HR Training for Human Resources Partners

Shared Services Office – HR Training

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Shared Services Office

The Shared Services Office is a service organization aimed at providing transactional support to Units across the University in the administrative areas of Human Resources, Payroll, and Procure-to-Pay.

Project Timeline

Spring – Summer 2015	Fall 2015 – Winter 2016	Spring – Fall 2016	Fall 2016 – Winter 2017	Spring – Summer 2017	Summer 2017 (WE ARE HERE)
PLANNING	**DATA COLLECTION**	**PROCESS DESIGN**	**PROCESS REFINEMENT**	**BUILD AND TEST**	**TRAINING & IMPLEMENTATION**
• Explore Shared Services • Activity Analysis	• Discussions and Focus Groups with local units	• Staff Working Group Sessions • Staff and Faculty Forums	• Faculty Working Group Sessions • Advisory Committee Approval	• Technology updates • Training development	• Shared Services Office staffing and training • Community Training

How to engage with the Shared Services Office

The Shared Services Office can be reached in several ways. The Help Desk is available to provide support in HR, Payroll, and Procure-to-Pay. The online portal allows users to submit requests and live chat. You may also search for answers to common questions in the Knowledge Base.

1. **Phone: Call the Help Desk at 773-702-5800**
2. **Chat: Navigate to “Live Chat” or “Chat is Available” at services.uchciago.edu**
3. **Online: Submit requests via a form and search for information on the Knowledge Base at services.uchicago.edu**
4. **Shared Services Office website: Find out more about our services at sharedservices.uchicago.edu**

HR Training for Human Resources Partners

DATA MANAGEMENT

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Note: This training for Data Management, and the content and changes presented, does NOT apply to Student Employees, Post Doc and Academics.

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HR Data Management Training for Human Resources Partners

LESSON 1: Personnel File Request

Policies

Important HR Data Management Policies

Access to Personnel Records

Policy 705: Access to Employee Personnel Records provides guidance regarding employee personnel record documentation and establishes how often current and former employees, as well as their representatives, can request their personnel records. This policy also establishes how to properly request personnel records, defines documentation to which employees have access, and addresses corrections to personnel records.

KEY TAKEAWAYS

1. Current or former employees or their representatives may request their personnel records twice per calendar year at reasonable intervals, upon making a request to the Shared Services Office.
2. Former University of Chicago employees have access to their personnel records for one year after separation, according to Illinois state law. The University of Chicago complies with applicable Illinois state laws.
3. Personnel records that are accessible for review by current or former employees are any documents which have been used or which are intended for use in determining the employee's qualifications for employment, promotion, transfer, additional compensation, discharge or other disciplinary action.
4. Employee records requests will be completed generally within seven working days of the request.
5. HRPs may request Personnel Files for applicants applying to positions within their Unit to assist in the evaluation of the applicant.

How does the Personnel File Request process work?

File Requests refer to the activity of retrieving stored employee information, whether presently employed at the University or terminated within the previous 12 months.

1. Submit Personnel File Request
2. Receive Request & Compile Documents
3. Review Personnel File
4. Receive Personnel File

Employee

Human Resources Partner

Shared Services Office

Center of Expertise

Roles and Responsibilities

Local Unit – Employee

- Request personnel file through ServiceNow

Human Resources Partner

- Request personnel file through ServiceNow
- Upload employee documentation to Workday on an on-going basis

Shared Services Office

- Receive and compile personnel file request

CoE – Employee and Labor Relations

- Review and approve or reject personnel file compiled by the Shared Services Office for accuracy and completeness
- Review staff request to remove document(s) from their file

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Personnel File Request Process

Initiating with a ServiceNow Form

Purpose: Active employees can request a personnel file via ServiceNow; these files will be uploaded to Workday. Former staff terminated within 12 months can call the Shared Services Office to submit a request. HR Partners may request files for internal applicants to assist in hiring decisions – in this case the **Requisition Number** must be included in the comments section of the form.

Process:

Submit personnel file request	→	Compile file including outreach to department to collect any paper files – 3 Days	→	Review file for accuracy and completeness; Approve/Reject – 2 Days	→	Finalize request and make file available to requestor – 1 Day
HRP/Employee		**SSO**		**CoE - ELR**		**SSO**

Retrieving the File:

- Active employees – Access via Workday
- HRPs for employee within their supervisory org – Access via Workday
- HRPs for employee outside their supervisory org – Pick up from the SSO with ID
- Former employees – Pick up from the SSO with ID

THE UNIVERSITY OF CHICAGO SHARED SERVICES OFFICE

Search

Service Catalog | Knowledge Base | Ask a Question | Chat Currently Unavailable

Home > Shared Services Catalog > HR/Payroll for Employees > Request a Personnel File

Request a Personnel File

Request an employee's personnel file

Please use this form to submit a request for an employee's personnel file. Please reference Policy 705 – Employee Access to Personnel Records for additional information.

