Shared Services Center

Virginia's Community Colleges System

Service Level Agreement

Effective: July 1, 2019

Foreword

The Shared Services Center (SSC) provides select services to VCCS in the areas of Finance, Human Resources, and Procurement. The SSC workforce will continue to deliver outstanding support to the respective colleges and the System Office, (herein after referred to collectively as "customer" unless otherwise specified) by building expertise and investing in technical innovation and process efficiency.

Version No.	Date	Description of Changes	Changed by	Authorized by
1.0	5/24/19	Consolidated and updated SLA for T&E, TLAM, AP, Procurement, and added new Payroll content.	Korrina Thomas	Kathy Metts

Table of Contents

Shared Services Center Service Level Agreement

1   Service Level Agreement Introduction and Purpose

This Service Level Agreement (SLA) represents a mutual agreement between the Virginia's Community Colleges System (VCCS) Shared Services Center (SSC) and its customers, consisting of 23 respective colleges and the System Office. The services covered by this SLA are:

- Finance Operations, including Accounts Payable (AP) and Travel & Expense (T&E),
- Human Resources Operations, including Payroll Processing and Time and Labor Absence Management (TLAM),
- Procurement Operations.

1.1   Agreement Duration, Review, and Renewal

Initial Effective Duration

The renewal of this Agreement is automatic at the beginning of the VCCS' fiscal year.

Effective Start Date: July 1, 2019 (FY20)

Agreement Review and Renewal Process

A Management Council SLA subcommittee, appointed by the SSC Management Council Chair, will complete an annual SLA review and recommend changes to the SLA based on evaluation of SSC services and proposed SLA modifications.

Proposed SLA modifications must be submitted in writing to the SSC Director each year by March 1 to ensure consideration by the SLA subcommittee.

During the Management Council meeting in the last fiscal quarter, the SSC Director will review the SLA subcommittee's recommendations. Proposed changes of the subcommittee will be reviewed and changes will be red-lined and approved by the Management Council.

1.2   Agreement Purpose

This SLA describes the roles and responsibilities of the SSC, its customers, and where applicable, the System Office. It also defines service level targets and associated performance standards. All parties recognize the interdependencies between one another and the need to work collaboratively in order to successfully operate within the specifications of the SLA.

2 SSC Overview

The SSC's mission is to enable the VCCS Colleges and System Office to better focus their resources on students - helping them start their educational journeys, persist, and succeed - by:

- Developing a streamlined approach to efficiently handle transaction-based functions that all 23 colleges and System Office must undertake in order to operate,

- Saving money by providing greater efficiency and reducing manual efforts,

- Leveraging technology not only for efficiency but also accuracy of work,

- Providing all institutions, regardless of their size, access to consistent, quality services and expertise.

In order to achieve this mission, the SSC subscribes to the following principles:

- Ongoing partnerships with each customer to drive towards outstanding performance,

- Using Six Sigma and Lean methodologies for continuous process improvements,

- Processing via a single system or process for all services offered,

- Establishing and maintaining effective internal controls,

- Complying with Agency Risk Management and Internal Control Standards (ARMICS),

- Identifying and deploying best practices,

- Operating in a cost-effective manner.

All VCCS institutions will take active steps to strive for continuous improvement, by identifying those tasks that are less than optimal and recommending approaches to improving them. It is expected that the VCCS institutions will perform their roles and responsibilities as defined here and as modified, as needed, based on continuous improvement recommendations.

2.1 SSC Organization

The SSC Executive Director is responsible for the overall management of all aspects of the organization, and the SSC employs qualified staff to deliver the services defined within this SLA.

SSC Organization Structure
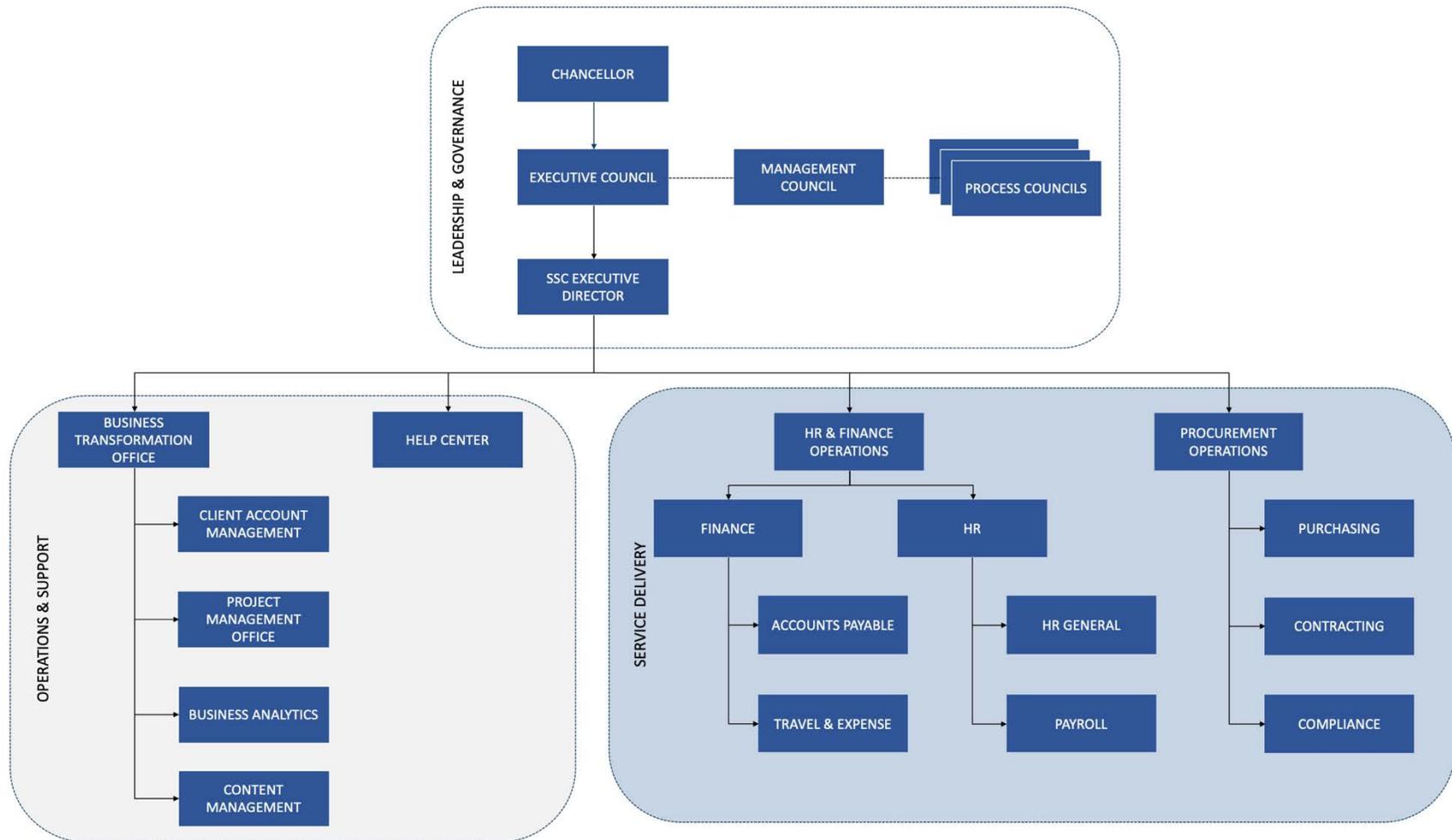
2.2 Hours of Operation

SERVICE SUPPORT HOURS	Normal working days	Monday - Friday 8:00 AM ET 5:00 PM ET
HELP CENTER HOURS*	Normal working days	Monday - Friday 8:00 AM ET - 5:30 PM ET
EXTENDED HOURS OF OPERATION	Holidays, weekends, and other published extended hours	**Holidays Closed****
CLOSURES/STATE OF EMERGENCY*	Critical support staff availability only	In the event of a closure due to an emergency or inclement weather, the processes will resume when the SSC re-opens.

*Inquiries received after hours will be addressed the next working day.

**The SSC adheres to the yearly holiday schedule established by the VCCS Chancellor for the System Office. The SSC holiday schedule is available on the SSC website. (https://www.ssc.vccs.edu/vccs-shared-services-center-2018-holiday-schedule/)

 ***In the event the SSC is closed due to emergency or inclement weather, a notice will be posted on the SSC website's home page and auto replies as appropriate. The Help Center will also post a notice on voicemail as appropriate.

