Service Level Expectations

Human Resources Application Services

Service Level Expectations

Service Definition

Service Description
The Human Resources (HR) Application Services consist of technologies and tools which support the administrative services used to manage employee information at UM. Services are provided using enterprise resource planning (ERP) tools, along with custom and vendor-supported applications. Collectively, the ERP tools and applications are called M-Pathways, and are accessible via web-based Wolverine Access. Customer and user support is also provided to ensure strategic and optimal use of these tools. The diverse range of administrative services supported by the Human Resources Application Services include, among many other things, employee life cycle management, benefit administration, talent acquisition (hiring), payroll processing, time and labor tracking, leave administration, effort certification, emergency alert notifications, learning management, data warehouse and business intelligence support.

Intended Consumers

- **Customers**: The Associate Vice President for Human Resources, is the primary customer for the Human Resources Services and Benefits Administration while the Associate Vice President for Finance is the primary customer for the Payroll and Time and Labor services. Key business process owners include the Campus Payroll Director, the Tax Director, the Controller and Director of Financial Operations, Chief Human Resource Officer-UMHS, Director for Records and Information Services, Associate Vice President for Human Resources, UMHS-Human Resources Director-Payroll/HR Services

- **Users**: The Human Resources Application Services are used at all four UM campuses --- Ann Arbor, Dearborn, Flint and the Health System. The services are used by administrative staff to transact Human Resource processes, as well as report and analyze Human Resource (Job, Benefits, Payroll, and Time) data. The services are also accessed and used by all University employees, current and past, managers, applicants, and unit representatives to access Appointment, Payroll, Time, Leave, Benefits, Tax, and training data.

Access to various self-service applications is provided automatically to students and staff based on their status and role designation(s) in MCommunity, the directory of people and groups at the University. This includes update or view access to self service for benefit, payroll, leave, appointment,
personal information and training records.

Value Statement

The Human Resources Application Services provides value to the University, including:

- Providing a single source of information for all HR, Payroll, Time, and Benefits data;
- Eliminating unnecessary effort to maintain multiple databases;
- Maintains a secure data environment in compliance with Federal, State, and Local regulations

The Human Capital Management (HCM) system provides a secure, specific and specialized set of information that can be easily shared between enterprise and other reporting systems. The HCM system includes tools and services to support HR, Payroll, Benefits, Payroll, and Time and Labor functionality, for operational use as well as employee self service.

The HCM system also integrates with other systems, such as the Campus Community Module, which contains a wealth of important information on students, faculty, and staff.

In addition, bi-directional interfaces between the Human Resources Application Services and other University application systems facilitates data integration and information sharing, thereby eliminating duplicate data entry, providing richer data that is readily available to all users, and enabling better reporting capabilities. Many of these services can be accessed operationally by central office users as well as through self service applications. The HCM system is capable of sharing information with all three U of M campuses, the U-M Hospital and Health Services, and the University Departments that provide various staff services.

Management and Governance

The Human Resources Application Services are part of the Administrative (Application) Services Portfolio.

<table>
<thead>
<tr>
<th>IT Service Role</th>
<th>Individual</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Owner</td>
<td>Judy Aldrich</td>
</tr>
<tr>
<td>Product Managers</td>
<td>Natalie Nicol, Scot Yoas</td>
</tr>
</tbody>
</table>
Governance

- The Administrative Domain Advisory Committee (ADAC) provides guidance, oversight and strategic thinking on information technology investments that support UM administrative functions. Laurita Thomas is the Human Resources Domain Steward. ADAC helps prioritize new investments and define approaches to optimize the use of existing administrative IT assets in support of the University’s vision, mission and strategic imperatives. More information is found at: [http://cio.umich.edu/governance/administrative-domain.php](http://cio.umich.edu/governance/administrative-domain.php).

- The Campus Community Cross-Functional Team (CCXFT) is a collaborative governance council with membership from both Human Resources and the Registrar’s Office. The team is driven by a charter to govern the appropriate use of employee and student data.

Service Details

Most of the functions and capabilities in the Human Resources Application Service are provided via the M-Pathways system. The M-Pathways system provides the opportunity for integration with other systems (internal and external to UM); some of the existing integrations are noted below. ITS provides first-level support for integration with other services or systems but may transferred to an external partner or other University unit as appropriate.

