



Business Process Document

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| Process Name | In-band Adjustment Process |
| Department | Human Resources |
| Process Purpose | To document the process used when requesting an in-band adjustment for a staff member |
| Effective Date | November 2021 |
| Revision Date | November 2021 |

Process Overview: An in-band adjustment is an adjustment that is made to an employee's pay due to internal equity concerns, compression, inversion, or retention and not as a result of a job (or job component) change or merit. This process delineates the steps that should be taken to request a review of a staff member and the subsequent steps taken to process the adjustment.

Step by Step Process:

1. The manager meets with the department/division leader to discuss and receive approval prior to submitting the request to Human Resources.
2. Manager submits the request, via email, to the HR Business Partner (HRBP). The request should have a specific justification including a comparison to other employees in the same position within the department/division and an explanation for an individual versus a group change (if applicable).
3. HRBP submits the request to the Compensation Team via a ticket in the [ServiceNow portal](#). The HRBP will include the manager on the ticket, which will allow the manager to:
 - a) view the communications between the Compensation Analyst and the HRBP, and
 - b) respond with requested information by replying to the ticket's generated email. These responses will update the ticket accordingly.
4. The Compensation Analyst will review the employee's experience, determine the recommended salary based on the current pay grade, and will provide a

recommendation. *Questions about “related experience” will be reviewed with the hiring manager who has final determination on how the experience should be counted.*

5. Once a final salary amount is agreed upon with the hiring manager, the recommendation will be sent for final approval. All requests are reviewed in accordance with the [Salary Administration Policy](#) found on the [Compensation website](#).
6. For all in-band adjustments, an Action Approval Form (AAF) will be completed by the Compensation Analyst with a detailed reason for the adjustment. The Compensation Analyst will provide the form to either the HRBP or CHRO to process accordingly.
 - a) **For Administrative Units:** The HRBP will submit the form via DocuSign for signatures to the requesting manager, “one up” supervisor, department’s budget manager, Cabinet member, and the CHRO.
 - b) **For Academic Units:** The form will be provided to the CHRO, who will compile all Academic Units’ requests and will discuss with the Provost each week. If the Provost supports the request, the CHRO will provide the form to the HRBP to submit via DocuSign for signatures to the requesting manager, “one up” supervisor, department’s budget manager, Provost, and the CHRO.
7. The HRBP will work with the requesting manager to enter the transaction into OneUSG Manager Self Service (MSS). The AAF will be uploaded and attached to the transaction.
8. The MSS transaction’s effective date should be future dated, whenever possible.
9. Once the transaction is completed, the HRBP will provide a letter with the appropriate pay adjustment and effective date to the impacted employee/s and the requesting manager. This will complete the process.

Service Level Agreement (SLA) FAQs:

Q: What is the Service Level Agreement (SLA) for this process?

A: The Service Level Agreement for this process is five (5) business days for an individual and ten (10) business days for a unit.

Q: When does the SLA “clock” begin?

A: The SLA clock begins when the HRBP has entered the ticket into ServiceNow to assign it to the Compensation team.

Q: When does the SLA end?

A: The Compensation Analyst will mark the ticket complete once the final salary has been accepted. The SLA will end when the ticket has been marked complete.

Q: How will questions/requests for more information from the manager impact the SLA?

A: If a question or request is made to the requesting manager, the ticket’s status will be changed to “pending” which will, in turn, place the SLA on hold. When the response/information is provided, the status of the ticket will return to “work in progress” and the SLA time resumes.

Q: How is the SLA calculated?

A: SLAs will come directly from the ServiceNow system based on Opened Date and Closed Date.

Forms Associated with Process:

- **Action Approval Form**