

**SERVICE LEVEL AGREEMENT**  
**BETWEEN**  
**UNC ADMINISTRATIVE SERVICE CENTERS &**  
**UNC SUPPORTING DEPARTMENTS**

**April 2020**













## Terms of Agreement

- < This agreement commences on [Month date, 2020] with the mutual understanding that modifications may be required over time. Any and all modifications will be made in the spirit of the original Agreement and must be reviewed by representatives of the Administrative Service Center and Human Resources. A formal review of this Agreement and published modifications will occur on an annual basis prior to the start of the new fiscal year.
- < Unless agreed otherwise, daily hours of operation are 8:00 am to 5:00 pm Monday-Friday with the exception of approved holidays in accordance with the University calendar. Working hours may be adjusted due to system/power outages, emergency situations, or disaster.
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