2.3 Business Continuity

The SSC currently operates under a Business Continuity Plan to address business interruptions. Downtimes for each service vary and have been coordinated with Agency Functional Leaders.

All parties acknowledge that events may occur which could temporarily prevent the SSC from meeting performance targets. Such events include:

- System implementations or upgrades,
- Extended system outages, planned or unplanned,
- Year-end shutdown,
- Non-routine spikes in transaction volume, such as those which occur during new service rollouts.

In the event of a service disruption, the SSC will notify its customers, in advance when able. During service disruptions, the SSC will not be held to established service level targets; however, if feasible or as required, the SSC will develop contingency plans to offset adverse impacts on service delivery.

3   General Responsibilities

3.1 Shared Responsibilities

The success of the shared services delivery model within the VCCS relies on partnership and collaboration between the SSC, respective colleges, and the System Office. This includes shared ownership of process standardization and optimization to drive service quality and satisfaction. The service levels established in this SLA are based on commitments between all parties.

The ability to achieve defined performance targets will not be consistently achieved if any of the following occur:

- One or more parties routinely failed to perform their defined responsibilities (see Section 6, "Service Descriptions and Rates" for additional details on roles and responsibilities by service area)
- Processes are not standardized and best practices adopted
- Business systems are not reliably maintained

Any changes to SSC or customer responsibilities to improve upon approved service levels will be requested and agreed upon by following the procedures and protocols set out in Section 1.1, "Agreement Duration, Review, and Renewal."

SSC Governance

The SSC Governance structure consists of an Executive Council, Management Council, and service-specific Process Councils, and includes representatives from VCCS colleges, the System Office and the SSC. Details on the roles and responsibilities of each Council, membership requirements, and administrative guidelines can be found in Virginia's Community College System Shared Services Center Governance Charter, located on the SSC website (https://www.ssc.vccs.edu/about-us/governance/).

The Management Council will review SSC performance at its quarterly meetings. These reviews will include a review of business activities and status; a review of the issues log; performance metrics; and service improvement plan reviews where applicable.

The Executive Council will review high-level SSC performance at its meetings. (Note that the responsibilities and the membership of these Governance Councils are described in the SSC Charter.)

3.2 SSC Responsibilities

The SSC is responsible for:

- Providing the services within this Agreement as defined in "Section 6, Service Descriptions and Rates,"

- Supplying a monthly performance dashboard to all customers, available on the SSC website,

- Ensuring all business processes and procedures comply with state and VCCS policy,

- Responding to inquiries and requests promptly (i.e., within time frames specified by service area under "Roles and Responsibilities" in "Section 6, Service Descriptions and Rates"),

- Providing all requested documentation, information and necessary support as requested by internal or external audit organizations.

The SSC is not responsible for making policy. As needed, the SSC will work with the appropriate policymakers within the Commonwealth of Virginia and the VCCS on policy interpretation and application.

3.3 Customer Responsibilities

Customers are responsible for:

- Providing complete, accurate, and reliable input for SSC services,

- Allowing sufficient lead time when making requests, based on performance targets established in "Section 6, Service Descriptions and Rates,"

- Performing service activities as described in "Section 6, Service Descriptions and Service Rates,"

- Responding to inquiries and requests promptly (i.e., within time frames specified by service area in "Section 6, Service Descriptions and Rates").

4 Service Level Metrics and Reporting Overview

Service level metrics are defined in collaboration with SSC and partner institutions. They are measured and distributed by the SSC to its customers to maintain accountability to performance standards and to ensure opportunities for continuous improvement are identified and acted upon.

Metrics are defined for each SSC Service Area to demonstrate performance across certain dimensions. Dimensions can include efficiency, effectiveness, and compliance. Examples of each dimension are included below.

Efficiency (Cycle Time)

- Percent of submissions that meet established time criteria from start of system process until end of system process. Efficiency can be defined by policy or customer requirements.

Effectiveness

- Number or percent of transactions that are completed by following the best practice workflow, as defined by the SSC Service Area.

Compliance

- Number and/or percent of transactions that are returned/recalled to customer for adjustment or correction based on Commonwealth of Virginia and VCCS policies.
- Number and/or percent of exceptions by type.

The overriding goal in developing metrics is to support the SSC and its customers by monitoring and measuring the performance of service delivery and the execution of mutual responsibilities of all VCCS institutions in relation to the desired business outcomes. Where performance does not align to business needs, analysis will be performed to understand root cause, options for resolution, and any improvements necessary to bring performance in-line with business needs.

It is expected that the performance of the SSC and VCCS Institutions will improve over time from continuous improvement efforts and that metrics may be added, updated, or removed over time to reflect changing or new business requirements. These metrics will be reviewed as documented in "Section 3.1, Shared Responsibilities."

5 Issue Resolution

5.1 Purpose and Principles

The purpose of the issue resolution process is to ensure that issues are resolved promptly and to the satisfaction of all parties. Attempts will be made to resolve issues at the working levels and following the documented processes prior to escalation.

The issue resolution process is based on the following principles:

- All issues will be documented along with actions taken to resolve,

- Issue resolution is not considered complete until all parties agree that actions taken have satisfactorily resolved the issue,

- Issues that are not resolved to the satisfaction of all parties should follow the defined escalation process.
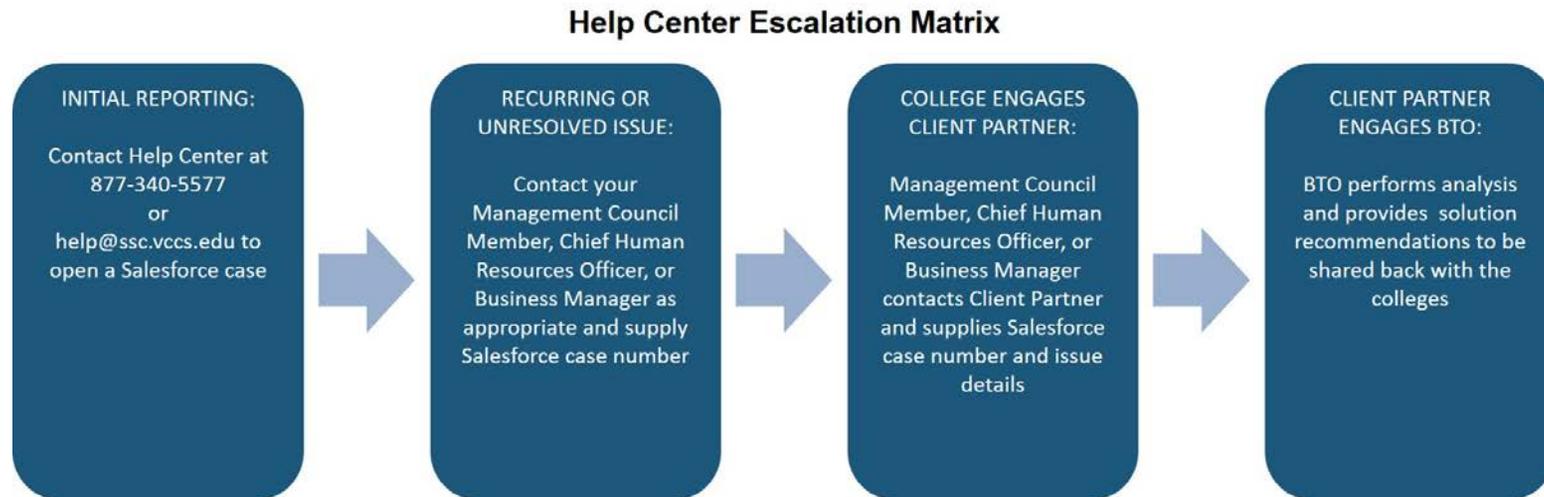
5.2 Issue Resolution Process

SSC Identified Issues

- SSC specialists will create and/or submit a ticket using the appropriate system (e.g., Salesforce, TeamDynamix), depending on service line and the nature of the processing issue.

- Once a ticket is opened, it is automatically routed to the individual who will be working on the issue, which depends on the type of issue being reported. The customer (business manager or specified point of contact) will be provided with an update from the SSC regarding any issue(s) affecting their institution that require escalation for resolution.

- The ticket will include any tasks that are assigned to other individual(s) who need(s) to perform actions in order to resolve the issue.

  o If a step/task requires institution-level approval, a task will be created requesting the approval of the Authorized Approver and the Business Manager or specified agency contact will be notified at the time the approval step is added.

- When a ticket is completed, the specialist who opened the case and any other parties involved, will be notified.

