

TTP Roles & Responsibilities

CENTRAL SUPPORT ROLES

	Business Support Analyst	Digital Solutions System Analysts	Department HR	Capture Support
Purpose of Role	<ul style="list-style-type: none"> Provides user support Provides operational direction for business support roles Maintains system information such as timelines and course and activity catalogue 	<ul style="list-style-type: none"> Provides technical support (basic & advanced) within Digital Solutions 	<ul style="list-style-type: none"> Creates & updates service provider employee & supplier records in Workday Updates FOM specific fields in the TTP system to complete the profiles and submit for approval 	<ul style="list-style-type: none"> Final review for new and edited profiles in the TTP system Action approval or return of profiles for correction
Responsibilities & Expectations	<ul style="list-style-type: none"> Primary TTP point of contact and liaison for departments and regional programs Investigates, coordinates and responds to help requests and system issues Liaises with Digital Solutions for technical and application support 	<ul style="list-style-type: none"> Manages issues escalated from Business Support Troubleshoots system glitches Liaises with Business Support for system upgrades and releases 	<ul style="list-style-type: none"> Manages and maintains service provider profiles Synchronization with Workday and TTP 	<ul style="list-style-type: none"> Actions the queues in TTP on any pending approval Clinical Faculty Profiles and pending approval payees Provides clarity and support to users on related policies and procedures

Teaching Tracking & Payment
Roles & Responsibilities

	Business Support Analyst	Digital Solutions System Analysts	Department HR	Capture Support
Knowledge Requirements	<ul style="list-style-type: none"> • In-depth understanding of end to end process for tracking teaching and processing payments • Knowledge of relevant policies • Knowledge of human resources and financial management systems • Understanding of related business processes and organizational culture • Advanced knowledge of system functionality 	<ul style="list-style-type: none"> • In-depth understanding of Entellitrak technical architecture 	<ul style="list-style-type: none"> • Knowledge and understanding of UBC HR policies & procedures, including policies regarding service provider eligibility, the faculty application processes, and the FoM Clinical Faculty Compensation Terms • Ability and access to appoint new clinical faculty as per the respective Department process, and to create records in Workday 	<ul style="list-style-type: none"> • Knowledge and understanding of UBC HR policies & procedures, including policies regarding service provider eligibility, the faculty application processes, and the clinical faculty compensation terms • Knowledge of laws, policies and ethics governing private or confidential information • Understanding of human resources, financial and information management best practices • Subject matter expert on payment arrangements and eligibility.
Judgement / Consequence of Error	<ul style="list-style-type: none"> • Lack of attention to detail and/or a lack of understanding in updating reference data could result in additional work and/or substantial monetary loss to the faculty • Ineffective communication or bad judgment could result in negative impacts to the departments, regional sites or University image 	<ul style="list-style-type: none"> • Lack of attention to detail and a lack of understanding in updating reference data could result in additional work and/or substantial monetary loss to the faculty • Ineffective communication and bad judgment could result in negative impacts on the departments, regional sites and University image 	<ul style="list-style-type: none"> • Impact of error is high; lack of attention to detail and a lack of understanding in updating profiles could result in additional work and compromise data integrity • Errors could result in clinical faculty payment delays, errors and disputes, which could result in negative impacts on faculty relationships 	<ul style="list-style-type: none"> • Impact of error is high; lack of attention to detail and a lack of understanding in updating profiles could result in additional work and compromise data integrity • Errors could result in clinical faculty payment delays, errors and disputes, which could result in negative impacts on faculty relationships

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FINANCIAL ROLES

	Payment Manager	Financial Authorizer
Purpose of Role/ Role Function	<ul style="list-style-type: none"> Reviews reconciliations and ensures accuracy for payments 	<ul style="list-style-type: none"> Determines whether financial reports are formally approved Accountable for release of funds and to maintain budgetary integrity Reviews and approves the Financial Authorization Reports Flags budget variances in the Financial Authorization Reports
Responsibilities & Expectations	<ul style="list-style-type: none"> Undertakes financial reconciliations 	<ul style="list-style-type: none"> Second signature for approval to pay (validates funds are available); based on assumptions of accuracy of service provider, activity, and event information which are earlier in the process; Not expected to do a validation of transaction detail Reviews and approves within defined payment periods Enquires about anomalies that exist in financial authorization report and instigates investigation
Knowledge Requirements	<ul style="list-style-type: none"> Understands UBC financial management best practices, policies and procedures Has technical skills to be able to resolve financial related issues 	<ul style="list-style-type: none"> Recognizes signs of suspicious payment information, i.e., System Error, Human Error, Suspicion of fraudulent activity Is knowledgeable about UBC financial Management best practices, policies and procedures
Judgement / Consequence of Error	<ul style="list-style-type: none"> Clear judgment is required to address anomalies; direction should be sought in dealing with unusual instances outside of established procedures 	<ul style="list-style-type: none"> Impact of error is high; errors in decision-making or ineffective communication may compromise payment and result in clinical faculty payment budget shortfalls