<table>
<thead>
<tr>
<th>Feature or Capability</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Talent Acquisition and Employment</td>
<td></td>
</tr>
<tr>
<td>eRecruit</td>
<td>The Human Resource Application service supports the hiring system for all regular staff, non-student temps, and Graduate Student employees.</td>
</tr>
<tr>
<td>Student Temporary Hiring Processing</td>
<td>The Human Resource Application service supports the hiring of student employees in partnership with University Human Resources and the Office of Financial Aid.</td>
</tr>
<tr>
<td>Manager Desktop &amp; Admin Desktop</td>
<td>The Human Resource Application service supports the enablement of many manager and administrator functions such as time approvals and review appointment data.</td>
</tr>
<tr>
<td>Manage Competencies and Blue Folder</td>
<td>The Human Resource Application service supports UMHS with the maintenance of electronic personnel files and enables efficient auditing of these files.</td>
</tr>
<tr>
<td>Service Area</td>
<td>Description</td>
</tr>
<tr>
<td>--------------------------------------------------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td><strong>Service Level Expectations</strong></td>
<td><strong>Human Resources Application Services</strong></td>
</tr>
<tr>
<td><strong>Submittal Forms, Workflow Transactions, and Batch Toolkits</strong></td>
<td>The Human Resource Application service supports the automation of many job-related data changes that are routed through the system to gain appropriate approvals and then loaded into M-Pathways. Batch toolkits, file uploads, are available for many mass data update needs.</td>
</tr>
<tr>
<td><strong>Honors and Awards</strong></td>
<td>This feature in the Human Resource Application Service allows units to track and maintain academic honors and awards for staff.</td>
</tr>
<tr>
<td><strong>Effort Certification Reporting</strong></td>
<td>The Human Resource Application service supports the self-service reporting of effort for individuals required to do so based on grant or funding requirements.</td>
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<tr>
<td><strong>General Reporting</strong></td>
<td>The Human Resource Application System is used to perform general reporting, from simple data requests to complex regulatory reporting requirements.</td>
</tr>
<tr>
<td><strong>Learning Management System</strong></td>
<td>The Human Resource Application service supports a platform to enable Learning Management, which entails training and course catalog, registration, on-line training delivery and tracking of completed activities.</td>
</tr>
<tr>
<td><strong>Emergency Alert Notifications</strong></td>
<td>The Human Resource Application service supports the registration and data management of phone/text enrollment to receive notifications of campus-wide emergencies.</td>
</tr>
<tr>
<td><strong>Timekeeping and Payroll</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Central Punch Time System Development and Support</strong></td>
<td>The Human Resources Application service maintains and supports a central punch time (time clock) system for units utilizing time clocks for time entry and control of reported time. This system maintains a direct interface to the M-Pathways system.</td>
</tr>
<tr>
<td><strong>Payroll and Time Processing</strong></td>
<td>The Human Resource Application service is responsible for managing, running, accuracy, and timeliness of all Payroll runs for the University.</td>
</tr>
<tr>
<td><strong>Self Service Applications</strong></td>
<td>Users can access and/or update data regarding their Job appointment, time reporting, paycheck, tax withholding, paycheck direct deposit information, Benefits Open Enrollment, address information, emergency contact information, etc.</td>
</tr>
<tr>
<td><strong>General Ledger Interface for Payroll and Benefits Costs</strong></td>
<td>The Human Resources Application Service creates detailed accounting entries for payroll and benefit charges, which are summarized and recorded in the University's financial system general ledger.</td>
</tr>
<tr>
<td>Federal, State, and Local Tax Reporting for Employees</td>
<td>The Human Resource Application Service is used to complete all Federal, State, and Local Tax Reporting for employees; this includes the federal and state W-2 and the non Resident Alien 1042 reporting. All federal W-2's are available via self service within the M-Pathways system.</td>
</tr>
<tr>
<td>Benefits Administration</td>
<td>The Human Resource Application Service is used to collect and record all Benefits Open Enrollment and mid-year life event changes by active employees, survivors, long-term disability (LTD) participants, and retirees. Most of this activity is entered via self service in the M-Pathways system.</td>
</tr>
<tr>
<td>Benefits Vendor Interfaces</td>
<td>The Human Resource Application service works closely with the Central Benefits Office to maintain and manage the benefits vendor interfaces and remittances for all health, dental, life, retirement, and legal vendor interfaces and billing applications.</td>
</tr>
<tr>
<td>Self Service Applications</td>
<td>Users can access and / or update data regarding their Job appointment, time reporting, paycheck, tax withholding, paycheck direct deposit information, Benefits Open Enrollment, address information, emergency contact information, etc.</td>
</tr>
</tbody>
</table>

**Service Expectations**

**Service Availability**

**Service Hours**

Human Resources Service are available to all users:
- Sunday, 7:30 a.m. - Monday, 4:00 a.m.
- Monday-Friday, 6:00 a.m.- 4:00 a.m.
- Saturday, 6:00 a.m.-11:00 p.m.

