



# ePAF Overview

May 2008 through October 2008



# Introduction

**On May 29th 2008 the Human Resources Division successfully launched the electronic Personnel Action Form (ePAF) project. ePAF automated all of the transactions that had been traditionally managed via the manual, paper-based PAN process. The following metrics demonstrates the overall success of the project and the ongoing value it is providing the entire University, Hospital and Clinics.**

## ePAF by the numbers:

- ePAF has automated over 60,000 manual transactions annually
- ePAF has eliminated over 30,000 paper forms being routed annually
- ePAF has eliminated 100% of lost paper PANs
- ePAF has ensured 100% compliance with University policy on approval routing
- ePAF has reduced redundant data entry from 100% to 0%
- ePAF has reduced transaction processing time from 2 weeks to less than 3 days – 70% improvement
- ePAF has reduced transactional errors from approximately 50% to less than 3% - 94% improvement
- ePAF has helped HR reduce Service Team over/comp time from 859 hours accrued from May through October 2007 to 105 hours accrued during the same period in 2008 – 88% decrease in overtime hours
- ePAF has set the precedent for automating 100% of other UU paper-based processes



# ePAF Metrics

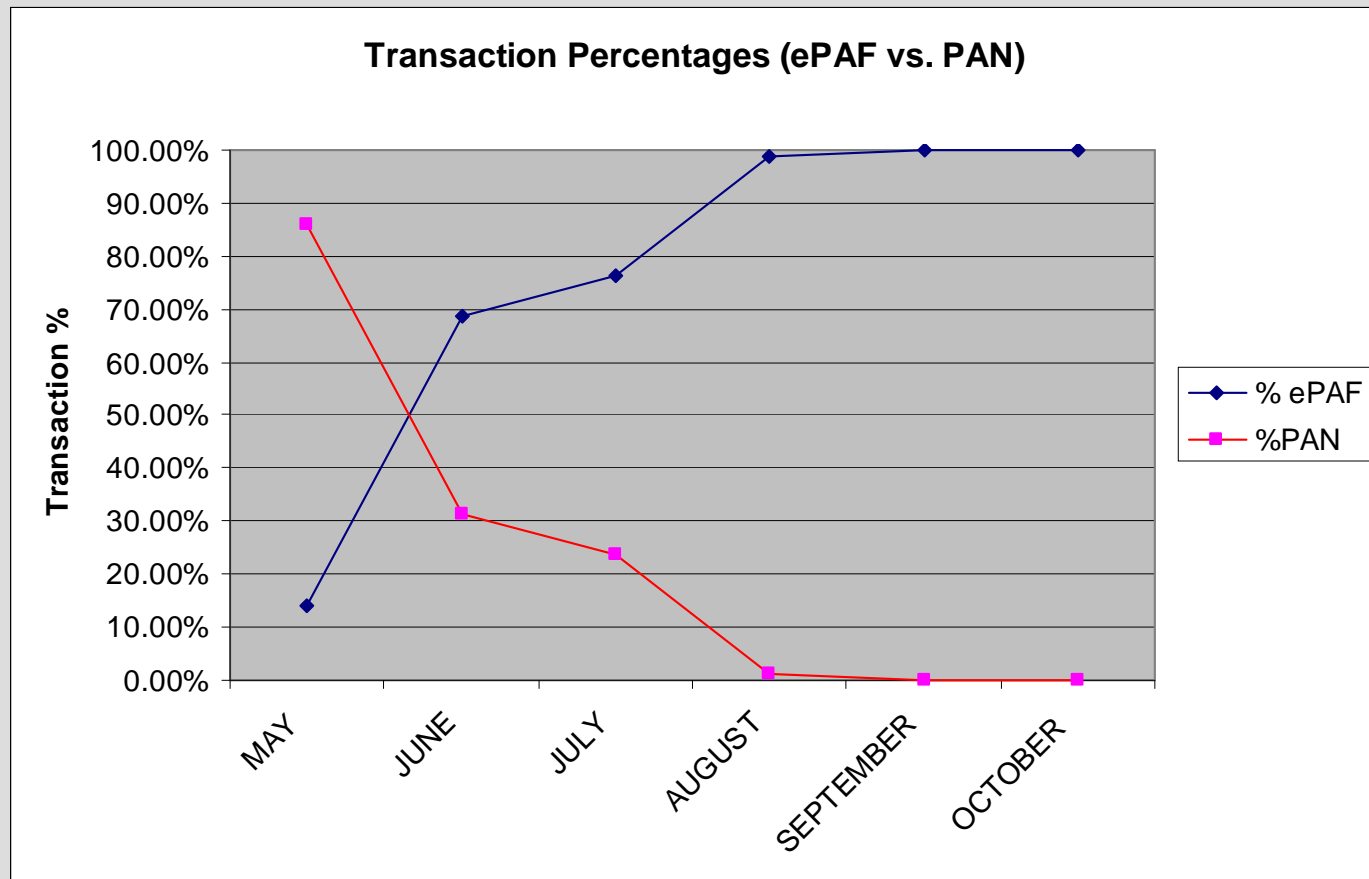
May 2008 through October 2008



# Transactional Volume

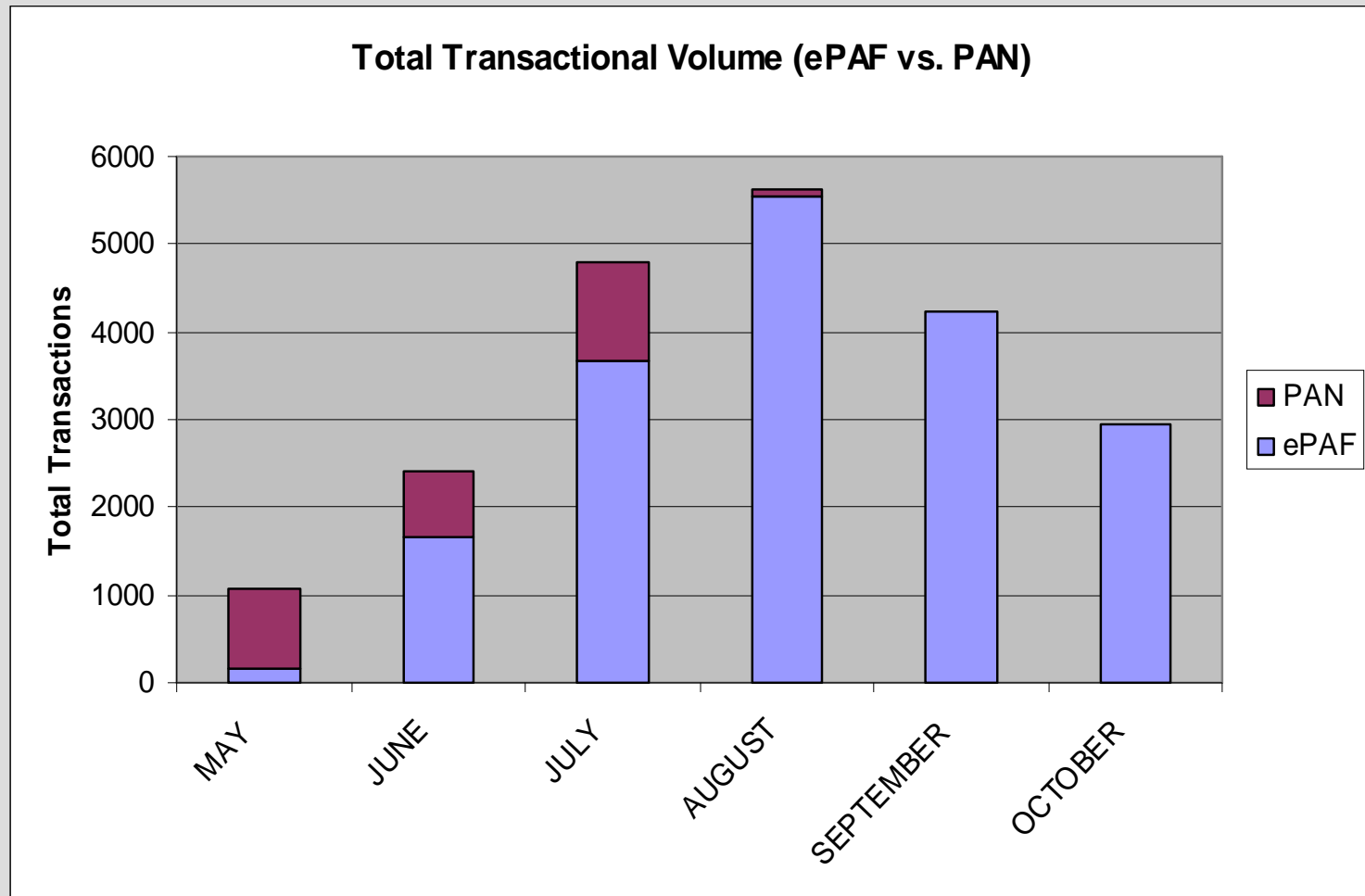
As of September 1, 2008 Human Resources is no longer receiving paper PAN forms. ePAF has replaced 100% of the manual, paper-based PAN transactions.

