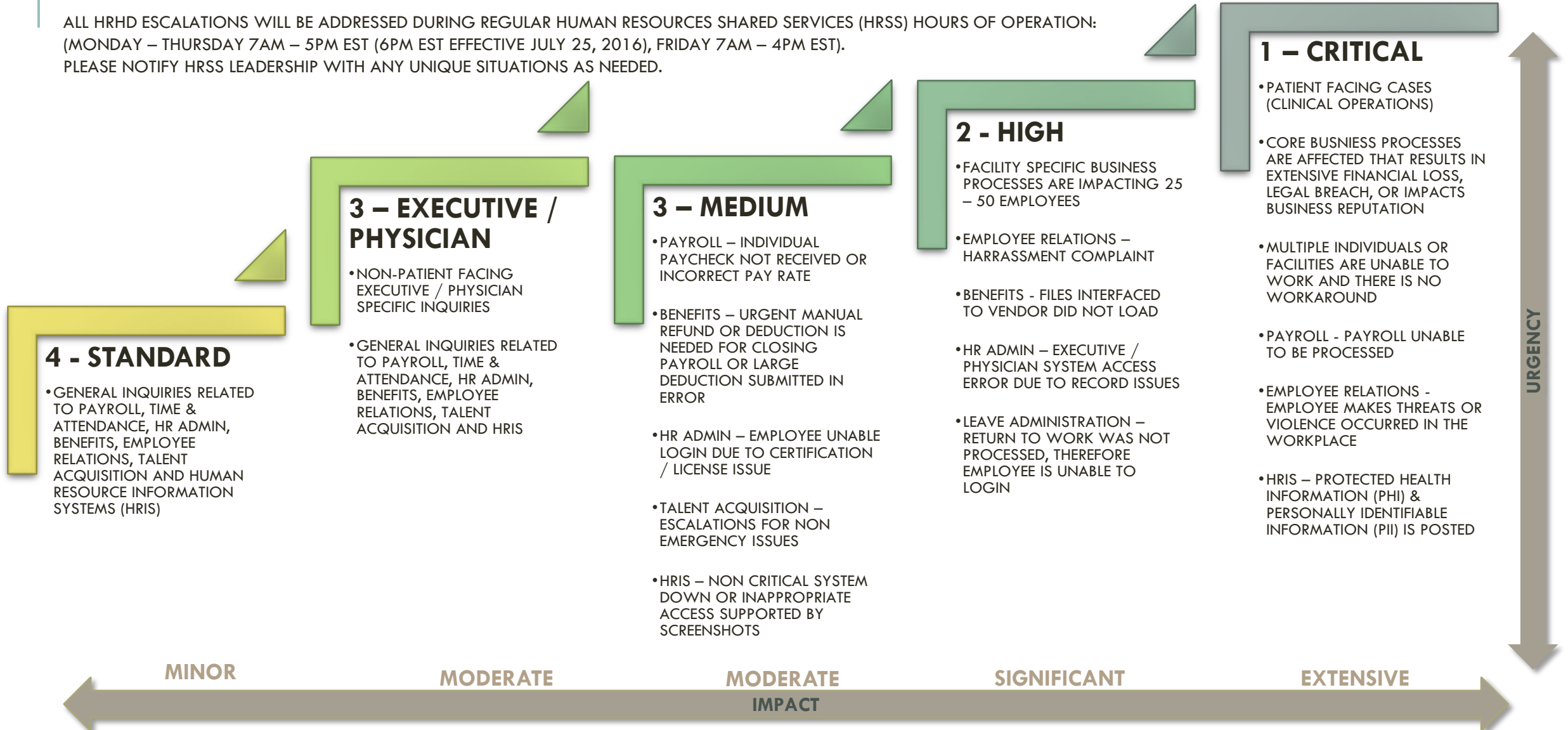


# HUMAN RESOURCES SHARED SERVICES

## NON-TECHNICAL CASE ESCALATION PROCESS IN HUMAN RESOURCES HELPDESK (HRHD)

### URGENCY & IMPACT FRAMEWORK

ALL HRHD ESCALATIONS WILL BE ADDRESSED DURING REGULAR HUMAN RESOURCES SHARED SERVICES (HRSS) HOURS OF OPERATION:  
(MONDAY – THURSDAY 7AM – 5PM EST (6PM EST EFFECTIVE JULY 25, 2016), FRIDAY 7AM – 4PM EST).  
PLEASE NOTIFY HRSS LEADERSHIP WITH ANY UNIQUE SITUATIONS AS NEEDED.



THIS CHART SERVES AS GUIDE TO CLASSIFY PRIORITY FOR NON-TECHNICAL CASES IN HRHD. EXAMPLES ARE PROVIDED FOR EACH PRIORITY LEVEL AS A POINT OF REFERENCE. PLEASE NOTE THAT THIS IS NOT INTENDED TO BE AN ALL INCLUSIVE LIST OF SCENARIOS THAT MAY REQUIRE ESCALATION.

