PAYROLL/PERSONNEL ONLINE SYSTEM
ADVICE TO DEPARTMENT SECURITY ADMINISTRATORS
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I. INTRODUCTION

Advice to Departmental Security Administrators (DSAs) has been developed to assist DSA's in preparing for the anticipated impacts of the implementation of the online update portion of the Payroll/Personnel System (PPS).

This guide contains general background information about the PPS, a discussion of some of the principles and concepts that have guided its development. Also included is a glossary of terms pertaining to the PPS, which will enable DSA's to communicate with staff members responsible for the payroll/personnel process (see Appendix A., Terminology).

Detailed information regarding system navigation may be found in the Payroll/Personnel Online System User's Guide, and instructions for inputting all categories of payroll/personnel actions are included in the manual, Payroll/Personnel Online System Procedures. Your departmental Preparer and Reviewer should have copies of these publications.

The two new features of the PPS that will have the greatest impact on our organization are:

- It is designed to be a distributed system.
- It provides for post authorization notification.

A distributed system allows users in departments the ability to enter and make changes directly to employee database records. To be successful, it assumes that users are knowledgeable about the transactions they are responsible for entering. Post authorization notification is review after-the-fact, that is, after a change has been recorded to the employee's record. To be successful, it assumes that review is done on a timely basis and that the employee entering a change has received the appropriate authorization and training before changing an employee's record.

In preparation for a successful implementation, this guide introduces managers to the key concepts of readiness, both people readiness and technological readiness, and accountability, as well as issues such as workflow changes and emergency planning. As with any system implementation, PPS will present both challenges and opportunities. The challenges may include the need to master new and unfamiliar tools, workflows, and ways of doing business. At the same time, opportunities will be opened for improved accuracy, timeliness, and productivity.

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PAYROLL/PERSONNEL ONLINE SYSTEM
ADVICE TO DEPARTMENT SECURITY ADMINISTRATORS

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II. ACCOUNTABILITY

The accountability for the management of payroll and personnel transactions is delegated to the departments on campus. Each department decides who in the organization is responsible for processing data in the Payroll/Personnel System (PPS). The responsibility is delegated to qualified individuals in the organization who have the necessary knowledge and sufficient authority to process transactions in PPS. This authority means that a qualified individual can refuse to process a transaction that is in violation of policy, without being subject to disciplinary action.

Accountability is fundamental to the internal controls that underlie PPS. In the Personnel Action Form (PAF) process, prior Central Office review of individual transactions provided the primary internal control mechanism. PPS depends on departmental accountability because it relies on individuals to understand their responsibilities and be fully accountable for carrying them out.

Several topics are included in this section. The general principles of accountability provide a framework that may help guide your future organizational decisions; unit reorganizations, personnel assignments, and delegations. Also included is the principle of separation of duties, which is fundamental to maintaining good internal controls and an effective accountability structure. The Individual Accountability section sets forth responsibilities that should guide individual behavior. The section on Policy Compliance delineates one mechanism to insure that accountability is maintained.

GENERAL PRINCIPLES

Following are several general principles of accountability:

• Individuals who delegate authority may only do so to the extent that this same authority has been delegated to them.

• Individuals who delegate authority are responsible for ensuring the employees to whom they delegate are qualified and are properly fulfilling their responsibilities. Qualified individuals are those who:
  1) Are actively involved with the processing of PPS transactions.
  2) Possess an adequate level of technical skills required to use the PPS.
  3) Understand policies, rules, laws, and regulations sufficiently to either ascertain compliance or seek additional assistance.
4) Have been provided sufficient authority to fulfill their responsibilities without being countermanded or being subject to disciplinary action.

- Each PPS transaction must be reviewed on a timely basis by an accountable individual.
- Each organizational manager must officially record all delegations of accountability as well as any cancellations or changes in delegations or obtain the services of a Department Security Administrator (DSA), to maintain official record of delegations of accountability. The delegations need to be kept secure, accurate and current.
- Accountability structure and delegations must be reviewed to insure accuracy and currency.
- Accountability structure/delegations must maintain appropriate internal financial controls. This includes the maintenance of separation of duties.