TRACKING TO VALIDATION ROLES

	Activity Tracker	Exception Approver	Activity Validator	Service Provider (Faculty Members)
Purpose of Role	<ul style="list-style-type: none"> Tracks activities ensuring correct service provider, activity and event information is captured and submitted 	<ul style="list-style-type: none"> Determines whether service provider exceptions are formally approved or denied 	<ul style="list-style-type: none"> Determines whether activity track information (activity, event, and service provider) is accurate and formally approved or denied 	<ul style="list-style-type: none"> Receives and reviews tracked information
Responsibilities & Expectations	<ul style="list-style-type: none"> Inputs accurate activity, event & service provider information Tracks all scheduled teaching sessions within designated tracking period Identifies missing service providers from the TTP database and initiates request to create a new profile Revises returned tracks as directed by Exception Approver and/or Activity Validator 	<ul style="list-style-type: none"> Ensures appropriate use of exception service provider; includes determining eligibility and may include verification of paperwork (e.g., contracts) Completes review and approval within defined verification and authorization periods Ensures required updates to service provider profiles are communicated to Department HR Representative 	<ul style="list-style-type: none"> First signature for approval to pay; assumes accuracy of service provider payment information Reviews accuracy of track activity, event, and service provider information Validates service provider eligibility and adherence to scheduling guideline maximums Completes review and validation within defined verification and authorization periods Reviews contested tracks to determine escalation or remediation process and communicates with the service provider(s) 	<ul style="list-style-type: none"> Option to verify accuracy of teaching activity and payment Responsible for appointment application and provision of payment arrangement information

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	Activity Tracker	Exception Approver	Activity Validator	Service Provider (Faculty Members)
Knowledge Requirements	<ul style="list-style-type: none"> Has access to activity and event information to accurately track activities for correct service providers Has list of exception service providers and reason for exception Understands clinical faculty compensation terms 	<ul style="list-style-type: none"> Understands clinical faculty payment arrangements and exception reasons. Understands available resources to verify eligibility 	<ul style="list-style-type: none"> Understands the clinical faculty compensation terms Understands scheduling guideline maximums 	<ul style="list-style-type: none"> Knowledge of teaching activities, payment arrangement and any exception teaching situations
Judgement / Consequence of Error	<ul style="list-style-type: none"> Autonomous decision-making regarding track entry; unusual issues brought to supervisor's attention Impact of error is considerable; though work is reviewed Incorrect selection of service provider or teaching activity may cause delays in payment and significant effort to correct 	<ul style="list-style-type: none"> Autonomous decision-making regarding approval of exception service provider; may consult with local resources to determine and validate eligibility Impact of error is high; approving an exception service provider enables an individual to be paid/not paid Errors in decision-making or ineffective communication may compromise payment outcome; unnecessary over expenditures in unit and loss of funds for exception service provider 	<ul style="list-style-type: none"> Valuable last chance to ensure accuracy prior to release to service provider; autonomous decision-making regarding track approval Impact of error is high; action at this stage determines payment outcome Errors in decision-making or ineffective communication may compromise payment outcome; unnecessary over expenditures in unit and loss of funds for service provider 	<ul style="list-style-type: none"> Errors identified outside of the review period will delay payment and cause retroactive adjustments outside the system resulting in increased administrative effort Errors in ineffective communication could result in missed corrections and negatively impact the integrity of the data and result in unconsolidated tracking and payment records

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READ-ONLY ROLES		
	Read-Only (Restricted Read)	Read-Only (Enhanced)
Purpose of Role	<ul style="list-style-type: none"> Read-only access for general administrative staff 	<ul style="list-style-type: none"> Enhanced read-only access for administrative staff who require service providers' personal and/or payee information to perform their job duties
Role Function	<ul style="list-style-type: none"> Allows program staff to view activity track information housed in the TTPS (Activity Track Search) 	<ul style="list-style-type: none"> Allows staff to view activity track information and service provider profiles and statements in the system (Activity Track Search, Statement Search & Person Search)
Responsibilities & Expectations	<ul style="list-style-type: none"> Respects privacy/confidentiality of personal information Only uses data in the TTPS for relevant UBC-related tasks 	<ul style="list-style-type: none"> Respects privacy/confidentiality of personal information Only uses data in the TTPS for relevant UBC-related tasks Flags potentially invalid or inconsistent profile information and reports to the appropriate department and/or Capture Support representative
Knowledge Requirements	<ul style="list-style-type: none"> Varies according to position 	<ul style="list-style-type: none"> Knowledge of laws, policies and ethics governing private or confidential information Appropriate knowledge of correct conduct with accessing and protecting personal information
Judgement / Consequence of Error	<ul style="list-style-type: none"> Has access to teaching information for clinical faculty Clear judgement is required when accessing/using information available in the TTPS 	<ul style="list-style-type: none"> Has access to teaching information for clinical faculty Clear judgement is required when accessing/using information available in the TTPS