

SERVICE LEVEL AGREEMENT (SALARY STATEMENT)

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Type	agreement
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Introduction:

This agreement aims to define the expected service level for providing the "Salary Statement" service to University employees through the e-services portal. This service is provided by the General Department of Human Resources and allows employees to access their salary information easily and quickly.

Provider:

- Provider Name: General Department of Human Resources
- Contact: [Contact name, email address, and phone number for the Human Resources Department]


Beneficiary:

- Beneficiary Name: University Employees
- Eligibility Requirements :
 - o The employee must be registered on the University's e-services portal.
 - o The employee must have an active account on the e-services portal.

Service:

- Service Name: Salary Statement
- Service Description: This service allows employees to access their salary information,

including :

- o Basic salary.
 - o Allowances.
 - o Deductions.
 - o Net salary.
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Service Delivery Method :

- o The service is provided through the University's e-services portal.
- o Employees can access the service by logging into the e-services portal using their username and password.
- o After logging in, employees can click on the "Salary Statement" icon to view their salary information.

Service Level:

Availability :

- o The service must be available to employees 24 hours a day, 7 days a week.
- o Service downtime is allowed for up to 2 hours per month for maintenance or improvements.

Performance :


- o Salary information must be displayed to employees within 5 seconds of requesting the service.
- o The accuracy of salary information must be 99,9%.

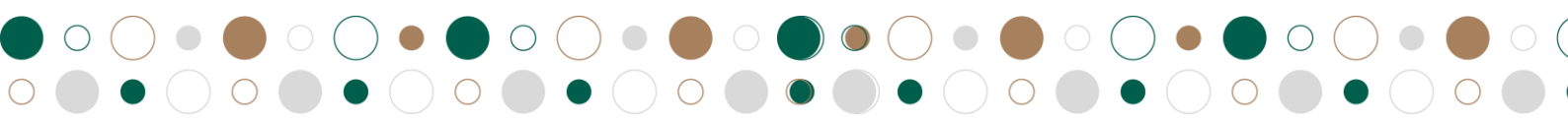
Support :

- o The General Department of Human Resources must provide technical support to employees who are experiencing difficulties using the service.
- o Beneficiaries can raise a technical support ticket through the (Maak) system, at the link:
<https://maak-rsso.su.edu.sa/rsso/start>

Responsibilities:

Provider :

- o Provide the service in accordance with the service level specified in this agreement.
 - o Notify employees of any service outages in advance.
 - o Address any complaints or feedback from employees regarding the service.
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**Beneficiary :**

- o Use the service in accordance with the terms of use specified on the University's e-services portal.
- o Notify the provider of any problems encountered while using the service.

Agreement Term:

- This agreement comes into effect from the date of its publication on the University's e-services portal.
- The provider may review and modify this agreement from time to time.
- Employees will be notified of any changes made to this agreement by posting them on the University's e-services portal.

Languages:

- This agreement has been prepared in both Arabic and English.
- In case of any discrepancy between the texts, the Arabic text shall be taken into account





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