**Separation of Duties**

The design of the PPS includes features that help to insure that appropriate internal financial controls are maintained. First, it is not possible for an employee to update his/her own record. Second, the Post Authorization Notification (PAN) review process provides a review of transactions. Additionally, separation of duties is achieved by the requirement for a department to assign separate individuals to the roles of primary preparer and mandatory reviewer. An additional safeguard is the assignment of a back-up preparer/reviewer. As a consequence, departments will need to plan for the following:

- **Primary Preparer**: The primary preparer is the individual responsible for updating PPS in a manner consistent with UC and campus policy.
- **Mandatory Reviewer**: A mandatory reviewer provides the following functions: (1) a secondary check for correctness and appropriateness; (2) a check for prior approvals and completion of other required documents.
- **Back-Up Preparer/Reviewer**: The Back-Up preparer/reviewer is the trained substitute. This is important not only to cover absences of the primary preparer or mandatory reviewer, but also because it is not possible for someone to change or update his/her own record.

In order to maintain required financial controls and separation of duties it may be necessary for a small department to form a liaison relationship with other departments or units.
**INDIVIDUAL ACCOUNTABILITY**

Access to the PPS is granted to employees for the performance of payroll/personnel related job duties. Employees who have been granted access will be accountable to use the system consistently with University policies and procedures.

Individual accountability means:

- A logon ID is considered equivalent to a signature and an employee is responsible for all entries made under his/her logon ID.
- Updates to the system are to be in compliance with policies and procedures that govern the particular transaction to be performed.
- Computing resources are to be used only for the legitimate University business that an employee has been explicitly authorized to perform as stated in his/her job description.
- It is against University policy to peruse or use University records including, but not limited to, confidential information for personal interest or advantage.
- Proper password security is to be maintained.
- Proper physical security is to be maintained by not leaving a workstation/terminal unattended while logged into University systems.
- Privacy and confidentiality of all accessible data is to be maintained.

Before access is granted, employees will be expected to sign that they acknowledge an understanding of and agreement to abide by the above policies.

**POLICY COMPLIANCE**

Departments are accountable for policy compliance and full understanding of all relevant policies. Failure to comply with UCSB policies, rules, and applicable regulations is a serious breach of responsibility and may result in disciplinary action up to and including dismissal. Further, any violation of local state or federal laws may carry the additional consequence of prosecution under the law, where judicial action may result in specific fines or imprisonment, or both; plus the costs of litigation or the payment of damages or both; or all.

**QUESTIONS OR CONCERNS**

If you have questions or concerns about the Accountability issues discussed here please contact the Academic Personnel, Accounting, or Staff Personnel Offices.
III. SYSTEM DEVELOPMENT PRINCIPLES

OBJECTIVES

The Payroll/Personnel System (PPS) is the result of a University-wide effort begun in 1987 with several principle objectives. These include:

- Impacting employee relations in a positive way: By providing the means of improving data quality and timeliness; by accessing data quickly for the resolution of problems; and by a system structured to accommodate changes in personnel policies or labor contracts.

- Minimizing administrative burdens: By providing a system that is structured to accommodate changes quickly for both urgent and ongoing functional needs in a diverse, heterogeneous university setting, and by providing a system that improves data quality and reduces the administrative burden associated with updating employee database records.

- Protecting the integrity of the payroll / personnel system for the University: By the use of a standardized core system to be supported by a current technical environment.

DESIGN PRINCIPLES

In addition to these objectives, the system was designed as a distributed system so that users in individual departments could enter and make changes directly to the PPS. Appropriate security features and other safeguards were also incorporated into the design. Chief among these is the use of post authorization notifications which can be used to inform department managers and central offices of the changes made to the PPS.

