



HR/Payroll Shared Services Service Level Agreement

January 1, 2021

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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 January 1, 2021 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:

- **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 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.

6. HR Workflow

The monitoring and routine updates associated with the workflow of Employment Actions.

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.
 - Customer Service Hours are 9:00am to 12:00pm and 1:00pm to 4:30pm, Monday through Friday to accommodate for necessary planning, meetings and lunch.
- Please visit: 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), Success Factors Recruitment and/or On Boarding integrations and the Employment Action. 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. Limited requests for updates will be received via paper form, email or excel spreadsheet
 - Benefit enrollment forms for populations of employees not serviced by an interface with Benefit enrollment vendor
 - Mass employee updates with an impact in excess of 50 employees or positions

- Garnishments not integrated with SAP
- Adjustments to Leave Plan accruals/balances (JHHS entities only)
- Minor data updates considered “grandfathered processes” that have not yet been automated
- Employee data updateable via Employee Self Service (ESS) will not be accepted via ISR, email or paper form unless there is a significant access issue that prevents updates from being completed in ESS.
- What we need from HR/Payroll Shared Service customers:
 1. In order to be reflected in the current payroll, transactions must be received in HR/Payroll Shared Services ~~by published deadline dates~~ no less than 4 business days prior to payroll run and must be accurate and complete.
 2. Requests received after established deadlines will only be worked prior to those received within established deadlines if:
 - It prevents a significant overpayment
 - Training purposes within HR/Payroll Shared Services
 3. Communicate with HRSS any large volume of anticipated changes with enough advanced notice to plan effectively.
 4. For information on important dates and deadlines please visit: 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: News and Statistics
ISRs and Paper Forms	HR/Payroll Shared 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.
Success Factor Hires	Integrated with SAP yet not fully automated, the Success Factors Hire is still manually loaded to SAP. HRSS will process these hires based on established deadlines.	HRSS Management will monitor the volume of hires pending daily to ensure established deadlines are met.
Employment Actions	Employment Actions autoloading directly to SAP except for the 2 business days prior to payroll run dates. HRSS will monitor any load failures and work based on established deadlines	Prior to each payroll run, management will ensure any items that failed to load to SAP and will not be able to be resolved prior to payroll run are communicated to the initiator and approvers.

HR Workflow	Automated workflow of Employment Actions requires monitoring and updated to the Mendix system in which the workflow is built. Previously identified contacts at each entity will be responsible with communicating any necessary changes to workflow based on established timelines to ensure HR Workflow remains in compliance with policy	HRSS will monitor requests for edits to HR Workflow
Mass Load Requests	Data changes to Employees or positions in excess of 50 items of the same type and effective date can be submitted via established templates with prior authorization from HRSS	HR/Payroll Shared Services will ensure established templates are functioning and available to customers and collaborate with HR/Payroll Shared Services customers to ensure items that are requested to be loaded to SAP meet established minimum requirements and have appropriate departmental approval.
Off-Cycle Payment Requests	Off-Cycle payments will be issued according to the schedule that can be found at: Off Cycle Payment Instructions	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: Important Dates and Deadlines	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.

Using SAP reporting functionality, HR/Payroll Shared Services will establish and run predetermined reports to audit the accuracy of transactions prior to every payroll run. Each report will be identified as payroll impacting or non payroll impacting. The accuracy rate will be determined by the number of errors identified compared to the number of transactions processed in that time frame. The results will be recorded and stored and in 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. Each spreadsheet will be audited independent of the audit described in item 1.
3. Monthly audit results will be posted at: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: January 1, 2021