

**SERVICE LEVEL AGREEMENT  
BETWEEN  
UNC ADMINISTRATIVE SERVICE CENTERS &  
UNC HUMAN RESOURCES**

**April 2020**

**DRAFT**

**SERVICE LEVEL AGREEMENT**  
**between UNC Administrative Service Centers and UNC Human Resources**

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## Purpose

The purpose of this Service Level Agreement (SLA) is to establish a cooperative partnership between University of Northern Colorado's Administrative Service Centers (ASCs), Human Resources, and their campus customers. This SLA will:

- outline services to be offered and working assumptions between the ASCs and their campus customers;
- quantify and measure service level expectations;
- outline potential methods used to measure the quality of service provided;
- define mutual requirements and expectations for critical processes and overall performance;
- strengthen communication between ASC providers, Human Resources, and campus customers;
- provide an approach to resolving conflicts.

## Vision

UNC's Administrative Service Centers serve campus customers by working in conjunction with key campus departments including Human Resources, Accounting, Budget, and Communications/Marketing. ASCs are designed to provide essential support services to all UNC administrative divisions and academic colleges. This integration of administrative support will enhance service, compliance and productivity. The primary goals for the ASCs include:

- **Integrate** people, processes, and technology to provide a balanced service level to all customers. Create a collaborative environment where trusted relationships and teamwork are encouraged between ASCs and their customers.
- **Leverage** human resources, institutional knowledge, skillsets, and technology in an effort to improve service and productivity. Create an organizational structure that balances strategic and tactical efforts that promote efficiencies.
- **Mitigate** risk to UNC through attention to compliance requirements and understanding the impact these requirements have on productivity and customer service. Develop an integrated organizational structure that will promote the consistent interpretation and enforcement of policies, procedures, local, state and Federal laws and regulations across the University.
- **Reduce** unnecessary costs. Through the use of creative organization design, economies of scale can be leveraged, resulting in lower operational costs. Design an environment that eliminates redundant processes and encourages solutions that maximize the goals and objectives of the University.

## Mission

The mission of UNC's Administrative Service Centers is to provide customers with quality, timely and efficient services. ASCs will achieve this mission by utilizing technology, cultivating the skills of our staff and building strong relationships with campus customers. ASCs will operate with the understanding that we live in a competitive environment and our goal is to ensure efficient and effective service.

## Service Expectations for ASC Human Resources Specialist

The Administrative Service Centers will provide support to UNC's administrative divisions and academic colleges. ASCs will reduce fragmentation in roles and emphasize specializations. In its basic form, the ASC team will consist of (1) a lead business manager, (2) a human resources specialist, (3) an accounting specialist, and (4) a communication/marketing coordinator.

The Human Resources Specialist in each ASC will be responsible for processing HR transactions in Banner for faculty, staff and students. ASCs are also responsible for the timely payment of salary/wages, fellowships and deferred compensation. The more specialized skills in each service center will result in skilled staff completing all tasks, enhancing service to campus customers. It will be more efficient to implement changes with a smaller pool of specialized staff to train. The ASC model reduces training time requirements from home departments like accounting, human resources, and marketing. The university can realize enhanced service with content area experts supported by applicable department staff.

These service expectations are meant to address the most common Human Resources services provided and are not meant to reflect the comprehensive services offered by the Administrative Service Centers. The service expectations reflected below are not listed in any order of priority.

HR Process	Service Expectation	HR Expectation
EPAFs	EPAFs will be entered into Banner by ASC HR Specialist within 3 business days of hire.	HR will run the EPAF apply between 8:00am and 8:30am every business day.
I-9	Form will be completed, processed, and submitted to HR by ASC HR Specialist within 2 business days of hire.	HR will run E-Verify within 1 business day of receipt. HR will notify the ASC HR Specialist if there are issues or additional paperwork is needed for the employee. HR will also retain the documentation for the required time frame.
Hiring documents: Personal data form, W4, direct deposit agreement, social security waiver, WC Act Notice, Injury/Illness Reporting Policy, Fitness for Duty Policy	Forms will be completed, processed, and submitted to HR by ASC HR Specialist within 5 days of hire.	HR will review documents for accuracy, create a personnel file, and file paperwork within one week of receipt. HR will be responsible for providing all ASC HR Specialists with up-to-date versions of forms.
Background checks	ASC HR Specialist will enter background checks into HireRight within 1 business day of receiving the release form. ASC HR Specialist will notify hiring authority of background check status within 1 business day of receipt.	HR will file the authorization document and results in the personnel file. In the event that MVR checks need to be conducted regularly, HR will add the employee to scheduled checks list and complete additional checks, if necessary.

