

Off-Boarding Operational Level Agreements

Department	Service	OLA	Target %	OLA Team Owner
Department	Inform HR of employ giving notice	Within 1 business day of obtaining Notice from employee	80%	n/a
	Provide Letter of Resignation to HR	Within 1 business day of obtaining Letter of Resignation from employee	80%	
Local Human Resources	Email Separation Form & Letter of Resignation to BRC Payroll	Within 1 business day of receiving Letter of Resignation	80%	Local Human Resources
	Email SEPEN-L, Emp/Dept Checklist & Exit Survey invitation	Within 3 business days of obtaining Notice from Employee or Department	80%	
	Submit ServiceNow Request	Within 3 business days before Last Day	80%	
Work Management Center	Schedule badge, building, and parking access deactivation	Within 1 business day of employee Last Day	80%	Work Management Center
BASC - Space	Review space (cleaning/painting needs)	Within 5 business days after Last Day	80%	BASC - Space
ITS Computers	Deactivate email account	Within 1 business day of employee Last Day	80%	ITS Computers
ITS Phones	Cancel calling card & mobile phone (if applicable)	Within 1 business day employee Last Day	80%	ITS Phones
BRC Audit, Policy & Compliance	Cancel travel card (if applicable)	Within 1 business day of employee Last Day	80%	BRC Audit, Policy & Compliance
	Cancel procurement card (if applicable)	Within 1 business day of employee Last Day	80%	
BRC Payroll	Submit terminal pay transaction Deliver Termination documents	Within 2 business days of receipt of Separation form	80%	BRC Payroll
UCPath Payroll	Check to departing employee via mail or direct deposit	At completion of pay-cycle	80%	UCPath Payroll
UCPath Payroll	Mail paystub to employee	At completion of pay-cycle	80%	UCPath Payroll

Notes:

OLA turnaround times refer to business days

UCLA Paystub may not arrive with the check or Direct Deposit notification

Updated 18/23/2016