# HUMAN RESOURCES SHARED SERVICES

## CASE ESCALATION PYRAMID

### ESCALATION CATEGORIES

ALL HRHD ESCALATIONS WILL BE ADDRESSED DURING REGULAR HRSS HOURS OF OPERATIONS. ALL IT ESCALATIONS WILL BE ADDRESSED DURING REGULAR AND AFTER HOURS OF OPERATION BASED ON SERVERITY. COMMUNICATION OF ESCALATED INFORMATION TECHNOLOGY (IT) MATTERS WILL BE FACILITATED BY HRIS.

- CLASSIFIED AS CRITICAL BASED ON CASE VOLUME, CASE TYPE AND IMPACT (BUSINESS / FINANCIAL)
- CLASSIFIED AS PATIENT FACING
- LARGE SCALE SYSTEM IMPACT (FACILITY SPECIFIC OR ACROSS ALL FACILITIES)
- TIME SENSITIVE RESOLUTION

- CLASSIFIED AS HIGH BASED ON CASE VOLUME THRESHOLDS, CASE TYPE AND IMPACT (BUSINESS / FINANCIAL)
- TIME SENSITIVE RESOLUTION

- CLASSIFIED BASED ON EXECUTIVE / PHYSICIAN ROLE
- TIME SENSITIVE RESOLUTION

- GENERAL INQUIRY - CASE CREATED AND RESOLVED IN A TIMELY MANNER

**1 CRITICAL**

**2 HIGH**

**3 MEDIUM OR  
EXECUTIVE / PHYSICIAN**

**4 STANDARD**

### STAKEHOLDERS

#### INTERNAL

- EMPLOYEE CONTACT CENTER (ECC) SUPERVISORS / HRSS MANAGER
- HRSS DIRECTORS (TBD BY CASE CATEGORY)
- HRSS EXECUTIVE DIRECTOR
- CORPORATE HR EXECUTIVES
- HRIS & IT (DETERMINED BY CASE CATEGORY)

- ECC SUPERVISORS / HRSS MANAGER
- HRSS DIRECTORS (TBD BY CASE CATEGORY)
- HRSS EXECUTIVE DIRECTOR
- HRIS & IT (DETERMINED BY CASE CATEGORY)

- ECC SUPERVISORS / HRSS MANAGER
- HRSS DIRECTORS (TBD BY CASE CATEGORY)
- HRIS & IT (DETERMINED BY CASE CATEGORY)

- TIER 1 AND TIER 2
- ECC SUPERVISORS / HRSS MANAGER (UNIQUE SCENARIOS)

#### CUSTOMERS

(MANAGERS / EMPLOYEES)

