HR/Payroll Shared Services
Service Level Agreement

Effective 01/01/2021
General Information

Purpose
The purpose of this SLA is to establish a cooperative partnership between the Johns Hopkins HR/Payroll Shared Services (HRPYSS) and its customers. This SLA 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 Service providers and its customers;
- provide a vehicle for resolving conflicts.

Vision
HR/Payroll Shared Services will provide a shared business environment for the Johns Hopkins University and the Johns Hopkins Health System. HRPYSS will continuously enhance services, compliance and productivity to its customers and core business practices. The primary goals for the service center 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 Shared Services. 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.
- **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 understanding that we live in a competitive environment and our goal is to ensure our customer’s satisfaction.

Scope
HR/Payroll Shared Services shall provide services to the Johns Hopkins Health System and the Johns Hopkins University. HRPYSS will be responsible for ensuring the processing HR and Payroll Data updates in SAP for faculty, staff and students. HRPYSS is also responsible for the timely payment of salary/wages, fellowships and deferred compensation.
Hours of Operations

Daily hours of operation are 8:30 am to 5:00 pm Monday-Friday, with the exception of approved holidays for the university and health system. Working hours may be adjusted due to system/power outages, emergency situations, or disaster.

Service Expectations

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

<table>
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<tr>
<th>Process</th>
<th>Service Expectation</th>
<th>Service Metric (how will this be measured)</th>
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<tbody>
<tr>
<td>Manual updates of HR, Payroll and Benefit Data ISRs and Paper Forms (benefit enrollments) and payments</td>
<td>Processing deadlines and pay dates will be posted on HRPYSS website at <a href="http://ssc.jhmi.edu/humanresources/deadlines.html">http://ssc.jhmi.edu/humanresources/deadlines.html</a></td>
<td>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. HRPYSS staff is also tasked with this monitoring.</td>
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| Mass Data Loads | HRPYSS will use Winshuttle to load data to SAP on an as needed basis. For loads of 75+ updates (excluding Bonus/Supplemental payments/deductions) a separate deadline is established and published within the manual process deadlines | JIRA is used to record all mass data loads including:  
- Approver  
- Requester  
- Volume  
- How it was processed  
- Request type  
- Items that were not able to be loaded due to data quality issues or system issues.  
- Time to complete |
<p>| Mass Data Loads | For loads of 150+ updates (excluding Bonus/Supplemental payments/deductions) coordination with HRPYSS Management is required with at least 1 month notice prior to the effective date |  |
| | For loads of 50+ Bonus/Supplemental payments/deductions or for any that are not able to be submitted via the manual processes, follow the manual process deadlines listed above. To qualify for mass load, the requests must be identical in purpose and fields being updated, as well as meet the minimum volume indicated. |  |</p>
<table>
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<tr>
<th>Task</th>
<th>Description</th>
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<tr>
<td>Additionally, the request must be vetted</td>
<td>the request must be vetted through either/both central HR office and/or central Finance office.</td>
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<td>Data updates less than listed above are</td>
<td>completed via Employment Actions, Position Requests, ISRs, and Success Factors Integrations.</td>
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<tr>
<td>Employment Actions/Position Requests</td>
<td>Employment Actions/Position Requests are loaded directly to SAP after final approval. Any items that are not able to load due to data quality or system issues are monitored daily by HRSS. If unable to be processed HRSS will notify initiator and approver through the Employment Action Application. Loads to SAP are temporarily halted the 2 days prior to payroll running to allow time for audit of data by both data owners and HRSS to ensure exceptions are identified and resolved.</td>
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<td>Employment Actions/Position Requests</td>
<td>HRPYSS staff builds and maintains the workflow of the Employment Action/Position Requests. Workflow determination is managed by the Financial Transaction Policy at JHU and the HR Transaction Policy at JHHS. Workflow is tied to Positions in SAP and requests for edits are submitted at</td>
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<td>Scanning of Paper Forms</td>
<td>Forms will be scanned within 3 days after being processed by SS representatives. Backlog of scanning will be manually monitored by management.</td>
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<td>Responding to Customer Phone Calls</td>
<td>Phones will be answered within 20 seconds with solution/feedback within 24 hours. Call resolution will be monitored via call center and service center reporting functionality, staff and customer feedback. HRPYSS stats are posted at: <a href="http://ssc.jhmi.edu/humanresources/deadlines.html">http://ssc.jhmi.edu/humanresources/deadlines.html</a></td>
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<td>Emails</td>
<td>Acknowledge receipt same day and solution or feedback within 24 hours. E-mail boxes will be monitored by management, staff and customer feedback.</td>
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<td>Audit Functions: Random Samplings &amp; Reports</td>
<td>HRPYSS Audit Plan</td>
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<td>To ensure data integrity a random sampling of manual processes will be selected by management/staff and compared to information that was entered in SAP. Reports will be developed to monitor key risk areas (salaries, supplemental pay, benefit assignment, etc.).</td>
<td>This summary outlines the Human Resources/Payroll Shared Services (HRPYSS) plan for auditing its transactions on an ongoing basis. The audit will determine the HRPYSS monthly accuracy rate along with its error rate(s) on an ongoing basis. The error rates will be separated into two categories:</td>
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<td><strong>1. Payroll impacting errors</strong> - 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).</td>
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<td><strong>2. Non-Payroll impacting errors</strong> - 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.</td>
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<td><strong>3. Audit Mechanics:</strong> The HRPYSS Management and Staff will randomly select no less than 175 transactions monthly (2100 transactions yearly), or 1.28% of its volume. The audits will be comprised of any manual processes performed in HR/PYSS. Management and staff will compare the information that was requested against the information that was entered into SAP by HRPYSS Representatives. The results will be recorded and stored in a central location which will be accessible only by management to ensure data integrity. HRPYSS also receives transactions via spreadsheets of mass change requests for entry into SAP. Whether using Winshuttle to load the data or manually processing the changes, any requests more than 25 items will be audited by a team member who did not load/update the data. The audit is completed by exporting the same data from SAP and using Excel functions to compare what is in SAP versus what was requested. <strong>Use:</strong> 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 HRPYSS staff once an audit is completed. The resulting information of the audits above will be used to determine the department’s accuracy rates as well as its error rate(s).</td>
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rates, both (Payroll impacting and Non-Payroll impacting). Finally, monthly audit results will be reported by the tenth day of the following month e.g. March results will be reported by April 10th. The monthly audit process will allow management to identify additional training opportunities, and assist in increasing the transactional accuracy of the department. The results will also ensure that our customers are aware of our error rate. These metrics are posted at: [http://ssc.jhmi.edu/humanresources/deadlines.html](http://ssc.jhmi.edu/humanresources/deadlines.html).