**Planned Maintenance**

The planned weekly maintenance window for the M-Pathways Human Capital Management system is Saturday 11:00 p.m. to Sunday 7:00 a.m. The service is unavailable to users during this time to allow ITS flexibility in scheduling maintenance, as needed, to update or patch the system.

When it is necessary to bring the system down for planned maintenance during regular hours of operation, ITS will work with key customers to ensure minimal disruption to the business. ITS will then update the Service Status Page at: [http://status.its.umich.edu/](http://status.its.umich.edu/) with information on any outage.
ITS will coordinate and communicate planned outages of greater than a day, at least two weeks ahead of the outage. Scheduled maintenance that runs beyond the defined maintenance window will be classified as an unplanned outage and will be treated as a critical incident.

Application code migrations generally occur between 5:00 a.m. and 6:00 a.m. each Wednesday. The service is unavailable to users during this time, as the system may be unstable.

Emergency Maintenance
Emergency maintenance can occur during normal hours the service is available. In the event of emergency maintenance that requires an unscheduled outage, ITS will communicate to users and customers by posting outage information on the Wolverine Access Gateway at http://wolverineaccess.umich.edu. Status of the outage and estimated time to restore services is included in each update.

The ITS Service Status Page is updated with unscheduled outage information as it becomes available and can be found at: http://status.its.umich.edu/.

Restarting of hardware components are done when necessary to restore service performance to normal levels. Restarts that impact user access will be done, when possible, during periods of low usage, such as lunch hours.

Service Support

Requesting Support
User requests for support regarding ITS services are processed through the ITS Service Center. To contact the Service Center:
- Submit a Service Request Online (login required)
- Call 734-764-HELP (764-4357)
- Email 4HELP@umich.edu

Requests for support or service enhancements of a strategic nature are governed by the Administrative Domain Advisory Committee (ADAC).

Support Hours
ITS Service Center Hours are:
Monday–Friday: 7:00 a.m.– 6:00 p.m.
Sunday: 1:00 p.m.–5:00 p.m. (e-mail only)

Types of Support
U-M faculty and staff members request access to the systems that support Human Resources services through the OnLine Access Request System (OARS). Unit Liaisons (staff appointed by deans and directors to represent a specific school, college or unit) assist faculty and staff in completing/approving/modifying access requests in OARS. They are also responsible for removing access as appropriate (e.g., staff turnover). Information about obtaining access is found at: http://www.mais.umich.edu/access/accessprocess.html.

One level of support is provided for all users. Support includes:
- user and customer service help and consulting (e.g., business process optimization, reporting help, etc.)
- repairs to services to address disruption and outages, or when supporting system features are not working as designed
- design, development and maintenance of interfaces to and from the enterprise system
- analysis, planning and coding when changes to the technical infrastructure supporting the service is required
- monitor, troubleshoot and execute services that support daily, weekly, monthly and annual business processes and ensure services run effectively
- management of user access to ensure the right people have the right access at the right time
- monitor system infrastructure components to ensure system is running efficiently and securely
- implement incremental improvements that increase the value of the service

Consulting and On-Site Support is offered by ITS. Information is at: http://www.mais.umich.edu/consulting/

ITS coordinates training programs that prepare UM staff to use the enterprise resource planning tools that support the Human Resources Services. More information is at: http://www.mais.umich.edu/training/. In addition, ITS partners with key business offices to provide business process and third-party application training.

ITS provides on-call or call-back support for critical business processes during non-standard business hours (7am to 6pm, Monday through Friday). Designation of a process as critical will be agreed upon in advance with the customer or user. During certain business cycles, such as during Benefits Open Enrollment, additional levels of monitoring can be requested by customers or users.

