

# UNT System Business Service Center

## Service Level Agreement

Revised 11/18/2013

### 1. Agreement Overview

This Agreement represents a Service Level Agreement (“SLA” or “Agreement”) between *the University of North Texas System Business Service Center* (“Provider”) and the University of North Texas, University of North Texas at Dallas, University of North Texas Health Science Center, University of North Texas System (“Members”) for the provisioning of select business services. Services include Customer Support, General Accounting, Payroll, and Procurement. The purpose of the SLA is to ensure proper elements and commitments are in place to provide support for Provider services.

The term of this agreement is for fiscal year 2014. Modifications and addenda to the agreement shall be attached to the original agreement. Parties agree to review this document annually.

This Agreement outlines the parameters of all business services covered as they are mutually understood by the primary stakeholders.

### 2. Responsibilities

#### 2.1. Member Requirements

Member responsibilities and/or requirements in support of this Agreement include:

1. Availability of representative(s) when resolving a business service related incident or request.
2. Availability of adequate space to provide face-to-face service for employees.
3. Availability of training facilities to deliver instruction to employees.
4. Cooperation and participation in projects that aim to increase efficiency and effectiveness in business operations.
5. Payment for all costs at the agreed interval, where applicable.

## 2.2. Provider Requirements

Provider responsibilities and/or requirements in support of this Agreement include:

1. Maintain regular business hours that include Monday through Friday from 8:00 A.M to 5:00 P.M. except on approved holidays.
2. Provider will follow inclement weather/emergency closing schedule of UNT Denton campus.
3. Provider will remain open on days when at least one member institution is open on a recognized UNT System holiday or administrative closure.
4. Vet continuous improvement initiatives that impact the Members' employees through the Business Services Operations Committee and include Members' representatives in the planning and/or implementation process.
5. Provide services as outlined in Section 7.

## 2.3. Service Level Constraints

Service levels may be constrained by external or internal influences beyond the control of the Provider. These constraints may negatively impact the service delivery. These constraints may include, but is not limited to, the following:

1. Workload: A request to expand the scope or volume of services provided that require additional processing time or personnel may negatively impact service delivery. Depending on the extent of the request additional financial support may be required by the Member to offer such service.
2. Conformance Requirements: Policy changes and/or federal or state regulations may alter procedures and/or service delivery from what's specified in this Agreement.
3. Dependencies: Achievement of the Agreement is dependent upon Member complying with agreed upon policies and procedures.
4. Technical Issues: Failure of the business technology to perform as expected may cause service delivery delays and effectiveness.

## 3. Service Areas

*Client Services:* Service interactions via phone, email, text or other social media. Customer support provides a staffed call center, broad web based knowledge center for self service, Ask BSC email center, functional training, communications and social media.

*General Accounting:* Responsible for processing payroll and payment related journal entries and managing USAS reimbursements for payroll. General Accounting also manages the collection of identified payroll overpayments, processing of payroll and payment voucher corrections and the reconciliation of various general ledger accounts as outlined in Section 7.2.

*Payroll Services:* Responsible for the processing and distribution of the monthly and semi-monthly payrolls by the established pay dates. The area manages the federal and state payroll taxation and submits payments to the appropriate entities by established deadlines. Payroll's responsibilities include the management of time and labor for employee time and leave.

*Procurement Services:* Procurement Services coordinates, manages and streamlines purchasing and payable functions, including travel. There is a focus on strategic sourcing to procure goods and services while leveraging buying power and resources and purchasing contract management. All procurement activities are managed with the "best value of the buy" consideration. Best value consideration is driven by the State of Texas, as defined by Tex. Government Code, Section 2155.074, <http://www.statutes.legis.state.tx.us/Docs/GV/htm/GV.2155.htm> and by the [Education Code, Title 3, subtitle A, chapter 51, Section 51.9335](#).

## **4. Customer Support**

Effective support of in-scope services is a result of maintaining consistent service levels. The following sections provide relevant details on service availability, monitoring of in-scope services and related components.

### **4.1. Location**

All services will be provided from 1112 Dallas Dr., Suite 4000, Denton, TX 76205. Some training and customer outreach will be provided on the individual campuses and sites as needed.

