



# *Service Level Agreement*

**Business &  
Administrative  
Services Units**

**Jul 2016 – Jun 2017**

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## **1.0 EXECUTIVE SUMMARY**

The Vice Chancellor of Business and Administrative Services (VC BAS) oversees the activities of the following administrative and auxiliary service units, collectively known as the BAS Organization.

- **Office of the Vice Chancellor**
- **BAS Shared Services Center**
- **Business and Financial Services**
  - Accounting & Payroll
  - Procurement Services
  - Student Business Services
- **Business Support Services**
  - Printing & Reprographics
  - Logistics Services
  - Mail Services
- **Human Resources**
  - Human Resources
  - Affirmative Action
  - Employee & Labor Relations
- **Architects & Engineers**
- **Physical Plant**
- **Enterprise Risk Management**
  - Environmental Health & Safety
  - UC Police Department
  - Risk Management
  - Emergency Management and Continuity Planning
- **Auxiliary Services**
  - Bookstore
  - Early Childhood Services (formerly Child Development Center)
  - Fleet Services
  - Housing & Dining Services
  - Transportation & Parking Services
  - UCR Card Operations

While the greater majority of BAS units will have unique Service Level Agreements (SLAs) with the campus, this SLA includes several administrative units as follows: Office of the Vice Chancellor, BAS Shared Services Center, and Mail/Shipping and Receiving Services.

### **Office of the Vice Chancellor**

The Office of the Vice Chancellor (OVC) BAS is comprised of the Vice Chancellor and his immediate office staff, including BAS' Chief Financial and Administrative Officer, Human Resources Partner, Budget/Financial/Reporting Analysts, Contract OE consultant/s and administrative support professionals. In addition to serving as the central office for the BAS Organization with respect to the coordination of mandatory activities such as the Campus Budget Process, Fiscal Close, Financial Management, HR Processes, compliance with a wide-variety of requirements, etc., the OVC is responsible for overseeing the development and execution of BAS unit strategies in support of UCR 2020 and the Chancellor's Priorities. Through our programs and initiatives, BAS has responded to the call to action that has been heard by all campus stakeholders with regard to paving UCR's path to preeminence. We will continue to re-examine our value proposition to the campus and reimagine excellence in all corners of BAS/the University. Specifically, BAS is answering the call by reevaluating all administrative and operational functions to:

- Ensure service alignment with institutional priorities, values, and industry best practices
- Improve the campus customer/client service experience.

- Emphasize client communication/feedback and training around services and accessing services, to ensure high levels of client satisfaction and engagement.
- Eliminate duplications of effort, redundancies, and waste
- Create synergies and opportunities for collaboration across service functions
- Attract, retain, and develop a highly competent and engaged workforce
- Implement enabling technologies and LEAN business processes
- Prioritize institutional responsibilities for safety and risk management
- Increase transparency and gain support regarding resource costing methodologies
- Become “The Benchmark” of administrative and operational efficiency in higher education

Importantly, acting with integrity in all that we do and engaging “Our People” are the foundational principles of our business strategy, upon which performance excellence concerning “Our Processes”, “Our Resources” and “Our Customers/Clients” can be achieved.

### **BAS Shared Services Center (SSC)**

The Shared Services Center (SSC) is a service organization within BAS, charged with providing routine Human Resources/Administrative, Payroll and IT “non-core” transactional services, at a higher quality and lower cost than clients can otherwise provide for themselves. By using time driven activity based costing (TDABC) and LEAN approaches, the SSC has been able to provide customized services to its clients by aligning staffing levels with workload and service demands.

### **Mail/ Shipping & Receiving Services (MSRS)**

As an outcome of a recent internal review/Activity Based Costing analysis concerning the service delivery models of the Mail Services and Shipping and Receiving operations (MSRS), BAS will take action beginning in FY 2015/16 to integrate the functions, which have historically been performed by separate departments. The resulting operation will be responsible for providing mail and postal services and for receiving and distribution of shipments to the campus. By leveraging the resources from both departments, they will reduce costs/increase capacity, reduce delivery foot traffic in and out of offices and vehicular traffic on campus. Additionally, MSRS has built capacity to offer other premium services, such as delivery of copier paper/supplies.