Customer Identified Issues

Customers who identify issues will contact the SSC Help Center as defined by the Help Center Escalation Matrix.

Help Center Escalation Matrix

INITIAL REPORTING:	RECURRING OR UNRESOLVED ISSUE:	COLLEGE ENGAGES CLIENT PARTNER:	CLIENT PARTNER ENGAGES BTO:
Contact Help Center at 877-340-5577 or help@ssc.vccs.edu to open a Salesforce case	Contact your Management Council Member, Chief Human Resources Officer, or Business Manager as appropriate and supply Salesforce case number	Management Council Member, Chief Human Resources Officer, or Business Manager contacts Client Partner and supplies Salesforce case number and issue details	BTO performs analysis and provides solution recommendations to be shared back with the colleges

Based on the nature of the inquiry, the Help Center agent will follow a SSC-defined process to respond to the inquiry by: opening a case for tracking the inquiry and its resolution, and as needed, routing the inquiry to the appropriate specialist or escalate the inquiry to management.

If there is an issue that cannot be resolved as a result of the process mentioned above, the SSC HR Operations Manager, SSC Director, IV&V, and Senior Management from the Customer Institution will work together to determine a resolution. The SSC and VCCS Institutions are expected to apply due diligence in working through routine and complex issues prior to invoking escalation to the governance structure.

6 Service Descriptions and Rates

6.1 Finance Operations

SSC Finance Operations provides customers with Accounts Payable and Travel & Expense services.

Finance Operations Key Performance Indicators

Service	Unit of Measure	Enterprise Measure	SSC Measure	Customer Measure
Accounts Payable	Number of Completed Vouchers or ATV Distribution Lines	Percent of Images Resolved within 30 Days of SSC Receipt Date	Percent of Images Resolved within 15 Days of SSC Queue Time	Percent of Images Resolved within 10 Days of College Queue Time
				75% of Images Resolved at First Pass (FPY)
Travel & Expense	Number of Approved Expense Reports	Percent of ERs Approved within 30 Working Days of Date Submitted	Percent of ERs approved or returned within five (5) Working Days of SSC Queue Time	Percent of ERs Approved or Returned within five (5) Working Days of College Queue Time
				75% of ERs Approved by SSC at First Pass

6.1.1 Accounts Payable

Accounts Payable Service Overview

The Accounts Payable process reviews images, backup documentation, and invoices submitted to the SSC by vendors or VCCS Institutions for goods or services provided to VCCS Institutions. Accounts Payable submissions are validated by ensuring compliance with CAPP and VCCS policies pertaining to cash disbursement.

The outcome of this process is payment issuance to vendors that comply with CAPP and VCCS Policies.

The Accounts Payable process begins when a good or service is provided to a VCCS entity by a vendor and payment request and/or invoice is submitted to SSC for goods or services provided. The process ends when payment is received by the vendor.

Accounts Payable is a system-driven workflow process initiated and completed through the ImageNow, AIS, and Cardinal platforms. This service will:

- Review submissions for accuracy,
- Ensure compliance with DOA and VCCS Financial Management Standards,
- Promptly communicate any issues or adjustments needed to colleges and vendors,
- Process vendor payments in accordance with prompt pay guidelines.

Accounts Payable Roles and Responsibilities

#	Action	Responsible Party	Target (if applicable)
1	Upon receipt of goods or services, complete receiving process in system within three (3) days of the receipt of the goods or services per CAPP requirements.	Customer	Within three (3) days of receipt
2	Remit correct information to SSC for non-PO voucher requests.	Customer	
3	Keep contacts up-to-date for ImageNow processing, PO management, and other necessary processing.	Customer	
4	Links documents to eVA purchase orders within ImageNow.	SSC AP Specialist	
5	Administration of the document repository (i.e., ImageNow).	System Office ITS	
6	Complete intake of invoices (i.e., Invoice Receipt Queue). ● Move to Voucher Queue for voucher creation ● Move to College or SSC Exception Queue, with exception reason identified, as appropriate, for action or resolution	SSC AP Specialist	
7	Review vendor or VCCS Institutions' submitted payment requests (invoices).	SSC AP Specialist	
8	Validate submissions for compliance with CAPP and VCCS Policies.	SSC AP Specialist	
9	Process payment in accordance with agreed upon payment terms and method.	SSC AP Specialist	
10	Ensure payments post to Cardinal within one (1)working day of the posting date or take appropriate action to ensure any unposted items are resolved within the next working day.	SSC AP Specialist	
11	Route issues to college or vendor for review and resolution.	SSC AP Specialist	
12	Communicate with the college or vendor promptly regarding issues that may delay payment (improper invoice, missing information, etc.). ● Communicate with college by email rather than ImageNow for colleges that have decentralized receiving. ● Communicate with vendor by phone call/email.	SSC AP Specialist	
13	Manage exception queue and resolve issues assigned from SSC.	Customer	
14	Provide monthly reporting to customers on exceptions.	SSC Business Transformation Office	
15	Respond to notices and take appropriate action for invoice exceptions.	Customer	

#	Action	Responsible Party	Target (if applicable)
16	Provide training to end-users, including but not limited to: ● Training on policies, processes, or system changes, ● Remedial training to address common exceptions, errors, and issues.	SSC AP Specialist	
17	Approve SSC created vendor setup. After AIS 9.2 upgrade, approve all SSC and college vendor setup within three (3) working days. ● Ensure that all documents for SSC vendor setup are obtained and maintained (e.g., COVA W9).	SSC AP Specialist	Three (3) working days
18	Review payments for proper 1099 reporting and ensure that all filing requirements are met by due dates. Provide adjusted 1099 information for review by the colleges five (5) days prior to filing deadlines.	SSC AP Specialist	Five (5) days prior to filing deadlines
19	Escalate any non-compliance by college or vendors to college leadership, vendors, and SSC management.	SSC AP Specialist	
20	Communicate with vendors before and after transition to SSC to provide information on centralized Accounts Payable process.	SSC Help Center Specialist	
21	Research and work with vendors to resolve vendor inquiries regarding payment status; communicate the resolution or required action(s) to the vendor (e.g., where the vendor has not provided a valid invoice or W9, the vendor will have to provide resolution).	SSC Help Center Specialist	
22	Ensure compliance with APSPM and VCCS P2P Business Rules for P-Card purchases and completion of monthly P-Card logs.	Customer	
23	Where SSC provides P-Card reconciliation services, provide accurate P-Card logs by the required cutoff as per the business rules.	Customer	
24	Where P-Card reconciliation is provided by the SSC, reconcile P-Card logs and provide ATV prior to the following month's statement (per DOA CAPP topic no. 20355).	SSC AP Specialist	
25	Respond to metrics with appropriate action.	SSC AP Specialist Customer	

Accounts Payable Service Level Metrics

Accounts Payable will be measured on the following levels, as ImageNow and AIS functionality becomes available.

Efficiency

- Percent of submissions that are completed within 30 days of SSC receipt (AP01),

- SSC total time to process (receipt to SSC completion, receipt to reject, approval to AIS and Cardinal posting, when applicable),
- College total time to process (return to resubmission),
- Percent of submissions that are processed without additional rework required (First Pass Yield or FPY).

Effectiveness

- Percent of payments paid within due dates, as defined by DOA in CAPP Topic 20315, Prompt Payment

Accounts Payable Cost of Service

There is a lump sum allocation cost for the Accounts Payable services provided to SSC customers for FY 20.

6.1.2 Travel & Expense

Travel & Expense Service Overview

The Travel & Expense process validates travel-related expenses, as well as applicable business meal expense submissions, and processes employee reimbursement. Travel and expense submissions are validated by ensuring compliance with CAPP and VCCS policies pertaining to travel regulations. The outcome of this process is the reimbursement of travel-related expenses that comply with CAPP and VCCS policies.

The Travel & Expense process begins when an employee requests pre-approval, when required, and then requests reimbursement for travel-related expenses that were incurred while on VCCS business. Requests for reimbursement may or may not require pre-approval, depending on the nature of the travel and CAPP and VCCS policies.

Travel & Expense is a system-driven workflow process initiated and completed through the Chrome River platform. This service will:

- Review submissions for accuracy,
- Ensure compliance with CAPP and VCCS policies,
- Communicate any issues or adjustments needed to Travelers and Approvers,
- Ensure expenses export to AIS and Cardinal, when applicable.

