

Service Level Agreement

University of Kansas Shared Service Center

Spring 2025

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# Section I – General Information and Objectives

## SLA Purpose and Expectation

The purpose of this Service Level Agreement (SLA) is to establish the foundation for a cooperative partnership between the Finance Shared Service Center and the units served.

This SLA will outline:

* The services offered by the SSC and the working relationship between the SSC and campus partners
* The governance mechanisms for the SSC

The SSC will work closely with the units to meet their business needs. Communication, feedback, and accountability are critical to ensure excellent service.

## SSC Operating Principles

*Efficiency:* In defining processes, systems, and interactions, SSC staff will consistently seek effective and efficient solutions.

*Open Communication:* SSC staff will continually solicit advice, share information, and discuss common objectives and goals both internally and with units served.

*Collaboration:* Every effort will be made to create and maintain positive, collaborative relationships with campus partners. SSC staff members' efforts to foster such relationships will be encouraged and recognized.

SSC Vision

* A well-trained team committed to superior service, collaboration, and communication
* Accurate and timely information and transaction processing
* Continuous improvement of processes
* Use of current technology to the fullest extent possible to streamline transactions and reduce inefficiencies
* Cultivate mutually respectful relationships with campus partners via identification of needs, clear communication, and cooperation
* Encourage a culture of service by promoting integrity, expertise, and innovation
* Promote an environment of teamwork, training, and personal and professional development for SSC staff

## SSC Structure

Each unit will have a designated SSC team to serve financial transactional needs. If a team member is out of the office for a planned or unplanned absence, other team members will maintain service levels outlined in this document.

The current list of SSC staff and the units they serve can be found on the KU SSC website: ssc.ku.edu

Should performance issues arise, units may contact the individual’s supervisor. It is critical that performance issues are brought to the attention of supervisors as soon as they become a concern. (See Escalation Procedures, p. 12.)

*SSC Org Chart (revised Spring 2024)*

* Vice Provost for Finance
	+ SSC Director (8 direct reports/96 total staff)
		- SSC Associate Director (4 direct reports)
			* 2 Business Analysts
			* SSC Training Coordinator
			* Transitional Accounting Specialist
		- SSC Finance Manager Team 1 (11 direct reports/12 total staff)
			* 1 Accountant, 10 Accounting Specialists, 1 Student Hourly
		- SSC Finance Manager Team 2 (11 direct reports)
			* 11 Accounting Specialists
		- SSC Finance Manager Team 3 (12 direct reports)
			* 1 Accountant, 11 Accounting Specialists
		- SSC Finance Manager Team 4 (12 direct reports/13 total staff)
			* 12 Accounting Specialists, 1 Student Hourly
		- SSC Finance Manager Team 5 (11 direct reports)
			* 11 Accounting Specialists
		- SSC Finance Manager Team 6 (13 direct reports)
			* 12 Accounting Specialists, 1 Temporary Worker
		- SSC Finance Manager Team 7 (12 direct reports)
			* 12 Accounting Specialists

# Section II – SSC Service Components

## Hours of Operation

All SSC staff are designated fully remote. The SSC offers flexible work arrangements (FWA) for staff, Monday through Friday. FWA allows flexible scheduling arrangements that permit variations in starting and departure times but does not alter the total number of hours worked in a workweek. However, core hours of operations are Monday through Friday from 8:00 am to 5:00 pm, and the SSC will be always staffed at an appropriate level during core hours.

The SSC will operate during academic breaks and will follow the regular KU holiday schedule.

The SSC maintains a physical location on campus in Room 45 Strong Hall. The SSC voicemail can be reached at 785-864-4995.

## Expectations for Response

SSC staff members will strive to acknowledge requests and inquiries within one business day.