- If you are a former employee and no longer have an active CNetID, or you are requesting the file on behalf of the employee, please contact the Shared Services Office.
- If you are a Human Resources Partner requesting an employee's personnel file for an employee outside of your supervisory organization that you are considering to hire, please provide the requisition number in the comments box to indicate the purpose of requesting the personnel file.
- If you are a lab school instructor, please reach out to your local Human Resources Contact to fulfill this request.

The Shared Services Office will work with the Employee Labor & Relations team to fulfill your request within seven days per policy requirements. If you have any questions about how to complete this form, please contact the Shared Services Office at 773-702-5800.

All fields marked with an asterisk * are required.

Submitter Information

Who is submitting this form?

Syed Zaffer (t-9syed1)

*What is the submitter's department?

*Are you submitting this request on behalf of someone else?

No

Who should be copied on this request?

Confidentiality Note: Anyone copied on this request will be copied on all communications with Shared Services. Carefully select the individuals who should be added. If you are requesting this service on behalf of someone else, the requestor will automatically be copied on this request.

Personnel File Request

What documents should be included in the file and what documents should not be included in the file

What to Include:

- ✓ Offer letters (for original job and subsequent promotions)
- ✓ Compliance forms (Unit or System related)
- ✓ Performance reviews
- ✓ Performance improvement plans (PIPs)
- ✓ Corrective action documentation
- ✓ Resignation letter / layoff letter / severance agreement / termination letter
- ✓ Other University of Chicago documents that capture an employee's qualifications for employment, performance, promotion, transfer, compensation, termination, or other disciplinary action.
- ✓ Other related notes (i.e. attendance related or any signed or written agreement of acknowledgment between the employee and UChicago manager)

What NOT to Include:

- ✓ Suspension/Termination justification form
- ✓ Reduction of Hours/Layoff justification form
- ✓ Documents with medical information or anything that would violate HIPAA laws
- ✓ Documents related to the application, selection and hiring process for employees

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HR Data Management Training for Human Resources Partners

LESSON 2: Job Changes

Job Changes

Types of Job Changes

- Postdoc
- Demotion
- End date change
- Hours change
- Job profile update
- Lateral move
- Local 743 reclassification
- Promotion (competitive or noncompetitive)
- Work location update

How does the Job Change process work?

1. Determine Job Change
2. Submit Job Change
3. Review & Process Job Change

Employee

Human Resources Partner

Shared Services Office

Center of Expertise

Roles and Responsibilities

Local Unit – Supervisor

Request job changes

Human Resources Partner

Initiate Workday process for job changes, indicating necessary information in the comments and attaching required documentation when needed

Initiate background checks when needed as a result of a change in job

CoE – Talent and Rewards

Review and approve all promotions, demotions, job profile updates and transfers for staff

Shared Services Office

Complete job change sub-processes in Workday, including review of job changes submitted by HRP, and review of background checks initiated by HRP

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Change Job

Sub-Processes Completed by SSO

Change Reason	Sub-Processes Involved	HRP Comments Needed
Change End Employment Date	Propose Compensation	None
Change in Weekly Hours	Propose Compensation	None
Change Work Location	None	None
Job Profile Update	Assign Pay Group, if job profile exempt status changes	None
Non-Competitive Promotion	Organizational Assignments Propose Compensation Assign Pay Group, if job profile exempt status changes	Indicate new pay rate, whether new HRMS department or default FAS and subaccount are warranted, any needed changes to costing allocations
Competitive Promotion	Organizational Assignments Propose Compensation Assign Pay Group, if job profile exempt status changes	Indicate new pay rate, whether new HRMS department or default FAS and subaccount are warranted, any needed changes to costing allocations
Lateral Move	Organizational Assignments	Indicate if new HRMS department or default FAS and subaccount are warranted, any needed changes to costing allocations

*Costing Allocation sub-process may be triggered in any Change Reasons mentioned above

Change Job contd.

Sub-Processes Completed by SSO

Change Reason	Sub-Processes Involved	HRP Comments Needed
Demote - Employee Choice	Organizational Assignments Propose Compensation	Indicate new pay rate, whether new HRMS department or default FAS and subaccount are warranted, any needed changes to costing allocations
Demote - Mutual Agreement	Organizational Assignments Propose Compensation	Indicate new pay rate, whether new HRMS department or default FAS and subaccount are warranted, any needed changes to costing allocations
Demote - Poor Performance	Organizational Assignments Propose Compensation	Indicate new pay rate, whether new HRMS department or default FAS and subaccount are warranted, any needed changes to costing allocations
Demote - Reorganization	Organizational Assignments Propose Compensation	Indicate new pay rate, whether new HRMS department or default FAS and subaccount are warranted, any needed changes to costing allocations
L743 Reclassification	Organizational Assignments Propose Compensation	Indicate new pay rate

*Costing Allocation sub-process may be triggered in any Change Reasons mentioned above

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HR Data Management Training for Human Resources Partners

LESSON 3: Additional Jobs and Payments for Short-Term Additional Jobs

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Policies

Important HR Data Management Policies

Additional Jobs

The Additional Jobs for Staff, Temporary Staff, or Seasonal Staff Employees policy sets requirements and procedures for administering payment or adding additional jobs, as well as sets expectations for obtaining permission for an employee to perform additional work.

