



# **HR/Payroll Shared Services Service Level Agreement**

December 1, 2017

## Table of Contents

Purpose .....	2
Future reviews and amendments to this Service Level Agreement .....	2
Objectives of the Service .....	2
Service Performance .....	3
Scope of Work .....	3
Service Availability .....	4
Funding.....	4
Working Assumptions .....	4
Service Constraints.....	4
Service Levels/Standards .....	5
Monitoring Success.....	6
Complaints.....	7

## Purpose

The purpose of this Service Level Agreement is to establish a cooperative partnership between Johns Hopkins HR/Payroll Shared Services and its customers.

This Agreement will:

- Outline services to be offered and working assumptions between Shared Services 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 Services providers and its customers
- Provide a vehicle for resolving conflicts

## Future reviews and amendments to this Service Level Agreement

This Service Level Agreement commences on December 1, 2017 with the mutual understanding that modifications may be required over time.

This agreement will be reviewed on an ongoing basis and updated as needed. Revisions made to this agreement may become necessary due to: changes in service needs, modifications to existing services, addition of services, significant variations from agreed upon service levels, or unanticipated events.

Any and all modifications will be made in the spirit of the original agreement and must be reviewed by representatives of the HR/Payroll Shared Services customer base.

## Objectives of the Service

### Vision:

HR/Payroll Shared Services will provide a shared business environment for The Johns Hopkins University and The Johns Hopkins Health System. The business environment will continuously enhance service, compliance and productivity to its customers and core business practices. The primary goals for the Service Center include:

1. **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.
2. **Leverage** human resources, institutional knowledge, developing skill sets, and technology in an effort to continuously improve service and productivity for all Shared Services. Create an organizational structure that balances strategic and tactical efforts that promote efficiencies.

3. **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.
4. **Reduce** unnecessary costs. Through the use of creative organization design, economies of scale can be reached, resulting in lower operational costs. Design an environment that eliminates redundant processes and encourages solutions that maximize the goals and objectives of the Enterprise.

## Service Performance

### Mission:

- The mission of HR/Payroll Shared Services is to provide our customers with quality, timely and efficient services. We will achieve this mission by utilizing technology, cultivating the skills of our staff and building strong relationships with our customers. We will operate our Center with the understanding that we live in a competitive environment and our goal is to ensure our customer's satisfaction.

## Scope of Work

- HR/Payroll Shared Services shall provide services to The Johns Hopkins Health Systems and The Johns Hopkins University.
- HR/Payroll Shared Services will be responsible for processing HR and benefit transactions in SAP for faculty, staff and students.
- HR/Payroll Shared Services is responsible for the timely payment of salary/wages, fellowships and deferred compensation. In support of our vision and to accomplish our mission, HR/Payroll Shared Services is committed to providing the following assurances:
  1. **Data integrity**

All data base maintenance and change requests are processed based on SAP system and HR/Payroll Shared Services process standards. Identification and notification of any potential changes that will result in pay or benefit issues is made to the appropriate Johns Hopkins Entity representatives.
  2. **Regulatory and Policy Compliance**

Routine SAP support packs, year-end tax and other related updates are reviewed, configured, tested and applied timely. Changes resulting from internal policy or external regulations are evaluated for their impact on the organization and our internal processes. Any system modifications required will be configured, tested and moved into production as required. The aforementioned changes are communicated to our customer base.
  3. **Process support**

Consultative and process support is provided to departments/central offices wishing to make large scale or functional changes to SAP. Given our

extensive understanding of SAP requirements and functionality, we are able to collaborate with key stakeholders to ensure optimal outcomes.

#### **4. Human capital development**

Learning opportunities to enhance an employee's competencies, knowledge, skills and abilities to support business needs are routinely provided via Customer HR/Payroll processing workshops, job aids, informative website and list serves.

#### **5. Payroll Disbursements**

The payment of salary/wages, fellowships and deferred compensation is processed timely for all eligible faculty, students and staff of The Johns Hopkins University and Johns Hopkins Health System. All effort is made to ensure the accuracy of the pay data.

## **Service Availability**

- HR/Payroll Shared Services daily hours of operations are 8:30 am to 5:00pm, Monday through Friday, with the exception of approved Holidays for the University and Health System. Working hours may be adjusted due to system/power outages, emergencies, or disaster.
- Please visit: [http://ssc.jhmi.edu/hr\\_payroll/index.html](http://ssc.jhmi.edu/hr_payroll/index.html) for additional information

## **Funding**

- HR/Payroll Shared Services will be appropriately staffed, funded, and supported by the EBS Support Maintenance Organization.
- HR/Payroll Shared Services is funded by each entity that we serve. The charge to each entity is based on the processing volume for their employees.

## **Working Assumptions**

- HR/Payroll transactions will be received in shared services via the Internal Service Request (ISR). Benefit transactions will be received via paper forms and electronic feeds. Various other paper forms will be received in the Service Center such as Excel spreadsheets for miscellaneous deductions and payments.
- What we need from Service Users:
  1. In order to be reflected in the current payroll, transactions must be received in HR/Payroll Shared Services by published deadline dates and must be accurate & complete.
  2. For information on important dates and deadlines please visit: [http://ssc.jhmi.edu/hr\\_payroll/deadlines.html](http://ssc.jhmi.edu/hr_payroll/deadlines.html)

## **Service Constraints**

- **Workload** - 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.

