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 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**!
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**IMEPROVED 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.