KEY TAKEAWAYS

1. The primary job takes priority. Determining the employee’s capacity to support an additional job in tandem with their primary job responsibilities is at the discretion of the supervisor of the employee’s primary job.
2. A short-term additional job is a job where the performance of work occurs in a timeframe of three months or less. A long-term additional job is a job in which the performance of work is greater than three months or the job has no fixed end date.
3. Benefits-eligible exempt staff employees who perform additional work outside the scope of their responsibility and/or primary unit for three months or less can be paid through a one-time payment. All other additional jobs must be processed through the Add Additional Job process.
4. If a staff employee takes on an additional temporary or seasonal job (i.e., non-benefits eligible), extending the work time period of the temporary or seasonal job beyond twelve months will require the additional position to be converted to a staff position.
5. If a temporary or seasonal employee is hired for an additional job, the total time and hours of the position must be considered.

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Additional Jobs

The add additional job process (staff, temporary and seasonal employees) is used when employees are taking on long-term roles in addition to their current positions.

1. Submit Request (ServiceNow) or Initiate Add Job Process (Workday)
2. Complete sub-processes or set up additional job

Employee

Human Resources Partner

Shared Services Office

Center of Expertise

Roles and Responsibilities

Local Unit – Supervisor

Identify the need for hire and identify staff

Human Resources Partner

Determine how to pay employee: add job or one-time payment for short-term additional job

Initiate add job process in Workday or submit request in ServiceNow

Complete ServiceNow form to request one-time payment for short-term additional job

Shared Services Office

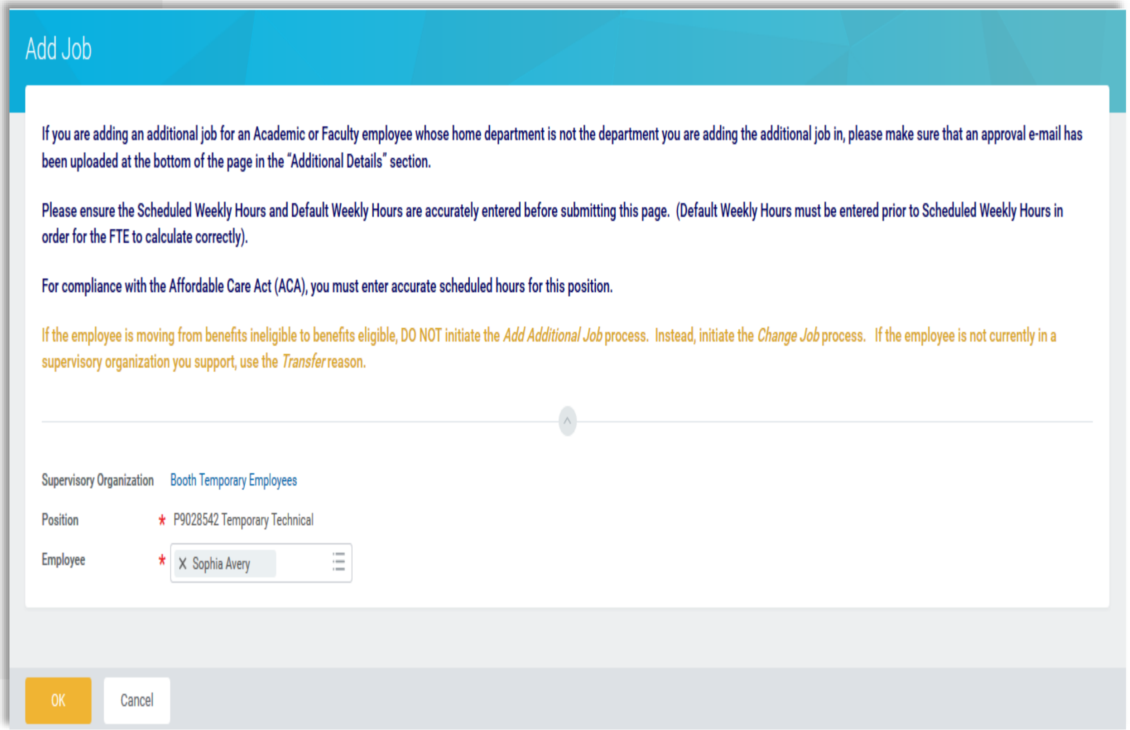
Process one-time payment for short-term additional job if requested by Human Resources Partner

Review and process sub-processes of add job process in Workday or process ServiceNow request of add job including creation of a new position when needed

Additional Jobs – Option One – Process in Workday Initiated by HR Partner

Additional Jobs – Option 1

- HRP initiates add job process and puts information in comments (HRMS department, FAS accounts)
- HRP attaches offer letter
- SSO reviews and completes sub-processes. Here is a list of possible sub-processes:
  - Propose Compensation
  - Organizational Assignment
  - Costing Allocation
  - Assign Pay Group
  - Period Activity Pay