Travel & Expense Roles and Responsibilities

#	Action	Responsible Party	Target (if applicable)
1	Submit Pre-Approval Reports, when applicable, to supervisor prior to the beginning of trip (first day of travel).	Customer (Traveler)	
2	Retain original receipt copies until expense report has been paid.	Customer (Traveler)	
3	Submit expense Report to supervisor.	Customer (Traveler)	Within 30 working days of last day of travel
4	Certify the accuracy of all of the information, the legitimacy of the travel, and the appropriateness of the expenses and compliance with CAPP and VCCS Policies.	Customer (Traveler)	
5	Apply the travel pre-approval report, when applicable, to the expense report and attach electronic receipts and supporting documentation in the report, as applicable.	Customer (Traveler)	
6	Certify agreement or disagreement that travel was necessary, the accuracy and appropriateness of accounting distribution, and all other pertinent expense information is compliant with CAPP and VCCS Policies.	Customer (Approver)	Within five (5) working days of receipt

#	Action	Responsible Party	Target (if applicable)
7	Notate review and approval of any amounts that exceed the pre-approval amount.	Customer (Approver)	
8	Ensure that the approval flow is correct.	Customer (Approver)	
9	Review travel expense submissions.	SSC T&E Specialist	
10	Validate expenses for compliance with CAPP and VCCS pPolicies.	SSC T&E Specialist	
11	Approve validated expenses for reimbursement or return/recall items for adjustments with notes/comments as necessary within five (5) working days of receipt.	SSC T&E Specialist	Within five (5) working days of receipt
12	Correct returned/recalled expense reports and supply requested information.	Customer (Traveler)	Within (5) working days
13	Assist travelers and/or approvers with issues that are escalated through the SSC Help Center.	SSC T&E Specialist	
14	Provide training on significant changes for all employees.	SSC T&E Specialist	
15	Provide recurring WebEx training for new and advanced users, including remedial training to address common errors and issues.	SSC T&E Specialist	
16	Provide Ad hoc training as requested by customer.	SSC T&E Specialist	
17	Set-up new institutions on Chrome River system.	SSC Chrome River Administrator	
18	Communicate maintenance schedule to impacted users.	SSC Chrome River Administrator	
19	Identify system enhancements and prioritize enhancements for scheduled system upgrades.	SSC Chrome River Administrator	
20	Review export errors that typically pertain to expenses and escalate to appropriate parties, as needed.	SSC Chrome River Administrator	
21	Review import errors that typically pertain to employee data and escalate to appropriate parties, as needed.	SSC Chrome River Administrator	
22	Distribute approval flows to appropriate parties on an annual basis.	SSC Chrome River Administrator	Annually
23	Distribute Chrome River roles to appropriate parties on an annual basis.	SSC Chrome River Administrator	Annually
24	Distribute list of active department codes and, if applicable, budget owners to appropriate parties.	SSC Chrome River Administrator	Semi-annually
25	Review AIS and/or Cardinal load issues and escalate to appropriate parties (Business Office), as needed.	SSC Chrome River Administrator	

Travel & Expense Service Level Metrics

Travel & Expense will be measured on the following levels, as Chrome River functionality becomes available:

Efficiency

- Cycle time (measured by percent of submissions that meet established time criteria from start of system process until end of system process),
- SSC time to return or approve expense report,
- Time from employee submission to posting of payment in AIS and Cardinal, when applicable,
- SSC total time to process (receipt to SSC approval, receipt to return, approval to AIS and Cardinal posting, when applicable),
- College time to process (submission to institution-level approval, return to resubmission.)

Compliance

- Percent of expense reports that are returned/recalled to submitter for adjustment or correction based on CAPP and VCCS policies,
- Percent of expense reports that are returned/recalled to submitter for adjustment or correction based on error type.

Travel & Expense Cost of Service

There is a lump sum allocation cost for the Travel & Expense services provided to SSC customers for FY 20.

6.2 Human Resources Operations

SSC Human Resources (HR) Operations provides customers with Payroll Processing and Time and Labor Absence Management (TLAM) services.

HR Operations Key Performance Indicators*

Service	Unit of Measure	Enterprise Measure	SSC Measure	Customer Measure
Payroll Processing	Number of Employees Processed by SSC Payroll			
TLAM	Number of Employees Processed by SSC TLAM			

Note: KPIs for Payroll and TLAM to be defined, reviewed, and published in coordination with SSC, Internal Audit, and College Stakeholders.

6.2.1 Payroll Processing

Payroll Processing Service Overview

The Payroll process ensures payment of wages and withholding of deductions for VCCS employees are in compliance with all relevant CAPP and VCCS policies.

The process includes entries into the CIPPS system for new hires, rehires, and terminations. It also includes updates to employees' personal, employment, benefit, and deduction information.

The payroll process begins with the pay periods as defined by VCCS policy and DOA processing deadlines. Source documentation is provided to SSC Payroll by the customer, the SSC Hire-to-Retire service area, or benefit administrators. The process ends when employees are paid.

Payroll is both a manual and system-driven process. Once time records are approved in HRMS, SSC Payroll initiates the interface process from HRMS to CIPPS for wage, adjuncts (if applicable), and salaried non-exempt employees receiving overtime. Payroll also utilizes an upload template for special payments that are sent to DOA via automated FTP. SSC payroll specialists are responsible for:

- Reviewing daily edits from CIPPS for accuracy,

- Ensuring compliance with CAPP and VCCS policies,

- Promptly communicating any issues to the customer or DOA,

- Ensuring prompt payment to employees.

Payroll Processing Roles and Responsibilities

#	Action	Responsible Party	Target (if applicable)
1	Provide all documents to agency HR and Payroll offices prior to scheduled submission deadlines.	Customer (Employees and Supervisors)	By submission deadlines
2	Complete all HRMS time sheet entries and approvals by scheduled submission deadlines.	Customer (Employees and Supervisors)	By submission deadlines

#	Action	Responsible Party	Target (if applicable)
3	Submit documentation for processing in accordance with the provided schedule. ● Immediately communicate any pay changes received after scheduled deadline that impact the current payroll certification.	Customer (Designated HR and Payroll Contacts) *Note: If customer uses SSC Hire-to-Retire services, this task is performed by SSC HR specialist.*	
4	View employee's social security card to verify his/her legal name and key PSE300 in PMIS. ● Provide the PSE300 screen print, with employee information displayed, to SSC Payroll.	Customer (Designated HR and Payroll Contacts)	Two (2) days prior to first pay period
5	Complete entry/updates into PMIS, BES, and HRMS systems for the following: ● New Hires, ● Rehires, ● Terminations, ● Updates to Employment Information, ● Updates to Personal Information, ● Updates to Benefit Information.	Customer (Designated HR and Payroll Contacts) *Note: If customer uses SSC Hire-to-Retire services, this task is performed by SSC HR specialist.*	

#	Action	Responsible Party	Target (if applicable)
6	Complete entry/updates into CIPPS system for Full Time (Classified, Faculty, Restricted) and Part-Time (Wage, Federal Work-study, Student, Adjunct) staff. ● New Hires ● Rehires ● Terminations ● Updates to Employment Information ● Updates to Personal Information ● Updates to Benefit Information ● Batch Entries for Manual Payments ● Payroll edits/scrubs All documents received by scheduled submission deadline will be processed by the scheduled certification deadline (Hiring Authorization, Tax Forms, Direct Deposit Authorization, etc.).	SSC Payroll Specialist	
7	● For out-of-state employees, open account with the designated state, for both SUI and all tax withholding jurisdictions (e.g., state and local).	Customer (Designated HR and Payroll Contacts)	
8	Set up appropriate tax jurisdictions in CIPPS as provided by customer.	SSC Payroll	
9	Adjunct Faculty Contracts: ● Ensure contracts are keyed and approved in HRMS, ● Provide contract spreadsheet with per pay period totals.	Customer (Designated HR and Payroll Contacts)	
10	Adjunct Faculty Contracts: ● Run interface from HRMS to CIPPS or upload DOA approved template to Payline, ● Verify interface totals to provided spreadsheets.	SSC Payroll Specialist	
11	Benefit Administration: ● Provide benefit deduction information for final pay, ● Responsible party for all benefit calculations and tracking, ● Primary point-of-contact for all benefit carriers, ● Complete entry in BES by scheduled deadline, ● Calculate STD, partial pays, and Workers Comp per DOA spreadsheets, ● Responsible for reconciling, updating, and submitting third party benefit billing.	Customer (Designated HR and Payroll Contacts)	

