CONCEPT

HR Service Delivery and HR Operations Excellence: Service Catalogue, SLAs and KPIs

8 – 12 February 2027
London - Central London four-star



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Introduction:

HR service delivery breaks down when employees chase payslip corrections, letters and leave queries through email, managers wait days for approvals and HR teams cannot say how long a request takes or how often it is done right. This Core Concept course equips HR operations and shared services staff to structure tiered HR support, write an HR service catalogue with service levels, run self-service, ticketing and a knowledge base, and measure turnaround time, first-time accuracy and requester satisfaction. Participants build an HR Service Delivery Model with a service catalogue and KPI dashboard for a case organisation.

Course Objectives:

- Assess an HR function's current request volumes, channels, handoffs and pain points against a tiered HR service delivery model
- Define an HR service catalogue with service owners, request types, service levels and escalation routes
- Configure employee and manager self-service, HR case ticketing and knowledge articles so routine enquiries close at the first tier
- Simplify HR workflows and approval chains using process maps, delegation rules and standard request forms
- Monitor turnaround time, first-contact resolution, data accuracy and requester satisfaction through an HR operations KPI dashboard
- Present an HR Service Delivery Model with service catalogue and KPI dashboard for a case organisation

Target Audience:

- HR operations managers accountable for payroll inputs, employee records, letters and routine HR transactions
- HR shared services and HR help desk team leads who route, resolve and escalate employee and manager requests
- HRIS and HR technology managers who own self-service portals, case tools and workflow configuration
- HR service delivery and process improvement leads responsible for service levels, quality and HR operating costs
- Heads of HR functions redesigning how HR support is organised across sites or entities

Course Outline:

Day 1: HR Operating Model and Current-State Service Review

- Three-Pillar HR Operating Model: HR Shared Services, Centres of Expertise and HR Business Partners
- Tiered HR Support Structure: Tier 0 Self-Service to Tier 3 Specialist Cases
- HR Request Volume and Channel Baseline by Request Type
- Employee and Manager Pain Point Inventory from HR Ticket and Email Logs
- HR Operations Maturity Scorecard and Improvement Priorities

Day 2: HR Service Catalogue, Service Levels and Delivery Channels

- HR Service Catalogue Structure: Service Families, Request Types and Owners
- HR Service Level Agreement Design: Response, Resolution and Escalation Targets
- Operational Level Agreements Between HR Shared Services, Payroll and HRIS Teams
- Channel Strategy Matrix: HR Portal, Chatbot, Phone, Walk-In and Email
- Retained Versus Outsourced HR Transactions: Light Sourcing Decision Criteria

Day 3: Self-Service, Case Management and HR Knowledge Base

- Employee and Manager Self-Service Journeys for Letters, Leave and Data Changes
- HR Case Categorisation, Routing Rules and Ticket Lifecycle
- HR Knowledge Article Template, Ownership and Review Cycle
- HR Workflow Simplification with SIPOC and Swimlane Process Maps
- Approval Chain Reduction Using Delegation of Authority Rules

Day 4: HR Operations KPIs, Data Accuracy and Process Controls

- Turnaround Time, First-Contact Resolution and Backlog Ageing Metrics
- Requester Satisfaction Pulse After Case Closure and Complaint Analysis
- Employee Master Data Accuracy Checks and Maker-Checker Controls
- Root Cause Analysis of HR Rework with Pareto Charts and Five Whys
- Continuous Improvement Cadence: Daily Huddles, Kaizen Events and Service Reviews

Day 5: Case Organisation Build: HR Service Delivery Model

- Case Organisation Data Pack: Request Logs, Headcount, Sites and HR Team Structure
- Case Build: Tier Design and HR Service Catalogue with Service Levels
- Case Build: HR Operations KPI Dashboard with Targets and Data Sources
- Case Build: Ninety-Day HR Service Improvement Plan with Owners
- HR Service Delivery Model Presentation and Peer Challenge

Skills You Will Gain:

- HR Service Catalogue Design
- HR Service Level Management
- HR Case Triage and Routing
- Knowledge Article Writing
- HR Process Mapping
- HR Operations Metrics
- Employee Data Quality Control
- Continuous Improvement Facilitation

Why Attend This Course:

- Leave with an HR Service Delivery Model, HR service catalogue and KPI dashboard built on a case organisation and ready to adapt at work
- Shorten HR turnaround times by moving routine requests to self-service and first-tier resolution
- Show HR leadership credible service data on speed, accuracy and requester satisfaction instead of anecdote
- Compare HR operations practice with peers from public, industrial, services and healthcare organisations

Conclusion:

HR operations earns trust when requests reach the right tier, follow agreed service levels and are completed accurately the first time. The course moves from the HR operating model and a current-state review, through the service catalogue, service levels and channels, to self-service, ticketing, knowledge articles and simpler approvals, then to KPIs, data controls and continuous improvement. The final day brings these elements together in an HR Service Delivery Model with a service catalogue and KPI dashboard for a case organisation.