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Additional Jobs – Option Two – HRP Submits Request through ServiceNow for SSO to Process Add Job in Workday

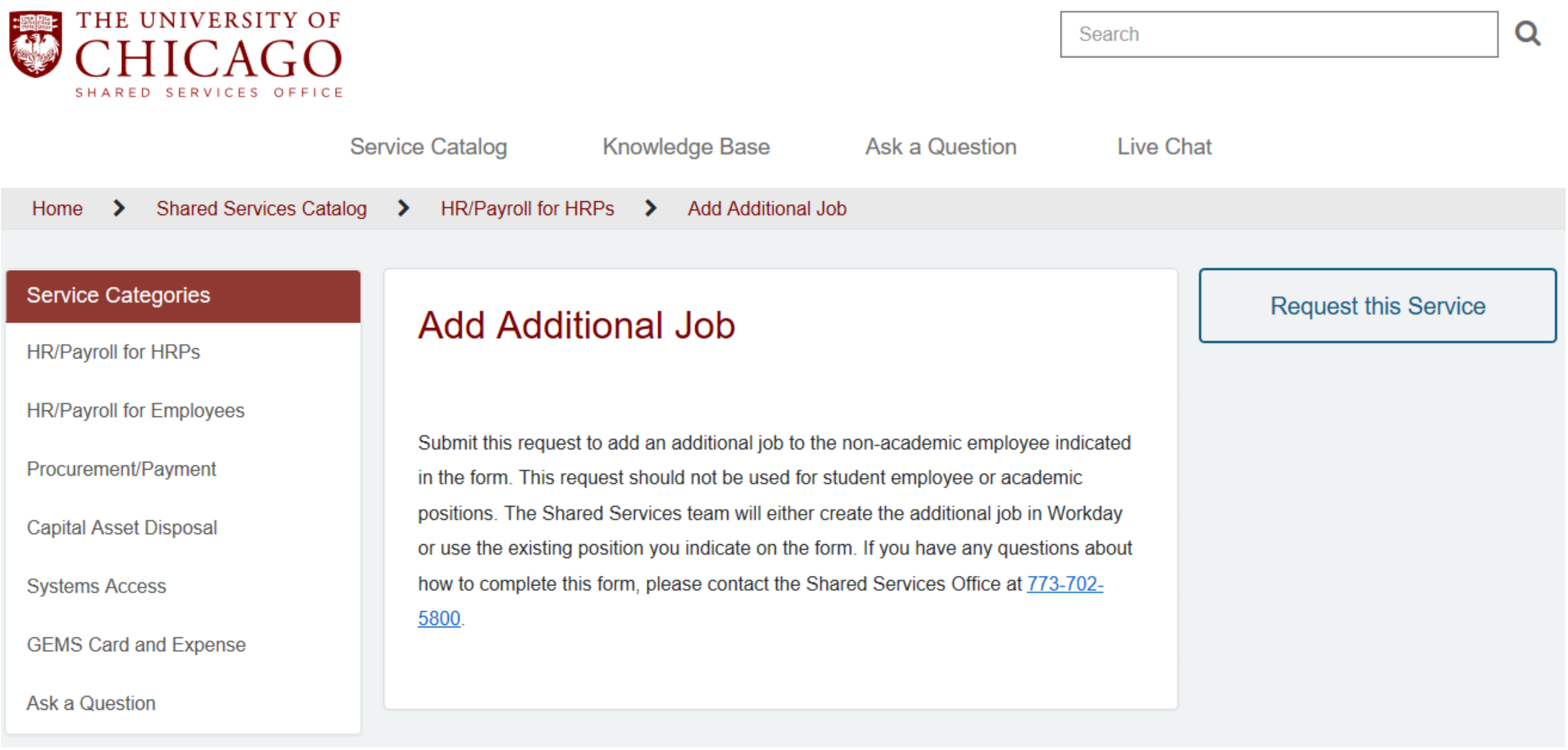
Additional Jobs – Option 2

- HRP submits ServiceNow request and attaches offer letter
- SSO initiates additional job in Workday and completes all sub-processes
  - Creates the position in Workday if there is no position created
- HRP receives notification through Workday
- Budget Partner receives consolidated approval through Workday
- SSO closes ticket in ServiceNow

Additional Jobs – Option Two – Request through ServiceNow by HRP; Initiation in Workday by SSO

Adding an Additional Job

Human Resources Partners can request the Shared Services Office add additional jobs through ServiceNow only for staff, temporary or seasonal employees. Please note, student employees are not eligible for this.