Professional development	ASC HR Specialist will ensure employees within their designated division or college have completed all required compliance training within 90 days of hire by tracking completion. Compliance trainings include: sexual harassment prevention, FERPA, and cyber security for all employees. Additional required trainings may include HIPAA and PCI compliance for employees who work with health records and/or process credit cards.	HR will provide training instructions to all new employees during New Hire Orientation.
Payroll data forms & IT Access Data Forms	ASC HR Specialist will prepare and submit payroll data forms as needed to Payroll at least 6 business days prior to payroll processing. HR Specialist will confirm with Payroll department the receipt and processing of Payroll Data Form. Submit account access and additional account access requests to the help desk at least 3 business days prior to an employee starting or transferring into the department.	HR will enter any applicable information into Banner, as instructed by Payroll for processing. IM&T will process new accounts within 1 business days of ticket receipt.
PeopleAdmin processing	ASC HR Specialist will collect all of the required paperwork (Request to Fill, PDQ, Org Chart, etc.) for posting a position and submit the documents to PeopleAdmin. They will be responsible for posting the job to any additional publications or listservs. They will send all interview notes to HR for filing.	HR will send through all approvals and finalize the job posting. Once the candidate is selected, HR will retain any interview documents for the required timeframe and close out the position in PeopleAdmin.
Digital Measures setup	ASC HR Specialist will setup initial Digital Measures account for all new faculty hires within department. DM accounts to be setup within 5 business days of the start of the semester in which the new hire began service. Initial DM setup consists of submitting and account request and entering faculty research, teaching and service activities. This includes input of transcript verifying degree in DM.	HR will store any supporting documentation requested in employee personnel files.
GA/TA hiring	ASC Human Resources Specialist will collect all new hire paperwork and forward it to the Grad School for processing within 5 days of receipt. The I-9 will be sent to HR within 2 business days of receipt.	HR will run E-Verify within 1 business day of receipt. HR will notify the ASC Human Resources Specialist if there are issues or additional paperwork is needed for the employee. HR will also retain the documentation for the required time frame.

New employee onboarding	ASC HR Specialist will be the designated departmental contact to ensure that all new hires complete the University onboarding process within first 2 weeks of hire date. The ASC HR Specialist is also the designated contact for HR and for new employees who have questions about onboarding, and will complete the New Employee Onboarding Checklist (INSERT LINK) for each new employee.	HR will review checklist for accuracy and completion within one week of receipt. Any changes or errors will be communicated to the ASC HR Specialist.
Benefits Meeting	ASC HR Specialist will schedule a benefits meeting with the HR Department during the employees first week of work.	HR will conduct benefits meeting and be responsible for all follow-up with employee and ASC HR Specialist to ensure forms and supporting documentation are submitted within deadlines.
Search Administration	ASC HR Specialist will serve as the primary search admin for departmental searches. In times of high volume of searches, ASC HR Specialist will work with the department to designate an alternative search admin. This person is responsible for answering applicant questions, collecting documentation for the search committee and ensuring the committee has the necessary resources to select the best applicant.	HR will ensure the ASC HR Specialist has the resources needed to serve as the primary search admin. This includes ensuring access to PeopleAdmin, a list of interview questions, and AAEO resources.
Independent Contracts	Initiates independent contracts for individuals performing work or services for the department. Submits documents to Accounting for review and processing.	Accounting will review and process independent contracts within 2 business days of receipt. Accounting will notify the ASC HR Specialist of any errors or omissions upon review.
Contracts	ASC HR Specialist will work with the Provost's office to ensure contracts are signed for each faculty member and that Banner data correctly represents the contract information. Will send contract documents to HR for filing.	HR will file contracts within one week of receipt.
Student Employee Supervision	This position is required to supervise all student employees within the department. This includes hiring, annual reviews, scheduling, and timesheet approval.	Student Employment will provide support for hiring student employees and questions concerning continued appointment. Payroll will assist with timecard questions and approvals as needed.
Student Intern & Volunteer Agreements	ASC HR Specialist will collect the volunteer paperwork for any volunteers in the unit. Documents will be submitted to Human Resources Department within 3 business days for processing.	HR will process documents within 2 business days of receipt and will scan and file these documents into Xtender for document retention.

Committee Support	Supports committee functions as appropriate.	
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### Working Assumptions

- ASCs will be appropriately staffed and funded.
- ASC staff will receive training and have the necessary resources to complete duties within required deadlines.
- In order to be processed within the established SLA parameters, transactions must be received by the ASC within the published deadline dates and must be accurate and complete.

### Terms of Agreement

- This agreement commences on [Month date, 2020] with the mutual understanding that modifications may be required over time. Any and all modifications will be made in the spirit of the original Agreement and must be reviewed by representatives of the Administrative Service Center and Human Resources. A formal review of this Agreement and published modifications will occur on an annual basis prior to the start of the new fiscal year.
- Unless agreed otherwise, daily hours of operation are 8:00 am to 5:00 pm Monday-Friday with the exception of approved holidays in accordance with the University calendar. Working hours may be adjusted due to system/power outages, emergency situations, or disaster.
- Increases in workload caused by natural or man-made acts such as power outages, system unavailability or system response time may result in temporary reduction of service level delivery
- Policy changes and/or Federal or State regulations may alter procedures and service delivery timeframes.
- Achievement of our service level commitment is dependent upon customer compliance with appropriate policies and procedures.
- This agreement will be reviewed on an ongoing basis and updated as needed. Revisions may become necessary due to changing service needs, modifications to existing services, addition of services, significant variations from agreed upon service levels, or unanticipated events.
- The ASC and Human Resources will conduct periodic reviews of the ASC's performance against agreed-upon service level expectations. Issues identified during or between these review periods will be addressed by the ASC members in conjunction with the appropriate administrative department. The agenda for these reviews should include, but is not limited to:
  - service delivery since the last review
  - major deviations from service levels
  - conflicts or concerns about service delivery
  - planned changes to improve service effectiveness
  - negotiation of changes to the SLA
  - feedback from constituents