

AAOU SSC, Provost Office

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Interoffice MEMORANDUM

DATE: Thursday, December 7, 2023

TO: AAOU SSC Departments

FROM: Academic Affairs Other Units, Shared Service Center (AAOU SSC)

SUBJECT: Temporary Reduction in HR/Payroll Services During Calendar Year 2023

This memo is a record of the AAOU SSC Temporary Reduction in HR/Payroll functions that occurred during calendar year 2023.

Beginning Wednesday, January 11, 2023 Human Resources (HR) and Payroll (PR) functions were temporarily returned to all AAOU SSC departments for internal processing, due to a significant staffing shortage within the Academic Affairs Other Units, Shared Services Center (AAOU SSC). AAOU SSC Departments became responsible for processing all HR/Payroll transactions for Payroll 2023-018 and after.

AAOU SSC began a phased-in re-onboarding approach to resuming full service operations including Human Resources and Payroll transactions beginning on Wednesday, May 17, 2023 (Payroll 2023-026), with all AAOU SSC departments re-onboarded by Wednesday, September 20, 2023 (Payroll 2024-010). Once a department is fully re-onboarded to AAOU SSC the AAOU SSC staff resume responsibility of maintaining all necessary files and supporting documentation for transactions processed by us on the departments behalf.

In the event issues, needed corrections, or questions arise related to periods in which the department was not being fully serviced by the AAOU SSC, AAOU SSC staff will collaborate with the department representative(s) to address such requests/inquiries in a timely manner, and if able, will address and resolve the matter on the departments behalf. In the event the AAOU SSC is unable to resolve the matter directly, we will connect the requester with the department's internal representative for further collaboration in an effort to timely resolve the situation.

Please keep this memo on file within your department, to ensure current and future personnel are aware. Audits are generally conducted years after the actual activity occurs, and oftentimes the team members that processed the transactions in question, are no longer with the unit and/or university to respond to inquiries directly, therefore, it is important that accurate records are maintained, and documentation is accessible in these instances.