The essence of the Post Authorization Notification (PAN) model for approvals is that there is no automated review process prior to the update of an employee record. The mechanisms to ensure correctness and appropriateness are system-embedded edits and an after-the-fact review process. This differs from the current process which contains many review points that allow for the correction of data before a change is applied to an employee’s record. Further, a key concept in the implementation of the PAN model is that approvals/authorizations for the impending action are obtained prior to entry/update.

To summarize, authorizations are obtained prior to entry; entry is performed; and the resultant change to the employee record is reviewed after-the-fact. It was decided that PAN best
addressed the objective of providing more current data and more timely processing of transactions.

**THINGS TO COME**

The introduction of the system to the campus began in 1994 with central administrative offices. Phased implementation and conversion of the entire campus will occur in 1995-96. We will continue to receive and install enhancements, which include the following:

- Online Timesheets
- Online History
- Reporting Ability
- Improved PPS User ID Maintenance Processes
- Secured Data Security Administration (AKA DENT) processes
- Online Documentation Updates
- Improved E-Mail communications
IV. WORKFLOW CHANGES

Post Authorization Notification (PAN) will change the workflow for the campus from a forms-based process model to a post authorization model. In the current process, information flows through the organization on the Personnel Action Form (PAF) and other forms. Figure 1 (below) illustrates a forms-based process where each review/verification occurs prior to the system update.

The current process accomplishes the following organizational goals:

- Providing other organizational members information about the pending action.
- Gathering approvals and authorizations.
- Informing employees of changes in personnel status.

![Diagram of current process flow]

*Figure 1. Example of a Current Process Flow*
The PAN model accomplishes the same organizational goals by providing "after-the-fact" notifications in place of PAF routing. The PAN review process is illustrated in Figure 2. Notification that an employee's records have been changed occurs simultaneously with the update of the database.

Figure 2. PAN (Post Authorization Notification) Review Process Flow
V. Readiness

To assist you in preparing your organization's readiness for online update in PPS, three areas are addressed here: people readiness, technological readiness, and work environment.

People Readiness

It is recommended that the preparer, reviewer, and back-up employee(s) you select for PPS training have demonstrated the readiness skills in the areas listed below:

- Knowledge of, comprehension of, and an ability to apply University payroll/personnel policies and procedures.
- An understanding of the distinction between policy and procedure.
- Ability to choose appropriate actions.
- Ability to make ethical decisions.
- Ability to be responsible and accountable for one's own decisions and actions.
- Ability to learn new concepts.
- Knowledge of where to find information and resources.
- PPS knowledge and experience through use of online inquiry.
- Computer literacy.
- Effective communication skills.

As you can see from a review of the previous list, many of these people-readiness skills are abstract and, therefore, not easily measured. Nevertheless, successful use of PPS requires that employees demonstrate that they possess the skills listed. As discussed in the beginning of the document, the design of the system (i.e., distributed system with post authorization notification) gives payroll/personnel processors the use of a very powerful tool when used knowledgeably and appropriately.

Technological Readiness

In order to access the Payroll/Personnel System the following is required:

- A personal computer or computer terminal.
- 3270-Type terminal or emulation software.
- A direct connection to the Santa Barbara campus computing facility mainframe or Internet connectivity.
- A PPS logon ID and password.
- A printer either connected to the campus computing center or available through a local area network.
WORK ENVIRONMENT

It is important to ensure that the preparer has a sufficient amount of time to complete the work required. Since the design of PPS contains no "holding file" for pending actions, an action must be completed or canceled. More complicated actions, such as hiring a new employee, may take a while to complete.

Consider the printer location as well as the number of individuals using the device: Is the printer located in an area that will enable the printing of sensitive information with appropriate confidentiality?
VI. ORGANIZATIONAL ROLES & RESPONSIBILITIES

Accountability for use of the Payroll/Personnel System (PPS) is best viewed as a team effort. Individuals may be assigned to one of several roles, each one of which carries a set of responsibilities.