**2.0 SERVICE LINE SUMMARY**

Service Line Summary				
Service	Level of Service			Page #
	Core Service	Premium Service	Recharge Service	
<b>Unit Services</b>				
Vice Chancellor’s Office for Business & Administrative Services	√			03
Shared Service Center- Human Resources/ Administrative Services	√	√	√	04
Shared Service Center- Payroll Services	√	√	√	05
Shared Service Center - Desktop IT	√	√	√	06
Mail/ Shipping & Receiving Services	√	√	√	07

**3.0 GENERAL SERVICE OVERVIEW**

- **BAS** consists of 26 operational and administrative campus service departments
- **BAS** employs approximately ~880 career/contract employees
- **Shared Service Center (SSC)** provides its full menu of services to BAS units i.e., payroll/time reporting, onboarding, recruitment, leave administration and desktop support. Several other campus organizations have opted to take advantage of some SSC offerings, including the Library, College of Humanities, Arts and Social Sciences (CHASS), University Advancement (VCUA), Planning and Budget (VCPB), Chancellor/Provost & EVC (CPEVC), International Affairs (VPIA) and the UC Mexico Initiative (UCMI). When taken together, the SSC will support ~35% of the campus’ payroll by July 1, 2016.
- **Mail/Shipping & Receiving Services (MSRS)** serves 175 pick-up/drop-off locations including the UC Path Center and excluding Palm Desert, distributes approximately 2.2 million pieces of mail per year, receives an estimated 32,000 packages from major carriers (USPS, FedEx, UPS, Global) and delivers to campus addresses, and delivers approximately 32,000 reams of paper to 186 copier machine locations throughout campus and UCPath.

**4.0 SERVICE LINE DETAIL**

<b>Name of Service:</b>	<b>Office of the Vice Chancellor Business &amp; Administrative Services</b>
<b>Brief Description of Service:</b>	Organizational unit responsible for providing leadership and oversight to BAS units, with regard to strategic planning and plan execution and the coordination of mandatory campus processes/requirements.
<b>Customers Eligible to Request Service:</b>	Faculty, Staff, Students
<b>Web Address</b>	<a href="http://bas.ucr.edu/">http://bas.ucr.edu/</a>
<b>Service Level Agreement Specifics:</b>	<ul style="list-style-type: none"> <li>• Serves as Organizational Unit/Central Office for BAS units, with regard to all campus/systemwide processes and requirements, including Budget, Finance, Human Resources, Mandatory Training and myriad other campus and systemwide requirements.</li> <li>• Oversees strategic plan development and execution, including implementation of Balanced Score Card methodology for management and tracking of BAS strategy progress.</li> <li>• Enables BAS units to achieve excellence, by making proper training, information and tools available.</li> <li>• Manages resolution of issues that have escalated beyond unit level management.</li> <li>• Consults and participates in campus-wide organizational excellence activities.</li> <li>• Manages BAS' annual Employee Engagement and Client Satisfaction Surveys and other organization/campus-wide initiatives such as Value Based Contracting, Lean Education, Activity Based Costing, Balanced Scorecard, etc.</li> </ul>
<b>Recharge Services</b>	None
<b>Premium Services</b>	None

<b>Name of Service:</b>	<b>Shared Services- Human Resources/Administrative</b>
<b>Brief Description of Service:</b>	Provides transactional HR support in connection with staff recruitments, leave administration, onboarding and initial benefits consultation.
<b>Customers Eligible to Request Service:</b>	Campus Departments (both internal and external to BAS)
<b>Web Address</b>	
<b>Service Level Agreement Specifics:</b>	<p>Recruitment support</p> <ul style="list-style-type: none"> <li>• Build-out recruitment case in iRecruit</li> <li>• Job advertising</li> <li>• Monitor applicant pools, screen applicants, verify references</li> <li>• Schedule interviews and prepare interview tools</li> <li>• Prepare offer letters</li> </ul> <p>Onboarding services</p> <ul style="list-style-type: none"> <li>• Complete required new hire documentation e.g., I9</li> <li>• Provide initial benefits consultation</li> <li>• Prepare initial employee personnel file</li> </ul> <p>Leave Management Services</p> <ul style="list-style-type: none"> <li>• Determine eligibility for leaves</li> <li>• Administer and report on leave records</li> <li>• Respond to documentation/information requests e.g., eligibility letters</li> </ul>
<b>Recharge Services</b>	Services provided to units external to BAS e.g., Library, CHASS, VCUA, CPEVC, VCPB, VPIA, UCMI
<b>Premium Services</b>	<p>Additional administrative and technical support provided to BAS departments that are beyond standard service levels. i.e. application screenings, hiring committee participation, etc.</p> <p><i>The demand of this service is currently unknown. Once an evaluation of the demand can be determined, the appropriate staffing and costs adjustments will be made.</i></p>

