



UCD HR Helpdesk - Service Level Agreement (SLA)

This document sets out the processes and their service level agreements (SLAs) by which the UCD HR Helpdesk engages with its customers and resolves their queries.

UCD HR Helpdesk

The UCD HR Helpdesk is the primary point of contact for all UCD employment-related queries, such as employee benefits, terms and conditions, and HR policies and procedures. If the query is sufficiently complex, sensitive or technical to require specialist attention, the query is assigned to a specialist team in HR Services such as HR Operations, HR Resourcing or HRIS.

The UCD HR Helpdesk uses a query management system where customer queries (received by email to hrhelpdesk@ucd.ie, by phone to 01 716 4900, or in person or by post to the HR Helpdesk, 2nd Floor, Roebuck Offices, Belfield) are recorded as tickets and a ticket number is emailed to the customer. The ticket is then either resolved by the HR Helpdesk, assigned to the relevant HR Services specialist team, or redirected to the more relevant department outside HR, such as the UCD Payroll Office or the UCD IT Helpdesk. The working hours of the HR Helpdesk are 9:00 a.m. to 5:00 p.m. Monday to Friday excluding public holidays and campus closures. All queries received outside of these working hours are processed on the next working day.

The UCD HR Helpdesk is committed to excellent customer support. The method for measuring and reporting customer inquiries is defined as Key Performance Indicators (KPIs) and reported on a monthly basis. These reports are available to College Principals, Heads of Schools and Head of Units on the Human Resources menu in InfoHub.

HR Helpdesk Customers

Current employees, former employees and prospective employees (e.g. applicants to job vacancies) are the primary customers of the UCD HR Helpdesk. Requests for employee data from within UCD or outside UCD (e.g. from Government departments or statutory bodies) and for confirmation of employment details (e.g. from recruitment agencies) are also received and processed by the HR Helpdesk.

Queries on student issues are managed by the UCD Student Desk, which is part of UCD Registry, although the HR Helpdesk receives many queries from students who are working on a casual hourly-paid basis in roles such as tutors, demonstrators or exam invigilators. Technical HR system queries are responded to by the HRIS (HR Information Systems) team who supports the development and use of CoreHR and InfoHub systems. While the HRIS team manage the CoreHR database (including its front-office portals ESS and eRecruitment), all other IT technical queries, including employee access to UCD email accounts and other IT systems, are managed by the UCD IT Helpdesk.

Technical Support

The UCD HR Helpdesk receives technical support from various suppliers, primarily UCD IT Services and Core International. UCD Human Resources have a Service Level Agreement with Core International, and UCD IT Services have formalised agreements with suppliers such as Fujitsu. UCD IT Services are responsible for UCD's Disaster Recovery procedures and their policy can be found at www.ucd.ie/itservices

Processes and SLAs

The following SLA periods are applied to tickets which come under the following process areas. As primary point of contact for queries, the HR Helpdesk will endeavor to respond with a right first time resolution.

Given that the Helpdesk activity levels are steadily increasing since its establishment in late 2017, we continue to review and monitor the SLA periods based on volumes and available resources.

Ticket categories	SLA Days
Core Technical Support	5 days
ESS Timesheet Support	5 days
Confirmation of employment letters	3 days
Update employee record requests	3 days
Hourly Set-Up forms	
General requests and queries	3 days
Technical support	5 days
HRIS Support	
Audit and employee file requests	5 days
InfoHub access requests	5 days
Reporting requests	15 days
Leavers/ Endings	
Temporary contract - ending queries	3 days
Resignations	3 days
Retirements	3 days
Payments	
Travel Pass and Cycle to Work schemes	3 days
Hourly payment and salary payment queries	3 days
Payroll issues	5 days
Resourcing	
eRecruitment support, application and contract queries	2 days
Resourcing process queries	3 days
Garda Vetting queries and support	3 days
Work permit queries and support	3 days
Hiring forms user support	5 days

Sick Leave	
Sick leave general policy queries	2 days
Sick leave certificate processing	3 days
Social welfare queries and advice	3 days
Critical Illness Protocol	5 days
Entitlement calculations	7 days
Income Protection Plan (IPP) queries	10 days
Statutory & Non-Statutory Leaves	
Maternity and paternity leave: general queries	3 days
Parental leave: general queries	3 days
Career breaks, leave of absence and other leave	3 days
Maternity and paternity leave: individual queries	5 days
Parental leave: individual queries	5 days
Adoptive leave and carers leave queries	5 days
Terms & Conditions	
Conference allowance requests and details	2 days
Annual leave information	3 days
Probation period and notice period information	3 days
Working hours, increments and pension scheme queries	3 days
Consultancy and external work queries	5 days