

Purpose

The purpose of this Service Level Agreement (SLA) is to establish a cooperative partnership between University of Northern Colorado's Administrative Service Centers (ASCs), Human Resources, and their campus customers. This SLA will:

- < outline services to be offered and working assumptions between the ASCs and their campus customers;
- < quantify and measure service level expectations;
- < outline potential methods used to measure the quality of service provided;
- < define mutual requirements and expectations for critical processes and overall performance;
- < strengthen communication between ASC providers, Human Resources, and campus customers;
- < provide an approach to resolving conflicts.

Vision

UNC's Administrative Service Centers serve campus customers by working in conjunction with key campus departments including Human Resources, Accounting, Budget, and Communications/Marketing. ASCs are designed to provide essential support services to all UNC administrative divisions and academic colleges. This integration of administra

New employee onboarding ASC HR Specialist will be the designated departmental contact to ensure that all new hires complete the University onboarding process within first 2 weeks of hire date. The ASC HR Specialist

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