

## **B/P/P System Points of Contact**

There is has been great confusion and differing opinions about where to go for assistance in using the Budget/Payroll/Personnel (B/P/P) System. This document is intended to direct you to the appropriate individual or office that can provide the assistance you seek.

The B/P/P Operations Center exists to

- Provide technical assistance to the system users and policy developers to design, test and implement an administrative information environment to maintain the computer system supporting the personnel budget, payroll, personnel and benefit processing and general personnel reporting for the departments, agencies and institutions using this system.
- Provide the technical support for the timely scheduling, processing and data distribution to the many various users of the B/P/P System. Providing timely, accurate processing and reporting of this information to support the missions of the departments, agencies and institutions is a second primary focus of the department.
- Provide the users with the general system descriptions, training and information about how the system is designed to be used. This includes general design and procedural information defining the internal operations of the system, specific documentation for data entry and verification, and definitions of the various codes and tables used throughout the system.

### **Examples of where to send a request or inquiry:**

[BPP-PROD@TAMU.EDU](mailto:BPP-PROD@TAMU.EDU)

This e-mail address has been established to receive requests for items already in production, or to handle production schedule related issues. Examples might be to request a copy of the Employee Information Survey or to request that the normal Form 500 processing be postponed until 8:00 p.m. to allow for late entry.

[BPPHELP@TAMU.EDU](mailto:BPPHELP@TAMU.EDU)

This e-mail address has been established to receive requests for enhancements or requests for new reports, procedures or processes to the B/P/P System. Examples might be to add the termination date and reason code to an existing turnover report or to ask for a payroll deduction for a new employee benefit program being implemented.

Please scroll down for additional information on this matter.

Maintaining the integrity of the information stored by this computer system is paramount to the operations of the A&M System.

The B/P/P System offers tremendous flexibility in the manner in which it is implemented and used by the many various members of the A&M System. Because of this flexibility, day-to-day operations vary considerably. Responsibilities that are consolidated to one person for one member or organization are decentralized and may be performed by several people in another. Organizational policies also vary considerably to meet the procedural requirements and personalities of each A&M System member.

In an effort to maximize limited B/P/P resources to support the missions described above, contact with the B/P/P Operations Center should be as direct and streamlined as possible. The following resources are available to the users for assistance:

- The BPP Operations Center web site contains much information relative to the overall system design and the use of the various online screens and programs to enter data into the B/P/P System. Many "How do you" questions can be answered by reviewing the information contained at this site. This should be a good place for new employees to get their initial look at the B/P/P System.
- The Production Services email address ([bpp-prod@tamu.edu](mailto:bpp-prod@tamu.edu)) should be used to make specific requests for reports, files or services that are already in a production status (i.e., you have a copy of the report or service in hand already). This will facilitate the generation of the information requested. **Examples** of items that should be directed to this address include: changes in the number of copies of a specific report, a request for a report generated on an as needed basis (like the employee information survey produced once a year or labels for a special mailing), or the change in the scheduled processing time for a standard production job (like delaying the Form 500s until after 8:00 p.m. during extremely busy times of the year).
- The Help or request email address ([bpphelp@tamu.edu](mailto:bpphelp@tamu.edu)) is designed to receive your requests to fix problems, perform necessary maintenance or to incorporate new system enhancements. **Examples** of items to be sent to this address include adding a new field or column of data to an existing report, not being able to find a code description on the WEB site, or the development of an entirely new report or process.

The B/P/P Operations Center receives many requests to explain how to enter an extra deduction for a particular payroll deduction, like OASI or new Dental coverage, or how to verify that a payroll is in balance, what to do with a specific error report or message, or how to reconcile a particular payroll deduction for a specific time period. While the staff members write and maintain the programs, they do not enter data or work with the programs or reports on a daily basis. Often times, because they have worked on one part of the system and do know it well enough to walk someone through one question, they may have absolutely no idea how to perform another function. They must go to another staff member and interrupt them to get the answer for the user. Calling the programmer/analysts with questions or requests results in their inability to perform their primary job functions.

Again, please do not call the analysts unless they have contacted you and are working with you on the correction of a problem or the development of a new feature or enhancement.

Due to the sheer number of requests we receive (which has grown tremendously this past year), it might appear that there is a need to develop an operational help desk. Currently, we have neither the staff nor the expertise to support such a function. If you would like to see this in the future please let me know. In the meantime, I would suggest that we all would be much better served if the users would network together more and look to subject matter experts among yourselves for assistance. Those who work with the data and the system on a daily basis are better equipped to answer these 'How to' questions than the staff of the Operations Center. When this option has been exhausted, then please come to the B/P/P Operations Center for assistance, by contacting us at [bpphelp@tamu.edu](mailto:bpphelp@tamu.edu).

Rest assured that the staff of the BPP Operations Center desires to attend to your every need and request. However, they have been inundated of late to the point that many necessary program changes have been placed in jeopardy and other changes have not received the testing and review that should take place. This additional stress and burden will have a most adverse impact on the overall operations of the B/P/P System if the staff is not able to maintain the data and system integrity. Therefore, we again ask for your assistance in this area.