**myEMS (PeopleSoft) HR Reporting Service Standards**

The following document defines the myEMS (PeopleSoft) HR Reporting Unit’s service delivery targets for reporting services in terms of timeliness, accuracy of the information provided to clients.

HR Reporting personnel are committed to:

* Answering correspondence promptly and clearly.
* Service levels are based on correct application of policies and procedures and accurate input of data by client organizations into myEMS.
* Processing report and data requests promptly and accurately, in accordance with established timeframes.
* Providing clear and straightforward information about our services.
* Enabling all possible solutions and resources to make our services available to you.

Inquiries and requests where correspondence with resources outside of the HR Reporting Unit is required fall outside of the defined service levels.

When additional information has been requested from the client, the service level timeframe commences on the date the most recent information is received to enable the HR Reporting Unit personnel to respond to the request or to make the intervention.

**Report/Data Requests**

HR Report Requests will be responded to promptly within the following service level standards:

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| **Type of Request**  | **Timeframe**  |
| Request for a rerun/update of an existing customized (ad hoc) Report | 3 to 4 business days |
| Request for a routine customized report (e.g. a standard report plus two or three additional columns or rows)  | 4 to 6 business days |
| Request for a complex customized report (e.g. a request requiring complex calculation or manipulation of data fields) | 10 or more business days |
| Client incorrect or delayed input/specifications  | Begins on reception of accurate input |

***N.B.*** *These timeframes are dependent on System availability and pending workloads. Also note that, when requesting a report containing personal information, the user must be able to demonstrate his/her authority to access and use such information.*