## EXECUTIVE SUMMARY

<table>
<thead>
<tr>
<th>Service</th>
<th>Revenue Unit Charged</th>
<th>Premium Service</th>
<th>Recharge Service</th>
<th>Page #</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Academic</td>
<td>Self-Supporting / Auxiliary</td>
<td>Cost Pool</td>
<td></td>
</tr>
<tr>
<td>BAS Services</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>BAS Administration</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>BAS Administration – Shared Services</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Environmental Health &amp; Safety</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Mail Services</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Receiving/Shipping</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Risk Management</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td></td>
</tr>
</tbody>
</table>
THE SERVICE:

<table>
<thead>
<tr>
<th>Name of Service:</th>
<th>BAS – Administration</th>
</tr>
</thead>
<tbody>
<tr>
<td>Keywords:</td>
<td></td>
</tr>
<tr>
<td>Revenue Units:</td>
<td>Schools and Colleges, Auxiliaries, Cost Pools (except Infrastructure)</td>
</tr>
<tr>
<td>Brief Description of Service:</td>
<td>The Business and Administrative Services organization consists of twenty-six operational and administrative campus service departments. The unit provides cost effective and high quality business, support, and administrative services that are vital to ensure excellence in UCR's teaching, research, public service and patient care mission; consistent with campus growth, enabling technology, and enhanced customer service.</td>
</tr>
<tr>
<td>Customers Eligible to Request Service:</td>
<td>Faculty, Staff, and Students</td>
</tr>
<tr>
<td>How is Service Requested:</td>
<td>In Person, Phone, E-mail</td>
</tr>
<tr>
<td>How is the Service Delivered:</td>
<td>In Person, Phone, E-mail</td>
</tr>
<tr>
<td>Service Level Agreement Specifics:</td>
<td>The unit oversees the divisions and departments that provide a variety of services to the entire campus which include: Architects &amp; Engineers, Accounting, Business Agreements, Equipment Management, Procurement Services, SBS/Cashiers, Logistics Services, Mail Services, Printing &amp; Reprographics, Shipping/ Receiving, Campus Emergency and Continuity Planning, Risk Management, Environmental Health &amp; Safety, Dining Services, Housing Services, Affirmative Action, Employee and Labor Relations, Human Resources, Bookstore, Child Development Center, UCR Card Operations, Plant Services, Police, Fleet Services, Transportation &amp; Parking Services, and Shared Services</td>
</tr>
<tr>
<td>Recharge Services:</td>
<td>None</td>
</tr>
<tr>
<td>Premium Services:</td>
<td>None</td>
</tr>
<tr>
<td>Staffing Requirements:</td>
<td>9.0 FTE</td>
</tr>
</tbody>
</table>

Name of Service: BAS Administration - Shared Services

| Keywords: | Shared Services |
| Revenue Units: | Schools and Colleges, Auxiliaries, Cost Pools (except Infrastructure) |
| Brief Description of Service: | The BAS Shared Services Center (SSC) currently provides transactional Human Resources, Financial Services, and IT Desktop Support services. We are committed to providing a premier service experience for all clients that consistently exceeds their standards of service, quality, value, and excellence |
## Service Level Agreement

### Our Value to the Organization:
- Governance by Faculty and Clients
- Value added services
- Lowered activity cost
- Greater reinvestments into academic programs
- Standardized and streamlined effort
- Automated workflows
- Ease of administration
- Organized and transparent communication
- Performance and accountability metrics

### Customers Eligible to Request Service:
Staff and students in BAS departments: Architects and Engineers, Business and Financial Services, Human Resources, Plant Services, Environmental Health and Safety, Police Department, Fleet Services, Printing and Reprographics Services, Mail Services, Logistics Services, Enterprise Risk Management; and Transportation and Parking Services.

Non Senate Faculty, staff, and students in the Library. Staff and students in the University Advancement Organizational unit.

Services are available to all campus organizations, upon request.

### How is Service Requested:
Submission of service requests with supporting documentation:
- Payroll: Shared Services Outlook Inbox
- HR: Case Management Tool
- IT: [http://basit.ucr.edu](http://basit.ucr.edu)
- IT Secondary = Email to staff@basit.service.ucr.edu

Also via Phone, Email, In Person

### How is the Service Delivered:
Via campus systems and applications
- Payroll: TARS, PPS, Web Merit, Excel
- HR: iRecruit
- IT: [http://basit.ucr.edu](http://basit.ucr.edu)

Also via Phone, Email, In Person

### Leadership
Oversee the performance and accountability of the three service functions, by ensuring the timely and accurate execution of all activities. Create a culture of innovation, service, process excellence, and continuous improvement. Implement enabling technologies and automated client relationship and service management systems. Direct a highly motivated, engaged, and skilled team of diverse service professionals.