DEPARTMENT HEAD

- Review and approve the accountability structure to ensure that it follows accepted accountability principles including separation of duties.
- Review and approve back-up plans including the assignment of back-up personnel and review official record of authority delegations on a regular basis, or whenever major changes in the accountability structure occur.
- Assign or obtain the services of a Department Security Administrator (DSA).

DEPARTMENT HEAD OR DESIGNATED MANAGER

- Responsible for recording all accountability delegations, cancellations, and modifications to the accountability structure.
- Monitor the effectiveness of the accountability delegations to ensure that any significant instances of noncompliance with policies and guidelines are uncovered.
- Monitor delegations and procedures to ensure they remain secure, accurate, and current.
- Ensure that appropriately skilled and knowledgeable personnel are assigned to be responsible for PPS transactions.
- Ensure that the staff member preparing payroll/personnel transactions has an appropriate working environment and proper equipment.
- Ensure that all departmental personnel under their authority have participated in the required training and are performing their functions in accordance with all policies, guidelines, laws, and regulations.
- Accept accountability for all PPS transactions.

PREPARER

- Understand the purpose of the transaction.
- Ensure that he/she has prior authorization before implementing a change to the system.
- Ensure that valid account/fund numbers are entered.
- Ensure that appropriate and accurate data are entered into PPS.
• Understand basic policy and other regulatory requirements.
• Resolve any questions that come to mind during the completion of the transaction or that are automatically raised via online edits and related error messages.
• Record an appropriate explanation of the transaction when required.
• Use the system in a manner consistent with UCSB policies and procedures.
• Make arrangements with assigned back-up preparer for absences.
• Accept accountability for all entered PPS transactions.

MANDATORY REVIEWER
• Review transactions within two business days of receipt. It is strongly recommended that reviewers audit transactions daily, especially before a check write, in order to ensure that employees receive accurate paychecks.
• Inspect notifications and/or transactions to ensure that the Preparer properly fulfilled his/her responsibility.
• Review each transaction for compliance with policy and other regulatory requirements.
• Ensure that any questions about the transaction are resolved within two business days or that the transaction is reversed until it is resolved.
• Make arrangements with assigned back-up reviewer for absences.
• Notify the DSA if the reviewer will be absent or is absent for two or more business days so that notifications can be activated for another qualified individual. Upon return, notify the DSA so the interim action can be reversed.
• Accept accountability for all reviewed PPS transactions.

BACK-UP PREPARER/REVIEWER
• Receive training at a level equivalent to the primary preparer or mandatory reviewer.
• Fulfill the same responsibilities as the primary preparer or mandatory reviewer.
• Maintain currency of knowledge.

Note: The use of preparers or reviewers that serve more than one department may be a good idea. The advantage of economies of scale can be gained while minimizing the physical and/or organizational “distance” between the preparer or reviewer and the originating department.

DEPARTMENT SECURITY ADMINISTRATOR (DSA)

A DSA is responsible for:
• Record all accountability delegations identified by the organizational head or designee.
• Provide appropriate access for all online preparers and the prescribed PAN reviewers of a department's online transaction activity.
• Update the official record of accountability delegations each time a change is required, such as when an individual leaves, is hired, or their responsibilities change.
• Ensure that the official record of accountability delegations is secure from unauthorized changes.
• Maintain a current back-up copy of the official record of accountability.

**COMPUTER SUPPORT COORDINATOR (CSC)**

A CSC is responsible for:

• Individual workstation set-up and local area network configuration and support.
• Providing first-line help in the event that workstation/network hardware, software, or printing problems exist.
• Contact Information Systems and Computing when help is needed during troubleshooting and for advice on current computing standards.
VII. EMERGENCY PLANNING & BACK-UP

It is important to have plans in place to cover emergencies and other unexpected occurrences. There is a range of situations where back-up is necessary.

Preparers may want to maintain sufficient documentation (on paper or otherwise) to enable them to re-create possible lost transactions.