While the SSC team will constantly strive to meet the performance measures outlined in this SLA, please be aware of the following recurring events that may impact response time:

* Fiscal Year end (months of May and June)
* Fiscal Year start (month of July)
* Processing deadlines for Graduate Teaching Assistant (GTA), Graduate Research Assistant (GRA) and Graduate Assistant (GA) sponsorships near the start of each semester
* Quarterly all-staff training and professional development

## SSC Services

### Finance Services Provided: Roles

|  |
| --- |
| General |
|  | **SSC Role** | **Department/Unit Role** |
| Inquire about Fund Utilization | * Provide general guidance related to fund usage and allowability and/or assist in providing additional resources
 | * Make all expenditure and funding decisions
 |
| General Policy and Process Questions | * Stay apprised of current finance policies and procedures
* Answer general policy and procedure questions and/or assist in providing additional resources
* Problem solving and advising on potential next steps to solve issues as they arise
 | * Stay apprised of current finance policies and procedures
* Obtain all appropriate approvals for expenditures as required
 |
| IT Procurement | * Answer general questions and/or assist in directing to additional resources
 | * Submit all necessary requests for IT Procurement approvals
* Notify SSC when IT Procurement approval is provided
 |
| Transaction Approvals | * Approve financial transactions in the appropriate financial systems when delegated by the department
 | * Approve financial transactions in the appropriate financial systems
* Approve Service Requests for building work and maintenance including identifying funding and authorizing work
 |
| TDX | * Provide basic system guidance and/or assist in directing to additional resources
 | * Submit requests for financial transactions through TDX system
* Request training for new employees as necessary
 |
| Concur  |
| **Transaction Type** | **SSC Role** | **Department/Unit Role** |
| P-Cards | * Reconcile and Submit P-Card transactions with information received via the Finance Service Portal
 | * Submit all required information for P-Card reconciliation via the Finance Service Portal
* Assist with the collection of P-Card receipts when needed
 |
| Travel Request | * Create and Submit Travel Requests with information received via the Finance Service Portal
* Review, enter funding, and submit Travel Request in Fund Coder Role
 | * Travelers must obtain appropriate prior approvals before submitting a Travel Request
* Travelers or unit staff must submit a Travel Request at least 14 days prior to domestic travel and 30 days prior to international travel. It is strongly encouraged that the traveler or unit staff submit the Travel Request directly in Concur (<https://travel.ku.edu/creating-concur-travel-request>)
 |
| Travel Booking | * Answer general policy and procedures questions and/or assist in directing to additional resources
 | * Travelers or unit staff book travel per travel guidelines. Unit and travelers are strongly encouraged to utilize Concur Travel or CTP services to arrange travel (<https://policy.ku.edu/financial-services/travel-request-booking>)
 |
| Travel Reimbursement | * Create and Submit Travel Expense Reimbursement requests with information received via the Finance Service Portal
* Apply the 60-day rule as needed
 | * Travelers or unit staff must provide all required information for Travel Expense Reimbursement requests via the Finance Service Portal within 15 days of travel end date. Reimbursements submitted after 60 days of travel end date will be subject to payroll tax. Units must identify funding for additional fringe benefit costs for reimbursements submitted after 60 days of travel end date. Units may also need to set up combination codes with HR to use for these expenses.
 |
| Non-Travel Employee/Student Reimbursement | * Create and Submit Non-Travel Employee Reimbursements with information received via the Finance Service Portal
 | * Provide all required information for Non-Travel Employee Reimbursements via the Finance Service Portal
* Authorize reimbursement via the Finance Service Portal workflow
 |
| FITC |
| **Transaction Type** | **SSC Role** | **Department/Unit Role** |
| Invoice Payments | * Process invoice payments with information received via the Finance Service Portal
 | * Provide all required information for invoice payment via the Finance Service Portal
 |
| Modify Existing Orders | * Modify existing orders (funding change, partial order cancellation, partial order change, full order cancellation) with information received via the Finance Service Portal