#	Action	Responsible Party	Target (if applicable)
12	Benefit Administration: ● Verify documents received against interfaces, ● Process adjustments per received documentation (i.e., DOA STD, Partial Pay, and Workers Comp spreadsheets).	SSC Payroll Specialist	
13	Garnishment and other involuntary withholdings: ● Employee notification ● Submit to SSC payroll same day	Customer (Designated HR and Payroll Contacts)	Submit to SSC Payroll same day
14	Process garnishment and other involuntary withholdings: ● Entry into Payline and CIPPS, ● Monitor accuracy of withholdings per pay period, ● Verify goal met, ● Upon receipt of Involuntary Withholding, provide answer letter to garnisher via certified mail, ● Communicate with garnisher regarding all changes.	SSC Payroll Specialist	
15	Perform internal audit: ● Audit of entries to CIPPS, ● Validate CIPPS reports to source documentation, ● Submit completed payroll packet for college certification.	SSC Payroll	
16	Perform the following reconciliations and reporting: ● Monthly VRS snapshot reconciliation, ● Review and sign healthcare and quarterly payroll certifications, ● Notify payroll of necessary adjustments for healthcare and VRS, ● Out-of-state SUI and out-of-state tax filing and payment submission to each state, ● Employee Position Report (EPR).	Customer (Designated HR and Payroll Contacts)	

#	Action	Responsible Party	Target (if applicable)
17	Perform the following reconciliations and reporting: ● Monthly healthcare certification, ● Monthly VRS post-payroll reconciliation, ● Monthly Reconciliation per CAPP 50905, ● Quarterly Reconciliation per CAPP 50910, ● Calendar Year-End Reconciliation per CAPP 50915, ● Out-of-state SUI and tax withholding document preparation for college submission, ● VEC quarterly reporting, ● Assist with other reconciling items and issue resolution as needed.	SSC Payroll Specialist	
18	Complete preparation of Payroll Certification: ● Attach all manual batch transactions and updates provided by college, ● Prepare coversheet to match PYCTF screen print in CIPPS, ● Complete backup audit of information in packet prior to sending to college, ● Complete reconciliation of regular pay, special payments, benefit deductions, garnishments, etc.	SSC Payroll Specialist	Within 24-48 hours of the 3:30 PM certification deadline *Note: SSC's ability to meet this target is dependent on the customer providing complete and accurate documents by submission deadlines.*
19	Download post-certification reports, review for discrepancies, and compliance with CAPP.	SSC Payroll Specialist	
20	Perform audit of Payroll Certification: ● Certify payrolls in CIPPS in compliance with the CAPP Manual ● Ensure coverage for certification processing ● Sign coversheet ● Sign PYCTF screen print from CIPPS ● Send confirmation to SSC	Customer (Designated HR and Payroll Contacts)	

#	Action	Responsible Party	Target (if applicable)
21	Process third-party vendor checks: ● Verify checks using CIPPS Certification Reports, which are saved for the agency in the shared PSDATA drive, ● Mail pay checks, garnishments, and vendor checks.	Customer (Designated HR and Payroll Contacts)	
22	Grant and remove accesses to Shared Drive (PSDATA).	Customer (Security Officer)	
23	Request view accesses for all SSC Payroll Specialists for the following: ● Securian (Minnesota Life), ● FBMC, ● UNUM.	Customer (Security Officer)	
24	Request view-only access for all college users in CIPPS.	Customer (Security Officer)	Within 30 days after transition to SSC
25	Respond to TeamDynamix tickets about any issues and communicate any updates to the appropriate SSC Payroll Specialist.	System Office ITS	Within 24 hours
26	Distribute memos, reminders, and guidance related to Payroll processing to college staff and fiscal office leadership. ● Work with System Office to provide information/instruction to colleges when DOA distributes new CIPPS or other payroll-related language.	SSC Payroll	
27	Complete testing and integration of new language, pay codes, etc. into AIS and inform college and SSC Payroll staff of effective date for new integrations.	System Office ITS	
28	Distribute Fiscal Year End Payroll Reports including payroll accrual time entries.	Customer (Designated HR and Payroll)	
29	Maintain electronic copies of all documentation received for payroll processing in the shared file location.	SSC Payroll	
30	Maintain all original copies of payroll documentation.	Customer (Designated HR and/or Payroll)	

Payroll Processing Cost of Service

There is a lump sum allocation cost for the Payroll services provided to SSC customers for FY 20.

6.2.2 Time and Labor Absence Management (TLAM)

TLAM Service Overview

Time Administration

The Time Administration process converts reported and scheduled time into payable time. It executes rules defined in the system using Time and Labor's online tools, selects time reporters for processing, combines time reports into batches, determines the period to process, and calculates prior period adjustments before passing time reporter data to Payroll.

The Time Administration process will convert reported and scheduled time into payable time. Once payable time exists, Authorized Approvers can approve the time.

Time Administration is a schedule-based service driven by payroll periods. This service will:
- Schedule and run Time Administration process for each payroll period close, and complete within agreed upon time frame,
- Communicate all exceptions adversely impacting creation of payable time,
- Communicate all unapproved time to Authorized Approvers and the specified Liaison email box,
- Send standardized communications to Authorized Approvers from the SSC to all colleges and the System Office,
- Require employees to submit leave requests to Authorized Approvers.

Calendar Process

The Calendar Process of Absence Management is designed to review data from various HRMS pages and perform Tasks to update the employee's leave balances. The Calendar Process reads absences reported by an individual. Employees accrue absence leave by being placed in the proper leave plan. During the Take Calendar processing, the employee's balances are reduced accordingly. The Entitlement Calendar processing determines if the employee is eligible for leave accrual, the leave plan in which the employee is eligible, and the accrual amount due to the employee.

The Calendar Processing outcome is known as the calendar results. Calendar results are retained for each processed calendar and can be accessed to review the actions that occurred for a particular employee.

Calendar processing is schedule-based service driven by semi-monthly calendar period end, which ends on the 9th and 24th of each month, and the following four (4) days thereafter. This service will:
- Update all leave balances/entitlements, ensuring that all leave entitlements are processed and all approved leave requests have been processed and taken,
- Process any unpaid leave,

- Provide data for other third party forms or related sub-processes,
- Produce queries used by the administrator to support and document calendar processing.

The Calendar Process of New Year Leave occurs annually in early January. It is designed to review data from various HRMS pages and perform tasks to update employee's leave balances. During the excess leave processing, leave balances that do not transfer to the New Year are removed. The annual Entitlement Calendar follows to grant annual New Year leave balances to eligible employees.

Certain leave plans allow employees to carry an Excess Leave Balance from January 10 until July 9. As of July 9, any Excess Leave balances remaining must be removed from the excess leave plans. For some leave plans, the leave is deleted and for other leave plans, the leave is converted to Sick Leave and added to the employee's current balance.

The Annual 9-month Faculty Entitlement Calendar provides and updates any leave balances remaining for the 9-month faculty leave plans. Remaining balances in College Personal are moved to Sick Leave (9-mMonth faculty) and new Balances for College Personal and Sick Leave are loaded for the term.

The Leave Liability Report provides employee balances for all Annual Leave Plans, Traditional Sick Leave Plans, Compensatory Leave, Overtime Leave, Bonus Leave, Other Leave, Recognition Leave, On-Call Leave, and Disability Leave. The Commonwealth of Virginia requires the agencies to provide Leave Liability data on a fiscal year basis, July 1 - June 30. The Leave Liability Report provides employees balances for all leave plans that require a payout to the employee at the time of termination, which includes Annual Leave Plans, Traditional Sick Leave Plans, Compensatory Leave, Overtime Leave, Bonus Leave, Other Leave, Recognition Leave, On-Call Leave, and Disability Leave. The SSC will configure and process the calendars in preparation of the report, as well as provide a first draft of the report to each agency.

