

## UGAJobs Service Level Agreements

Action	Service Time	Staff Resources/Notes
Email Response	24 – 48 hours; Contact <a href="mailto:hrweb@uga.edu">hrweb@uga.edu</a> with questions	*Emails will be assigned to appropriate team members if addition detail is needed.
User Group Requests	1-3 Business days	<a href="#">User Request Forms</a>
Posting Requests	1-2 Business days from receipt of posting request	<a href="#">Create a Posting</a>
Hiring proposal (w/o Background Ck)	5 Business days from receipt of HP request at Central HR	*A team member has begun to review the action. This includes a Compensation and Employment Review. As well as confirmation that a background is not needed <a href="#">Create an HP</a>
Hiring Proposal (with Background Ck)	15-17 Business days from receipt of HP request at Central HR	<b>**Added complexities can add to an increase in processing, such as county searches, international searches, etc.</b> <a href="#">Create an HP</a>
Background Investigation Process	Please allow for a minimum of 10-12 business days to conduct and review background checks.	<b>**Added complexities can add to an increase in processing, such as county searches, international searches, etc.</b> <a href="#">Background Investigation</a>
New Position Request	3-5 business days from time of submission to Central HR	<a href="#">Position Management and Classification Website</a>
Evaluate Position Request: Update Position Description	3-5 business days from time of submission to Central HR	<a href="#">Timing of the Job Evaluation Process</a>
Evaluate Position Request: Reclassification of Vacant	3-5 business days from time of submission to Central HR	<a href="#">Timing of the Job Evaluation Process</a>
Evaluate Position Request: Reclassification of Vacant	10-14 business days (depending on availability of department to meet)  Decisions given/additional information requested within 5 business days of in-person evaluation.	<a href="#">Timing of the Job Evaluation Process</a>
Modify Position Request	1-2 business days from time of submission to Central HR	<a href="#">Position Management and Classification Website</a>

*\*The above SLA's only pertain to Staff and Grad/Research/Student/Temp position types, with the exception of Background Investigations.*