In anticipation of the above situations, we provide the following responses and planning considerations.

1) The preparer or reviewer is on vacation, unexpectedly ill, or unavailable.
   Assign or train a back-up in advance. If you are in a small department, it may be necessary to form a liaison with another unit to accomplish your transaction. It is important to form these relationships before problems occur.

Currently the DSA functions are 'open', that is, the DSA for the History department can assign a mandatory reviewer for the English department. This allows departmental DSA's to back each other up with ease.

This will eventually convert to a 'secured' DSA process which will limit History to History. At that time you will either have to have a back-up (another department, or a control point) previously arranged, or contact Accounting or Staff Personnel for back-up.

Accounting will only process Request for PPS Access Forms from the DSA, or Department Head (as documented on your PPS Departmental Plan). If your DSA or Department Head changes it is important to update your PPS Plan and notify Accounting with any new information.

2) The preparer's primary workstation fails.
   Ensure that more than one workstation in the preparer's work environment is configured correctly to access the PPS.

3) The departmental network is unavailable or fails.
   Depending on the estimated down time and the processing cycle deadlines, this may be a situation where it may be necessary to seek help from another department.
VIII. HELP

Various types of help are available depending on the problem or need. The contact department or reference is listed below for each problem type.

1) Workstation/Network hardware and software problems.
   (When you can't get to the Logon screen)
   • Computer Support Coordinator (CSC) provides first line of help and is generally responsible for individual workstation set-up and local area network configuration and support.
   • Communications Services provides help to the CSC during troubleshooting, network connections and problem resolution (893-4600).

2) Access and general application questions.
   (When you can get to Logon screen but can't get to the PPS main menu)
   • For status of system application forms, call Accounting, Hours: Monday - Friday, 9am-4pm, 893-2880.
   • For password problems, if unable to resolve contact Accounting, 893-2880.
   • For system availability, check your e-mail first, as reports of problems will be posted there.
   • For navigation and screen issues, call the appropriate functional office: Accounting, Staff Personnel, Academic Personnel.

3) Payroll/Personnel System questions.
   (When you can get into PPS, but have system questions)
   • Online Help: Accessed by positioning your cursor on the appropriate field and pressing the F1 key when logged onto the PPS application.
   • Payroll/Personnel Online System User's Guide
   • Payroll/Personnel Online System Procedures

4) Policy and Procedure issues.
   For policy and procedure issues and policy consultation:
   • Payroll Office
   • Personnel Services
   • Academic Personnel
IX. APPENDICES

A. TERMINOLOGY

While this glossary of terms is not exhaustive, the following terminology has been included to help in communications with your employees. It encompasses items or aspects of the system that the payroll/personnel preparers and reviewers will use as they work with the system.

**ACTION (ON EENT SCREEN)**

Code indicating the PPS Personnel Action (e.g., '01 - Initial Employment') for which the PAN notice is to be distributed to the Notification Distribution Address.

**BACK-UP PREPARER/REVIEWER:**

Individual who assumes the role of the preparer or reviewer in their absence.

**BUNDLE:**

A logical grouping of entry/update screens that may be needed to complete a payroll/personnel action. For example, the system contains a bundle called Academic Hire (AHIR). This bundle will walk a user through a logical sequence of screens to complete the hiring of an academic employee. Once a user enters a bundle, it must be completed or canceled; there is no way to store or save part of the entry.

**CLASSIF. CODE (ON EENT SCREEN)**

Code indicating the PPS Employee Record Classification (e.g., 'MAP - Employee Record contains at least 1 MAP appointment') for which the PAN notice is to be distributed to the Notification Distribution Address.

**COMPUTER SUPPORT COORDINATOR (CSC):**

A CSC is responsible for individual workstation set-up and local area network configuration and support. Additionally, the CSC provides first-line help in the event that workstation/network hardware, software, or printing problems exist.