 | * Inform suppliers of necessary changes or order cancellations prior to submitting a request to the SSC
* Provide information about requested modifications (funding change, partial order cancellation, partial order change, full order cancellation) via the Finance Service Portal
 |
| Non-Catalog Purchase Order | * Submit Non-Catalog Purchase Orders with information received via the Finance Service Portal
* Research and resolve open PO’s on UKANS and KURES Non-sponsored funds monthly, for items great than 60 days old
 | * Provide all required information for Non-Catalog Purchase Order including funding, quotes, and prior approvals, if necessary, via the Finance Service Portal
 |
| Catalog Purchase Order | * Process FITC carts assigned by department/unit by ensuring required information is included and entering funding
* Research and resolve open PO’s on UKANS and KURES Non-sponsored funds monthly, for items great than 60 days old
 | * Prepare FITC cart and assign to SSC contact
* Provide all required information for Catalog Purchase order including funding, quotes, and prior approvals if necessary
 |
| Independent Contractor Payment Request | * Process Independent Contractor Payment Requests with information received via the Finance Service Portal
 | * Provide all required information for Independent Contractor Payment Request via the Finance Service Portal
 |
| DARBI |
| **Transaction Type** | **SSC Role** | **Department/Unit Role** |
| Bill for goods/services | * Create DARBI invoice with information received via the Finance Service Portal
* Provide billing unit with DARBI confirmation report upon request
* Provide copies of outstanding DARBI invoices upon request
 | * Maintain billing records and accounts receivable reports/tracking
* Provide all required information and appropriate DARBI billing forms via the Finance Service Portal
 |
| Update or create new DARBI billing information | * Submit updates or new requests for DARBI billing information with information received via the Finance Service Portal
 | * Provide all required information and appropriate DARBI forms via the Finance Service Portal (e.g. DARBI Customer Request form, DARBI Item Type Request form, DARBI Sales Person request form)
 |
| Other |
| Tuition and Fee Sponsorships | * Answer general questions and/or assist in directing to additional resources
* Process payment for sponsorship invoices (non-sponsored funds only) with information received via the Finance Service Portal
 | * Identify sponsorship recipients, amounts and funding sources
* Submit request for sponsorship through the appropriate channel (3G process, Sponsorship Authorization Form, etc.)
* Submit sponsorship invoices for payment via the Finance Service Portal (non-sponsored funds only)
 |
| Scholarships | * Answer general questions and/or assist in directing to additional resources
 | * Identify scholarship recipients, amounts and funding sources
* Submit scholarship requests via UKASH
 |
| Student Awards | * Process Student Awards with information received via the Finance Service Portal
* If the Award needs to be processed via Payroll Overload, notify department/unit to submit directly to HR
 | * Identify award recipients, amounts and funding sources
* If the Award needs processed via FITC or OneSolution, provide all required information for processing via the Finance Service Portal
* If the Award needs processed via Payroll Overload, make a request directly to HR
 |
| Supplier Maintenance Request | * Answer general questions about suppliers and supplier set up
 | * Collect and submit all necessary information for supplier creation or update and submit via the Finance Service Portal
 |
| Journal Request Change | * Submit JRC request with information received via the Finance Service Portal
 | * Identify the need for a JRC to move revenue or expenses
* Collect and submit all necessary information for JRC request and submit via the Finance Service Portal
 |
| KUEA Transfer Request | * Process KUEA transfer request with information received via the Finance Service Portal
 | * Complete the “Transfer between KU Endowment Accounts” form and attach to request in Finance Service Portal
 |
| Deposits | * Submit the deposit information for recovery of expense, KUCR deposits, KUEA deposits with information received via the Finance Service Portal
 | * Provide information related to recovery of expenses, KUCR deposits, KUEA deposits via the Finance Service Portal in accordance with relevant policies and procedures
 |