### **4.2. Service Availability**

Coverage parameters specific to the service(s) covered in this Agreement are as follows:

- Telephone and walk-in support: 8:00 A.M. to 5:00 P.M. Monday through Friday, excluding designated holidays and occasional inclement weather closings.
- Provider will follow inclement weather/emergency closing schedule of UNT Denton campus.
- Provider will remain open on days when at least one member institution is open on a recognized UNT System holiday or administrative closure.
- Phone Calls:
  - Non-Urgent After Hours: Calls received after office hours may be forwarded to a voice mail service and will receive a response on the next business day.
  - Urgent After Hours Phone Calls: Urgent calls received after office hours shall be referred to the on-call Provider representative. Urgent issues should include issues that cannot wait until normal business hours resume. Abuse of this provision can result in billable expenses to the individual/department violators.

- Email support:
  - Emails received outside of office hours will be collected, however, no action can be guaranteed until the next business day.
- Self-service support:
  - A website will be available 24 hours/7 days a week, barring any scheduled maintenance or technical difficulties beyond the control of the Provider, to provide answers to frequently asked questions or information on processes and services.

#### **4.3. Service Requests**

In support of services outlined in this Agreement, the Provider will respond to service related incidents and/or requests submitted by the Member within the following time frames:

- Within 3 business days.
- Provider recognizes some situations will require higher priority and will work with Members as appropriate.

#### **4.4. Issue Resolution – Escalation Path**

In the event an issue is not resolved at any of the aforementioned levels, clients may contact any of the Executive Directors of the Provider to escalate an issue. If member does not attain resolution through an Executive Director, the issue may move to the Associate Vice Chancellor for Business Services. If member does not attain resolution through the Associate Vice Chancellor for Business Services, the issue may move to the Vice Chancellor for Finance. See [Organizational Chart](#).

### **5. Performance Tracking and Reporting**

The Provider will provide performance tracking and reporting at regular intervals. Information will fall into the following categories: internal metrics, external benchmarks, customer survey results, and general info items.

#### **5.1. Quarterly Production Reports and Metrics**

The Provider shall provide quarterly production reports and metrics to the Members on agreed upon key performance indicators.

#### **5.2. Annual External Benchmarking Reports**

The Provider shall provide annual external benchmarking reports to the Members using data from comparable organizations and/or aspirational organizations.

#### **5.3. Semi-Annual Customer Satisfaction Survey Results Reports**

Customer satisfaction survey results will be compiled and a summary provided to the Members semi-annually.

#### 5.4. Annual General Informational items

The Provider shall provide annual general informational items to its members to inform them on items such as participation rates, etc.

### 6. Periodic Review

This Agreement is valid as of **January 1, 2014** and until superseded. This Agreement should be reviewed at a minimum once per fiscal year; however, in lieu of a review during any period specified, the current Agreement will remain in effect.

The **Associate Vice Chancellor for Business Services** (“Document Owner”) is responsible for facilitating regular reviews of this document. Contents of this document may be amended as required, provided mutual agreement is obtained from the Members and communicated to all affected parties. The Document Owner will incorporate all subsequent revisions and obtain mutual agreements / approvals as required.

### 7. Catalogue of Services

The following catalogue of services outlines the service level for the individual services offered by the Provider.

#### 7.1. Definitions

- a) **1 business day** is defined as a 24-hour period that excludes holidays/closures/weekends.
- b) **Request in good order** is defined as in a state of proper readiness/preparation/arrangement in condition for immediate action or use. All requests in good order will be processed within the service level agreement.

