Enterprise Support Matrix – Kronos/LoboTime

The Support Matrix outlines the ESVM in more detail and defines the Tiers/Roles in the Standard Enterprise Application Support Model with specific reference to areas or components of support with departments and methods of contact. As with the ESVM, these may differ slightly with different applications.

The following table identifies the individuals and teams, their Tier and Roles with information specific to Kronos/LoboTime.

Tier	Role/Dept	Area/Component/Duty	Expectations	Contact
Tier 1	IT Service Desk (SD)	• NetID/Login issues • Redirection of functional issues.	SD staff will: • Resolve NetID login issues. • If customer is an employee or time keeper in an LT org, will determine issue and redirect to LT Agent.	IT Service Desk: - 277-5757 - https://help.unm.edu
Tier 1	LoboTime Agent	• Functional use of LoboTime • Training of LoboTime Time Managers and Supervisors • Approval of BAR roles for TMs and Supervisors • Oversee pay period cycles of leave approvals and timecard edits/approvals.	LT Agent will - Manage other local Agent's role in Workflow so that they can approve BAR roles - Ensure that TMs and Supervisors have submitted the proper BAR roles and will work with them on status. - Determine the area of the issue and escalate issues to Tier 2 as indicated below.	LoboTime Agent in each LT Department
Tier 2	Student Employment	• Ensuring LoboTime checkbox is checked at point of hire.	This area should only be contacted *by the LT Agent* when: - Students do not show up in or are not removed from a manager's list in LT. - Other changes to a student's record that could affect LT.	Via Phone
Tier 2	HR	• Ensuring LT-related fields are set correctly in job records. • Ensuring changes to job records are communicated to Agents and IT Apps Support when researching an integration issue.	This area should only be contacted *by the LT Agent* when: - Employees do not show up in or are not removed from a manager's list in LT - Managers do not receive an email notifying them of an employee's leave request. - Managers do not receive an indicator in LT of an employee's leave request. - Managers or employees cannot log into LoboTime (Manager-only situations)	hrpr@unm.edu

Tier 2	Payroll	• Removing premature sign offs • Editing punches or shifts • Locating terminated employee • Editing labor strings.	This area should only be contacted *by the LT Agent* when the items to the left need to be addressed.	ltpay@unm.edu
Tier 2	IT Workstation Management	• Timeclock Support	IT WSM will support timeclocks if there are issues such as: - Timeclock installation - Connectivity - Login issues	Help.UNM
Tier 2	ITO/IT Workstation Mgmt	• Java-related Desktop Support	ITO areas and IT WSM should only be contacted on these issues if they require help installing/downgrading Java for accessing Kronos for manager functions. (Alternatively, use the HTML interface)	
Tier 3	IT Applications Support	Facilitating and/or troubleshooting issues with data integrations, most commonly processing changes to employees	IT Applications Support should be engaged by the LT Agent and appropriate functional area (HR, SE, Payroll) if issues above can't be resolved	Steve Spence
Tier 3 (lateral escalation)	IT Applications Development	•	•	Nader Khalil
Tier 4	Kronos	• Escalated data integration issues	• IT Apps Support will escalate	

Common issues:

- Employees do not show up in or are not removed from a manager's list in LT
- OR
- Managers or employees cannot log into LoboTime (Manager-only situations)
    - o Agent should:
        - ▪ Note any org discrepancies between the emp and mgr
        - ▪ Contact HR…
    - o HR should:
        - ▪ Note any org discrepancies and account for them…
            - • Ensure org(s) are LT orgs
        - ▪ Ensure job record is set correctly
        - ▪ Ensure manager is supervisor of record for employee
        - ▪ Determine when change was made to find time-frame of when feed occurred
        - ▪ If all looks correct, contact IT with all of the above
    - o IT should:
        - ▪ Using information above,
        - ▪ check transaction assistant for errors

- check Labor Level Entries lookup table for org
- Check feed files (grep)
- Determine next steps
- Managers do not receive an email or alert in Kronos notifying them of an employee's leave request.
  - Agent should:
    - Confirm that the manager has a record in Kronos and can log in. If not, see issue above.
    - Confirm with the manager that they have submitted the necessary BAR.
  - HR should:
    - See above
  - IT should:
    - See above