TLAM Roles and Responsibilities

Time Administration Process

#	Action	Responsible Party	Target (if applicable)
1	Run the Time Administration Process, the Refresh Dynamic Group Process and the queries used to support these processes, in accordance with the published, scheduled dates located at https://www.ssc.vccs.edu/human-resources/time-administration/calendar/.	SSC TLAM Specialist	
2	Process time, record data, and communicate to authorized approvers and employees, completing this process by the Wage or Salaried, Non-Exempt pay period end date.	SSC TLAM Specialist	
3	Submit tickets and communicate all exceptions and issues adversely impacting payable time creation within two (2) hours of generation.	SSC TLAM Specialist	Within two (2) hours

#	Action	Responsible Party	Target (if applicable)
4	Monitor outstanding payable time and escalate to the Liaison by 10:30 AM on payroll deadline due date.	SSC TLAM Specialist	10:30AM on payroll deadline due date
5	Communicate Time Reporting issues, as outlined in the Standard Operating Procedures (SOP), to the appropriate Liaison(s) before issue(s) impact the employee. • SOPs can be found on Buzz: Human Resource Services > Documents > Shared Services Information > "SSC Documents"	SSC TLAM Specialist	
6	Publish schedule for the Colleges and the System Office for a 2-month rolling period.	SSC TLAM Specialist	
7	Enter time according to published schedule.	Customer (Employee)	
8	Update hours as needed according to VCCS guidelines and submit time sheet by the time the employee leaves his/her work site on the final day of the pay period.	Customer (Employee)	Final day of the pay period
9	Take action on email notifications within eight (8) business hours of receipt to meet payroll deadlines, subject to individual college's schedule.	Customer (Employee)	Within eight (8) business hours of notification
10	Take action to resolve errors within eight (8) business hours of notification.	Customer (Employee)	Within eight (8) business hours of notification
11	Approve full- and part-time employees' submitted time by 10:30 AM on the third working day after the pay period end date and ensure that non-exempt employees have reported hours worked, to comply with FLSA. Deadlines are published and can be found at https://www.ssc.vccs.edu/human-resources/time-administration/calendar/. • If the 10:30 AM deadline adversely impacts a college payroll, then it is the college's responsibility to communicate and enforce an earlier deadline.	Customer (Authorized Approver)	10:30 AM on the third workings day after the pay period end date
12	Review and take action by 12:00 PM on the next working day when notified of submitted time errors or exceptions, subject to individual college's schedule.	Customer (Authorized Approver)	12:00 PM next working day
13	Review active employee time sheets to ensure time has been submitted or implement a process to notify employees and managers who have not submitted time.	Customer (HR)	
14	Keep the "Reports to," "Department," and email address information up-to-date to ensure the appropriate individual (Authorized Approver) will receive automated emails related to Time Administration Approval.	Customer (HR)	
15	Work with IT to update the HRMS Security (Dept.) Tree.	Customer (HR)	
16	Resolve any outstanding exceptions or escalated issues prior to Payroll deadline.	Customer (Liaison)	

#	Action	Responsible Party	Target (if applicable)
17	Perform overtime and/or compensatory time adjustments.	Customer (Liaison)	
18	Determine a backup for Authorized Approvers in the event of an absence, illness, inclement weather, etc. • Establish manual backup process for obtaining approval (by email or by phone), or update HRMS Security Tree.	Customer (HR, Authorized Approvers, Liaison)	
19	Update the HRMS Security (Dept.) Tree within eight (8) business hours of learning about any issues, begin the process so that the security process has been run to ensure that designated Authorized Approvers have access to their appropriate department(s).	Customer (IT)	Within eight (8) business hours
20	Solve processes that end in No Success and close TeamDynamix tickets within four (4) hours of learning about any issues, and communicate any updates to the appropriate SSC HR Specialist.	System Office ITS	Within four (4) hours

Calendar Processing (Semi-Monthly, Special Calendars, and Leave Liability Reporting)

#	Action	Responsible Party	Target (if applicable)
1	Run the Calendar Processes and the queries used to support these processes, in accordance with the published, scheduled dates located at https://www.ssc.vccs.edu/human-resources/time-administration/calendar/.	SSC TLAM Specialist	
2	Process, Analyze, and Report Unapproved and Unpaid Leave.	SSC TLAM Specialist	
3	Cancel, Identify/Calculate and Finalize calendars across all colleges to resolve and finalize all approved leave requests to update leave balances.	SSC TLAM Specialist	
4	Submit tickets and communicate all issues adversely impacting calendars and accuracy of leave balances within two (2) working hours of generation.	SSC TLAM Specialist	Within two (2) working hours of generation
5	Notify the Liaison of any Unapproved Leave (by 10:15 AM) and Unpaid Hours (by 11:00 AM) on Day 2 - Notification: Unapproved Leave.	SSC TLAM Specialist	Unapproved Leave: by 10:15 AM Unpaid Hours: by 11:00 AM
6	Communicate Calendar Processing issues, as outlined in the Standard Operating Procedures (SOP), to the appropriate Liaisons before issue(s) impact the employee.	SSC TLAM Specialist	
7	Publish schedule for the Colleges and the System Office for a 2-month rolling period.	SSC TLAM Specialist	

#	Action	Responsible Party	Target (if applicable)
8	Provide agencies with first draft of their annual Leave Liability Report.	SSC TLAM Specialist	
9	Enter absence requests correctly and in a timely manner.	Customer (Employee)	
10	Take action on email notifications from SSC to delete or rework leave within eight (8) business hours of receipt.	Customer (Employee)	Within eight (8) business hours of notification
11	Take action on notifications from Authorized Approvers to resolve errors within four (4) business hours of receipt.	Customer (Employee)	Within four (4) business hours of notification
12	Approve any submitted absence requests by the close of business on the fourth working day after the 9th and the 24th . ● This would only occur if Human Resources made any leave adjustments during Day 3, if leave request is submitted after the pay period end date ● Deadlines are published and can be found at https://www.ssc.vccs.edu/human-resources/time-administration/calendar/	Customer (Authorized Approver)	By close of business on fourth working day after the 9th and the 24th
13	Keep Time and Labor Information and Maintain Employment data in HRMS up-to-date to avoid receiving notifications from SSC HR Specialists on Day 1 Notifications: Missing Critical AM/TL Data.	Customer (HR)	
14	Resolve any Unpaid Hours issues by 11:00 AM on Day 4 - Finalize Calendar Processing.	Customer (HR)	By 11:00 AM on Day 4 - Finalize Calendar Processing
15	Ensure Leave Type(s) taken are accurate to avoid unpaid leave situations; review to be completed the first day following the end of the pay period.	Customer (HR)	First day following the end of the pay period
16	Validate results of the Leave Liability Report, perform any necessary adjustments, and complete Schedules 7, 8, and 8b, as required by their agency.	Customer (HR)	
17	Perform overtime and/or compensatory time adjustments.	Customer (Liaison)	
18	Approve any leave requests in an Unapproved status, in the absence of an employee's supervisor, with appropriate authorization and documentation. ● Establish manual backup process for obtaining approval (by email or by phone), or update HRMS Security Tree.	Customer (Liaison)	
19	Resolve any Unpaid Hours issues by the close of business on the third working day after the 9th and the 24th.	Customer (Liaison)	By close of business on the third working day after the 9th and the 24th

#	Action	Responsible Party	Target (if applicable)
20	Perform Leave Administrator Processes: adjust employee leave balances, void approved leave, employee self-service interface support, monitor employee leave balances, validate results of new year calendar processing, manual load of excess leave, mid-year calendar processing, leave liability reporting, new hire leave management, and employee termination leave balances.	Customer (Liaison)	
21	Solve issues with calendars that do not process to success and when Calendar Processing Statistics are less than 100%, close TeamDynamix tickets within eight (8) business hours of learning about any issues, and communicate any updates to the appropriate SSC HR Specialist.	System Office ITS	Within eight (8) business hours

Mass Holiday Load

#	Action	Responsible Party	Target (if applicable)
1	Load holiday hours to employee time sheets according to individual college, System Office, and SSC holiday schedules the day before the semi-monthly period begins (will be loaded on the 9th and 24th for the following semi-monthly period).	SSC TLAM Specialist	One (1) day before the semi-monthly period begins
2	Verify that holiday time has loaded to employee time sheets. Submit tickets and communicate all issues adversely impacting mass holiday load within 2 hours of generation.	SSC TLAM Specialist	Within two (2) hours of generation
3	Publish schedule for the Colleges and the System Office for a 2-month rolling period.	SSC TLAM Specialist	
4	Upload Approved Holiday Calendar for the upcoming year to College Folder on Buzz by November 1.	Customer (HR)	
5	Notify the SSC of any changes to the Holiday Schedule via email.	Customer (HR)	
6	Communicate with Liaison which employees are not eligible to receive holiday hours.	Customer (HR)	
7	Employees are not to manually enter holiday hours.	Customer (Employee)	
8	Manually remove holiday hours from the employee's time sheets who are not eligible for the holiday.	Customer (Liaison)	
9	Solve issues with mass holiday load that do not process successfully. Close TeamDynamix tickets within eight (8) business hours of learning about any issues, then communicate any updates to the appropriate SSC HR Specialist.	System Office ITS	Within eight (8) business hours

TLAM Service Level Metrics

Time administration will be measured on the following levels:

Efficiency

- Cycle time (start of system process until end of system process).

