**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.