**CONSISTENCY EDITS (CON-EDITS):**

Tests the values of related data elements in the context of one another. Data elements keyed on a screen or screen bundle are subjected to different consistency edits depending upon which data elements have been entered. During consistency editing, the system
examines the employee record as it would look after the application of the entered data, to
detect inconsistencies among groups of data elements.

**DEPT. (ON EENT SCREEN)**

Four-digit Home Department Code or Distribution Department Code (e.g., ‘PERS - Staff Personnel’) for which the PAN notice is to be distributed to the Notification Distribution Address.

**DEPARTMENT SECURITY ADMINISTRATOR (DSA):**

A DSA is responsible to record all accountability delegations identified by the department head or designee, provide appropriate access for all preparers and the prescribed PAN reviewers of a department's transaction activity, update the official record of accountability delegations each time a change is required such as when an individual leaves, is hired, or their responsibilities change, ensure that the official record of accountability delegations is secure from unauthorized changes and maintain a current back-up copy of the official record of accountability.

**DISTRIBUTED SYSTEM:**

Allows users in individual departments to enter and make changes directly to database records, with the appropriate security and safeguards. This is in contrast to a centralized system where entry is done by a key entry unit or a small group of specialists.

**EMPLOYEE ID NUMBER:**

The unique number that identifies an individual's employee record.

**EMPLOYEE RECORD:**

The set of data relating to an individual that is collected in the PPS.

**EVENT (ON EENT SCREEN)**

Code indicating the PPS Update Event (e.g., ‘APPT - Appt/dist change’) for which the PAN notice is to be distributed to the Notification Distribution Address.

**IMMED. DEPT. (ON EENT SCREEN)**

Code indicating whether a PAN notice is to be sent to the Notification Address. To be used only when an employee record's Home/Dist dept codes matches exactly.
MAND. ADDR (ON EENT SCREEN)

Code indicating whether the recipient at the associated Notification Address is required to review the notification.

Note: Must use a PPS User ID as an address for Mandatory Reviewer; E-Mail addresses are FYI reviewers only.

MANDATORY REVIEWER:

A mandatory reviewer provides the following: (1) a secondary check for correctness and appropriateness; (2) a check for prior approvals and completion of other required documents.

ONLINE PPS ENTRY/UPDATE SUBSYSTEM (OEU):

The subsystem of the PPS that allows a user to update information in the employee database.

PAN: POST AUTHORIZATION NOTIFICATION:

A tool for notifying mandatory and optional reviewers that an update to an employee record has taken place.

PAYROLL/PERSONNEL SYSTEM (PPS):

The database and computer system that contains the current payroll and personnel data for each UCSB employee. This information can be viewed in the PPS Inquiry subsystem and updated in the PPS Entry/Update subsystem.

PPS EDIT AND UPDATE PROCESS:

The process that receives the data entered using PPS Entry/Update screens; evaluates the data according to established criteria; and then either returns messages to the preparer, or updates the PPS with entered values.

PPS INQUIRY SUBSYSTEM:

The subsystem of the Payroll/Personnel System that allows a user to view, but not change the current information contained in the PPS.

PREPARER:

The preparer is the individual responsible for updating PPS in a manner consistent with UC and campus policy.
RANGE AND VALUE EDITS:
Messages which appear on the screen to indicate when entered data is either not within an acceptable range or an invalid value for that data field.
B. Frequently Asked Questions (FAQ)

1) Password Problems - What are the causes?
   a) Passwords must be 6 to 8 characters long, and contain at least one letter and one number. If the rules aren't followed the system complains. This has led to confusion, and caused password problems.
      **Explain** the rules and have them try again.

   b) The PPS System prompts for a new password every 34 days. This sometimes puzzles folks.
      **Often**, the only thing you will need to do is sit down with them and show them how to change, and verify their old/new password.

   c) Someone comes to you and confesses that they have forgotten their password.
      Contact Accounting, 893-2880 and ask that the user’s password be reset. Accounting will need your E-Mail address. Accounting will contact UCOP with the request, and let you know when to try again.

   d) Someone has forgotten their password and attempted to logon unsuccessfully 10 times. The PPS system is setup to turn off the User ID, (it assumes an attempted break-in). **Contact** Accounting, 893-2880, and ask that the user’s password be reset. Accounting will need your E-Mail address. Accounting will contact UCOP with the request, and let you know when to try again.

