  
April 13, 2010  
Session ID 0802

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**Session Rules of Etiquette**

- Please turn off your cell phone/pager
- If you must leave the session early, please do so as discreetly as possible
- Please avoid side conversation during the session

**Thank you for your cooperation!**

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**Introduction**

- The Banner Human Resources module provides an EPAF (Electronic Personnel Action Form) solution for submitting personnel transactions
- At UMDNJ we decided to electronically process employee separations, changes to organizational code and salary adjustments
- Coupled with Workflow, both tools leverage Banner's full potential to maximize services offered by Human Resources and Payroll
- We will provide an overview of UMDNJ's process selection and business process analysis
- We will present an overview of UMDNJ's training and rollout strategy plan
- This session will preview a sample of EPAF and Workflow transactions that were developed by UMDNJ

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## Benefits of Attending This Session

Attendees will:

- Gain insight into the business analysis and roll-out strategy utilized at UMDNJ
- Identify routine business transactions that can be streamlined into an electronic process
- Identify the tools to leverage your institution's existing technology (i.e., workflow, email etc.)
- Discuss project risks and constraints

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## About UMDNJ

- UMDNJ is a Public Research University with over 15,500 employees
- Located on five (5) campuses comprised of eight (8) schools
- A network of more than 104 academic affiliations and almost 700 separate clinical affiliations spanning the state
- 85% of the employee population are members of 15 unions
- Multiple Human Resource locations throughout New Jersey with a ratio of 1:255 employees
- Eight (8) Human Resources data administration staff
- Centralized Payroll location with seven (7) payroll technicians
- Bi-weekly payroll processing for multiple pay id's
- Eleven (11) onsite SunGard consulting and technical staff
- Live with Banner since 1995, currently on version 8

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## Topics of Discussion

- EPAF and Workflow overview
- Paper-driven processes
- Development of an EPAF project scope and proposal
- Methodology for achieving the project goals
- Project risks
- Project timeline review
- EPAF and Workflow process samples
- Implementation considerations
- Questions and answers



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## EPAF and Workflow Overview

### EPAF

- Automates and easily tracks personnel actions from NBAJOBS and PEAEMPL including compensation changes, promotions, leaves and separations, etc
- Is designed to accommodate a more efficient approval and tracking process
- Supports movement to a paperless environment
- Improves efficiency of staff based on workload and not geographical location

### Workflow

- Automates, simplifies, and directs the flow of information through your entire enterprise
- The results are efficient operations, increased automation and visibility, institution-wide consistency, and easy exception handling
- Allows instant communication and enhanced responsiveness to actions

**TOGETHER....Increase employee satisfaction!**

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## Old Paper-Driven Processes

### UMDNJ's Staff Information Adjustment Form

- ☐ Compensation changes (i.e., merit increases, lump sum payment, salary adjustments, bonuses)
- ☐ Leave of absence (i.e., military, FMLA, academic, etc.)
- ☐ Separations
- ☐ Organizational information changes (i.e., timesheet and home department)

### Deficiencies in the paper-driven process

- ☐ Inability to track transactions and hold staff accountable
- ☐ Late processing of paperwork resulting in overpayments
- ☐ Staff overtime
- ☐ Protracted issuance of final paychecks to separated employees
- ☐ Volume of paper transactions

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## Methodology

### **Development of a project proposal:**

- ☐ Project Summary
- ☐ Project Objectives
- ☐ Project Scope
- ☐ Project Roles
- ☐ Project Risk
- ☐ Projected Timelines



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### Project Summary

- The Banner HR module provides an EPAF (Electronic Personnel Action Forms) solution for submitting from Banner, personnel actions that utilize the PPAIDEN, PEAEMPL, NBAJOBS forms to electronically process terminations, changes in fund distribution, salary adjustments, etc
- Coupled with Workflow, both tools leverage Banner's full potential to maximize services offered by Human Resources and Payroll

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### Project Objectives

- Add value, enhance services, and achieve efficiencies in processing personnel transactions
- Standardize business practices
- Reduction of paper and transaction time for personnel actions
- Conversion from a manual process to an electronic approval process accessed by business units online
- Optimize resources by utilizing existing technology

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### Project Scope

- Analyze and identify those processes that can utilize EPAF and Workflow
- Conduct business process analysis in preparation for construction of the electronic processes
- Establish a test environment for thorough testing
- Identify Banner security implications and develop guidelines
- Establish and develop a training program
- Identify team members to develop rollout methodology
- Provide status report to the project team