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Short-Term Additional Job – Payment through OTP

Overview

Benefits-Eligible Exempt Staff	
Duration:	• Work must occur in a timeframe less than or equal to three months • Must perform additional duties for less than the hours per week on their primary job
Approvals Required:	• Obtain approval from primary unit supervisor before any work is performed or any payment submitted for the additional job
Payment:	• Paid through a one-time payment • Unit HRP which the employee performs additional work submits payment via ServiceNow to the Shared Services Office • Budget Partner approves through ServiceNow • Processed by the Shared Services Office as one, two, or three one-time payment(s)

Short Term Jobs – Benefits Eligible, Exempt Staff

One-Time Payment for a Short-term Additional Job is used if the job is three months or less, and planned for a benefits eligible, exempt employee outside of an Human Resources Partner's organization.

1. Submit Request for Payment (ServiceNow)
2. Review Payment Request
3. Process as One-time Payment (Workday)

Employee

Human Resources Partner

Shared Services Office

Center of Expertise

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ServiceNow Form

Payment for Short-Term Additional Job will be processed in Workday through the OTP process by SSO

Human Resources Partners request payments for short-term additional jobs through ServiceNow.

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SHARED SERVICES OFFICE

Search

Service Catalog | Knowledge Base | Ask a Question | Live Chat

Home > Shared Services Catalog > HR/Payroll for HRPs > Process Payment for a Short-Term Additional Job

Service Categories

- HR/Payroll for HRPs
- HR/Payroll for Employees
- Procurement/Payment
- Capital Asset Disposal
- Systems Access
- GEMS Card and Expense
- Ask a Question

Process Payment for a Short-Term Additional Job

Submit this request provide information for the Shared Services Office to process a payment for a short-term second job for a benefits eligible exempt employee outside of your supervisory organization in Workday.

Note: Short-term second jobs may only be established for a duration of three months or less. The request must be submitted at least three days before the start of the second job and has to be approved by the primary manager and HR Partner in the employee's primary department. Once you submit this request, the Budget Partner in your unit will receive an approval request via email. The Shared Services Office will begin processing this request upon approval from the Budget Partner. If you have any questions about how to complete this form, please contact the Shared Services Office at 773-702-5800.

Request this Service

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Additional Job vs. One-Time Payment

Employee Type	Long-Term Additional Job (Add Job)		Short-Term Additional Job (OTP)	
	HRP	**SSO**	**Inside Supervisory Organization**	**Outside Supervisory Organization**
Student Employees	Initiates the Add Job process in Workday	N/A	N/A	N/A
Staff – Exempt	Long-Term (more than 3 months) **Two options:** **1.** Initiates the Add Job process in Workday; **or** **2.** Submits ServiceNow form: *Add Additional Job*	**Options based on submission:** **1.** Receives sub-processes of Add Job in Workday; **or** **2.** Initiates Additional Job in Workday and processes sub-processes	**Benefits eligible employee:** Short-Term Job (less than 3 months) - HRP processes one-time payment in Workday; For ongoing changes in work demands, the HRP should evaluate job and consult with CoE-HR; **Nonbenel employee** – N/A	**Benefits eligible employee:** Short-Term Job (less than 3 months) - SSO processes one-time payment in Workday submitted by HRP via ServiceNow form: *Payment for a Short-Term Second Job;* **Nonbenel employee** – N/A
Staff – Non-Exempt	**Two options:** **1.** Initiates the Add Job process in Workday; **or** **2.** Submits ServiceNow form: *Add Additional Job*	**Options based on submission:** **1.** Receives sub-processes of Add Job in Workday; **or** **2.** Initiates Additional Job in Workday and processes sub-processes	N/A • Non-exempt employees can't be paid via one-time payment - must record actual hours worked through additional job	N/A • Non-exempt employees can't be paid via one-time payment - must record actual hours worked through additional job
Temporary / Seasonal	**Two options:** **1.** Initiates the Add Job process in Workday; **or** **2.** Submits ServiceNow form: *Add Additional Job*	**Options based on submission:** **1.** Receives sub-processes of Add Job in Workday; **or** **2.** Initiates Additional Job in Workday and processes sub-processes	Same as above	Same as above

*The Budget Partner in the unit requesting the one-time payment (requesting HRP) will need to approve the OTP before it is processed by the SSO.

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Course Wrap-Up

POLICIES

- Policy 705 – Access to Employee File
- Additional Jobs for Staff, Temporary Staff, or Seasonal Staff Employees

JOB AIDS

- Change Job Reasons Job Aid
- Additional Job vs. One-Time Payment Chart
- What to Include in the Personnel File

QUICK REFERENCE GUIDES (QRG)

- Add Additional Job
- Change Job
- Personal Information Change
- Legal Name Change
- Change Contacts
- Request One-Time Payment
- Period Activity Pay
- Propose Compensation
- Change Organization Assignments
- Assign Costing Allocation

HR Training for Human Resources Partners

EXITS

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Note: This training for Exits, and the content and changes presented, does NOT apply to Student Employees, Post Doc and Academics.

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Exits Training for Human Resources Partners

LESSON 1: Voluntary Exits

Policies

Important Policies Related to Terminations

Voluntary Termination of Employment

Policy 208: Termination of Employment provides rules governing the termination of University employees. This policy sets requirements for initiating and processing different types of terminations.

