SSC Operating Model

- Governance Structure
- Service Management Framework
  - Strategic Direction
- Partnership Agreement

**Initial Contact**
- Phone
- Email
- Mail
- Fax
- Self-serve

**Contact Center**
- Human Resources/Finance Associates
- CC Team Leads (Tier 1 Advisory)

**Operations Center**
- Imaging Associates
- Document Management Associates

**Transaction Teams**
- Finance Associates
- Finance Team Leads (Tier 2 Advisory)
- Human Resources Associates
- HR Team Leads (Tier 2 Advisory)

**Operations (Support & Enablement)**
- Service Quality Management
- Business Office
- Training & Communication
- Continuous Improvement

- Escalation
- ServiceLink
- Sent directly to Process Activity Center