### Human Resource Transactions
Recruitment
- Plan Development
- Advertising Cost Proposals
- Posting to Job Boards and Media Outlets
- Monitor applicant pool performance
- Report on underperforming recruitments and develop strategies to increase pool diversity
- Prepare Interview Questions and Tools
- Provide client support, education, and information

**Recruitment Search Committee Support**
- Ensure committee training requirements met
- Orient and deliberate search committees
- Screen all applications
- Conduct phone screens
- Develop short list of candidates
- Schedule interview times/locations
- Schedule & proctor assessments
- Conduct interview/select finalist(s)
- Verify references

**Onboarding**
- Prepare offer letters and contracts
- Schedule onboarding and fingerprinting appointments
- Conduct onboarding meetings with new employees
- Provide overview of benefits information
- Assist with online benefits enrollment
- Begin employee file and transmit to departments
- Provide client support, education, and information

**Leaves/ Workers Comp**
- Evaluate request and determine eligibility for leave
- Respond to request, including eligibility/ineligibility letters
- Provide departments with leave designation packets
- Submit leave documentation for complex leaves to HR
- Assist supervisors in tracking leave hours in accordance with employee elections
- Provide client support, education, and information
- Administer, monitor, and report on leave records

**Financial Services Transactions**

**Time Reporting and Payroll**
- Transmit TARS timesheets to PPS
- Enter manual timesheets in PPS
**Service Level Agreement**

- Maintain student TARS time-clock and supervisor assignments
- Manage Kronos and FAMIS feeds into TARS
- Enter all appointment and distribution updates and changes
- Record leave types and periods in PPS
- Coordinate updates to Compensation Time Off Elections
- Process LX/RX for retro pay and single expense transfers
- Process separations and coordinate final payments
- Conduct secondary PAN reviews
- Audit and reconcile all time reporting and payroll transactions
- Process and/or audit salary actions (merits, ATB, range adj.)

**Wage Implementations**
- Conduct eligibility audit
- Make updates and corrections to PPS for web merit visibility
- Enter merit and performance recommendations in web merit
- Audit final payroll roster to ensure accuracy with web merit
- Prepare costing summaries for department approval

**IT Services**
- Purchase PCs and software licenses
- Image and Configure PCs
- Deploy network hardware and peripherals
- Install software and enterprise applications
- Troubleshoot hardware, software, and peripherals
- Upgrade and maintain software

**Hours of Operation: M – F 7am – 5pm**

<table>
<thead>
<tr>
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</thead>
<tbody>
<tr>
<td>Premium Services:</td>
<td>There are no premium services offered.</td>
</tr>
<tr>
<td>Staffing Requirements:</td>
<td>13 FTE</td>
</tr>
<tr>
<td>Name of Service:</td>
<td>Environmental Health &amp; Safety</td>
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<tr>
<td>------------------------------------------</td>
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<tr>
<td>Keywords:</td>
<td>Biosafety, Business Continuity, Controlled Substances, Emergency Management, Environmental Programs, Fire &amp; Life Safety, Hazardous Materials, Laboratory, Laser, Radiation, Safety, Industrial Hygiene, Training, Travel &amp; Field Safety, Waste Management</td>
</tr>
<tr>
<td>Revenue Units:</td>
<td>Schools and Colleges, Auxiliaries, Cost Pools (except Infrastructure)</td>
</tr>
<tr>
<td>Brief Description of Service:</td>
<td>Environmental Health and Safety strives to support the UC Riverside campus community by proactively protecting people, property and the environment in a responsive and cost effective manner.</td>
</tr>
<tr>
<td>Customers Eligible to Request Service:</td>
<td>Faculty, Staff, Students</td>
</tr>
<tr>
<td>How is Service Requested:</td>
<td>In person conversations, phone calls, email, through websites, regularly scheduled inspections, targeted inspections. In person, in email, or via phone direction from compliance and advisory committees, campus counsel, risk management, human resources, unit management, regulatory agencies, UCOP Risk Services, UC and UCR policy requirements.</td>
</tr>
<tr>
<td>How is the Service Delivered:</td>
<td>Information, training and recommendations or direction in person, on paper, via email, telephone, software systems. Waste removal, contamination swipes, exposure monitoring, behavior observations, training and guidance are all delivered in part in person.</td>
</tr>
</tbody>
</table>
| Service Level Agreement Specifics:       | **Biosafety**  
Prevents against infectious agents and biohazardous materials. Regulation of blood borne pathogens, Biological Use Authorization (BUA), Exposure Control Plans, and Biosafety Cabinets.  