KEY TAKEAWAYS

1. Employees who voluntarily resign from the University should give the University at least two (2) weeks' advance written notice, four (4) weeks' advance notice being preferable.
2. The Supervisor or HR Partner is required to send a written acknowledgment to any employee who resigns. The HR Partner must upload the employee's resignation letter to the human resources system when initiating the termination process.
3. For temporary or seasonal employees, advance written notice of resignation and notice is requested, but not required.

Voluntary Exits

Reasons in Workday and Rehire Eligibility

Termination Category Name	Reason	Rehire Eligibility
Voluntary	Dissatisfied with Job	Yes
Voluntary	Dissatisfied with Pay	Yes
Voluntary	Dissatisfied with Management	Yes
Voluntary	Family Obligation	Yes
Voluntary	Left/Graduated from School	Yes
Voluntary	Retirement	Yes
Voluntary	To Attend School	Yes
Voluntary	Relocation	Yes
Voluntary	Disability Claim Awarded	Yes
Voluntary	Commute Time	Yes
Voluntary	Accepted Better Job Opportunity	Yes
Voluntary	Resigned in Lieu of Termination	**No**

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Overview

How Does the Voluntary Exits Process Work?

1. Receive Written Resignation
2. Acknowledge Resignation
3. Initiate Termination Process
4. Review & Process Termination
5. Complete Unit Exit Process
6. Complete optional Exit Interview

Employee

Human Resources Partner

Shared Services Office

Center of Expertise

Local Units

Roles and Responsibilities – Voluntary Exits

Local Units – Employee/ Supervisor

Human Resources Partner

Shared Services Office

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Roles and Responsibilities – Voluntary Exits

Local Unit – Employee

- Provide at least two weeks of advanced written notice of resignation
- Confirm accruals in UChicago Time
- Complete the exit survey and/or attend exit interview (optional)
- Return all university property on or before the date of termination

Local Unit – Supervisor

- Work with Human Resources Partner on transition / staff planning
- Work with Human Resources Partner to remove system access

Roles and Responsibilities – Voluntary Exits

Local Units – Employee/ Supervisor

Human Resources Partner

Shared Services Office

Roles and Responsibilities – Voluntary Exits

Human Resources Partner

- Send resignation acknowledgement letter to employee for voluntary exits
- Initiate termination process in Workday minimum of 7 days prior to termination date for voluntary exits
  - Upload resignation letter
  - Select appropriate exit reason
  - Upload UChicago Time Accrual Forecast
  - Review personnel file for completeness
- Support supervisor with staff and / or transition plan
- Direct employee to appropriate exits resources
- Collect university property
- Initiate system access removal/unit-specific system access and building access removal
- Support change management and communications
- Conduct exit interview if requested

Roles and Responsibilities – Voluntary Exits

Local Units – Employee/ Supervisor

Human Resources Partner

Shared Services Office

Roles and Responsibilities – Voluntary Exits

Shared Services Office

- Review and approve terminations submitted by Human Resources Partner
- Verify documentation and reasons selected for terminations by Human Resources Partner
- Compile exit survey data and conduct exit interviews as requested
- Manage quick closure and system access removal for core systems (Tier 1)

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Voluntary Exits in Workday

Key Business Process Steps for Voluntary Terminations

1 Initiate Termination

HRP

- Provide Termination date, Reason and Resignation / Acknowledgment Letter

2 Receive Exits Checklist

HRP

2 Receive Exits Checklist

Employee

3 Upload Accrual Forecast

HRP

- Upload UChicago Time Accrual Forecast

4 Review Termination

SSO – HR

- Review termination initiated by HR Partner

Receive Notification

Employee

- Receive notification email to participate in the optional exit survey and interview

5 Process Accrual Payout

SSO – Payroll

- Process accrual payment for final payout

6 Change Worker Role

SSO/Workday

- SSO and Workday Solutions change worker role (if applicable)

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Exits Training for Human Resources Partners

LESSON 2: Involuntary Exits

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Policies

Important Policies Related to Terminations

Involuntary Termination, Layoff

Policy 207: Layoff provides guidelines to units for layoffs due to reorganization, operational changes or financial constraints. This policy establishes the documentation and appropriate approvals for conducting layoffs. Involuntary terminations are also discussed in Policy 208: Termination of Employment.

KEY TAKEAWAYS

1. All involuntary terminations, including layoffs, must be reviewed in advance by the Center of Expertise - Employee and Labor Relations, and recommendations must be provided.
2. To receive severance pay under this policy, the employee must sign a separation agreement prepared and approved by the Center of Expertise - Employee and Labor Relations and the Office of Legal Counsel.
3. The unit may offer a one-time service-based severance to employees who have completed their probationary period. Severance payments are completed via a single, lump-sum payment, equal to one (1) week of base pay per year(s) of service (not to exceed 26 weeks).
4. An employee returning to work from layoff status will have their University service bridged if they return to University employment within one year of being laid-off, provided the employee completed more than one consecutive year of University service before the layoff.