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## Project Roles

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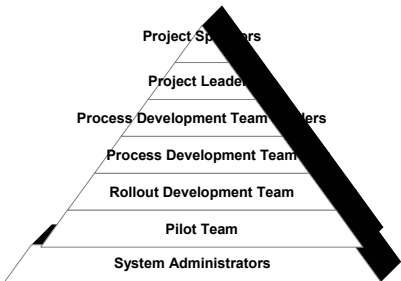
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## Project Roles



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## Project Role Definitions



- Project Sponsors:**
  - *Champions* of the overall project
  - Provides support to the Project Leaders and Teams
- Project Leaders:**
  - Responsible for the overall project coordination
  - Ensure that the project and desired outcome is met as defined

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### Project Role Definitions (continued)

- Process Development Team Leaders:
  - Lead and coordinate the analysis of the process as assigned
  - Ensure that the desired outcome is met as defined
- Process Development Teams:
  - Conduct a thorough analysis of the current business practice and streamline to an efficient electronic process
  - Provide business and data processing expertise and consultation
  - Invite representatives from functional areas to participate in the analysis
  - Assist with training and rollout

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### Project Role Definitions (continued)

- Rollout Development Team:
  - Analyze and recommend the best method to rollout and train end-users
  - Determine Banner access and security needs
  - Members of the Process Development Team are requested to volunteer or recommend members of their staff to participate
  - Assist with the actual training and rollout of the project
- Pilot Team:
  - Members will test the newly developed electronic processes
- System Administrators:
  - Build EPAFs and routing queues
  - Monitor daily system functions
  - Maintenance of EPAF rule and validation tables
  - Primary support on the use of the EPAF processes

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### Project Methodology

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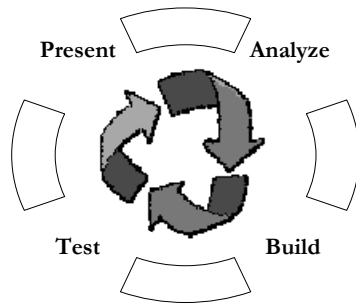
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## Process Development Methodology



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## Process Phase Description

### Analysis Phase

- Review, document and refine the existing manual process
- Develop the assigned process as it should function when using EPAF and Workflow
- Encourage the user community to provide feedback

### Building Phase

- Build and update control/validation tables
- Develop Workflow processes
- Process Development Teams will serve as consultants

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## Process Phase Descriptions (continued)

### Testing Phase

- Develop and maintain a testing environment
- Process Development Teams will test all EPAF and Workflow processes to ensure accurate functionality
- Begin to work on training materials

### Presentation Phase

- Project Team will regroup to review each process
- Presentation by the Process Development Team to present their outcomes and solicit feedback
- Demonstration of newly developed electronic process

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### Project Risks

- Potential key resources being spread in too many directions on multiple projects, all at the same time
- Major business process change for the institution
- EPAF needs to be recognized as a major project and considered on the same scale as a system upgrade
- Acceptance of the new processes with support from leadership and all units
- Security and licensing issues
- People without access to Banner will need access in order to utilize EPAF
- Support – who will provide user support and training (i.e., human resources, payroll, information systems department, etc.)

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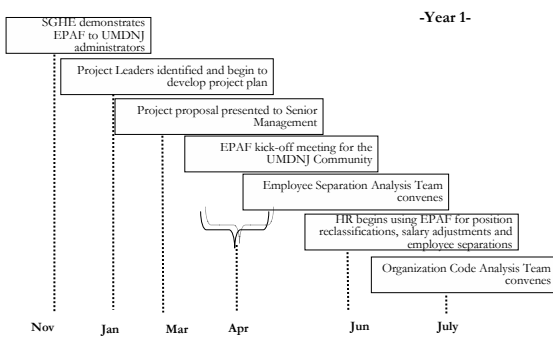
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### Project Timeline



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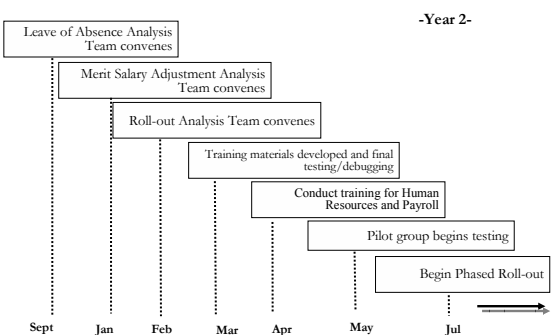
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### Project Timeline (continued)



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EPAF and Workflow Project Samples

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NOAEPAF – Electronic Personnel Action Form

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Completed NOAEPAF – part 1 (nbajobs)

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[illegible]

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## Comments Screen - NOAEPAF

Transaction DEPENDENT NOAEPAF Routing Other Information and Comments

Created Date: 11-FEB-2013 Submitted Date: Application Date: Originator ID: MAXWELD Submitter ID: Applied to Database By:

Comment: Resignation letter has been sent to HR. Date and Time: 11-FEB-2013 02:55:11 PM Made By: MAXWELD

Comment: Date and Time: Made By:

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## Banner Transaction Notification

Oracle Developer Forms Runtime - Web

You have 1 Electronic Approvals Transactions. Do you wish to view them now?

