



## 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, HR Pensions or HRIS.

The UCD HR Helpdesk uses a query management system where customer queries (received by email to [hrhelpdesk@ucd.ie](mailto:hrhelpdesk@ucd.ie), by phone to 01 716 4900, 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 PeopleXD and InfoHub systems. While the HRIS team manage the PeopleXD 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 The Access Group PeopleXD. UCD Human Resources have a Service Level Agreement with The Access Group PeopleXD, 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](http://www.ucd.ie/itservices)

## Processes and SLAs

The SLA periods last updated in October 2024 are applied to tickets which come under the following process areas.

<b>Ticket Categories</b>	<b>SLA Days</b>
<b>ESS Timesheet Support</b>	<b>5 days</b>
<b>Hourly</b>	
Hourly Set-Up	<b>3 days</b>
Hourly Query	<b>3 days</b>
<b>HRIS</b>	
Audit and Employee File Requests	<b>5 days</b>
InfoHub Access Requests	<b>5 days</b>
Reporting Requests	<b>15 days</b>
<b>Leavers/ Endings</b>	
Temporary Contract - Ending Queries	<b>3 days</b>
Resignations	<b>3 days</b>
<b>Organisational Structure</b>	
Employee Work Group Update	<b>5 days</b>
Manager Update	<b>3 days</b>
New Work Group	<b>3 days</b>
<b>Payments</b>	
Travel Pass and Cycle to Work Schemes	<b>3 days</b>
Hourly and Salary Payment Queries	<b>3 days</b>
<b>PeopleXD Technical Support</b>	<b>5 days</b>
<b>Resourcing</b>	
eRecruitment Support, Application and Contract Queries	<b>2 days</b>
Garda Vetting Queries and Support	<b>3 days</b>
Work Permit Queries and Support	<b>3 days</b>
Hiring Forms User Support	<b>5 days</b>
<b>Statutory &amp; Non-Statutory Leaves</b>	
Maternity and Paternity Leave Queries	<b>5 days</b>
Parental and Parent's Leave Queries	<b>5 days</b>
Career Break, Leave of Absence and Other Leave	<b>5 days</b>
Adoptive Leave and Carers Leave Queries	<b>5 days</b>
<b>Terms &amp; Conditions</b>	
Conference Allowance Requests and Details	<b>3 days</b>
Annual Leave Information	<b>3 days</b>
Employment Confirmation Letters	<b>5 days</b>
Probation Period and Notice Period Information	<b>3 days</b>
Working Hours and Increment Queries	<b>3 days</b>
Consultancy and External Work Queries	<b>5 days</b>
<b>Update Personal Information</b>	<b>5 days</b>