### Process finance and accounts payable for third party remittance postings after each payroll and each off cycle payment run.

Review SAP for posting completedness and confirm all documents posted correctly.

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<th>Process garnishments and related remittances timely.</th>
<th>Posting documents will be processed 2 days before the regular pay dates and after each off cycle payment run.</th>
<th>Transactions are posted timely Monitor subsequent internal reconciliations to ensure key accounts balance and subsequent processes run as scheduled.</th>
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<td>Ensure all Finance and Third Party Remittance postings are processed in their entirety</td>
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### Off Cycle payment requests received by 11:00 a.m. will process the same day provided that hours have been received from CATS, Kronos, and Nightingale or that the ISR has been processed. Note: off cycle payments cannot be made when payroll is processing.

**Off Cycle instructions as posted at:** [http://ssc.jhmi.edu/hr_payroll/DataFiles_Payroll/OffCyclePaymentInstructions.pdf](http://ssc.jhmi.edu/hr_payroll/DataFiles_Payroll/OffCyclePaymentInstructions.pdf)

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<th>Off Cycle payment will be processed on the following days: Bi-weekly payroll- payday Friday and the following Monday and Wednesday Semi monthly payroll- Monday, Wednesday, and Friday (except if Semi payroll is processing) Weekly payroll- payday Friday and the following Monday</th>
<th>Payroll disbursement activities are monitored daily ensuring bank and system data reconcile: ACH and Positive pay files are sent to the bank daily and receipt is confirmed with Bank. All payroll process models complete accurately and timely; any discrepancies are identified and resolved timely.</th>
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### Payroll disbursement activities are monitored daily ensuring bank and system data reconcile: ACH and Positive pay files are sent to the bank daily and receipt is confirmed with Bank. All payroll process models complete accurately and timely; any discrepancies are identified and resolved timely.

Errors will be worked daily. Sponsored Shared Services assist with error resolution.

**PBC errors will be resolved before semi payroll processing is completed.**

### Process JHHS leave payouts for terminated bi-weekly employees

Vacation will be paid out by the 2 pay periods after the termination is processed.

**Vacation is paid out timely.**
Control overpayments and payroll claims. For each payroll area, claims will be reviewed and overpayment advances will be used to clear claims. HRPYSS will process repayments either via payroll deductions or checks from employees. HRPYSS will coordinate collections per department request. (pending discussion)

Overpayments are monitored by management.

Investigate outstanding checks for JHU. Generally, this will be done for check outstanding more than 6 months. Checks more than 3 years old are reviewed and reported for escheatment.

Prepare payroll data for W-2 processing by tax offices. Adjustments will be processed and coordinated with the JHU and JHHS tax offices on time.

Tax forms are ready to be processed on time.

Complete employment and NRSA verifications Verifications will be completed within 3 days; for NRSA within 3 days of correct labor distribution. Verifications are completed timely

Working Assumptions
HR/Payroll Shared Services will be appropriately staffed and funded, and supported by the EBS Support Maintenance Organization.

Manual processing of HR and Payroll data will be transitioned to automated processes whenever possible and the business processes required to do so will be evaluated to ensure that the minimum approvals required are established.

In order to be reflected in the current payroll transactions must be received in HR/Payroll Shared Services by published processing dates and must be accurate & complete.

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.

Terms of Agreement

This agreement commences on 01/01/2021 with the 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 HR/Payroll Shared Services customer base. A formal review of this agreement and published modifications will occur on an annual basis.

Periodic Quality Reviews

HR/Payroll Shared Services and representatives of its customer base will conduct periodic reviews of the unit’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, and
negotiation of changes to the agreement.

HR/Payroll Shared Services will also regularly assess customer satisfaction and will use the results as a basis for changes to this agreement.

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 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 HR/Payroll Shared Services management and the 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 Vice President of HR for JHHS, BHS and/or JHU. Decisions made by the office of the Vice President and/or possible elevation to the office of the President will be binding.