### Finance Services Not Provided by the SSC:

* Clinical and other billings and receivables for units such as Campus Operations, University Press, Watkins Health Services, Libraries, or units that use proprietary billing software (approved Legacy Systems). If units contact an SSC staff member with questions about billings and receivables, they will be directed to the correct contact person in Financial Services.
* Development and periodic review of rate structures is the responsibility of the billing unit.
* Strategic budgeting and allocation of resources will be handled by the respective Budget Managers. SSC staff will not make funding or spend decisions on behalf of units.
* Department contacts will post scholarships directly with Financial Aid and Scholarships via UKASH.
* Department contacts will work directly with Human Resources to process overload and additional pay requests (including award payments).
* SSC staff will not book travel for travelers. Booking is available to departments and units through Concur or by contacting Collegiate Travel Planners travel agents assigned to KU.
* SSC staff will not submit Technology Procurement Request or Procurement Request (Non-IT) tickets on behalf of the department.
* SSC staff will not submit Budget Transfer Requests on behalf of the department.

# Section III – SSC Performance Measures

## Tracking Effectiveness

Timely, efficient, and accurate service and accountability are critical goals of the SSC.

Various metrics will be used to track the effectiveness of SSC staff including but not limited to the Pay-in-30 dashboard and response and resolve times within the Finance Service Portal. Information about metrics and performance will be shared with units/departments and with campus more broadly at regular intervals or as requested.

The Finance SSC has established consistent performance expectations for standard transactions under typical circumstances. These times do not account for processing steps outside the SSC such as departmental approvals or central audit.

1. General Expectations
	1. Behave and speak professionally, respectfully, and courteously to all team members and campus partners.
	2. Work cooperatively with others to achieve organizational and team goals.
	3. Value others’ opinions: if a disagreement arises, work productively/positively to come to a resolution.
	4. Be efficient and proactive in communications, outlining all documentation needed in a single message.
	5. Be knowledgeable of current finance policies.
2. Transactional Expectations
	1. Initial review of tickets submitted via the Finance Service Portal within 3 business days.
	2. FITC carts assigned to SSC staff with all appropriate documentation will be processed within one business day.
	3. Non-PO invoices with all appropriate documentation will be processed for payment within 5 business days.
	4. P Cards will be reviewed, reconciled and submitted weekly.
	5. Payments and reimbursements for domestic travel will be processed within 7 business days of receiving the final information from the unit/individual to complete the transaction. Group travel will be processed within 15 days.
	6. Payments and reimbursements for international travel will be processed within 21 business days of receiving the final information from the unit/individual to complete the transaction.
	7. DARBI invoices will be created within 5 business days of obtaining the completed billing worksheet from the unit. If the request includes new item types and/or customers, the request may take longer.
	8. Open PO’s on non-sponsored funds will be researched and resolved monthly.

The SSC will use various methods to collect feedback from campus partners regarding service delivery. Feedback may be reported to the SSC Service Experience Council and will be used to identify areas that need attention.

## Escalation Procedures: Failure of SSC to Meet Performance or Professionalism Expectations

Strong communication is the key to the success of the partnership between the units and the SSC. If a problem arises, the first step is to identify it specifically and discuss resolutions directly with the staff member.

If the SSC staff member is unable to resolve the problem, please contact the SSC Manager.

If the SSC Manager is unable to resolve the problem, please contact the SSC Director.

If the SSC Director is unable to resolve the problem, please contact the Vice Provost for Finance to discuss the problem and identify a resolution.

If the identified issue involves additional campus partners, the SSC Director will refer the issue to the appropriate parties. This may include Human Resources.

## Escalation Process: Failure of Department to Meet Performance or Professionalism Expectations

Strong communication is the key to the success of the partnership between the units and the SSC. If a problem arises, the first step is to identify it specifically and discuss resolutions directly with the staff or faculty member.

If the SSC staff member is unable to resolve the problem, they will report it to the SSC Manager. The manager will attempt to resolve the issue directly with the staff or faculty member.

If the SSC Manager is unable to resolve the problem, the SSC Director will attempt to resolve it and will include direct supervisors and/or department/unit leadership.

If the SSC Director is unable to resolve the problem, it will escalate to Vice Provost for Finance to discuss the problem and identify a resolution.

If the identified issue involves the need for additional campus partners, the SSC Director will refer the issue to the appropriate parties. This may include Human Resources and/or Faculty Affairs.

## Resolving Issues and Disagreements

One role of the SSC Service Experience Council is to resolve issues and disagreements between the SSC and the units served. If the concern is not addressed through the escalation procedures above or if there is a request for a change to the Service Level Agreement (SLA), a written request can be submitted to the SSC Director. The Director will take concerns to the SSC Service Experience Council. The Director is required to bring all written requests to the attention of the SSC Service Experience Council at the next scheduled meeting or if requested, to convene the SSC Service Experience Council for additional meetings to address requests.