This graph shows how the overall % of transactions has shifted to 100% ePAF – zero PANs are currently being submitted



# Transactional Volume (cont'd)

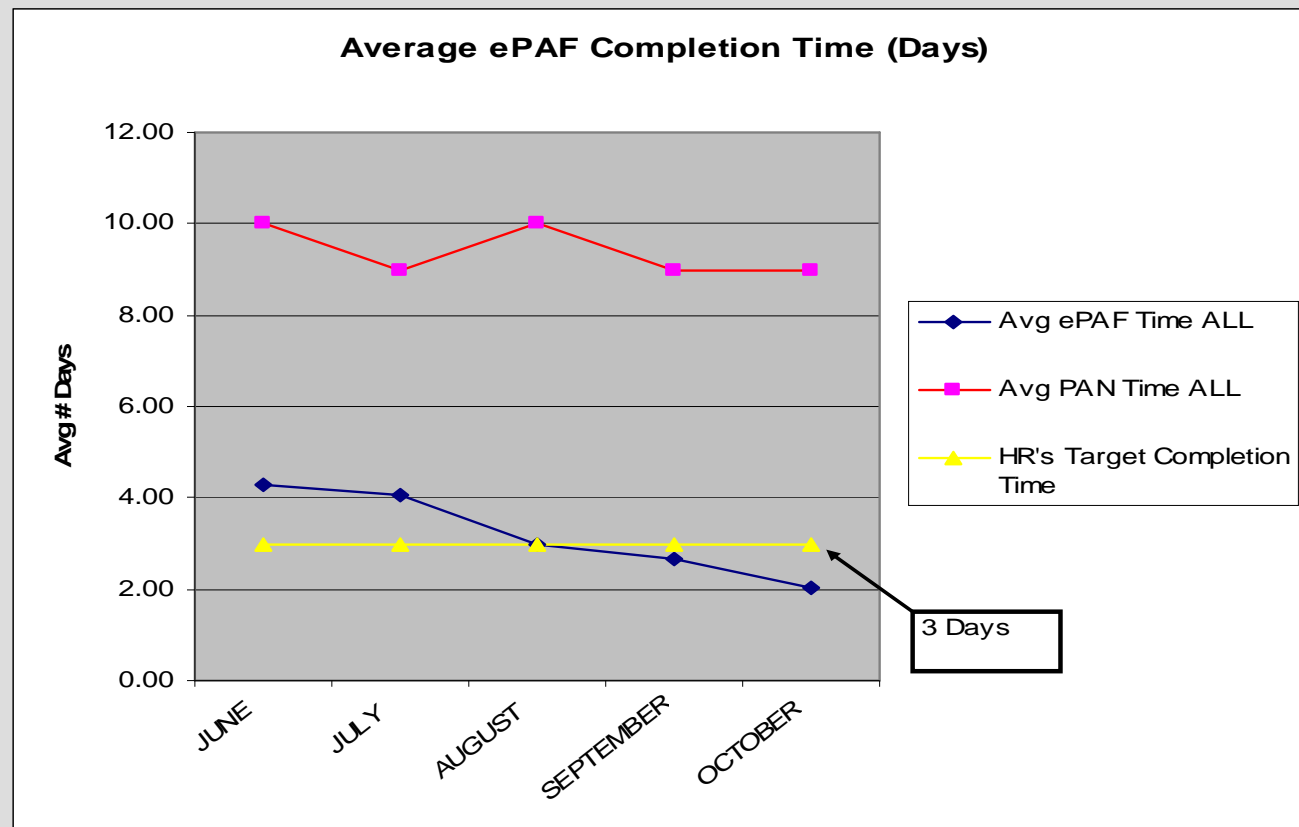
This graph shows how the total transactional volume has been migrating to ePAF