**Business Continuity**  
Facilitates resumption of university activities in the event of a major disaster. Oversight of business continuity plans using the UC Ready planning tool.  

**Controlled Substances**  
Regulates federal Drug Enforcement Agency (DEA) scheduled or listed controlled substances and California precursor chemicals. Oversight of orders, Controlled Substance Use Authorization (CSUA), storage requirements, use logs, and disposal.  

**Emergency Management**  
Manages incident preparation, mitigation, response, and recovery activities. Management of emergency communications, campus Emergency Operations Plan (EOP), emergency procedures, and BSEC/BES program.  

**Environmental Health**  
Prevents human health and diseases caused by environmental factors. |
<table>
<thead>
<tr>
<th><strong>Service Level Agreement</strong></th>
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<tbody>
<tr>
<td>Oversight of Food Permits, swimming pool inspections, and water quality.</td>
</tr>
</tbody>
</table>

**Environmental Programs**  

**Fire & Life Safety**  
Prevents loss of life and property resulting from fire related incidents. Management of fire prevention, fire inspections, and fire protection engineering. Compliance reporting to State Fire Marshal.

**Hazardous Materials**  
Protects against chemicals that pose significant risk to people or property. Oversight of chemical inventory, placards, controlled substances, chemical facility anti-terrorism standard compliance, hazardous material business plan, community right to know action compliance and Safety Data Sheets (SDS).

**Laboratory / Research**  
Provides safety guidelines for hazards found in the laboratory and research setting. Oversight of chemical hygiene plans (CHP), Laboratory Manual, Standard Operating Procedures (SOPs), Laboratory Audits, field safety, and Laboratory Safety Officers (LSO) program.

**Laser**  
Facilitates safe use, design, and implementation of lasers. Oversight of laser machine registration (Class 3B and Class 4) and the campus Laser Safety Manual.

**Radiation**  
Regulates ionizing and non-ionizing radiation such that exposure is as low as reasonably achievable (ALARA). Oversight of radioactive materials, the campus Broad Scope License, Radiation Safety Committee, Radiation Use Authorization (RUA), and the Radiation Safety Manual.

**Safety and Industrial Hygiene**  
Protects worker health and safety and implementation of the Injury and Illness Prevention Program (IIPP). Oversight of non-office ergonomics, fall prevention, ventilation control (lab hoods), hearing conservation, heat stress prevention, indoor air quality, mold remediation, personal protective equipment (i.e., respiratory protection), safety engineering, Department Safety Coordinator program, accident investigation, electrical safety, confined space entry, and more. Implementation of the Integrated Safety & Environmental Management (ISEM) program.
Name of Service: Mail Services  
Keywords: Mail, Postage, Non-profit, Messenger, Scotmail  
Revenue Units: Schools and Colleges, Auxiliaries, Cost Pools (except Infrastructure)  
Brief Description of Service: Mail Services strives to provide mailing and shipping services to the campus at a maximum level of efficiency and accountability while meeting the needs and expectations of customers.  
Customers Eligible to Request Service: Faculty, Staff, Students  
How is Service Requested: On-line Work Order System (preferred)  
E-mail  
How is the Service Delivered: In-person  
Service Level Agreement Specifics: The unit offer a wide range of services including Bulk Mail, Inter-Campus, Incoming and Outgoing mail, Scotmail, Messenger Services, and most services offered by the United States Postal Service including certified, registered, express and insured mail. A detailed list of services are as follows:

**Training**  
Develops and delivers instruction, ensures records are in learning management system, and provides resources for learning about health and safety responsibilities. Oversight of schedule of classes, transcripts, online training courses, needs assessment, publications, and on-line training.

**Travel and Field Safety**  
Provides guidance for your trip away from campus including access to obtain assistance when a medical emergency or threatening situation occurs. Encourages safe field excursions with the UC Field Safety &Travel Operational Planner.