- **Conformance Requirements** – HR/Payroll policy changes and/or Federal or State 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 HR/Payroll Shared Services.

## Service Levels/Standards

The 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 HR/Payroll Shared Services. The productivity indicators reflected below are not listed in any order of priority.

Process	Service Expectation	Metric
Email	Acknowledge receipt same day and solution or feedback within 24 hours.	Email boxes will be monitored by the management team and staff. Customer feedback is also a tool for monitoring standards.
Phone Calls	Phones will be answered within 20 seconds with solution/feedback within 24 hours.	Calls are monitored via software. The management team monitors staffing levels to ensure calls are answered within SLA standards. HR/Payroll Shared Services stats are posted at: <a href="#">News and Statistics</a>
ISRs and Paper Forms	HR/Payroll Share Services guarantees that the ISR/form (includes time interfaces) will be reflected in the appropriate payroll assuming the transaction is received/processed by the posted deadlines. ISRs/form received after the deadline will be processed as time allows.	Prior to each payroll run, management runs a report to ensure all ISRs that were received by the posted deadlines are processed in time for the appropriate payroll. The staff will notify management if they need assistance with processing volume no later than the ISR/forms date listed on the deadline document.
Off-Cycle Payment Requests	Off-Cycle payments will be issued according to the schedule that can be found at: <a href="#">Off Cycle Payment Instructions</a>	Process is monitored by the management. Staff to notify management if they need assistance with processing volume no later than the date listed on the deadline document
Position Budget Control for cost object validation and encumbrance	Will be processed nightly. Errors will be worked daily. Sponsored Shared Services will assist with error resolution.	PBC errors will be resolved before semi payroll processing is completed.
Processing Garnishments	New and changed court orders will be processed by the dates listed in the processing deadlines posted at: <a href="#">Important Dates and Deadlines</a>	Backlog of unprocessed court orders is monitored by management. Staff to notify management if they need assistance with processing volume no later than the date listed on the deadline document

Process	Service Expectation	Metric
Process JHHS PTO and vacation pay-outs for terminated Bi-weekly employees.	Vacation will be paid out by the 2nd pay period after the termination is processed.	Process is monitored by management. Staff to notify management if they need assistance with processing volume no later than the date listed on the deadline document.
Overpayments and payroll claims	For each payroll area, claims will be reviewed and overpayment advances will be used to clear claims. HR/Payroll Shared Services will process repayments either via payroll deductions or checks from employee. HR/Payroll Shared Services will coordinate collections at department request.	Process is monitored by management.
Resolve errors for inbound benefit interfaces	Interface reports are received from vendors; errors are researched and resolution sent back to vendor.	Management will monitor the process ensuring errors are resolved before the next payroll processes.
Scanning of paper forms	Forms will be scanned within 3 business days after being processed by HR/Payroll Shared Services Representatives.	Backlog of scanning is monitored by management. Staff to notify management if they need assistance with processing volume no later than the date listed on the deadline document.

## Monitoring Success

This summary outlines the HR/Payroll Shared Services plan for auditing its transactions on an on-going basis. The audit will determine the HR/Payroll Shared Services monthly accuracy rate along with its error rate(s) on an on-going basis.

The error rates will be separated into two categories:

1. **Payroll impacting errors** - These are errors in processing which will affect the employee's pay either to the employee's benefit or detriment, an example of such an error would be entering a salary amount other than the amount requested on the Internal Service Request (ISR).
2. **Non Payroll impacting errors** - These are errors in processing that only impact the employee's SAP record but not the employee's pay. An example of this would be neglecting to mark the return date as complete when an employee is returned from a leave of action.

### Audit Mechanics:

1. The HR/Payroll Shared Services Management and Staff will randomly select no less than 175 transactions monthly (2100 transactions yearly). The audits will be comprised of Internal Service Requests and Benefit Enrollment forms each month. Management and staff will compare the information that was requested on each ISR or Benefit enrollment form against the information that

was entered into SAP by HR/Payroll Shared Services Representatives. The results will be recorded and stored in a central location.

2. HR/Payroll Shared Services also receives transactions via spreadsheets for entry into SAP. These spreadsheets request payments for tuition reimbursements, miscellaneous deductions (parking, student health plan, gift shop sales, etc.), and miscellaneous payments (bonuses, salary increases). Spreadsheets that effect payments or deductions are audited.
3. Monthly audit results will be posted at:[http://ssc.jhmi.edu/hr\\_payroll/news.html](http://ssc.jhmi.edu/hr_payroll/news.html)  
The results will also ensure that our customers are aware of our error rate. The audit results will provide management with an overview of all audited transactions along with a brief description of errors and corrective action that was taken. Individual transaction audits will also serve as a tool to provide immediate coaching to HR/Payroll Shared Services staff. The resulting information will be used to determine the department's accuracy rates as well as its error rates both (Payroll impacting and Non-Payroll impacting).

## Complaints

- If either HR/Payroll Shared Services 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 VP of HR of JHHS and/or JHU. Decisions made by the Office of the VPs will be binding.

**Date of Agreement:** December 1, 2017