Yes No

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## Summary Form for Approver Action

Oracle Developer Forms Runtime - Web: Type: NOAEPAF

User ID: MAXWELD Proxy For: Transaction Status: Pending Queue Status: Pending

Submitted From Date: Submitted To Date:

Transaction Information Other Information and Comments

ID	Name	Approval Category	Description	Queue Status	Required Action Indicator	Approver Action	Apply
00112963	NOAEPAF	080000	NOAEPAF	Pending	Approval	None	<input type="checkbox"/>
						None	<input type="checkbox"/>
						Acknowledge	<input type="checkbox"/>
						Approve	<input type="checkbox"/>
						Disapprove	<input type="checkbox"/>
						More Info	<input type="checkbox"/>
						Remove/Correction	<input type="checkbox"/>
						Void	<input type="checkbox"/>

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## Summary Form Options

## Self Service - EPAF

## Self Service EPAF – Person Selection



## Self Service EPAF – Job Selection

Back to Welcome Tab
11
e-mail
calendar
groups
my apps
logout
help
what's new

[Employee Services](#)
[Personal Information](#)
[Financial Information](#)

RETURN TO EMPLOYEE MENU
SITE MAP
HELP

### New EPAF Job Selection

Select existing job.

**ID:**  Shan Chan A0052  
**Query Date:**  Feb 14, 2010  
**Approval Category:** Employee Separation, SEPAR

**Existing Jobs**

Number and Title	Time Sheet Organization	Start Date	End Date	Last Paid Date	Status
92252-00 UCHC MNTH HLTH CLINICIAN II	ZG0015, Southern State Correctional Fac	Aug 31, 2009	Feb 13, 2010		Active

[New EPAF](#)  
[Return to EPAF Menu](#)

RELEASE: 7.3.3.1M powered by **BUMGARDY HIGHER EDUCATION**

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## Self Service EPAF

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[Employee Services](#)
[Personal Information](#)
[Financial Information](#)

RETURN TO EMPLOYEE MENU
SITE MAP
HELP

### Electronic Personnel Action Form

Enter the information for the EPAF and Click Save; then click Submit to **Commit** the transaction.

**Name and ID:**  Shan Chan A0052    **Job and Suffix:** 92252-00, UCHC MNTH HLTH CLINICIAN II  
**Transaction:**     **Query Date:**  Feb 14, 2010  
**Transaction Status:**     **Last Paid Date:**  Feb 13, 2010  
**Approval Category:** Employee Separation, SEPAR

[Approval Types](#) | [Routing Queue](#) | [Transaction History](#)

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## Self Service EPAF

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RETURN TO EMPLOYEE MENU
SITE MAP
HELP

### End Current Job Record

Click here for EPAF Payroll Calendar

Item	Current Value	New Value
Jobs Effective Date: <input type="text"/> mm/dd/yyyy	08/31/2009	<input type="text"/> 02/14/2010
Personnel Date: <input type="text"/> mm/dd/yyyy	08/31/2009	<input type="text"/> 02/01/2010
Job Status: (Not Overridable)	Active	<input type="text"/> T
Job Change Reason: (Not Overridable) **		<input type="text"/> SP

### End Employment Record

Click here for EPAF Payroll Calendar

Item	Current Value	New Value
Termination Date: <input type="text"/> mm/dd/yyyy		<input type="text"/> 02/01/2010
Term Reason Code:		<input type="text"/> 58, RESIGNATION <input type="button" value="X"/>
Employee Status: (Not Overridable) ****		<input type="text"/> T

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## Self Service EPAF – Routing Queue

Routing Queue			
Approval Level	User Name		Required Action
20 - (DEPTAP) Department Approvers	MICHELM	Margorie Michale	Approve
25 - (HRADM1) HR Data Administration	LEES	Sherry E Serrano De Lee	Approve
60 - (BUDGET) Budget	TERRAY	Gavin K. Terry	P11
70 - (PAYROL) Payroll	LANES	Shane A Lane	Approve
99 - (APPLY) Appliers	LEES	Sherry E Serrano De Lee	<b>20%</b>
Not Selected			Not Selected
Not Selected			Not Selected
Not Selected			Not Selected
Not Selected			Not Selected

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## Self Service EPAF - Comments

Comment

Resignation letter sent to HR

Save

Approval Types | Routing Queue | Transaction History

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# Self Service EPAF - Saved Successfully




[Back to WebContent Tab](#)






[Employee Services](#)
[Personal Information](#)
[Financial Information](#)

[RETURN TO EMPLOYEE MENU](#)

## Electronic Personnel Action Form

☒ Your change was saved successfully.