2) Key Personnel Absent, what do I do?
   First you determine urgency of action. If the Mandatory Reviewer is out for 1 day, and checks aren’t due for 2 weeks, you won’t have to do anything. If action is urgent you may want to consider the following:

   a) Preparer is not available:
      - Check plan for back-up preparer.
      - Contact Accounting and request appropriate access modifications.
      - Modify Plan if permanent or long term change.
b) Reviewer is not available:
   • Check plan for back-up reviewer.
   • Fill out and send updated Request for Access to PPS form to Accounting Office.
   • Logon to PPS System and update EENT privileges for Reviewer.
   • Modify Plan if permanent or long term change.

c) DSA is not available:
   • Check plan for back-up DSA, if none arrange for back-up in another department, in control point, or arrange with Accounting.
   • Contact Accounting and request appropriate access modifications.
   • Modify Plan if permanent or long term change.

d) Computer Support Coordinator is not available:
   • Check plan for back-up CSC, if none available arrange for support from another department.
   • Modify Plan if permanent or long term change.

3) You or your staff can’t logon to the PPS System.
   • Check with CSC to ensure proper connectivity.
   • Check E-Mail for PPS-L list message.
   • Call Accounting, x2880, give them the symptoms and ask for status.

4) What do I do when a new employee comes on board?
   • Complete Request for Access to PPS form (call Accounting x2880 if you need copies of this form, will be available online later this year).
   • Modify Plan.
   • Assign Reviewer privileges (EENT screen) as needed.

5) I have discovered clients are sharing a User ID.
   • Explain why this is not appropriate.
   • Setup additional User IDs.

6) How do I get additional copies of the PPS forms and/or publications?
   • Request forms from Accounting x2880.
   • Request PPS Publications from Staff Personnel x7664.
7) *Clients cannot process updates, getting ‘No Mandatory Reviewer’ messages.*
   - Check EENT screen for appropriate setups. Problem may be in the Classification Column, you may have assigned a Mandatory Reviewer for STAFF, and overlooked the ACADEMIC’s, or some such variation.

8) *Where is my CLEAR Key? Where is my RESET key?*
   - Ask your CSC for a keymap for your workstation/keyboard.

9) *When I try to log on to PPS I get a ‘User already logged’ message.*
   - Contact Accounting and ask that the User ID to ‘forced off’. Accounting will need your E-Mail address to respond back. This usually happens when a workstation is powered off and on, but the connection to UCOP has not been properly disconnected.

10) *My screen has gone blank, and I seem to be lost in space, help?*
    - Hit PF12, this will usually invoke the PPS Main Menu. If PF12 doesn’t help you should contact Accounting, providing them with your E-Mail address, and request a ‘Forced Logoff’. Accounting will contact you when UCOP has completed the Logoff.
C. EENT Screen

<table>
<thead>
<tr>
<th>PPTENT0-E0943</th>
<th>SBT EDB System Admin</th>
<th>08/04/95 10:54:13</th>
</tr>
</thead>
<tbody>
<tr>
<td>EDB Notification Distribution</td>
<td>Userid: SBSPS01</td>
<td></td>
</tr>
</tbody>
</table>

Address: ________________________________________________

F: 1-Help  3-PrevMenu  4-Print
F: 9-Jump  12-Exit

Next Func: _____ Next Addr: ____________________________________

Classif.  Mand.  Immed

Cmd  Event  Action  Dept.  Department Name  Code  Addr.  Dept

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IX.8 UNIVERSITY OF CALIFORNIA, SANTA BARBARA