## 7.2 Service Level Specifications

	Service	Base Level Services	Service Level	Customers Served	Services Not Included
1	<b>Customer Service</b>  <i>First contact area for all BSC functional areas. Client Services group provides tier 1 support to external and internal customers.</i>	<ol style="list-style-type: none"> <li>1. Telephone support</li> <li>2. Email support</li> <li>3. Knowledgebase/online assistance</li> <li>4. Office hours</li> </ol>	<ol style="list-style-type: none"> <li>1. Initial response within 1 business day</li> <li>2. Initial response within 1 business day</li> <li>3. Online resources available 24/7 excluding system downtime</li> <li>4. Office hours 8:00 A.M. to 5:00 P.M. Monday through Friday excluding holidays, UNT System closures and inclement weather closures</li> </ol>	UNTD, UNTHSC, UNT, UNTS	
2	<b>EIS Functional Support and Maintenance</b>  <i>Proper setup, maintenance, testing, and access to EIS tables/pages managed by BSC areas.</i>	<ol style="list-style-type: none"> <li>1. Setup and Maintain Tables within EIS</li> <li>2. User Testing for EIS Patches/Fixes/Upgrades</li> <li>3. User Troubleshooting</li> <li>4. Setup user security for payroll/time and labor</li> </ol>	<ol style="list-style-type: none"> <li>1. Tables are properly setup and maintained to ensure accurate data and processes.</li> <li>2. Testing is completed within established schedule.</li> <li>3. Urgent issues that can be solely addressed by the BSC are addressed within 1 business day, while non-urgent issues are addressed within 3 business days.</li> <li>4. Security is setup within 2 business days of the request</li> </ol>	UNTD, UNTHSC, UNT, UNTS	<ol style="list-style-type: none"> <li>4. Security for FSPD is managed on the campuses</li> </ol>

	Service	Base Level Services	Service Level	Customers Served	Services Not Included
3	<b>General Accounting</b>  <i>Management of unclaimed property research, ERS billing reconciliation, USAS payroll reimbursements, journal/voucher processing and payroll overpayments.</i>	<ol style="list-style-type: none"> <li>1. Processing of Unclaimed Property research.</li> <li>2. USAS Reimbursements for Payroll.</li> <li>3. Process Journal Entries for Payroll, including ERS (USAS), TRS, USAS and ORP.</li> <li>4. Management of ERS billing.</li> <li>5. Management of payroll overpayment processing and collections.</li> </ol>	<ol style="list-style-type: none"> <li>1. Completed by established campus deadlines to meet state deadlines.</li> <li>2. Completed by state deadlines for reimbursement of all payrolls, excluding hourly and supplemental payrolls.</li> <li>3. Completed within 10 business days of transaction.</li> <li>4. Will process within 30 days of billing receipt.</li> <li>5. Will calculate overpayment amount and process notification to employees and former employees within 30 days of identification of overpayment and approval of ePAR and submission of Time and Labor entries in good order.</li> </ol>	UNTD, UNTHSC, UNT, UNTS	<ol style="list-style-type: none"> <li>1. UNTHSC, UNTD</li> <li>3. UNTD, UNTS – ERS (USAS) journal entries.</li> <li>4. UNTD – ORP (USAS) journal entries, UNTD – TRS (USAS) journal entries, UNTHSC – excludes journals for payroll liability, UNTHSC, UNTD, UNTS – excludes ERS USAS journal entries</li> </ol>

	<b>Service</b>	<b>Base Level Services</b>	<b>Service Level</b>	<b>Customers Served</b>	<b>Services Not Included</b>
<b>4</b>	<b>Functional Training</b>  <i>Provides multiple venues for BSC functional training across the UNT System.</i>	1. Training delivered to campus constituents a) eProcurement (ePro) b) Purchasing Card c) Travel Management d) Electronic Payroll Action Request (ePAR) e) Time and Labor	1a. Facilitate quarterly face to face trainings with minimum 5 enrolled  1b. Offer continuous multiple training formats (online, face to face, etc.)	UNTD, UNTHSC, UNT, UNTS	
<b>5</b>	<b>Payroll Processing</b>  <i>Processing and distribution of all payrolls, management of general deductions and garnishments, and processing of funding reallocations.</i>	1. Payroll Self-Service Management 2. Process Payrolls (monthly, hourly, and semi) 3. Process Supplemental Payrolls 4. Process Leave Payouts 5. Check Distribution 6. Process Garnishments 7. Manage General Deductions 8. Reallocations	1. Process employee changes before each regular monthly and semi-monthly payroll for data received in good order that meets the established processing deadline 2. Process in accordance with established pay dates for State of Texas and UNT System 3. Process scheduled supplemental payrolls as established on the monthly calendars. Process unscheduled supplemental payrolls approved through the Payroll Exception Request process within available off-calendar processing times 4. Process within 30 days of termination date for eligible employees when the receipt of ePAR termination and completion of Time and Labor reporting with data received in good order. Payment will coincide with next available supplemental payroll 5. Distribute in accordance with established pay dates for State of Texas and UNT System 6. Process according to garnishment requirements 7. Process by next appropriate payroll for documentation received in good order. 8. Processed on the next available reallocation payroll if received in good order. Reallocation payrolls are processed at least once monthly.	UNTD, UNTHSC, UNT, UNTS	