If the SSC Service Experience Council is unable to resolve an issue or a change is proposed for the SLA, the Vice Provost for Finance will decide the matter. Central units will be consulted as necessary in making policy and system decisions.

# Section IV – SSC Performance Measures

## Conditions Requiring Maintenance

The SLA should accurately reflect the services provided by the SSC. As processes and policies evolve, changes to services and service levels may be required. Updates and changes to the SLA can be identified, presented, and confirmed through the processes described below.

## Periodic Review of SLA

The SSC Service Experience Council will review the SLA annually to determine if the services and commitments meet the needs of the units served.

## Quarterly and Ad-Hoc Maintenance Requests

The SSC Director or unit leaders can propose changes to the SLA outside of the regular review process. Such changes should be submitted by email to the Service Experience Council Chair at least two weeks prior to a scheduled meeting. If the matter is urgent, the Service Experience Council Chair can be asked to schedule a special meeting to address it.

## SLA Modification, Review, and Approval

The Service Experience Council will discuss proposed changes and consider any resource needs. Input may be solicited from related central offices. A two-thirds majority will be required for approval of any change.

The SSC Director will make all changes to the SLA document. Changes will be posted on the SSC website and circulated to the Service Experience Council members within one week of the decision. The Service Experience Council members are responsible for communicating SLA changes to their stakeholder group. The SSC Director is responsible for communicating SLA changes to stakeholders. The SSC Director will implement any changes to the SLA.

# Section V – SSC Experience Council Charter

## Purpose

The purpose of the SSC Experience Council shall be to advise, assist, support, and advocate for the Shared Service Center on matters that will strengthen cooperation and communication between the SSC and the University community at large.

The SSC Experience Council will:

* Advocate for service levels
* Review Service Level Agreement compliance
* Review customer satisfaction surveys
* Engage in strategic dialogue and participate in robust discussions that will help shape the SSC in the future and assist in responding to changing needs
* Facilitate cooperation and communication between the SSC and units served
* Support an environment of and offer recommendations for continuous process improvement
* Support resolution of customer service gaps
* Review proposed changes to the SLA and provide the SSC Director with written recommendations for each one

## Terms of Membership

In addition to the SSC Director and SSC Associate Director, the SSC Experience Council will be comprised of eight to twelve stakeholders from across campus who will be appointed to terms determined by the Vice Provost for Finance.

The SSC Director will Chair the Council.

Each SSC Experience Council member will serve for a two-year term. The Chair of the Council must approve alternates who can stand in for regular members as needed. An individual may serve an unlimited number of consecutive two-year terms but must be nominated again after each one. Initially, half of the members will be selected for a three-year term to provide continuity through the annual turnover.

SSC Experience Council members for calendar year 2025 are:

|  |  |  |  |
| --- | --- | --- | --- |
| Name  | Title  | Department  | Term Expiration  |
| Michelle Albertson  | Office Manager  | Operations  | 2025 |
| Jaime Keeler  | Associate Director  | Biodiversity Institute  | 2025 |
| Mark Reynolds  | Dir of Finance and Planning  | CLAS  | 2025 |
| Jackie Counts  | Director  | CPPR/AAI  | 2025 |
| Dina Evans  | Business Coordinator  | Education Administration  | 2025 |
| Andrew Shoemaker  | Assistant Vice Provost for Academic Success | University Academic Support Centers  | 2025 |
| Shawn Harding | Director | Facilities Services | 2026 |
| Diana Moore | Office Manager | School of Public Affairs and Administration | 2026 |
| Katrina Yoakum | Controller | Controllers Office | 2026 |
| Erik Lundquist | Associate Vice Chancellor for Research | Office of Research | 2026 |
| Caitlin Day Wedel | Director | Finance SSC | Ongoing |
| Jessica Chilcoat | Associate Director | Finance SSC | Ongoing |

## Frequency of Meetings

The SSC Experience Council will meet at least three times per year. Additional Council meetings will be scheduled as needed.

The Chair of the SSC Experience Council is responsible for setting meeting dates and sending meeting invitations.