Compliance

- Number of Exceptions by type and Number of Exception rates per metric definition (defined as number of exceptions divided by number of time sheets processed) by colleges and System Office.

Calendar Processing will be measured on the following levels:

Productivity

- Number of calendar groups processed per day, per calendar schedule,
- Unpaid Hours notifications sent per college.

Efficiency

- Cycle time (start of system process until end of system process, as executed by SSC HR Specialists).

Compliance

- Number of Notifications (after the three (3) day grace period) by type and Number of Unpaid Hours per metric definition (defined as number of unpaid hours query results divided by number of notifications processed) by colleges and System Office.

Mass Holiday Load will be measured on the following levels:

Productivity

- Number of mass holidays loaded per semi-monthly period.

Efficiency

- Cycle time (start of system process until end of system process.

TLAM Cost of Service

There is a lump sum allocation cost for the TLAM services provided to SSC customers for FY 20.

6.3 Procurement Operations

SSC Procurement Operations provides customers with contracting and purchasing services.

Procurement Operations Key Performance Indicators

Service	Unit of Measure	Enterprise Measure	SSC Measure	Customer Measure
Contract Solicitations*	Number of Completed Contract Solicitation Requests			
Purchase Requisitions	Number of Completed Purchase Requisitions	Percent of PRs Approved within 30 Days of Date Submitted	Percent of PRs Approved within five (5) Days of SSC Queue Time	Percent of PRs Approved within 10 Days of College Queue Time

Note: KPIs for Contract Solicitations to be defined, reviewed, and published in coordination with SSC, Internal Audit, and College Stakeholders.

6.3.1 Procurement Service Overview

The Procurement service line handles requests to procure goods and services. Procurement reviews purchase requisitions and strategic sourcing requests, solicits quotes, awards purchase orders, solicits bids and proposals for competitive procurements, executes contracts, drafts justifications in support of purchases, and requests necessary approvals. These activities are governed by and performed according to VCCS and Commonwealth policies and regulations pertaining to public procurement.

In general, the objective of the Procurement service line is to award a contract or to issue a purchase order authorizing the purchase of goods or services. However, the service may correctly make no award, or determine that a purchase is unjustified based on the facts and circumstances of the particular request.

Procurement tasks are initiated and worked through either eVA or Salesforce, depending on the procurement type.

6.3.2 Procurement Roles and Responsibilities

#	Action	Responsible Party	Target (if applicable)
1	Submit purchase requisitions and solicitation requests in compliance with VCCS business rules.	Customer	
2	Review and execute VCCS entity Purchase Requests in compliance with all applicable policies, including but not limited to the Commonwealth and VCCS Policies (compliant vendors are included). • Obtain waivers from VCE/mandatory sources where appropriate and necessary	SSC Procurement	
3	Request follow-up from customers as needed for purchase requisitions and solicitation requests.	SSC Procurement	
4	Respond to order inquiries from SSC.	Customer	Within three (3) days
5	Lead VCCS institution solicitations, including negotiations where applicable, and execute resulting contracts.	SSC Procurement	
6	Participate in solicitation committees and contract administration.	Customer	
7	Complete orders in a timely manner assuming all documentation is provided with the count of working days beginning after all required documents are received and where compliance allows.	SSC Procurement	See "Turnaround Times" below
8	Maintain current business process documentation and policies and procedures.	SSC Business Transformation Office (BTO)	
9	Responsible for ensuring the financial integrity of the college, to include complying with any published financial standards and providing a response to audits.	Customer	
10	Responsible for responding to audit related information requests in a timely manner.	SSC Procurement	

Turnaround Times

SSC will select the appropriate method based on the facts and circumstances of the procurement, and will issue an award or a determination of no award within the following time periods after all necessary documentation has been received by SSC. Because many of these procurement methods involve a single vendor, delays may occur if the selected vendor is unresponsive. Issuance of purchase orders and awards will comply with all applicable rules and regulations. SSC will not issue any noncompliant award in order to satisfy the specified turnaround time.

Requests to Expedite

Customers may request that a requisition be expedited when the requested goods/services are needed in a shorter time period than those specified by this SLA. Expediting represents a deviation from standard procurement procedures, and such requests should be limited to genuine needs. SSC will give expedited requisitions first priority and will work on them prior to all other requisitions. This may or may not lead to a shorter time line from submission to delivery of goods/services.

Eligible for Requests to Expedite	Not Eligible for Requests to Expedite
Transactional Orders	Confirming Orders
Unsealed IFB	Food and Staff Meetings
Quick Quote	Sealed Solicitations

6.3.3 Procurement Service Level Metrics

Procurement will be measured on the following levels, as eVA functionality becomes available:

- Efficiency (e.g., Cycle time - measured by percent of submissions that meet established time criteria from start of system process until end of system process),
- Effectiveness (e.g., OTD, correct item/service),
- Compliance,
- Savings.

6.3.4 Procurement Cost of Service

There is a lump sum allocation cost for the Procurement services provided to SSC customers for FY 20.

7 Glossary

Term	Service Area	Description
Absence Management	● TLAM	Module in PeopleSoft 9.0 HRMS used for calendar processing.
Agency Head or Designee	● All	An Agency Head is an officially appointed, elected or designated individual who directs, and is ultimately responsible for, the overall operations of an agency or institution. A designee is any other person appropriately designated to act on behalf of the Agency Head. Such designation must be approved by the Agency Head in writing and retained on file within the agency.
AIS	● Accounts Payable ● Travel & Expense	Administrative Information System (PeopleSoft) used to record accounting transactions for the VCCS system.
APSPM	● Procurement	Agency Procurement and Surplus Property Manual The APSPM establishes the policies and procedures to be followed by State agencies and select institutions in conducting procurements and contract administration within their delegated limits. The APSPM is updated by issuance of Procurement Information Memorandum (PIM). PIMs are a result of procurement law changes as a result of the General Assembly each year and/or Executive Orders that impact procurement.
August 16th Faculty Leave Calendar	● TLAM	This calendar moves excess college personal leave balances to sick leave and grants new personal and sick balances for 9-month faculty.
Authorized Approver	● TLAM	The person - generally the direct manager or supervisor - who is responsible for approving an individual employee's time report.
BES	● Payroll	Benefits Eligibility System The benefits system operated by DHRM which governs Health Benefit and Flexible Spending account programs.

Term	Service Area	Description
Calendar Processing	● TLAM	During calendar processing, the system looks at each daily record and determines the amount of time that should be paid or unpaid, according to absence rules. It converts paid and unpaid units to positive input and adjusts entitlement balances. The take process creates daily data and uses system elements in daily data.
CAPP Manual	● Accounts Payable ● Payroll ● Travel & Expense	Commonwealth Accounting Policies and Procedures Manual The CAPP Manual documents the policies and procedures defined by the DOA associated with the Commonwealth's centralized accounting and financial systems. The manual consists of 150 topics and spans over 2,400 pages.
CAPP Section 20300	● Accounts Payable	Commonwealth Accounting Policies and Procedures (CAPP) Manual Section 20300 (Cash Disbursements Accounting) governs the rules and regulations for processing expenses incurred by agencies of the Commonwealth of Virginia.
CAPP Sections 20335 - 20336	● Travel & Expense	Commonwealth Accounting Policies and Procedures (CAPP) Manual Sections 20335 (Travel Regulations) and 20336 (Agency Travel Processing) govern the rules and regulations for processing travel expenses incurred by agencies of the Commonwealth of Virginia.
Cardinal	● Accounts Payable ● Procurement ● Travel & Expense	The accounting system used by the Commonwealth of Virginia. Cardinal is a PeopleSoft software product.
Chrome River	● Travel & Expense	Chrome River is a third-party software application for routing, approving, and processing travel expenses.
CIPPS	● Payroll	Commonwealth Integrated Payroll Personnel System The centralized payroll system, it was originally purchased to integrate personnel and payroll functions into one system.

