Service Level Agreement

Administrative Support Services

July 1, 2019

SUPPORTING TODAY, ENVISIONING TOMORROW.
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1.0 SERVICE LEVEL AGREEMENT OVERVIEW

This Service Level Agreement (SLA) is intended to identify the basic services, and any agreed upon optional services provided by both the Administrative Support Services group, (a unit within Business Services) and the Institutional Planning and Operations Human Resources department. Administrative Support Services provides a host of services to the departments/units which fall under the Institutional Planning and Operations’ (IP&O) divisional umbrella. They are responsible for coordinating and uniting the administrative (budget, finance, IT and employee support) of IP&O.

This SLA covers the period from July 1, 2019 to June 30, 2020 and will be reviewed and revised at the end of this period.

2.0 DESCRIPTION OF SERVICES

Administrative Support Services group is responsible for coordinating and uniting the efforts of IP&O individual units statewide. The unit provides data that drives decisions about business efforts, as well as aiding in future planning. Oversees budget, finance, IT and employee support. Administrative Support Services are a team of professionals committed to the delivery of innovative, effective and efficient customer services while maintaining fiscal integrity.

3.0 SERVICE COSTS

Note: “General and Administrative” RCM Metric uses operating expenses to allocate the cost pool. Exclusions include: direct debt, direct utilities, F&A return, and subcontracts.

In developing the fiscal operating budget (Cost Pool), there are numerous assumptions and sensitivities that are addressed. These include but are not limited to:

2. Fluctuation in fringe benefit rates.
3. Rise in contract, equipment and supply costs.

4.0 SERVICE PROVIDER RESPONSIBILITIES

Administrative Support Services is a diverse group of professionals providing valued services to IP&O. We strive for outstanding service delivery, innovation and continuous improvements.
Financial Governance
- Managing the fiscal affairs of the unit within the IP&O Division.
- Providing business related guidance to unit’s staff,
- Serving as the unit’s primary contact with numerous divisions of the central University, including:
  - the Office of Budget,
  - the Office of the Controller,
  - the Division of Grant and Contract Accounting,
  - the Payroll Department,
  - and other Rutgers business offices
- Improving internal controls
- Enhancing reporting and finance related services
- Reducing costs across the division.

Financial Services
- Overseeing general accounting activities and authorizations (signatory authority, journal entries, new accounts, etc.),
- Managing approval of salary and non-salary expenditures
- Initiating and Analyzing Financial Reports (monthly, quarterly, year-end and ad-hoc)
- Monitoring Accounts Payable and Accounts Receivables
- Maintaining Chart of Accounts

Budget Services
- Budget Development
- Budget Adjustments
- Forecasting
- Workforce Planning
- Budget to Actual Analysis and Reporting
- RCM Modeling

Procurement Services
- Strategic Sourcing
- Requisition and Purchase Order Processing/Approval
- Invoice Payments Processing/Approval
- RFP and RFI Development
- Bidding Process

Timekeeping
- Kronos Administration

Information Technology Service
- Application Develop.
- Data Administration
- Server Admin.
- Desktop Support
- Enterprise Software Support/Management
• Help Desk Support
• Systems Admin.
• Web Development/Programming

Employee Services
• Benefits
• Employee Relations
• Employee Lifecycle

5.0 PROBLEM MANAGEMENT

Administrative Support Services operates collaboratively within our group, as well as with colleagues from other internal IP&O departments and outside of IP&O. Should problems arise, the contacts listed below are equipped to manage the issues. Should problems be unresolved, their resolution will be escalated to the Vice President.

5.1 SUPPORT & PROBLEM ESCALATION CONTACT LIST

<table>
<thead>
<tr>
<th>Support Help Line</th>
<th>Name</th>
<th>Role</th>
<th>Phone</th>
<th>Email</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>Business Email</td>
<td>General Email Box</td>
<td>848-932-1011</td>
<td><a href="mailto:business.services@ipo.rutgers.edu">business.services@ipo.rutgers.edu</a></td>
</tr>
<tr>
<td></td>
<td>Employee Service Email</td>
<td>General Email Box</td>
<td>848-445-2817</td>
<td><a href="mailto:es_requests@ipo.rutgers.edu">es_requests@ipo.rutgers.edu</a></td>
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<tr>
<td></td>
<td>Erin Cuomo</td>
<td>Senior Director, Budget and Finance</td>
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<td><a href="mailto:erin.cuomo@rutgers.edu">erin.cuomo@rutgers.edu</a></td>
</tr>
<tr>
<td></td>
<td>Gerald Thomas</td>
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<td>848-445-2804</td>
<td><a href="mailto:gerald.thomas@rutgers.edu">gerald.thomas@rutgers.edu</a></td>
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<tr>
<td>Edward Fabula</td>
<td>Executive Director, Information Technology</td>
<td>848-932-2552</td>
<td><a href="mailto:edward.fabula@rutgers.edu">edward.fabula@rutgers.edu</a></td>
</tr>
<tr>
<td>April Leavy</td>
<td>Director, Employee Services</td>
<td>848-445-6722</td>
<td><a href="mailto:april.leavy@rutgers.edu">april.leavy@rutgers.edu</a></td>
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</tr>
<tr>
<td>Henry X. Velez</td>
<td>Vice President, Business Services</td>
<td>848-932-1011</td>
<td><a href="mailto:henry.x.velez@rutgers.edu">henry.x.velez@rutgers.edu</a></td>
</tr>
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#### 6.0 Key Performance Indicators and Metrics

The following are the KPI’s that are used:

- Operating expense ratio
- Forecast budget to actual variances
- Cost recovery ratio
- Up-time of information systems

Note: We benchmark based on internal historical data, established strategic plans, peer institution, and industry standards.

#### 7.0 Periodic Review Process

This SLA is a living document and will be reviewed and updated at a minimum of once per fiscal year. Contents of this document may be amended as required, provided mutual agreement is obtained and communicated to all affected parties. Administrative Support Services will incorporate all subsequent revisions and obtain mutual agreements / approvals as required.

#### 8.0 Out of Scope Services

Billable hourly rates or agreed to fees are charged back to external units for shared or specific non cost pool services. Examples include:

- Kronos installation and support services
- Shared IT licenses
- Agreed upon support services
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