

Sent 02/07/2022

Dear Colleagues,

As we settle into a new year and face the familiarity of living and working during a pandemic, new challenges begin to emerge which impact workflows and cause unanticipated strain on some areas of our operations.

In particular, HR Shared Services (HRSS), which processes employment transactions in the Johns Hopkins enterprise HR/Payroll system (SAP), is currently experiencing exceptionally high volumes of Internal Service Requests (ISRs) and hires through SuccessFactors. This influx of requests, along with staff shortages due to COVID-related absences and vacant positions in HRSS, has prompted us to evaluate our current processes to ensure we continue to deliver quality service.

In order to minimize disruptions and to continue to provide timely customer service to the enterprise, effective February 7, 2022, a few aspects of HRSS operations will be temporarily adjusted.

**Modified Hours for Phone Support.** HRSS will provide customer service phone support from 10:00am to 4:00pm, Monday through Friday, to allow HRSS staff additional uninterrupted time to process requests.

**Extended Window for Email Support.** HRSS will respond to emails within 48 hours. Immediate help can be obtained by calling HRSS between 10:00am and 4:00pm, Monday through Friday.

**Prioritization of Transactions.** ISRs/Hires will be processed by priority, with Priority 1 being the highest:

- **Priority 1:** Transactions that ensure employees have the ability to perform duties (e.g., hires, reassignments) and all union-related requests.
- **Priority 2:** Transactions that ensure overpayments are prevented (e.g., terminations, retirements, leaves of absence)
- **Priority 3:** Transactions for position changes (e.g., department transfers)
- **Priority 4:** All others requests

**HRSS Staff Reassignments.** Some HRSS staff will shift their focus from working on projects to processing transactions. Any significant impacts to projects will be communicated as necessary.

These temporary adjustments are intended as a solution to quickly respond to and reduce the current volume of HRSS requests and limit future bottlenecks. If you have any questions or concerns, please reach out to Assistant Director of HRSS, Monica Marseglia, at [MonicaMarseglia@jh.edu](mailto:MonicaMarseglia@jh.edu). The temporary adjustments to HRSS operations will also be posted on the [HRSS website](#).

Please remember that there are tools you can use for direct entry to SAP. Also, if you do have access to submit Employment Actions, please use those in lieu of ISRs. For more information about the direct entry functions available, please visit [https://ssc.jhmi.edu/hr\\_payroll/job\\_aids\\_infotypes.html](https://ssc.jhmi.edu/hr_payroll/job_aids_infotypes.html).

Your patience and continued partnership are greatly appreciated.

Sincerely,  
Inez Stewart,  
Senior Vice President, Human Resources  
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Johns Hopkins University

Jill Mikros,  
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