**Waste Management**  
Manages and provide guidance to handle waste generation, labeling, containerization and disposal of hazardous chemical, radioactive, and biohazardous waste. Oversight of software used to track, label and create manifests (WASTE) for disposal.

Recharge Services: None  
Premium Services: Lab cleanouts when faculty abandon facilities, extraordinary waste disposal requests, construction related disposal & decommissioning, hazardous materials spill clean-ups  
Staffing Requirements: 25 FTE
### Service Level Agreement

<table>
<thead>
<tr>
<th>Recharge Services:</th>
<th>Mail Services provides rate-based incremental services at a higher level than the common level of service. If you are interested in these services and rates, please contact Mail Services.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• Messenger Service</td>
</tr>
<tr>
<td></td>
<td>• Stamps on Business reply mail</td>
</tr>
<tr>
<td></td>
<td>• Send Standard Mail A (Bulk)</td>
</tr>
<tr>
<td></td>
<td>• Send Non Profit Standard A Mail</td>
</tr>
<tr>
<td></td>
<td>• Stamps For Resale</td>
</tr>
</tbody>
</table>

| Premium Services: | None                                                                                                      |
| Staffing Requirements: | 8.50 FTE                                                                                           |

<p>| Name of Service: | <strong>Receiving/Shipping</strong>                                                                                     |
| Keywords:       | Receiving, Shipping, Delivery, Freight, Shipments, Bills of lading, Customs Declarations                      |
| Revenue Units:  | Schools and Colleges, Auxiliaries, Cost Pools (except Infrastructure)                                      |
| Brief Description of Service: | Receiving/Shipping is responsible for the receiving and distribution of shipments to campus departments. |
| Customers Eligible to Request Service: | Faculty, Staff                                                                                           |</p>
<table>
<thead>
<tr>
<th>How is the Service Delivered:</th>
<th>In person</th>
</tr>
</thead>
</table>
| Service Level Agreement Specifics: | Receiving is the designated receiving point for most inbound campus freight deliveries, providing services that include:  
- Inspecting deliveries for visible damage  
- Verifying freight bills for accuracy and signing as appropriate  
- Delivering items to departments and ensuring packages are signed for by department staff.  

Shipping assists campus departments with:  
- Shipment of hazardous materials, to ensure safety and compliance with regulations  
- Coordination of outbound shipments to ensure Federal regulations are met  
- Preparation of bills of lading  
- Arrangement for shipment of packages  
- Assistance with Customs declarations  

Departments are responsible for packing materials for shipping, preparing a shipping request for each outbound shipment, obtaining a vendor return authorization (if applicable), and placing address labels on all packages. |
| Recharge Services: | None |
| Premium Services: | None |
| Staffing Requirements: | 4.0 FTE |

<table>
<thead>
<tr>
<th>Name of Service:</th>
<th><strong>Risk Management</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Keywords:</td>
<td>Insurance, Certificate, Indemnification, Alcohol, Permit, Risk, Assessment, Contract, Indemnity, Claim, Lawsuit, Litigation, Preparedness, Foreign Travel, Liability, Hazard, Compliance, Accident, Incident, Loss, Mitigation, Control, Minors, Discovery, e-Discovery, Investigation, Report, CANRA, Injury</td>
</tr>
<tr>
<td>Revenue Units:</td>
<td>Schools and Colleges, Auxiliaries, Cost Pools (except Infrastructure)</td>
</tr>
<tr>
<td>Brief Description of Service:</td>
<td>Risk Management serves to protect the interests and assets of UCR by identifying potential risk exposures, devising strategies to eliminate or minimize losses, efficiently managing insurance and self-insurance programs, and collaborating closely with campus departments and stakeholders to promote a safe and secure campus environment.</td>
</tr>
<tr>
<td>Customers Eligible to Request Service:</td>
<td>Faculty, Staff, Students</td>
</tr>
<tr>
<td>How is Service Requested:</td>
<td>Phone: 951.827.8224</td>
</tr>
</tbody>
</table>
Service Level Agreement

<table>
<thead>
<tr>
<th>Service Level Agreement Specifics:</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Email: <a href="mailto:risk@ucr.edu">risk@ucr.edu</a></th>
</tr>
</thead>
<tbody>
<tr>
<td>In Person Requests: 380 Surge</td>
</tr>
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</table>

<table>
<thead>
<tr>
<th>How is the Service Delivered:</th>
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</thead>
<tbody>
<tr>
<td>Phone, Email, In Person</td>
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</table>

Risk Management is the comprehensive approach to identifying & managing the full range of risks the University faces. Risk Management is aligned with UCR’s strategic and operational goals specifically, to ensure productive stewardship of campus financial, real property, and human resources. Success requires the identification and management of insurable as well as uninsurable risks associated with campus activities consistent with the University’s mission of education, research, public service and patient care. Risk Management’s focus is not on simply reducing or avoiding the cost of risk, but on evaluating risks and potential hazards systematically.

