

September 7, 2006
SR 81644 – Retention of Inactive Employees.doc

SR81644 Requirements
Retention of Inactive Employees

Objective:

To increase the number of days used for the retention of inactive employees on the IVR/Web file so that these employees can continue to have access to At Your Service Online (AYSO).

Project Type:

This project should not require any programming changes, but only the update of System Parameter 261. This change does not affect the Payroll/Personnel System processes that purge employees from the Employee Data Base.

Requested by:

AYSO Committee

Analyst:

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Due Date(s):

Background:

Campuses provide UCOP with Payroll/Personnel System (PPS) employee data used by At Your Service Online (AYSO). This data file is known as the IVR/Web interface file.¹ The PPS process that selects this data and creates the file to send to UCOP sends a delete transaction in the following situations :

1. The employee record has an Employment Status of “S” (separated) and the Separation Date is 180 days or more prior to the current date, or
2. The employee record has an Employment Status of “I” (inactive) and the date on which the Employment Status was set to “I” is 30 days or more prior to the current date.²

Current Process:

A process is in development to handle deleted records in a new way and is as follows: When a delete record comes on the IVR/Web interface file and, before being deleted, a program created by IR&C captures a subset of the employee’s data from the Sybase data base (pps_emp). The program stores the captured data in a separate table. Subsequently when an employee with an Employment Status of Separated or Inactive tries to log onto AYSO, the validation process tries the following:

1. Is there a record for the person in pps_emp? If yes, give access to AYSO. If not,
2. Is there a record for the person in UCRS? If yes, give access to appropriate AYSO applications based on the former employees’ status”. If not,
3. Is there a record for the person in this new table? If yes, give access to a limited set of AYSO applications (initially, the earnings statements and W-2s).

Proposed Process:

The deletion of employees with Inactive Status codes after 30 days has resulted in some cases in the AYSO environment where an inactive employee cannot log in to view earnings statements and W-2 s. Changing the retention from 30 days to 180 days will solve two problems. One is that certain employees, whose appointments have expired (but will be extended) and have an Inactive Employment Status Code, sometimes cannot access AYSO. This is because their records get purged from the IVR/Web file before the extension of the appointment can take place. The records of these employees return to the IVR/Web file when departments renew the expired appointments and the employees’ Employment Status change to Active.

The other problem is with the 30-day deletes. These employees possibly will be added to the delete table. If this is the case, when they log into AYSO, they can see only the earnings and W-2 applications. Upon renewal of their appointments and change in their Employment Status

¹ Interactive Voice Response (IVR) access is no longer supported, but the acronym “IVR” persists in many file and data names.

² The EDB data element 0766, Employment Status Change Date is used to determine when the Employment Status was set to “I.”

codes, these employees can log onto AYSO and see the other applications. This may result in unnecessary calls to customer service for these transitory conditions.

To address these problems, it is requested that PPS be modified so that a delete transaction is not sent on the IVR/Web interface file until 180 days after the Employment Status is set to "I" (inactive).

The number of days used for retention of employees with Employment Status "Inactive" on the IVR/Web file is carried in System Parameter 261. By changing this parameter to a value of 180, the expected result is the change to the retention of inactive employees without any programming changes.

By making these changes, the handling of inactive and separated employees should be more consistent.

