



HR POLICY AND OPERATIONS BUREAU

2. Human Resources Policy Division

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Overview

Human Resources Policy Division

Staffing & Classification Division

Locally Engaged Staff Division

Staff Relations Division

STAFFING

Delivery Standard

1. Request for information	
<ul style="list-style-type: none"> ➤ Acknowledgement and research initiation ➤ Response 	2 days 7-14 days <input checked="" type="checkbox"/>
2. Distribute HR information to HR community	7 days <input checked="" type="checkbox"/>
3. Elaborate on policies and projects	Varies according to subject <input checked="" type="checkbox"/>

INFORMATION SYSTEMS & STATISTICAL INFORMATION

Delivery Standard

1. PeopleSoft corrections - manage positions	2 days <input checked="" type="checkbox"/>
2. PeopleSoft - guidance and procedures	2 days <input checked="" type="checkbox"/>
3. Acknowledge and initiate work on request for standard reports	2 days <input checked="" type="checkbox"/>
4. Request for special reports - Queries/Crystal	2-5 days <input checked="" type="checkbox"/>
5. Request for help/assistance	Within 2 days <input checked="" type="checkbox"/>
6. PeopleSoft training	
<ul style="list-style-type: none"> ➤ Acknowledgement ➤ Delivery of training 	2 days To be scheduled based on availability <input checked="" type="checkbox"/>