**Self-Insurance Programs**
The UC operates as a “self-funded insured” maintaining programs system wide to pay for claims and losses. With the exception of a few very selective specialized coverages, the UC maintains this program of “self-funded insurance” covering our exposures for:

- Property Liability
  - Fine Arts
- Auto Liability
- General Liability
- Professional Medical/Hospital Liability
- Construction Liability
  - Builders Risk
  - UCIP
- Foreign Liability
  - Travel Insurance
- Employment Practices Liability
- Data Security & Privacy Liability
- Marine
- Threat & Security Insurance

Each of the ten campuses and five medical centers participate in this system wide program. Funds from our self-funded programs are what are used by Risk Management to cover the costs of claims, property damage, or court assessed liabilities and legal expense related to claims and losses.

**Claim & Litigation Management**
Facilitate and coordinate the efficient and cost-effective resolution of claims and litigation. Prevent future and repetitious claims and litigation by instituting remedial measures and best practices.
Represent the University in small claims court and attend hearings and mediations.

**Contractual Liability**
Risk Management supports all University departments and auxiliary enterprises by identifying and strategically managing all business contractual risks to identify and strategically assess risk in all agreements/contracts to ensure compliance with UC/UCR policies. Risk exposure is minimized by recommending appropriate contractual language.

**Consultative Services**
Provide campus with risk assessment consultations in all areas of risk. Ensure faculty, staff, students and guests are safe while attending and/or participating in University-sponsored events by identifying, assessing and mitigating potential risks.

**Enterprise Risk Management (ERM)**
Implement and manage an ERM framework designed to create value by explicitly addressing uncertainties and seizing opportunities related to the achievement of objectives. A mature, effective and integrated ERM program is a critical component of an overall safety, risk and preparedness program. ERM provides a systematic, structured, and timely continuous improvement framework that will allow the campus to prepare for and respond to both anticipated and unanticipated events.

**Predictive Analytics/Data Analytics**
Establish and maintain the Campus Risk Portfolio by identifying, evaluating and ranking risks. The Campus Risk Portfolio maps risk ownership and controls, and provides knowledge management. Predictive analytics are used to prevent and prepare and to evaluate the effectiveness of risk mitigation strategies. Reports are provided to executive leadership.

**Enterprise Risk Work Group (ERWG)**
The group is comprised of individuals representing the major academic and administrative functions of the University to ensure that enterprise risk management decisions are aligned with the UCR’s overall vision and goals. The workgroup provides campus input on ERM and is advisory to the Ethics, Compliance, Risk & Audit Committee (ECRAC).

**Employment Practice Improvement Committee (EPIC)**
The Employment Practices Improvement Committee is a subcommittee and advisory to the Enterprise Risk Work Group (ERWG). EPIC meets quarterly to examine employment practice developments and concerns.
EPIC also develops tools such as webinars, workshops and presentations to educate the campus community about employment practice liability.

**Training & Education**
Risk Management identifies, develops and administers a variety of training opportunities to educate the campus community on strategies to minimize risk.

**Healthcare**
Risk Management provides strategic assessment of the campus’ educational, clinical, research and compliance practices related to healthcare. The unit also provides certificates of insurance for healthcare providers and claims history request verifications.

**Emergency Operations/Crisis Management**
Risk Management is a key contributor to identification, preparedness, management and response of emergencies and crises.

**Certificates of Insurance**
Risk Management provides all certificates of insurance as required and also reviews, tracks and maintains all third party certificates of insurance.

**Investigation and Reporting**
Risk Management investigates incidents and claims where appropriate. The unit also provides in-depth assessments and after action reports.

**Events & Activities**
Risk Management provides consultation on all major campus events and recommends key risk mitigation strategies for unique situations.

**Alcohol Permits**
Risk Management approves and manages all campus alcohol permits while providing consultation and collaboration to ensure policy and legal compliance.

| Recharge Services: | None |
| Premium Services: | None |
| Staffing Requirements: | 3.0 FTE |