NEW! HR Service Hub

The new Catalog will have THREE (3) categories for requests:

1. **APPOINTMENTS & HIRING** – Student Assistants, Staff, Academic Non-Senate, PostDocs, etc.

2. **EMPLOYEE CHANGES** – Equity/Merit increases, Stipends, Data Changes, Records Requests, Reclassifications, etc.

3. **ENDING APPOINTMENTS** – Resignations, retirements, terminations, etc.

NEW FEATURES!!

- An intuitive home page with enhanced search features and catalog.
- Shorter forms, requiring less information to submit.
- Position # will autofill later fields with UCPath data but can be added later.
- The department approver list will be maintained by the respective BRS region and HR can change the approvers if the right ones don’t appear.
- A new Department Access User role gives automatic view access into all departmental/unit cases they are approved to see. (See page 2)
- Task assignments and status updates are now seen in the activity feed.
- Classification of a job, when needed, is now handled within the recruitment case, before the job is posted.
- Student Assistant hiring details are now submitted in the request so the fields are populated in the case; a separate PDF request form is not needed.
- Easier to close a case – it goes into “Awaiting Acceptance” so you can reply within 5 days to keep it open, or click “Accept” to close it via email.

And, one of the best features: You can save a draft and finish it later!
DEPARTMENT ACCESS USER ROLE

- Will have automatic view access into all departmental/unit cases they are approved to see, including work notes.
- They will no longer have to be added to the “watch list” to access the case.
  - They won’t receive email notifications on ALL their department/units’ cases; they can choose which specific cases they want to “watch” to receive notifications.
- Those with this role will see an additional menu item at the top of the screen where the cases can be accessed at any time, from any page in the system.
- They are approved by their Division Finance Leads via a request form.

TIMELINE and TRAINING

Go live is planned for October 25, 2021

- Training materials will likely be available in early October.
- It will consist of multiple job aids and short “how do I...?” videos.

HOW CAN I BEGIN PREPARING?

- Begin considering who you want to be your Department Access Users (DAUs).

ADDITIONAL SUPPORT

BRS regions will identify HR SERVICE HUB CHAMPIONS.

- They will be THE “go-to’s” to assist and support their teams and departments.
- They will also maintain the HR Service Hub Groups for their region.

WHAT ELSE SHOULD I KNOW?

On live-date, you will begin simultaneously using the new system and the old system. This means:

- You will open new requests/tickets in the new HR Service Hub beginning on live-date; you will no longer have access to open requests/tickets in the old system/catalog.
- You’ll continue working existing requests/tickets in the (old) HR ServiceNow system; they will not be automatically re-created in the new HR Service Hub.
- At a certain point, we will need to de-commission the old HR ServiceNow; there is potential that we’ll need to open new requests/tickets for any existing requests in the HR Service Hub. TBD

WHERE TO FIND DETAILS

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