

## Operational Level Agreements with Onboarding Service Providers

Department	Service	OLA	Target %	OLA Team Owner
<b>Hiring Department</b>	Inform HR of final budget approval	Within 24 hours of obtaining approval +	80%	n/a
	HRBP/HRG notified of finalist(s)	Within 24 hours +	80%	
	HRBP/HRG notified of accepted verbal offer	Within 24 hours of receiving candidates verbal acceptance +	80%	
	Completed and returned On-Boarding form to HRA	Within 72 hours of receiving On-Boarding form	80%	
<b>Human Resources</b>	Post job to ATS	Within 24 hours of Compensation approvals +	80%	Siena Carter (Lisa Collins)
	Complete Position Information in On-Boarding SharePoint Tool	Within 72 hours of Position Opened	80%	
	Recruitment completed	Approximately 3 months	80%	
	Background check initiated	Within 24 hours of Hiring Manager request +	80%	
	Send On-Boarding Needs Form to Hiring Dept	Within 24 hours of initiating background check +	80%	
	Background check process completed	Within 3-5 days from submission of forms by candidate(s) to vendor (Vendor dependency) +	80%	
	Offer Letter sent	Within 24 hours of Offer Letter Request from HRG	80%	
	Service providers notified and new hire appointments requested	Within 48 hours of Offer Letter Request from HRG	80%	
	Welcome Email sent to new hire	Within 24 hours of new hire processing appointments confirmation	80%	
<b>Building Services</b>	Initial Workspace and Furniture Request	Within 72 hours of receiving SharePoint notification	80%	Maytheni Allen (Loreaner Lopez)
	Workspace Set Up	5 days before new hire start date	80%	
	Non-Standard Furniture Special Orders	Within 8 weeks from initial request from hiring manager	80%	
<b>BASC Work Management Center</b>	Badge and building access request received and appointment scheduled	Within 72 hours after iREQUEST	80%	Loreaner Lopez (Juan Conrado)

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ITS Computers	Network ID set up/Email set up	Withing 5 days of request	80%	Terrell McQuitta (Paul Anderson)
	Computer and Software/Networks set up	Within 5 days of request*	80%	
ITS Phones	Phone and Voicemail set up	Within 5 days of request	80%	Joseph David (Kim Dorsey)
Payroll	Payroll Appointment Confirmed	Within 48 hours of request	80%	Ana Trejo (Pat Lencioni)
	Employee Data Entered	Within 48 hours after Payroll Appointment	80%	
	iDOC and Time Reporting Instructions sent to new hire	Within 5 days after Payroll Appointment	80%	

**Notes:**

\*Computer must be in place 1 business day before new hire's start date, if request is more than 5 days.

+Not tracked as part of SharePoint Tool

Service Provider Backups are in parenthesis

OLA turnaround times refer to business days

Updated 12-14-13