- VP & ABOVE (AS NEEDED)
- HUMAN RESOURCES BUSINESS PARTNER (HRBP)
- CASE INITIATOR

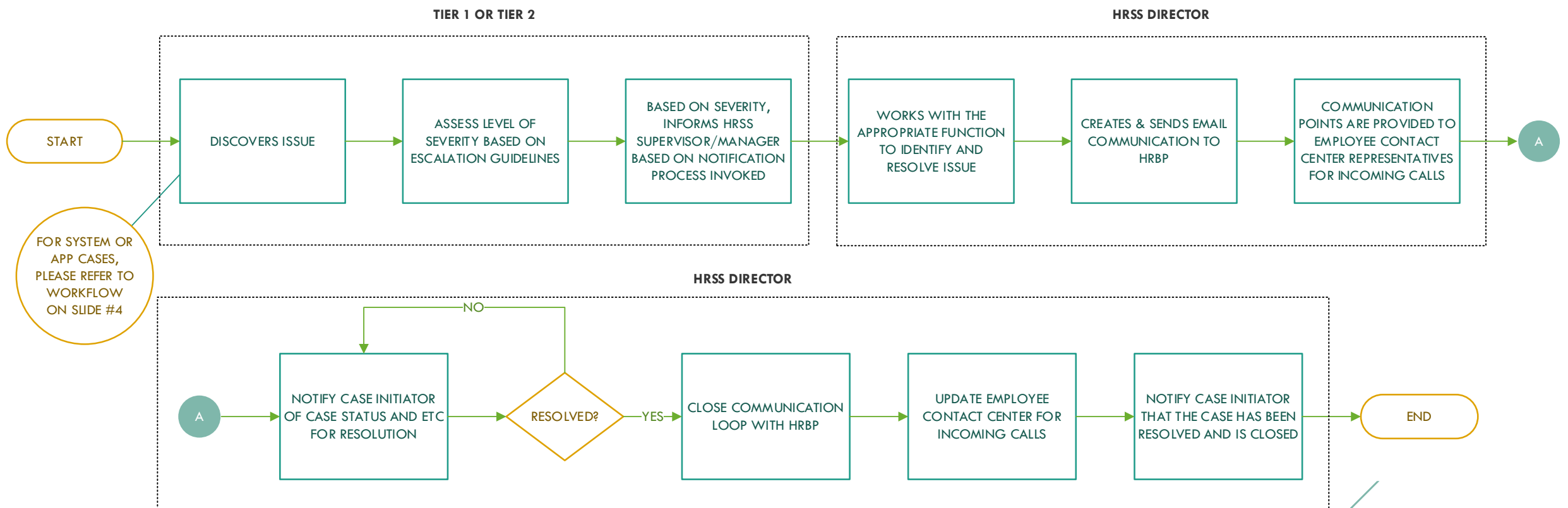
- HRBP
- CASE INITIATOR

- CASE INITIATOR

- CASE INITIATOR

# HUMAN RESOURCES SHARED SERVICES

## HRSS CASE ESCALATION WORKFLOW

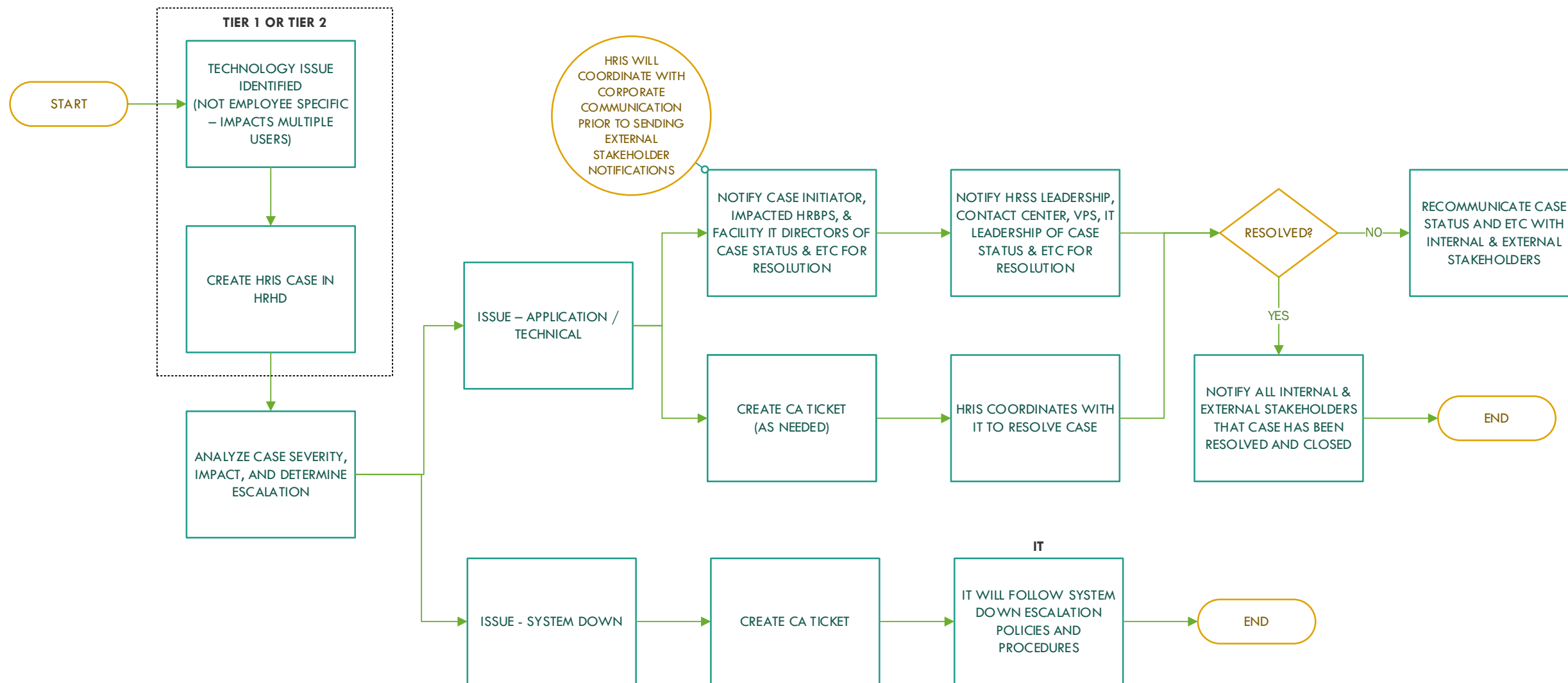


### ASSUMPTIONS

- PHONE COMMUNICATION WILL BE MADE TO THE FACILITY FOR URGENT ISSUES REQUIRING IMMEDIATE ATTENTION.
- THE AFFECTED HRSS DIRECTOR WILL OWN COMMUNICATION.
- THE HRSS EXECUTIVE DIRECTOR WILL COMMUNICATE WITH VPS AND ABOVE FOR CASES CLASSIFIED AS LEVEL 1 – CRITICAL.
- EMAILS ARE SENT FROM THE CENTRAL HRSS OUTLOOK MAILBOX.

# HUMAN RESOURCES SHARED SERVICES

## HRIS CASE ESCALATION WORKFLOW



VERSION	CHANGES	INITIALS	DATE
1	New	MC	3/2017