

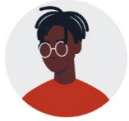
Establishment of the Shared service center for payroll, travel and absence

In this document you will find an overall description of what services the Shared service center will provide, and a description of the most important changes for employees once the Shared service center is established. The document also includes information regarding how you can find information and contact the Shared service center.

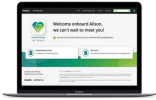
Last updated: February 24th, 2025



What are the most important changes for you as an employee?



An expanded and shared user support which contributes to equal treatment and more direct dialogue between the employee and the Shared service center. The user support will consist of three channels: Chat, telephone, and UiBHelp.



Clarification on where to find information and how to contact the Shared service center. A new website for the Shared service center is being developed, featuring a more user-oriented interface.



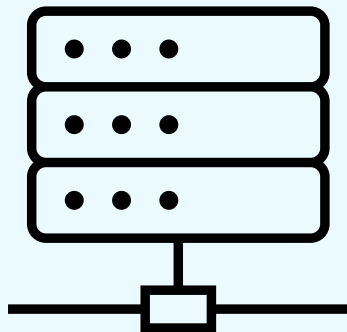
The services provided by the Shared service center will mainly be the same as those currently delivered by the Payroll section, ***but services and responsibilities will be clarified***, and a common ***service agreement*** will be established with each unit/faculty to regulate this. There will be ***no changes in current systems*** and cases will continue to be processed in the Self-service portal / SAP, UiB-Help and Elements.



Focus on user needs through regular ***user surveys***, closer dialogue with the faculties and ***systematic work on improving services***.



Service catalogue for the Shared service center



Click [here](#) for the full version of the service catalogue.

What services will the Shared service center provide?

The service catalogue describes the services that the Shared service centre will provide and the quality (service level) at which these services will be delivered.

The service catalogue consist of the following service areas:



Case management

Process and follow-up specific cases related to the Shared service center's areas of responsibility.



User support, advice, and guidance

Answer specific questions and guide employees and leaders on questions within the Shared service center's scope of services* and related to the Self-service portal or DFØ Insights



Training and information

Maintenance and updates of the Shared service center's website. Offer courses to employees and leaders within the Shared service center's scope of services*.

*Defined in the full version of the service catalogue

What services will the Shared service center provide?

Below is an overview of the services the Shared service center can help you with. For a more detailed description of what the different services are, and service level provided, see the full version of the service catalogue.

Case management / User support, advice and guidance:

Travel and expense refunds

Payroll

Research and education scholarship (FOU-stipend) for employees

Cash card ("kronekort") for international employees*

ToA**: Short-term, temporary employment and assignment contracts

Employment and employment changes

End of temporary employments and resignation by the employee

Vacation

Sick leave

Leave of absence

Parental leave

Support related to other employee benefits provided by NAV

**Employees without a Norwegian or foreign bank account*

***Tilsetting og arbeidskontrakt*

Training and information:

Course: Follow-up on sick leaves (for leaders)

Course: Use of the Self-service portal

Course for «behovshaver kontrakt»

Course: DFØ Insights (for leaders)

Only relevant for external users and students (not employees)

Payme: Refund of expenses and travel expenses (external users)

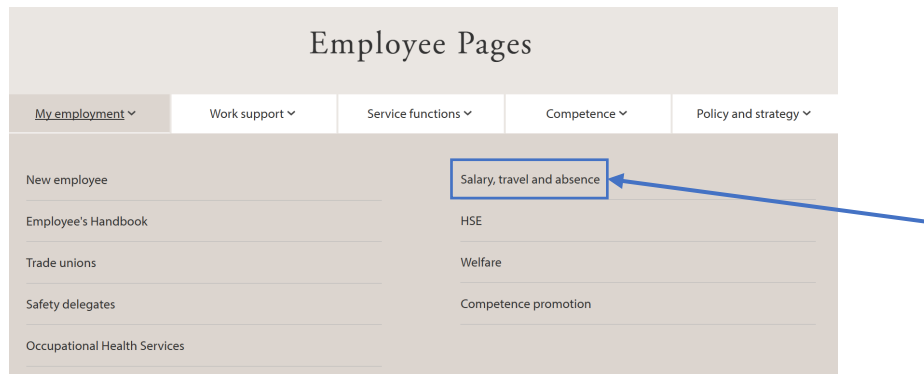
Scholarship for external users and students

How to contact the Service center for salary, travel and absence



Service center for salary, travel and absence – Website

- New websites will be published by March 1st.



*You will find the websites on the employee pages at uib.no/en. Under My employment there will be possible to go to the websites using the button marked **Shared service center for payroll, travel and absence**. The location to the websites entrance corresponds to the location of today's websites for "Salary, travel and absence"*



Channels

Channels for self-service



Websites



Employee
handbook



Knowledge
articles

Channels where the users can look for information and (hopefully) find answers to their questions, before they need to contact user support for help.

Channels for user support (in)



UiBHelp



Telephone



Chat

Channels where the users can contact the Shared service center to get answers to their questions or create user support cases.

Channels for user support (out)



Telephone






Teams

Channels used by the Shared service center in need of clarifications and when it is better to clarify cases by phone or teams instead of the original used channel.



Channels for user support (in)

	Opening hours	Response time
 UiBHelp	Open 24/7	<ul style="list-style-type: none">• Response within 8 hours (working hours) on received case and information about the expected response time• 90% of all cases are solved within 5 working days
 Chat	9.30 – 14.30	<ul style="list-style-type: none">• Average response time within 5 minutes• 100% availability during opening hours
 Telephone	10.00 – 14.00 (55 58 20 96)	<ul style="list-style-type: none">• Average response time within 180 seconds• 100% availability during opening hours



Telephone extensions

55 58 20 96

Extension options

1. Travel, scholarships,
and honorariums

2. Salary, holiday and
leaves

3. Sick leaves and
parental leaves

4. For other inquiries

9. For English*

Extensions 1, 2 and 4 go to their
respective queues with selected
operators from the user support
team

Extension 3 sends the caller
directly to an own queue
answered by the team for
absence and parental leaves**

**Previously referred to as the Serviceteam

*Extension number 9 sends the caller
directly to an equivalent extension menu
in English (as the one above).



*Telephone is possible to use for verbal
clarifications on needs, questions and (early)
case management.*



Note: Personal and sensitive information



UiBhelp

UiBHelp can be used exactly as today and is safe to use in need of sharing personal and sensitive information with the Shared service center.



Chat

When using chat, it is important to **not** share sensitive information. If necessary to share this type of information, UiBHelp is an option. This applies both to the one who sends the case and the person who responds to the case at the Shared service center.



Telephone

Sensitive information is generally not shared over the phone. If there is a need to share personal data, the employee at the shared service centre will either show the caller how to retrieve the information themselves or request a written inquiry.

