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1. Background

Finance (Finance) and Budgets and Asset Management (BAM)

Finance, BAM, and key stakeholders identified the services required and the expected level of those services. The SLA covers all Finance and BAM services throughout the institution including those delivered by the USC through its operating agreement with Finance.

This Agreement remains valid until replaced by a revised agreement mutually endorsed by all stakeholders.

2. Purpose

The objective of this Agreement is to ensure that the proper elements and commitments are in place to deliver consistent Finance and BAM services.

The goals of this Agreement are to:

- x Provide clear references to service ownership, accountability, roles and/or responsibilities;
- x Present a clear, concise and measurable description of service provision to the customer; and
- x Match the expected service provision with actual service support & delivery

3. Escalation

Finance and Budget Business Partners (FBBPs) are the single point of contact for Finance and Budget matters within Faculties and Divisions. FBBPs apply their Finance and Budget professional body of knowledge and collaborate with other FBBPs in different areas to deliver informed, strategic advice in alignment with institutional priorities. As needed, FBBPs reach across to subject matter experts within central Finance and BAM or to the University Services Centre for transactional support to ensure client needs are met.

Should the delivery of Finance and Budget services fall outside of the service commitments articulated in this agreement, escalation is possible as follows:

USCSource to Pay

(Procurement Operations and Accounts Payable)

Service Objective: Facilitate purchase of goods and services at the right time and the best possible price and review and process payments timely and accurately.

Table | Service Commitments:

[\[See Appendix for definitions\]](#)

Core Service	Metric	Service Commitment
Manage vendor records and contract database, to enable timely vendor payments and effective contract management.		-
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		-
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USC Expense Management

Service Objective: Ensure compliance and approve claims for payment that are timely and accurate.

Table | Service Commitments: [\[See Appendix for definitions\]](#)

Core Service	Metric	Service Commitment
Review claims, request for advance and issue timely payments.	Time to approve an expense claim for payment	7-12 business days
	Time to reimburse an expense claim	10-15 business days
Follow up on o/s advances and claims to clear corporate card charges.	Number of follow ups on outstanding advances and claims	≥1 per month
Provide consistent and reliable community support for audit requests and general expense reimbursement inquiries.	Time to respond to inquiries	≤2 business days
	Time to resolve inquiries for tier 1	≤3 business days
	Time to resolve inquiries for tier 2+	≤10 business days

Risk Management, Insurance & Leases

Service Objective: Financial risks, insurances, and leases are managed to ensure financial protection and mitigation strategies are in place.

Table | Service Commitments :

Research Accounting

Service Objective: Provide efficient, effective, and timely financial administration of external fund 500 research grants and contracts and internal 400 grants, thereby minimizing the university's exposure to financial risk.

Table | Service Commitments : [\[See Appendix for definitions\]](#)

Core Service	Metric
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Establish customer service expectations with the York community on dependencies for timely review of payment requests.

x Aspiration to improve time to complete eligibility review of payment requests from 5-10 business days to 2-5 business days

Strategic Procurement

Service Objective: Purchases of goods and services and supplier relationships are managed for timely and compliant purchases at the best overall value.

Table | Service Commitments : [\[See Appendix for definitions\]](#)

Core Service	Metric	Service Commitment
Develop purchasing strategies for key categories and vendors.	Number of collaborative agreements established	≥10 per year

Coordinate the procurement of high value or risky goods and services and s

Budgets & Asset Management

Service Objective: Institution, Faculty, and Unit budgets are prepared, allocated and supported timely and accurately.

Table | Service Commitments : [\[See Appendix for definitions\]](#)

Core Service	Metric	Service Commitment
Prepare and allocate budgets for Faculties, Units, and institution wide.	Percentage of budget cycle deliverables met before or on deadlines: x	

Appendix

Record Types

Table | General Record Type Definitions:

Record Type	Definition	Example
Inquiry	A question raised by a client requiring a response and answer by the service provider.	What is the status of my invoice being paid?
Incident	A break/fix request raised by a client requiring a response and resolution by the service provider.	My cost centre was charged twice for this invoice payment. Please fix.
Service Request	A request for a service within the service catalogue requiring a response and resolution by the service provider.	Please process my invoice so that my vendor is paid on-time.