	Service	Base Level Services	Service Level	Customers Served	Services Not Included
6	<b>Payroll Processing Management</b>  <i>Management of all Electronic Payroll Action Requests impacting payroll processing.</i>	1. Electronic Payroll Action Requests (ePAR) Management	1. Process before next available payroll once all approvals are finalized and transaction requests are in good order	UNTD, UNTHSC, UNT, UNTS	
7	<b>Payroll Reporting</b>  <i>Processing and payment for ORP/TSA contributions, TexSaver Plans, Teacher Retirement System reporting and State of Texas Human Resource Information System reporting.</i>	1. Process Retirement Manager 2. Process TexSaver Plans 3. Teacher Retirement System of Texas Reporting 4. Process HRIS Interface	1. Transmit files and request wire payments from Members within 3 business days of monthly pay date in accordance with Texas Administrative Code, Title 19, Part 1, Chapter 25, Subchapter A, Rule 25.6 found at <a href="http://info.sos.state.tx.us/pls/pub/readtac\$ext.TacPage?sl=T&amp;app=5&amp;p_dir=P&amp;p_rloc=140372&amp;p_tloc=&amp;p_ploc=-1&amp;pg=2&amp;p_tac=140372&amp;ti=19&amp;pt=2&amp;ch=30&amp;rl=1">http://info.sos.state.tx.us/pls/pub/readtac\$ext.TacPage?sl=T&amp;app=5&amp;p_dir=P&amp;p_rloc=140372&amp;p_tloc=&amp;p_ploc=-1&amp;pg=2&amp;p_tac=140372&amp;ti=19&amp;pt=2&amp;ch=30&amp;rl=1</a> 2. Process data and submit wire requests to member institutions by first pay date of the month 3. Process by established State of Texas TRS deadlines, which is normally the 6 <sup>th</sup> of the month for payroll processed for the previous month, in accordance the TRS Payroll Manual found at <a href="http://www.trs.state.tx.us/traqs/documents/gi_general_information.pdf">http://www.trs.state.tx.us/traqs/documents/gi_general_information.pdf</a> 4. Submit required reporting by established State of Texas deadlines, which is normally the 7 <sup>th</sup> of each month for personnel and payroll data processed for the previous month in accordance with the Texas Comptroller HRIS Reporting Requirements as found at <a href="https://fmx.cpa.state.tx.us/fmx/pubs/hris/rephied/ch3/3_1.php">https://fmx.cpa.state.tx.us/fmx/pubs/hris/rephied/ch3/3_1.php</a>	UNTD, UNTHSC, UNT, UNTS	

	Service	Base Level Services	Service Level	Customers Served	Services Not Included
8	<b>Payroll Accounting</b>  <i>Processing of General Ledger interface, AP interface and AP vendor payments after payroll processing.</i>	1. Process GL Interface for Payroll 2. Process AP Interface 3. Process AP vendor payments through Financials.	1. Process within 5 business days after payroll processing to meet established USAS deadlines 2. Process within 5 business days after payroll processing to meet established USAS deadlines 3. Process within 5 business days of first pay date of the month	UNTD, UNTHSC, UNT, UNTS	

