

Johns Hopkins Enterprise Service Level Agreement

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Service Level Agreement

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General Information

Purpose

The purpose of this SLA is to establish a cooperative partnership between the Johns Hopkins Accounts Payable Shared Service Center and its customers. This SLA will:

- outline services to be offered and working assumptions between the Shared Service Center and its customers;
- quantify and measure service level expectations;
- outline the potential methods used to measure the quality of service provided;
- define mutual requirements and expectations for critical processes and overall performance;
- strengthen communication between shared service providers and its customers;
- provide a vehicle for resolving conflicts.

Vision

The Hopkins' Shared Service Centers will provide a shared business environment for the Johns Hopkins University and John Hopkins Health System. The new business environment will continuously enhance service, compliance and productivity to its customers and core business practices. The primary goals for the service centers 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 administration, departments, clinical areas, institutions and suppliers to further Enterprise goals.
- **Leverage** human resources, institutional knowledge, developing skill sets, and technology in an effort to continuously improve service and productivity for all Service Centers. Create an organizational structure that balances strategic and tactical efforts that promote efficiencies.
- **Mitigate** risk to the Hopkins' enterprise by focusing on 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 throughout the Enterprise.

Mission

The Accounts Payable Shared Service Center is a business area dedicated to operational and customer service excellence.

Scope

The Accounts Payable Shared Service Center shall provide policy-compliant management of expenditures to the Johns Hopkins Health System and its Affiliates and the Johns Hopkins University except for the Applied Physics Lab.

Hours of Operations

Typical hours of operation for the Service Center are 7:30 – 4:30 Monday-Friday, with the exception of approved holidays. Working hours may be adjusted due to system/power outages, emergency situations, or disaster.

Service Expectations

The Accounts Payable Shared Service Center and its customers agree to the service expectations and working assumptions listed below. These service expectations are meant to monitor the more critical elements of the services provided and are not meant to reflect the comprehensive services offered by the Accounts Payable Shared Service Center. The productivity indicators reflected below are not listed in any order of priority.

Process	Service Expectation	Service Metric <i>(how will this be measured)</i>
Invoice processing will be performed as invoices are received.	Invoice processing and scanning will be completed within 30 days of receipt (assuming all necessary documentation is provided). Invoices that qualify to be sent to the POExceptions inbox (see APSSC Website) will be posted within 5 business days of receipt (assuming all necessary documentation is provided). Online check requests processed within 5 days (assuming all necessary documentation is provided).	Invoice/inquiry status is accessible within 30 days of receipt of invoice. Online requests are posted within 5 days of arrival to the work queue. Postings are in accordance with policy and within appropriate accounting periods.
Emergency check requests will be processed during normal working hours.	Requests received by 3:00 pm will process next day.	Requests denoted as emergency are turned around within 24 hours.

Process	Service Expectation	Service Metric <i>(how will this be measured)</i>
Payment processing will be performed on a daily basis.	Remittances produced in the form of check, EFT, or wire.	Payment schedule is set up for a daily cycle and reporting available daily.
Customer response time is prompt. Vendor records	Response to email and telephone inquiry is within a 72 hour timeframe. Requests for add/changes completed within 10 days or less providing all required documentation accompanies request.	Call Center functionality, APSSC mailbox, and customer feedback. Management audits vendor recording against dates of requests. Auto email generated can be compared to scanned/attached request documents.
Vendor statement review.	Protect institutional relationships with our vendors.	Minimal credit hold situations. Open credits not billed are posted.
Travel and Expenses are posted within a 10 day timeframe.	Forms and receipts are submitted electronically and contents conform to policy.	Payment dates are the following business day after posting by APSSC within 10 days of electronic receipt of forms and receipts.
Vendor discounts are recognized.	Discounted terms are set up at the vendor level in SAP.	Discounts are taken within the appropriate timeframe.
Time sensitive check requests process immediately.	Requests and support documentation are submitted online and notification to AP.	Payments process next day upon posting of check requests.

Working Assumptions

The Service Center will be fully staffed and funded, and supported by the SAP Support team.

All PO related invoices will be mailed to a single PO box or scanned and emailed to JHInvoices@jhmi.edu (standard term) or POExceptions@jhmi.edu (see website for those that fall in this category)

Service Constraints

- **Workload - Increases** in workload, such as back log due to power outages or fiscal year end closing, may result in temporary reduction of service level delivery.
- **Conformance Requirements** - Finance policy changes and Internal Revenue regulations may alter procedures and service delivery timeframes.
- **Dependencies** - Achievement of our service level commitment is dependent upon customer compliance with the policies and procedures of the Johns Hopkins Enterprise. Support from the Support Maintenance Organization is paramount to the success of the Accounts Payable Shared Service Center.

Terms of Agreement

This agreement commences on January 1 2007 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 Accounts Payable Shared Service Center customer base. A formal review of this Agreement and published modifications will occur on a semi-annual basis.

Periodic Quality Reviews

The Accounts Payable Shared Service Center and representatives of its customer base (Advisory Group) will conduct periodic reviews of the Service Center's performance against agreed-upon service level expectations. 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 Agreement
- provide feedback from constituents
- semi annual customer satisfaction surveys

The Accounts Payable Shared Service Center will also regularly assess customer satisfaction and will use the results as a basis for changes to this Agreement.

The Accounts Payable Shared Services Advisory Group will meet semi-annually and the Group will hopefully communicate back to unrepresented constituents.

Service Level Agreement Maintenance

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.

Issue Resolution

- If either Accounts Payable or its customer identifies a substantive breach of responsibility, or other problem that requires resolution prior to the next periodic review, both the Service Center management and customer will engage in a joint effort of understanding and rectification of the issue. In the event this remedial effort fails, either party can raise the issue to the office of the CFO of JHHS and/or JHU. Decisions made by the office of the CFO, and/or possible elevation to the office of the President, will be binding.