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Involuntary Exits

Reasons in Workday and Rehire Eligibility

Termination Category Name	Reason	Rehire Eligibility
Involuntary	Attendance (Absenteeism and Tardiness)	Yes
Involuntary	Layoff (with severance)	Yes
Involuntary	Layoff (without severance)	Yes
Involuntary	Misconduct, violation of rules, or serious misconduct*	**No**
Involuntary	Unsatisfactory Performance	Yes
Involuntary	Deceased	N/A
Involuntary	End of Temporary Assignment	Yes

Overview

How Does the Involuntary Exits Process Work?

1. Identify Employee
2. Consult With CoE-ELR
3. Notify Employee
4. Initiate Termination Process
5. Initiate System Access Removal/ Quick Closure
6. Review & Process Termination
7. Remove System Access/Quick Closure (Tier 1)

Employee

Human Resources Partner

Shared Services Office

Center of Expertise

Local Units

Roles and Responsibilities – Involuntary Exits

Local Units – Employee/ Supervisor

Human Resources Partner

Center of Expertise - ELR

Shared Services Office

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Roles and Responsibilities – Involuntary Exits

Local Unit – Supervisor

- Document performance, as necessary and discuss performance issues with Human Resources Partner and Employee & Labor Relations
- Work with Human Resources Partner on transition / staff planning
- Work with Human Resources Partner to remove system access

Roles and Responsibilities – Involuntary Exits

Local Units – Employee/ Supervisor

Human Resources Partner

Center of Expertise - ELR

Shared Services Office

Roles and Responsibilities – Involuntary Exits

Human Resources Partner

- Work with Employee and Labor Relations team
- Work with employee and supervisor
- Initiate termination process in Workday
  - Upload documentation to Workday
  - Select appropriate exit reason
  - Upload UChicago Time Accrual Forecast
  - Note in the comments section if OTP needs to be processed by SSO
- Support supervisor with staff and / or transition plan
- Direct employee to appropriate exits resources
- Collect University property
- Initiate system access removal or quick closure (core systems) and initiate unit-specific system access and building access removal
- Support change management and communications

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Roles and Responsibilities – Involuntary Exits

Local Units – Employee/ Supervisor

Human Resources Partner

Center of Expertise - ELR

Shared Services Office

Roles and Responsibilities – Involuntary Exits

CoE – Employee and Labor Relations

- Review Unit rationale and plans for involuntary terminations
- Review and approve termination or layoff letter
- Draft and send separation agreement as appropriate
- Communicate layoff option to employee as appropriate

Roles and Responsibilities – Involuntary Exits

Local Units – Employee/ Supervisor

Human Resources Partner

Center of Expertise - ELR

Shared Services Office

Roles and Responsibilities – Involuntary Exits

Shared Services Office

- Review and approve terminations submitted by Human Resources Partner
- Verify documentation and reasons selected for terminations by Human Resources Partner
- Initiate severance payments when requested by the unit or review severance payments when initiated by the HRP
- Manage quick closure and system access removal for core systems (Tier 1)

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Involuntary Exits in Workday

Key Business Process Steps for Involuntary Terminations

1 Initiate Termination

HRP

- Provide Termination date, Reason and Applicable Documentation

2 Receive Exits Checklist

HRP

2 Receive Notification

Employee

- Personal Information Up-To Date
- W-2 Details

3 Upload Accrual Forecast

HRP

- Upload UChicago Time Accrual Forecast

4 Review Termination

SSO – HR

- Review termination initiated by HR Partner

5 Process Accrual Payout

SSO – Payroll

- Process accrual payment for final payout

6 Change Worker Role

SSO/Workday

- SSO and Workday Solutions change worker role (if applicable)

7 Process One-Time Payment

SSO – HR

- Verify if Severance OTP has been processed by HRP
- Complete Severance OTP if needed

Severance One-Time Payments

Two Options to Process One-Time Payment

During the involuntary exit process, One-Time Payments will be triggered for one reason: layoff with severance. HR Partners have the option of initiating the OTP or requesting that the SSO processes the payment.

Option #1 – Initiated by HRP	Option #2 – Requested by HRP to SSO
HRP initiates the OTP for severance in Workday and SSO will only receive it for review and approval Requirements for HRP: • Ensure information aligns with severance letter in Workday • Ensure severance letter signed by the employee is uploaded to Workday SSO will work with ELR to review and finalize OTP and ensure it is consistent with the severance agreement.	*HRP puts a note in the Termination in Workday to request that the Shared Services Office completes the OTP* Requirements for HRP: • Severance letter has been signed by the employee and uploaded to Workday • Provide FAS account and subaccount information SSO will work with ELR to review and finalize OTP and ensure it is consistent with the severance agreement.

System Access Removal Forms in ServiceNow

System Access Removal

Purpose: Standard process to remove employee system access. ServiceNow forms designated for system removal from BuySite, ePayment and OnBase.