 Enter the information for the EPAF and Click Save; then click Submit to **Commit** the transaction.

<b>Name and ID:</b>	Shen Chan A0052	<b>Job and Suffix:</b>	922252-00, UCHC MNTL HLTH CLINICIAN II
<b>Transaction:</b>	52890	<b>Query Date:</b>	Feb 14, 2010
<b>Transaction Status:</b>	Waiting	<b>Last Paid Date:</b>	Paid 13, 2010

**Approval Pathway:** Employee Separation, SEPAR

[Approval Types](#) | [Comments](#) | [Routing Queue](#) | [Transaction History](#)

Session ID 0002

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## Self Service EPAF - Submitted Successfully

### Electronic Personnel Action Form

☒ The transaction has been successfully submitted.

 Enter the information for the EPAF and Click Save; then click Submit to **Commit** the transaction.

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## Workflow Module Overview

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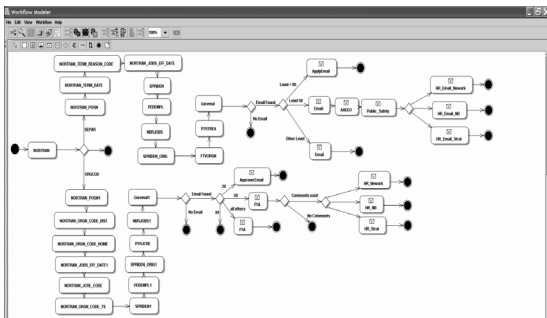
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## Workflow Module Overview



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## Sample Automated Workflow Email – Completed Notification

From: [Recipient]  
To: Copeland, Dorothy  
CC: Harwell, Sally  
Subject: Employee Separation Complete- Nicole Ladegard-Watson Transaction Number - 12444

Dear Colleague,

This is to acknowledge that the Electronic Personnel Action Form (EPAF) separating Nicole Ladegard-Watson from the University has been completed.

Additional Transaction Information:

Employee ID - A00024298  
Transaction Number - 12444  
Employee Name - Nicole Ladegard-Watson  
Campus - Philadelphia  
Position Number - 920562  
Suffix - 02  
Position Title - SR REHABILITATION COUNSELOR  
Org Code - 270705  
Org Description - LIFE-OF-ANIMAL TREATMENT  
Separation Date - 09-FEB-2010  
Payroll ID - 44  
SAA Effective Date - 14-FEB-2010  
Separation Code - 35  
Reason for Separation - RESIGNATION

Transaction Audit Trail

Level	Action	Date & Time	User	Reason/Notes
Originator	Submitted	09-FEB-2010 10:45	Regan Russell	
21 EPF/PAF	Approved	09-FEB-2010 14:22	Ashley Miller	
21 HR/HRM	Approved	09-FEB-2010 12:10	Dorothy Copeland	
61 BL/BLGET	PTC Issued	09-FEB-2010 02:14	Alex Weintraub	
71 RAN/OL	Approved	09-FEB-2010 01:32	Jason Hutchinson	
94 RPA/OL	Revised	11-FEB-2010 02:09	Dorothy Copeland	

Comments:

Date	User	Comment
29-MAR-2010	BOB/BOB	Received resignation letter on 11/03/10
29-MAR-2010	COP/OL	Please change job effective date to 12/14/10.

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## Implementation Considerations

- Obtain senior management support in the beginning
- Include as many stakeholders from your institution in the business analysis phase
- Approval levels could be developed based on employee job categories (i.e., directors, managers, vice president's, etc.)
- Be prepared to examine, modify and or eliminate existing policies and guidelines
- Source documentation is not always needed (i.e., resignation letter, etc.)
- Users must be trained to understand how to determine the correct job effective date
- Be prepared to give up the paper!

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## Questions & Answers



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**Thank You!**

**Margorie Michele**

**Department of Human Resources Services**

**[michelma@umdnj.edu](mailto:michelma@umdnj.edu)**

**732-235-9413**

**Please complete the online class evaluation form**

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