	Service	Base Level Services	Service Level	Customers Served	Services Not Included
9	<p><b>Tax Management and Reporting</b></p> <p><i>Management of all federal and state tax reporting for payroll, non-resident alien processing for payroll and various reviews and IRS reporting for accounts payable.</i></p>	<ol style="list-style-type: none"> <li>1. Process Federal and State Tax Deposits</li> <li>2. Manage Federal, State and Quarterly Tax Reports</li> <li>3. Manage W-2 processing</li> <li>4. Manage fringe benefit taxation</li> <li>5. Manage 1042S reporting</li> <li>6. Manage non-resident alien processing</li> <li>7. Manage independent contractor review and approval</li> <li>8. Manage 1099 analysis and reporting</li> <li>9. Manage Unrelated Business Income Tax (UBIT) reporting</li> <li>10. Manage reporting for payments to foreign vendors</li> </ol>	<ol style="list-style-type: none"> <li>1. Timely process to meet Federal and State tax deadlines. Deadlines vary by state.</li> <li>2. File required reports by externally established deadlines.</li> <li>3. Process annual W-2 forms, electronic submissions and corrections to meet established IRS deadlines – <ol style="list-style-type: none"> <li>a. W-2 processed by January 31,</li> <li>b. electronic file submission to Social Security Administration by March 31 and corrections as needed.</li> </ol> </li> <li>4. Processed by next available payroll once received in good order.</li> <li>5. Process annual 1042S forms, electronic submissions and corrections to meet established deadline of March 15.</li> <li>6. Process employee setup and treaty analysis within 10 business days once forms and documents are submitted in good order</li> <li>7. Processed within 5 business days of payment request received with approvals and in good order</li> <li>8. Processed within 5 business days of payment request received with approvals and in good order</li> <li>9. Submit annual UBIT reporting by January 15 for the previous year ending August 31. Submission is dependent on documentation received from Members by November 30<sup>th</sup></li> <li>10. Process foreign vendor payment withholding and reporting within 10 business days for payment documentation received in good order</li> </ol>	<p>UNTD, UNTHSC, UNT, UNTS</p>	

	<b>Service</b>	<b>Base Level Services</b>	<b>Service Level</b>	<b>Customers Served</b>	<b>Services Not Included</b>
<b>10</b>	<b>Time and Labor Management</b>  <i>Management of all time and labor reporting in EIS.</i>	<ol style="list-style-type: none"> <li>1. Administer Leave Accruals</li> <li>2. Termination and Leave Without Pay audits</li> <li>3. Manage Webclock Administration</li> <li>4. Provide support to campus departments regarding issues related to balances, accruals, reporting, etc.</li> </ol>	<ol style="list-style-type: none"> <li>1. Process by the 14<sup>th</sup> of each month for the previous month accruals.</li> <li>2. Processed as needed to meet payroll deadlines for next available payroll.</li> <li>3. Respond to user needs for adding, removing, and adjusting webclock setup as needed within 3 business days for non-urgent requests while urgent requests will receive response within 1 business day.</li> <li>4. Provide customer service as requested. Issues will be addressed within 3 business days.</li> </ol>	UNTD, UNTHSC, UNT, UNTS	
<b>11</b>	<b>Supplier Management</b>  <i>Providing the structure for how relationships with suppliers will be developed and maintained.</i>	<ol style="list-style-type: none"> <li>1. Supplier Setup and Maintenance</li> <li>2. Plan and Host Supplier Events</li> <li>3. Management of HUB/Minority Utilization</li> <li>4. Manage Vendor Relations (vendor meetings to improve service levels and to track progress with contract, payment research for vendors, credit memos, etc.)</li> </ol>	<ol style="list-style-type: none"> <li>1. Within 3 business days of request in good order (allows for W9 paperwork processing time with vendor).</li> <li>2. At least one annual event.</li> <li>3. Meet annually with each member institution's President to establish campus goals and discuss results.</li> <li>4. Quarterly meetings with strategically-sourced contract vendors. Issues will be addressed with vendor within 3 days of notification of such issues.</li> </ol>	UNTD, UNTHSC, UNT, UNTS	

