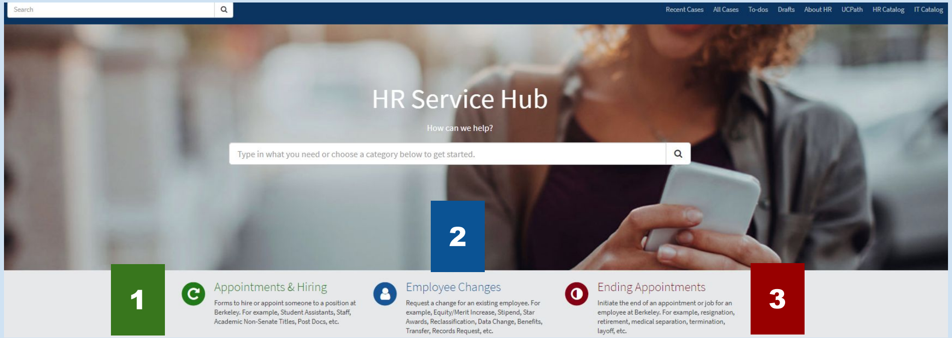
NEW! HR Service Hub

SEPT 2021 PROJECT FAST FACTS #2

FOR CAMPUS USERS OF HR SERVICENOW



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** that 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!***

WHAT ELSE IS ON THE HOME PAGE?

Recent Cases | All Cases | To-dos | Drafts | About HR | UCPath | HR Catalog | IT Catalog | Legacy HR

The top right (blue) menu bar has direct links to:

- **RECENT CASES –** *Lists cases starting with the most recently updated.*
- **ALL CASES –** *Full page lists of all cases you have created, organized into Open, Closed, Pending (Approval) and Awaiting Acceptance.*
- **TO-DO'S –** *All cases awaiting your Approval or Acceptance.*
- **DRAFTS –** *Your drafts queue (note: you can only have 1 of each type).*
- **ABOUT HR –** *Goes to the BRS HR webpage(s).*
- **UCPATH –** *Goes to UCPath.*
- **HR CATALOG –** *Goes to the Catalog home page.*
- **IT CATALOG –** *If you need to open an IT ticket.*
- **LEGACY HR –** *Goes to the (old) HR ServiceNow system* (short term).

Berkeley Regional Services

NEW! HR Service Hub *- PAGE 2*

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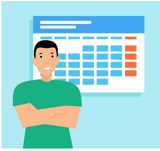
IMPROVED VISIBILITY / WATCH LIST

- The "watch list" is still the **best way** to keep additional people up to date on the progress of a case(s).
- More information will be included in the case activity feed:
  - ***WHEN** a task is assigned; **WHO** it is assigned to; **EVERY** case status update!*
- **Those added** to the watch list will see all the information with the **same visibility as the submitter** – plus, **everyone** on the watch list receives email notifications about the case.
- There is **no limit** to the number of individuals on a watch list – they can also be **added at any time**.

TIMELINE and TRAINING



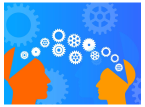
Go live is planned for October 25, 2021

- Training materials will likely be available in early/mid 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.

(Revised 9/23/21)

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