

## **ADP SUPPORT PLAN – Sunday, November 2, 2014**

### **eTIME and TIME Clocks Support**

- ADP Implementation Support will be available up to 5pm MST on Sunday, November 2, 2014
- All Time Clock issues should be directed to the Pima County Network Operations Center (NOC.). The NOC will get the Pima County Client Services Tech involved. If the NOC, Client Service Tech or other Pima County trained resources cannot resolve Time Clock issues, Jeff Bell should contact ADP- Todd Schoenthal (608-449-1317.)
- If an eTIME configuration/application issues occur the issue should be reported to Mary Komadina. If Mary can't resolve the issue Mary should contact ADP. Merry Swerngin (949-916-4187) and Dave Walz (904-803-7003) will be available. Shelley Falbaum (303-725-1734) will be available onsite at Pima County after 11am MST.
- Recap of activities and/or concerns should be provided at the 1:30pm Pima County/ADP Touch Point at 800.377.0237 pc9252525. All issues should be logged. Issues after 5pm that requires ADP involvement will be addressed on Monday, November 3, 2014. ADP Management Escalation should occur with Jonathan Love (425-766-9689) and Fredric Pickens (303.990.6013.)

### **Employee Self Service Portal Support**

- ADP Implementation ESS Support will be available remotely up to 5pm MST on Sunday, November 2, 2014
- All portal issues should be directed to Wendy Petersen and Carmen Thomas. If Wendy or Carmen or other Pima County trained resources cannot resolve the ESS issue issues, a TIR should be submitted and assigned to Stephen Hughes or Patrick Mathews. Both Stephen and Patrick will be on-call and if need to, can be reached by Fredric Pickens (303.990.6013.)
- Recap of ESS activities and/or concerns should be provided at the 1:30pm Pima County/ADP Touch Point at 800.377.0237 pc9252525. All issues should be logged. Issues after 5pm that requires ADP involvement will be addressed on Monday, November 3, 2014. ADP Management Escalation should occur with Jonathan Love (425-766-9689) and Fredric Pickens (303.990.6013.)

### **EV5 HR and Payroll Support**

- ADP Implementation HR and Payroll Support will be available remotely up to 5pm MST on Sunday, November 2, 2014
- All HR issues should be directed to Wendy Petersen, Carmen Thomas and Cathy Cota. If Wendy or Cathy or other Pima County trained resources cannot resolve the HR issue issues, a TIR should be submitted and assigned to Patrick Mathews for resolution. Patrick will be on-call and if need to can be reached by Fredric Pickens (303.990.6013.)
- All Payroll issues should be directed to Mary Komadina and Julia Hardy. If Mary or Julia or other Pima County trained resources cannot resolve the Payroll issue, a TIR should be submitted and assigned to Lenny Levine for resolution. Lenny will be on-call and if need to can be reached by Fredric Pickens (303.990.6013.)
- Recap of HR and Payroll activities and/or concerns should be provided at the 1:30pm Pima County/ADP Touch Point at 800.377.0237 pc9252525. All issues should be logged. Issues after 5pm that requires ADP involvement will be addressed on Monday, November 3, 2014. ADP Management Escalation should occur with Jonathan Love (425-766-9689) and Fredric Pickens (303.990.6013.)