Term	Service Area	Description
Date Received	● Accounts Payable ● Help Center	The date an item (i.e., invoice, inquiry) was received by the SSC. "Date Received," when used to calculate an item's age for targets, deadlines, or Service Level Metrics is represented by "0."
Date Submitted	● ● Procurement ● Travel & Expense	The date an item (i.e., Expense Report, Purchase Request) is submitted in the approval workflow. The first step in the approval workflow may be a college approval or a SSC approval. "Date Submitted," when used to calculate an item's age for targets, deadlines, or Service Level Metrics is represented by "0."
Department Code	● Accounts Payable ● Procurement ● Travel & Expense	The accounting string in the general ledger accounting system (AIS) for tracking and recording of expenses to budget. In Chrome River, this code will control the accounting string passed to AIS for tracking and recording of expenses to budget.
DOA	● Accounts Payable ● Payroll ● Procurement ● Travel & Expense	The Virginia Department of Accounts (DOA) has the mission to provide a uniform system of accounting, financial reporting, and internal control adequate to protect and account for the Commonwealth's financial resources. The DOA is responsible for establishing accounting policies and procedures as documented in the CAPP manual.
Dynamic Groups	● TLAM	Time reporters belong to dynamic groups (group ids). The system updates membership automatically when the system's Refresh Dynamic Group batch process is run. The process uses the date that the program runs to determine which time reporters satisfy the group selection criteria.
Entitlement Calendar	● TLAM	The Entitlement Calendar provides employees with their semi-monthly leave accruals, analyzing the Job Data pages, and the HRMS Employment Data page to determine the employee's proper leave plan and the proper amount of semi-monthly accrual. The Entitlement Calendar name ends with the letters "EN1".

Term	Service Area	Description
EPR	● Employee Positioning Report	The Employee Positioning Report is run through the Payroll Audit Tool (PAT), which summarizes monthly EPR information to key into PMIS.
eVA	● Procurement	The Commonwealth of Virginia's eProcurement Portal that is maintained by the Department of Purchases and Supply (DPS).
Exceptions	● TLAM	This term is used to describe the notifications in HRMS that are visible to managers and employees whenever an employee has an issue or error on a time sheet that might cause employee time sheets to not convert in the system to payable time.
FLSA	● Payroll	Fair Labor Standards Act A federal law which establishes minimum wage, overtime pay eligibility, recordkeeping, and child labor standards affecting full-time and part-time workers in the private sector and in federal, state, and local governments.
Holiday	● TLAM	Official workday designated by the Code of Virginia or Executive designation to be observed as paid time off. For full-time employees, a holiday is eight (8) hours and a half-day is four (4) hours.
Institutions (VCCS Institutions)	● All	All VCCS entities including the 23 colleges, System Office and the SSC.
ImageNow	● Accounts Payable	The document management system where Accounts Payable invoices and images are housed and routed to colleges for review and feedback if needed. ImageNow is also referred to as Perceptive Content and is a Hyland Software Product.
January 10th Annual Entitlement Calendar	● TLAM	This calendar provides the Annual New Year Leave balances to eligible employees. This includes VSDP Leave, School Assistance/Volunteer Service Leave, Faculty Personal Leave, Executive Leave Plans, and other leave that is provided on January 10.

Term	Service Area	Description
January 10th Excess Leave Calendar	● TLAM	This calendar removes balances that do not transfer to the New Year. This includes VSDP leave, School Assistance/Volunteer Service Leave, and balances greater than the maximum allowed for Classified Staff Annual Leave, and Admin/Faculty Annual Leave-New Plan. All other leave plan balances transfer to the New Year.
July 9th Excess Leave Calendar	● TLAM	This calendar removes any excess leave balances carried into the current year and either eliminates the balance or converts to sick leave, according to the employee's leave plan.
Leave Liability	● TLAM	Leave plans that accumulate over the years represent a future financial responsibility to the Commonwealth of Virginia. At some point in the future, the employee will collect on the balances either with a cash payout or in the form of paid time off. Therefore, this leave is considered a financial liability and must be tracked and accounted for. The Commonwealth of Virginia requires agencies to provide this Leave Liability data on a fiscal year basis from July 1 to June 30. The Leave Liability Report is a detailed description of a college's leave liability.
Liaison	● All	An individual from a college or the System Office who has been designated as the point of contact for the SLA service offering to the SSC for his/her college or the System Office.
Mass Holiday Load Process	● TLAM	This process is run by Group and will insert the Holiday (HOL) hours into the time sheet.
Maximum Annual Leave Carryover	● TLAM	The unused accrued annual leave balance an employee may carry from one leave year into the next.
PAT	● Payroll	Payroll Audit Tool A web-based application that provides numerous automated control reports available for agency use.
Pay Period	● Payroll	A pay period is a recurring length of time over which employee time is recorded, processed, and paid. VCCS pay periods for Salaried employees are the 10th to 24th and 25th to 9th. Wage time periods run every other Friday - Thursday.

Term	Service Area	Description
Payable Time	● Payroll	Summary of time worked by an employee to be processed through Time and Labor. The hours worked have been validated by the scheduled time administration process and have been checked for errors that impact PeopleSoft HRMS processing.
Pre-Approval	● Travel & Expense	Prior authorization and documentation required to be eligible for all overnight travel and applicable business meal expenses to be reimbursed by the Commonwealth. (i.e., Chrome River Pre-Approval Report)
PMIS	● Payroll	Personnel Management Information System Personnel system operated by DHRM which governs pay entitlement information for Executive branch salaried employees and faculty.
Process Monitor	● TLAM	PeopleSoft tool used to review the status of scheduled or running processes such as Calendar Processing.
Processing Phases and Options (from Calendar Processing)	● TLAM	Processing phase to run: ● Identify - Select the first timethe process is run. It instructs the system to identify all payees that meet the payee selection criteria that is tied to the calendar group ID. ● Calculate - Select this option to calculate the absence units for an absence run. The first time n Calculate is run, the system calculates every payee that is flagged by the identify phase. • ● Finalize - Select to close the absence cycle for the entire calendar group ID. Once the run is finalized, no more calculations are possible. ● Cancel - Select to invalidate the entire pay run. The system deletes all calculations for payees, restores all data to prior values, and deletes all status indicators.
Query	● TLAM	PeopleSoft tool used to retrieve selected data from the database without having to write the complex SQL.
Run Control	● TLAM	The method PeopleSoft uses to allow run time parameters to be saved and used again later.

Term	Service Area	Description
Service Area	● All	An SSC operating unit that provides a specific set of tasks or responsibilities on behalf of VCCS institutions.
Service Level Metrics	● All	Standards that are established to measure performance of a Service Area or a specific process therein. Metrics can measure the performance of end-to-end processes or specific actions taken by the SSC or its customers.
SSC Specialist	● All	An individual at the SSC who specializes in Accounts Payable, Payroll, Procurement, TLAM, or Travel & Expense.
Take Calendar	● TLAM	The Take Calendar processes all approved leave requests reducing the employee's leave balance as needed. The Take Calendar name ends with the letters "TC1."
Time Administration	● TLAM	The PeopleSoft process used to convert reported time to payable time.
Time and Labor	● TLAM	The PeopleSoft HRMS module that automates the time reporting and processes of reportable time and shares payable time with payroll.
Travel Expense Reimbursement Voucher (TERV)	● Travel & Expense	Original authorized documentation for requesting reimbursement of expenses incurred by an individual while traveling on official State business. This documentation, including itemized, original hotel bills and receipts as required, provides support for reimbursement of travel expenses. Chrome River will collect the information required on the TERV in lieu of completing a paper form to request reimbursement. By submitting an expense report in Chrome River, the traveler is certifying the accuracy of all of the information, the legitimacy of the travel, and the appropriateness of the expenses. By approving the expense report in Chrome River, the approver certifies that he/she agrees the travel was necessary and the requested reimbursements are proper.
Traveler	● Travel & Expense	An individual who is traveling on official VCCS business, to include any assigned Chrome River delegate(s).

Term	Service Area	Description
VNAV	● Payroll	myVRS Navigator Online retirement system operated by VRS which governs employee retirement plan membership and associated contributions.
Voucher	● Accounts Payable	Payment issuance to a vendor for goods or services provided to a VCCS entity.
VPPA	● Procurement	Virginia Public Procurement Act The Virginia public policies pertaining to governmental procurement from nongovernmental sources, to include governmental procurement that may or may not result in monetary consideration for either party.
Working Day	● All	Used to compute time for targets, deadlines and/or Service Level Metrics. Typical working days include Monday through Friday, excluding SSC closures (planned holiday closures and unplanned closures due to emergencies or inclement weather).
Workweek	● Payroll	A workweek is a fixed and regularly scheduled period of seven consecutive 24-hour periods. SSC Wage employees follow a Friday - Thursday workweek, while Salaried Non-Exempt employees follow a Sunday - Saturday workweek