<b>Name of Service:</b>	<b>Shared Services- Payroll</b>
<b>Brief Description of Service:</b>	Provides transactional payroll support, including time and attendance reporting and management and wage implementations.
<b>Customers Eligible to Request Service:</b>	Campus Departments (both internal and external to BAS)
<b>Web Address</b>	
<b>Service Level Agreement Specifics:</b>	<p>Time Reporting</p> <ul style="list-style-type: none"> <li>• Transmit timesheets into PPS (manual &amp; TARS)</li> <li>• Process appointment updates, adjusting entries, wage adjustments, separations, final payments</li> <li>• Audit and reconcile time reporting and payroll transactions</li> </ul> <p>Wage Implementations</p> <ul style="list-style-type: none"> <li>• Conduct eligibility audit</li> <li>• Update and correct PPS for web merit visibility</li> <li>• Process merit and performance recommendations via web merit</li> <li>• Prepare costing summaries for departmental approval</li> </ul>
<b>Recharge Services</b>	Services provided to units external to BAS e.g., Library, CHASS, VCUA, CPEVC, VCPB, VPIA, UCMI
<b>Premium Services</b>	<p>Additional administrative and technical support provided to BAS departments that are beyond standard service levels. i.e. additional reporting</p> <p><i>The demand of this service is currently unknown. Once an evaluation of the demand can be determined, the appropriate staffing and costs adjustments will be made.</i></p>



<b>Name of Service:</b>	<b>Shared Services- IT Desktop</b>
<b>Brief Description of Service:</b>	Provides desktop computing support for departmental desktops, laptops, and mobile devices; file, print, web, application, database and domain servers; access management; and email
<b>Customers Eligible to Request Service:</b>	Campus Departments (both internal and external to BAS)
<b>Web Address</b>	<a href="https://basit.ucr.edu/">https://basit.ucr.edu/</a>
<b>Service Level Agreement Specifics:</b>	<ul style="list-style-type: none"> <li>• Purchase PCs and software licenses</li> <li>• Image and Configure PCs</li> <li>• Deploy network hardware and peripherals</li> <li>• Install software and enterprise applications</li> <li>• Troubleshoot hardware, software, and peripherals</li> <li>• Upgrade and maintain software</li> <li>• Create new user accounts</li> </ul>
<b>Recharge Services</b>	All services provided to internal and external BAS departments
<b>Premium Services</b>	None

<b>Name of Service:</b>	<b>Mail/Shipping &amp; Receiving Services (MSRS)</b>
<b>Brief Description of Service:</b>	MSRS strives to provide mailing and shipping & receiving services to the campus at a maximum level of efficiency and accountability, at the lowest cost, while meeting the needs and expectations of our customers.
<b>Customers Eligible to Request Service:</b>	All campus departments excluding Palm Desert. Mail/Shipping & Receiving does not provide student mail and package delivery to campus housing locations.
<b>Web Address</b>	<a href="http://ucrmail.ucr.edu/">http://ucrmail.ucr.edu/</a>  Hazardous Material Shipment: <a href="http://hazmatshipping.ucr.edu/hazmat">http://hazmatshipping.ucr.edu/hazmat</a>
<b>Service Level Agreement Specifics:</b>	<ul style="list-style-type: none"> <li>• Provide mail services such as bulk mail, intra-campus mail, incoming and outgoing mail, messenger services, and most services offered by the United States Postal Service including certified, registered, express and insured mail and the sale of postage.</li> <li>• Drop-off/pick-up departmental mail and packages. One delivery/pickup per day.</li> <li>• Act as the receiving &amp; shipping point for most inbound/outbound campus freight deliveries (UPS, FedEx, etc), providing services that include inspecting deliveries for visible damage, verifying freight bills, and delivering items to departments</li> <li>• Assists campus departments with:             <ul style="list-style-type: none"> <li>○ Shipment of hazardous materials, to ensure safety and compliance with regulations</li> <li>○ Coordination of outbound shipments to ensure Federal regulations are met</li> <li>○ Preparation of bills of lading</li> <li>○ Arrangement for shipment of packages</li> <li>○ Assistance with Customs declarations</li> </ul> </li> </ul>
<b>Recharge Services</b>	<ul style="list-style-type: none"> <li>• Messenger Service</li> <li>• Stamps and postage</li> <li>• Express mail</li> <li>• Bulk mail</li> </ul>
<b>Premium Services</b>	<ul style="list-style-type: none"> <li>• 2<sup>nd</sup> daily department pick-up/drop-off</li> </ul> <p><i>The demand of this service is currently unknown. Once an evaluation of the demand can be determined, the appropriate staffing and costs adjustments will be made.</i></p>