Self-Service Support
ITS coordinates in-house training that prepares UM staff to use the enterprise resource planning tools that support the Human Resource Application Services. ITS partners with subject matter experts in key business offices to provide the business process and third-party application training.
The training and documentation is primarily managed and delivered via My Learning Information System (My LINC), which is ITS’ Learning Management System and Learning Content Management System for the Human Resource Application Services. My LINC manages self-service training registration and tracking in conjunction with the Online Access Request System (OARS), which authorized supervisors use to assign system roles to staff who use the Human Resource Application Services.

My LINC includes:
- registration and tracking of in-house, instructor-led training
- online training courses
- a wide variety of standardized self-service training and support deliverables, including, but not limited to, step-by-step procedures, reference guides and system simulations

The My LINC deliverables may be accessed via searching or browsing by category. Time sensitive or new My LINC deliverables are also presented to users via hyperlinks on the home page announcements section of the M-Pathways Human Capital Management System.

**Incidents and Outages**

<table>
<thead>
<tr>
<th>Priority</th>
<th>Description</th>
<th>Target to Restore Services</th>
<th>Example</th>
</tr>
</thead>
<tbody>
<tr>
<td>Critical</td>
<td>Incidents are classified as critical priority when there is a major, immediate risk to the university's ability to conduct its mission, because of disruption to users' ability to perform a function related to that mission.</td>
<td>4 hours</td>
<td>If the M - Pathways system is down during a critical period of time entry for payroll processing, it is considered a significant delay and a significant incident will be declared. The ITS service status will be updated. The ITS Payroll team will also notify the Campus and Health System timekeepers groups via email and will remain on site until the issue is resolved.</td>
</tr>
</tbody>
</table>
### Service Level Expectations

#### Human Resources Application Services

<table>
<thead>
<tr>
<th>Level</th>
<th>Description</th>
<th>Timeframe</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>High</td>
<td>Incidents are classified as high priority when there is an elevated risk to the university's ability to conduct its mission, because of disruption to users' ability to perform a function related to that mission.</td>
<td>1 day</td>
<td>If the M Pathways system is down at a non critical period of the payroll cycle it is considered a significant delay and a significant incident will be declared. The ITS service status will be updated and the campus and Health Systems timekeeper groups will be notified but the ITS Payroll staff will not stay on site until the issue is resolved.</td>
</tr>
<tr>
<td>Medium</td>
<td>Incidents are classified as medium priority when users' ability to perform a function is impaired, and a risk to the university's ability to conduct its mission is present, but the university can manage around that risk over a short period of time.</td>
<td>5 days</td>
<td>A non critical issue is identified but there is a reasonable workaround.</td>
</tr>
<tr>
<td>Low</td>
<td>Incidents are classified as low priority when users' ability to perform a function is impaired, but there is minimal risk to the university's ability to perform its mission.</td>
<td>10 days</td>
<td>A user has a question as to why a system step or business process works as it does.</td>
</tr>
</tbody>
</table>

### Data Retention and Restoration

#### Backup and Restoration
Backups of the Human Capital Management database, are done in order to avoid data loss in the event of a disaster or system failure. ITS will ensure that regular backups occur and will take action to ensure that, in the event of a disaster or failure, the time to restore services is minimized.

For the Human Capital Management database, a full backup is run once per week on Sunday mornings at with non-disruption of service. The backup occurs at 7:00 a.m. on Sunday mornings and includes a flash copy (near-instant snapshot backup) of the database and stored in an alternate data center. ITS captures daily system activity in archive logs and table exports, which are kept 30 days and used for recovery purposes in the event of a disaster or system failure.

The database can be recovered to any point in time within the last 30 days, but exact timings for restore and recovery depend on the amount of data needing to be recovered. The export files can also be used to restore specific tables to the point that the daily export was run.

Data Retention
Data retention guidelines can be found in the Standard Practice Guide at - [http://spg.umich.edu/policy/518.01](http://spg.umich.edu/policy/518.01).

Human Resources Data retention guidelines can be found at - [http://spg.umich.edu/policy/201.22](http://spg.umich.edu/policy/201.22).

The archiving and purging of data usually occurs either on a regular scheduled cycle or when tables become so large that they cause system slowness and negatively impact the user experience. ITS has data archive and purge practices and seeks customer guidance and approval for data purges.