Service Tiers



Risk Ma

Table | Se

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Service C		Dependency
Time to res agreement requests	<p>for review of an nt and first response or Risk Management.</p> <p>ent includes experiential</p>	<p>Necessary and accurate information from York client.</p>
Time to sub applications Certificate of	<p>st for submission from a on submission of a om the insurance</p> <p>s defined as a York client an additional insurer or Management represents</p>	<p>Necessary and accurate information from York client. Turnaround time from insurance provider back to Risk Management depends on policy selection .</p>
Time to res incident rep	<p>t of incident report from a edgement of receipt from</p> <p>ned as a York member ng an incident and nt.</p> <p>dent report submissions .</p>	<p>Necessary and accurate information from York client.</p>
Time to res inquiries	<p>t of lease inquiry from a edgement of receipt from</p> <p>ed as questions regarding ace or renewal of existing</p>	<p>Time to identify stakeholder needs and requirements from York client. Time to respond from third party (i.e. IBM).</p>

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Accounting & Financial Reporting

Table | Service Commitment Definitions :

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Service Commitment	Definition	Dependency
Accurate and on-time issuance of financial statement	Audited financial statement is completed and published	
Manageable system downtime	Duration of time financial and reporting systems are inactive during working hours.	Excludes exceptions that have been communicated in advance of downtime.
Time to review and post journal	Duration between request to processing and uploading journals to PeopleSoft.	
Time to review and create activity code	Duration between request to generation/ creation of activity codes.	Necessary and accurate information from client .
Time to add or change cost centre	Duration between request to processing the requests and updating them in PeopleSoft.	

Time to implement changes to Moneris merchant accounts	Duration between receiving request and completion of merchant account changes	Necessary and accurate information from client, processing time by Moneris
Time to order and deliver Moneris payment terminals	Duration between receiving request and delivery of device to requestor	Necessary and accurate information from client, processing by Moneris, courier delivery service
Time to respond to inquiries Percentage of requests resolved on-time	Number of workdays between payment request submission and payment release date. Payment requests are defined as Number of requests resolved on-time divided by total number of requests.	Necessary and accurate information from client.

<p>Time to complete eligibility review of payment requests</p>	<p>Duration between request submission and completion of eligibility review of payment request. Payment request reviews are defined by the Notice of Award (NOA).</p>	<p>Necessary and accurate information from the community .</p>
<p>Time to review research community journal entries</p>	<p>Duration between request submission and completion of research community journal entries . Research community journal entries are defined by the Notice of Award (NOA) and f656.109985354st</p>	

Strategic Procurement

Table | Service Commitment Definitions :

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<p>Time to review and execute non-competitive bid contracts</p>	<p>Number of workdays between non -competitive bid contract submission for review and execution date.</p> <p>Non-competitive bid contracts are defined as situations outlined in the non-application or exemption clauses .</p> <p>An exception to the collection of multiple quotes or, the competitive bid process are provided in two (2) circumstances:</p> <ol style="list-style-type: none"> 1. An emergency: a delay to purchasing could result in (1) danger to life, (2) damage to property, or (3) disruption to essential services. 2. Competitive bids/quotes are not feasible or practical: it is not feasible or practical to collect multiple quotes or follow the competitive bid process. 	<p>Timeliness of contract submission.</p>
<p>Percentage of requests and inquiries resolved on-time.</p>	<p>Number of requests and inquiries resolved on-time divided by total number of requests .</p>	<p>Level of complexity of request.</p>

Finance & Budgets Partnerships

Table | Service Commitment Definitions :

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Service Commitment	Definition	Dependency
Client satisfaction on availability of partners to address client needs	<p>Number of respondents who answered very satisfied or satisfied / Number of total respondents.</p> <p>Client satisfaction will be measured using an internal survey to gather responses on service responsiveness, consistency, quality, flexibility, accuracy.</p>	
UniForum Net Satisfaction	<p>Ranges from -100 to 100. Returns the net proportion of respondents who reported themselves as satisfied with a service. The net proportion is defined by the number of respondents who answered 'Very Satisfied' or 'Satisfied' less those who answered 'Very Dissatisfied' or 'Dissatisfied', divided by the number of total respondents.</p> <p>Satisfaction responses are only considered for Planning activity codes.</p>	

Budgets & Asset Management

Table | Service Commitment Definitions :

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Service Commitment	Definition	Dependency
Percentage of budget deliverables met or on deadlines	How often Budget & Asset Management meets the following budget cycle deadlines: <ul style="list-style-type: none">x Circulating the budget envelopes/allocations K Nov 30.x Providing early indicator data .008(i)8.005(n)-5(a)-10	