

NEW! HR Service Hub

APRIL 2021 PROJECT FACT SHEET
FOR **CAMPUS** USERS OF HR SERVICENOW

WHAT IS IT?

We're moving to a **NEW AND IMPROVED** HR version of ServiceNow. You will experience:



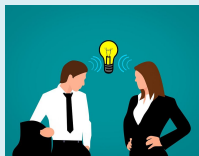
- GREATER VISIBILITY** into your department requests so you'll have the information and status at your fingertips.
- A MORE INTUITIVE SYSTEM** to make requests with less required information so it will be easier to ask for what you need.
- REDUCED DATA ENTRY** by pulling information directly from UCPath.
- BETTER SEARCH CAPABILITIES** to make it easier and faster to make requests, find information, and locate the right form you need.

WHO WILL THIS IMPACT?

- ✓ **Everyone** on campus who uses ServiceNow to request service from their regional BRS HR/APS team(s). *FYI - IT ServiceNow will remain unchanged.*
- ✓ **BRS HR/APS** staff will continue to use ServiceNow to process requests and provide service to campus.

HOW SHOULD CAMPUS PREPARE?

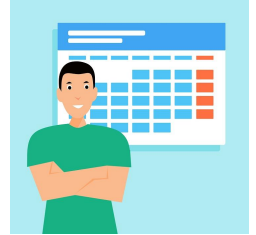
- **No specific actions are needed right now.** *We just wanted you to know what's coming.*
- **If you are a manager or supervisor, share this Fact Sheet with your staff.** *It will put them in the loop too.*



WHAT'S THE TIMELINE?

Go-live is planned for Fall '21.

- Development is estimated to conclude in July '21.
- Training will occur approximately from August - September '21.



WHEN WILL WE HEAR MORE?



You will get more information this Summer on how the rollout is going to work and ways your BRS HR/APS regional teams will help you.

WHERE TO FIND DETAILS

You can check out our [project page](#) of the Berkeley Regional Services (BRS) website.