Unless otherwise communicated by the business office, ITS retains data files for 60 days which have been submitted by customers for processing or created by the system.

Customer Responsibilities

Roles and Responsibilities
The M-Pathways Human Capital Management system is the authoritative source of human resource data for the University. As such, it is important that users adhere to policies that govern the use of data and the ability to make commitments on behalf of the University.

Customers are expected to:

- collaborate with the Service Owner to develop service lifecycle/strategy;
- provide training for key users in business owner/customer offices;
- establish guidelines and delegate authority for access management to ITS;
- work with advisory groups (ADAC) on identification and prioritization of strategic projects;
- support management of data resources through active data stewardship;
- participate in service improvement projects;
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Human Resources Application Services

- verify compliance of the system with federal, state, and local legislation.

Users are expected to:
- adhere to the UM Standard Practice Guide;
- use strong authentication for system access;
- complete access and compliance training and annually certify responsible use of data;
- take required training about the application before accessing the system;
- report incidents to the ITS Service Desk as they are identified;
- log service requests with the ITS Service Desk;
- stay current with training updates;
- manage local reports, adhere to naming conventions, and make needed updates during system upgrades;
- manage access (make sure the right people have the right level of access), including removal of individuals no longer working in this area.

System Requirements
This site provides information about the supported Windows and Macintosh operating systems and browsers for the Web-based administrative applications that ITS manages: [http://www.mais.umich.edu/systeminfo/browser_os.html](http://www.mais.umich.edu/systeminfo/browser_os.html)

While vendors test and certify certain browser/operating systems combinations for their products, these become outdated quickly. ITS will test other, more current combinations and identify workarounds or settings that can be used with the applications. ITS may not be able to resolve all incidents that occur when running the applications on browser/operating system combinations not on the ITS list. Users will then be expected to run the applications and the recommended platforms.

ITS will work directly with the software vendors to influence them to support the latest version of both Apple and Window operating systems and to expand its browser combinations.

Service Performance

Service Metrics & Reporting

<table>
<thead>
<tr>
<th>Metric</th>
<th>Description</th>
<th>Expectation</th>
<th>How Measured</th>
<th>How Reported</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Availability</td>
<td>Not currently available</td>
<td></td>
<td></td>
<td>Not currently available</td>
</tr>
</tbody>
</table>
Responses to Missed Service Expectations
The ITS Service Status Page is updated with information on unplanned outages. This sends Service Status Notifications emails to a self-subscribing email group (prodnotify@umich.edu), and in some scenarios it posts service interruption information on the home page of the Wolverine Access Gateway. Each of these options contain information about the outage (incident), including start time, anticipated end time, services affected and symptoms. After the outage (incident) is resolved, an incident summary and analysis is sent to the same groups. Incidents needing further analysis will be tracked, root cause analysis done, and changes made as required.

When missed service expectations affect a significant number of M-Pathways Human Capital Management System users, different methods of communication may be used to inform users:

- announcements posted on the announcements section of the Wolverine Access - Faculty & Staff page where users log into the system
- announcements posted within the system in the home page announcements section
- targeted emails sent to the specific user roles affected by the issue

ITS will provide missed service level reports to business owners or key customers on request.

Changes and Enhancements
The teams that support the Human Resource Application Services communicate frequently with key business partners via email, phone, and in-person meetings. Depending on the degree of change/enhancement and the type/volume of affected users, the following communication methods may be employed:

- Central Office customers may be included in service planning cycles, receive reports on system activity, and participate in system testing for releases.
- End users typically receive emails that describe changes/enhancements at a high level with links to more detailed documentation in My LINC. New and updated documentation is also linked on the home page announcements section within the system. In the case of a significant change like a system...
upgrade, an Overview of Changes document is delivered with links to all new documentation and the existing documentation that was updated.

Document Review & Approval

<table>
<thead>
<tr>
<th>Milestone</th>
<th>Reviewed by</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Initial Draft (Created by Service Owner)</td>
<td>Scot Yoas and Natalie Nicol</td>
<td>May 1, 2013</td>
</tr>
<tr>
<td>QA Review</td>
<td>Judy Aldrich, Mary Byrkit</td>
<td>May 17, 2013, May 17, 2013</td>
</tr>
<tr>
<td>SPO Review</td>
<td>Holly Nielsen</td>
<td>May 23, 2013</td>
</tr>
</tbody>
</table>