Process:

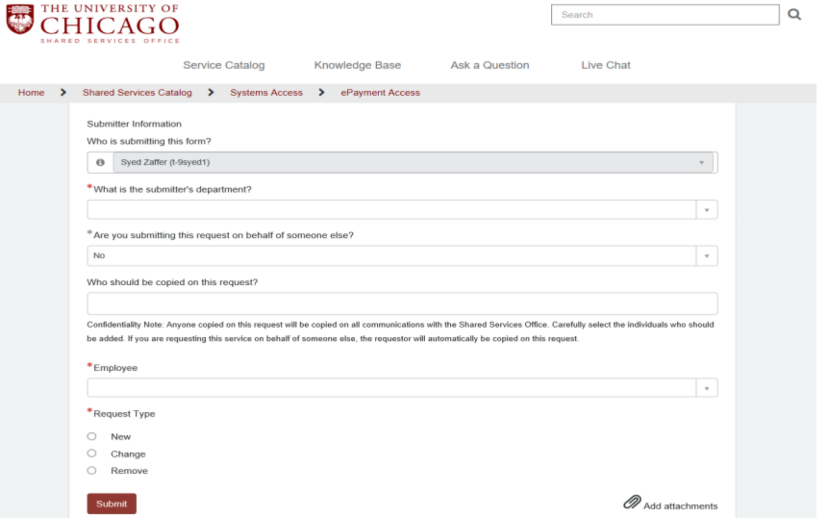
BuySite, ePayment, or Onbase

Submit System Access form → Remove access to Buysite, ePayment, or OnBase

HRP | CoE Solutions

Key Considerations:

- Forms are largely similar for each System, with the following exceptions:
  - **BuySite**: Request includes Effective Date of Access, Department Financial Administrator information, and the type of access required.
  - **ePayment**: Request includes a justification for granting/removing access.


THE UNIVERSITY OF CHICAGO SHARED SERVICES OFFICE

Search

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Home > Shared Services Catalog > Systems Access > ePayment Access

Submitter Information

Who is submitting this form?

Syed Zaffer (t-9syed1)

*What is the submitter's department?

*Are you submitting this request on behalf of someone else?

No

Who should be copied on this request?

Confidentiality Note: Anyone copied on this request will be copied on all communications with the Shared Services Office. Carefully select the individuals who should be added. If you are requesting this service on behalf of someone else, the requestor will automatically be copied on this request.

*Employee

*Request Type

- New
- Change
- Remove

Submit

Add attachments

System Access form

THE UNIVERSITY OF CHICAGO

Quick Closure Form in ServiceNow

Quick Closure

Purpose: Streamlined process to close an employee's system accounts more quickly than the normal account closure process allows. Process primarily utilized for involuntary exits.

Process:

Complete form and Initiate Quick Closure	→	Tasks automatically generate and route to assignment groups to perform tasks	→	Send note through Listhost to systems administrators asking to remove access	→	Remove Role-Based access to Workday
HRP		**ServiceNow**		**SSO Help Desk**		**SSO Help Desk**

Key Considerations:

- Effective date/time system closure
  - Can't be a past day or time
  - Must be within normal business hours (8 AM to 5 PM)
- Out of Office signature can be requested in the Comments section of the form

Revoke Systems Access (Quick Closure)

Request for quick closure of systems access

Please use this form to submit requests to immediately revoke access to UChicago systems. This form is to be used ONLY in instances when immediate removal of access is required.

All fields marked with an asterisk * are required.

Submitter Information

Who is submitting this form?

Syed Zaffer (t-9syed1)

*What is the submitter's department?

*Are you submitting this request on behalf of someone else?

No

Who should be copied on this request?

Confidentiality Note: Anyone copied on this request will be copied on all communications with Shared Services. Carefully select the individuals who should be added. If you are requesting this service on behalf of someone else, the requestor will automatically be copied on this request.

Quick Closure form

Course Wrap-Up

POLICIES

- Policy 207 – Layoff
- Policy 208 – Termination of Employment

QUICK REFERENCE GUIDES (QRG)

- Termination

JOB AIDS

- Exits Checklist – HRP
- Exits Checklist – Employee

SURVEY & EXIT QUESTIONS

- Exit Survey

HR Data Management Training for Human Resources Partners

Changes in Staff Recruitment

Staff Recruitment Changes

SSO Responsibilities

- Posting process
- Granting HR Partner, Hiring Manager and guest user access to UChicago Jobs
- Scheduling of clerical testing
- Applicant inquiries
- Reasonable accommodation requests from applicants
- Posting positions on external job boards

Requirements prior to SSO Review:

- All Staff benefits eligible and non-benefits eligible positions will route upon approval from the Central Budget Office to the SSO
  - Except for temporary, seasonal, postdoc, students, and all BSD positions
- BSD positions will route upon approval from the LHRP to the SSO
- Temporary and seasonal will route upon approval from the Budget Partner to the SSO

Requisitions will not be reviewed until the appropriate approvals have been provided and the position in Workday is in the SSO queue.

Posting Positions on External Job Boards

Submitting process for external posting/removal request

HR Partners can submit requests to the Shared Services Office to post positions on external sites via ServiceNow.