	Service	Base Level Services	Service Level	Customers Served	Services Not Included
12	<p><b>Payment Processing</b></p> <p>Processing of all payments initiated through the Procurement process (requisition, check request, travel, PCard).</p>	<ol style="list-style-type: none"> <li>1. Invoice processing</li> <li>2. Manage payment processing</li> <li>3. Manage pay-cycle process</li> <li>4. Manage USAS Processing</li> <li>5. Process voucher corrections/ reallocations.</li> </ol>	<ol style="list-style-type: none"> <li>1. Processed within 5 business days of receipt in good order.</li> <li>2. Per the Prompt Payment Act, <a href="#">Chapter 2251 of the Texas Government Code</a>, or special terms in contracts or agreements.</li> <li>3. Processed no less than twice per week.</li> <li>4. All funds identified as state funds will be processed direct from USAS. Appropriation fund requests will be handled within 10 days from receipt of request.</li> <li>5. Processed within 10 days of requests in good order</li> </ol>	UNTD, UNTHSC, UNT, UNTS	
13	<p><b>Travel Management</b></p> <p>Management of UNT System's strategic approach to travel (policy), the negotiations with vendors, day-to-day operation of the travel vendor, credit card management of travel, and travel data management</p>	<ol style="list-style-type: none"> <li>1. Advance Travel Processing</li> <li>2. Managing preferred travel agency</li> </ol> <p>(NOTE: see Payment Processing for travel reimbursement payments)</p>	<ol style="list-style-type: none"> <li>1. Process within 5 business days of request received in good order.</li> <li>2. Process within 5 business days of request received in good order.</li> </ol>	UNTD, UNTHSC, UNT, UNTS	

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14	<p><b>Requisition Processing</b></p> <p>Management of electronic requisitions through EIS that notifies Purchasing of items needed to order, their quantity, and the time frame of need. More specific information can be found in the <a href="#">Purchasing Guide</a>, page 6.</p>	<ol style="list-style-type: none"> <li>1. Informal Bid Assistance for Departments</li> <li>2. Manage Requisition Processing (requisition to PO, including blanket PO processing, review/ approval of sole source/proprietary) and PO Vendor Distribution</li> <li>3. Process change order requests</li> </ol>	<ol style="list-style-type: none"> <li>1. Respond to requests for assistance with informal bids within 5 business days of request received in good order.</li> <li>2. Process requisition requests within 5 business days of request received in good order.</li> <li>3. Process change orders within 10 days of receipt in good order.</li> </ol>	<p>UNTD, UNTHSC, UNT, UNTS</p>	

	Service	Base Level Services	Service Level	Customers Served	Services Not Included
15	<p><b>Purchasing Management</b></p> <p>Management of the processes for acquisition of goods/services from external sources, to include appropriate management of required Purchasing rules and regulations for Texas institutions of higher education. Governed by the <a href="#">Education Code, Title 3, subtitle A, chapter 51, Section 51.9335.</a></p>	<ol style="list-style-type: none"> <li>1. Manage HUB Subcontracting Plans and Progress Assessment Reports (PAR) per <a href="#">Government Code, Title 10, Subtitle D, Chapter2161.</a></li> <li>2. State Reporting (contracts, state use program)</li> <li>3. Contract Processing; Review, Edits, Negotiation and Signature</li> <li>4. Formal Bid Processing (development, posting, pre-bids, bid openings, evaluation and award, Texas Register postings, includes Construction)</li> <li>5. Vendor Performance Management (Public Information Request/Open Record/Disputes/Complaints)</li> </ol>	<ol style="list-style-type: none"> <li>1. Within 10 days of receipt received in good order, or within timeframe required for completion of the solicitation document.</li> <li>2. As required to meet State deadlines.</li> <li>3. Process review within 3 days of receipt received in good order for standard contracts (Note: complex contracts will require additional time); all contracts will be handled within timeframes necessary for acquisition of goods/ services.</li> <li>4. Bid process will begin within 5 days of all items received in good order.</li> <li>5. Within timeframes required by statute.</li> </ol>	<p>UNTD, UNTHSC, UNT, UNTS</p>	<ol style="list-style-type: none"> <li>3. UNTHSC</li> </ol>

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16	<p><b>Commercial Card Management</b></p> <p>Management of the commercial cards program issued by the State of Texas for both purchasing and travel. Management includes assistance with leveraging buying power and capitalizing on efficient payment processes.</p>	<ol style="list-style-type: none"> <li>1. Manage Purchasing and Travel Card Programs</li> <li>2. Purchasing Card Desk Reviews</li> </ol>	<ol style="list-style-type: none"> <li>1. Requests processed within 3 business days after all requirements are met.</li> <li>2. Reviews set in accordance with established <a href="#">PCard guidelines, Section 3.2 of Card Guide.</a></li> </ol>	<p>UNTD, UNTHSC, UNT, UNTS</p>	