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| Stanford University  Administrative Systems  eCertification - Payroll  Support Plan |

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# eCertification - Payroll Support Plan

## Support Overview

The eCertification - Payroll application will be supported by the RFCS (Research Financial Compliance & Services) department and AS (Administrative Systems) department following the same model used for the existing eCertification application (tracking quarterly expenditure certification).

In addition to RFCS and AS, the Payroll Certification process flow will be supported by task managers, department overseers and school overseers. The task managers are identified in Oracle Financials. The department and school overseers are identified through eCertification payroll system.

Following is a brief description of the support process flow for issues through the HelpSU system (Remedy) and Jira:

* RFCS will be the first line of support to handle any issues with regard to data in the FYI reports and eCertification payroll system, payroll certification policy and procedures, training, and escalation process. Contact from campus users may be received via phone, email ~~or HelpSU ticket~~ [ecert-support@lists.stanford.edu](mailto:ecert-support@lists.stanford.edu).
* The eCert-Support team in AS will handle bugs or technical problems. Contact from RFCS may be via email or Jira ticket.
* The task managers will be the first line of support to Principal Investigators and alternate certifiers for any payroll certification related questions.
* The department overseers where applicable in SOM, DoR, H&S will be the first line of support to department task managers, and will be responsible for monitoring overall department payroll certification activity including escalation process.
* The school overseers will be the first line of support to department overseers and task managers where applicable, and will be responsible for monitoring overall school payroll certification activity including escalation process.

There is helpful information maintained on the DoResearch website for user reference (communications, User Guides , policy, and contacts):

## RFCS (Research Financial Compliance & Services)

**Scope**

The RFCS department supports campus clients with questions related to:

* Assistance with FYI Payroll Distribution Reports.
* Assistance with Annual Payroll Distribution Certification process.
* Reviewing and approving reassignment.
* Collecting payroll certification for those certifiers who have left the University or are not available to certify online.
* Reconciliation of payroll certification to RM3 149 reports.
* Access to eCertification-Payroll system.
* Identifying school and department overseers.

**Methods of Contacting RFCS**

* Email [ecert-support@lists.stanford.edu](mailto:ecert-support@lists.stanford.edu)
* Contact Marilou Hemenway, [marilou@stanford.edu](mailto:marilou@stanford.edu) (5-9107)
* Contact Maryland Hastie, [mhastie@stanford.edu](mailto:mhastie@stanford.edu) (6-4728)
* [Submit a HelpSU ticket](https://remedyweb.stanford.edu/helpsu/helpsu?pcat=eCertification)

## Administrative Systems

### Help SU (Remedy)

An existing Category in the HelpSu (Remedy) queue will be utilized:

1. For users submitting HelpSU tickets, this will be under:
   1. Request Category = Administrative Applications
   2. Request Type = E-Certification
2. In Remedy, this will be under:
   1. Tier 1 = Business Applications (University)
   2. Tier 2 = E-Certification
   3. Tier 3 = \*General
3. A “Pcat” will be setup so that a url can be used to preselect “Administrative Applications -- > E-Certification”, and tickets will be routed to the Support Organization = Research Administration, Assigned Group = ORA eCertification. Currently, this group consists of Marilou Hemenway and Maryland Hastie.

### JIRA

An existing Project/Component in Jira will be utilized for support from AS:

**Components and roles:**

| **Jira Project** | **Jira Component** | **Business Owner** | **Prod Approvers in Jira** | **Business Testers in Jira** | **AS Management Approvers**  **In Jira** |
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| RA - Miscellaneous | eCertification | Ken Schulz and Sara Bible | Marilou Hemenway | Marilou Hemenway  Maryland Hastie | Minh Nguyen |

## AS Customer Support Group Service Level Agreement

The AS Customer Support Group Service Level Agreement between Administrative Systems and Distributed Users is outlined at this page:

<https://asconfluence.stanford.edu/confluence/display/ERPHD/AS+Customer+Support+Group+Service+Level+Agreement+between+Administrative+Systems+and+Distributed+Users>