# Time to Completion

On average, it has been estimated that the time to complete a manual, paper-based PAN was 8-10 days. Actual data shows that, on average, an ePAF takes less than 3 days to complete. A reduction of up to 70%

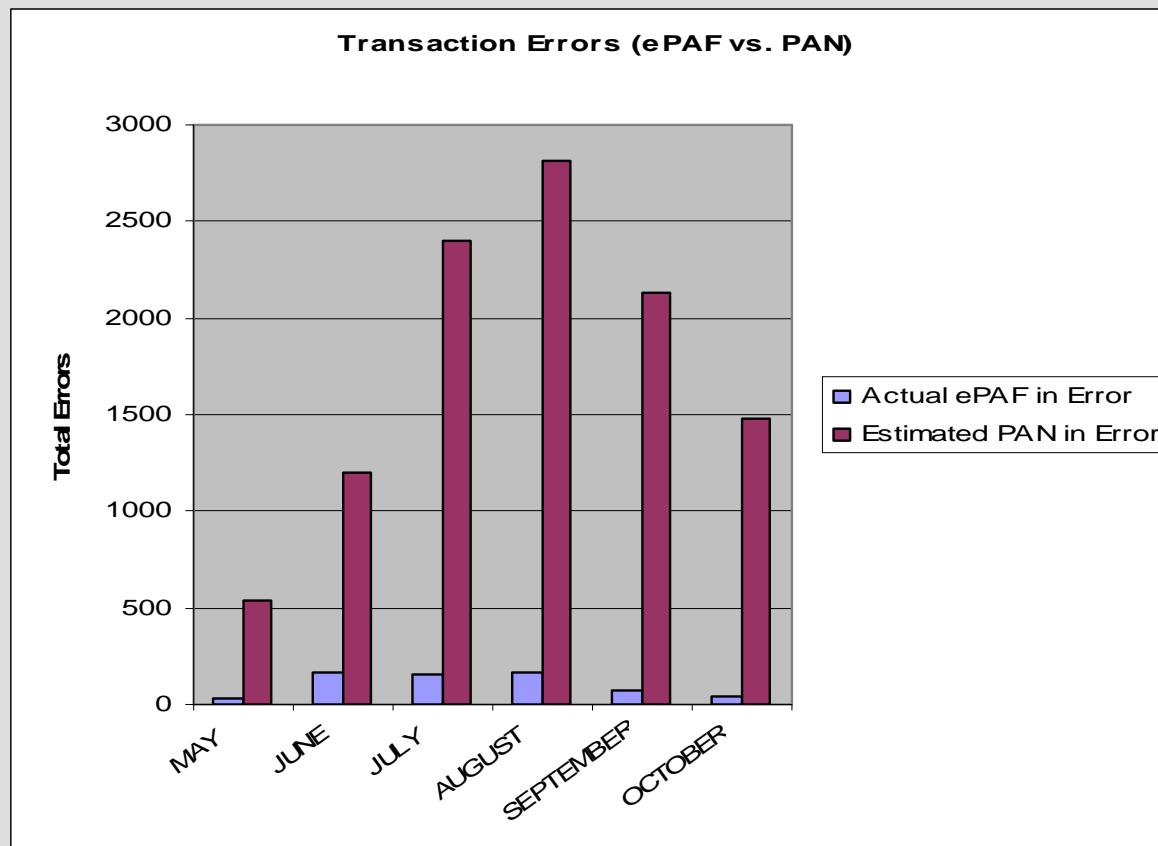
This graph shows how the transaction completion duration has steadily been reduced due to ePAF compared to the old PAN process. The yellow line indicates HR's completion time goals, which ePAF is exceeding.



# Transactional Errors

On average, it has been estimated that the manual, paper-based PAN process generated a 50% error rate. Actual data shows that, on average, the automated, paperless ePAF process generates less than a 3% error rate. A reduction in errors of approximately 94%

This graph shows how ePAF has significantly reduced the number of transactional errors as compared to the old PAN process.



# Transactional Errors (cont'd)

This graph shows how ePAF has significantly reduced the transactional error rate as compared to the old PAN process.

