

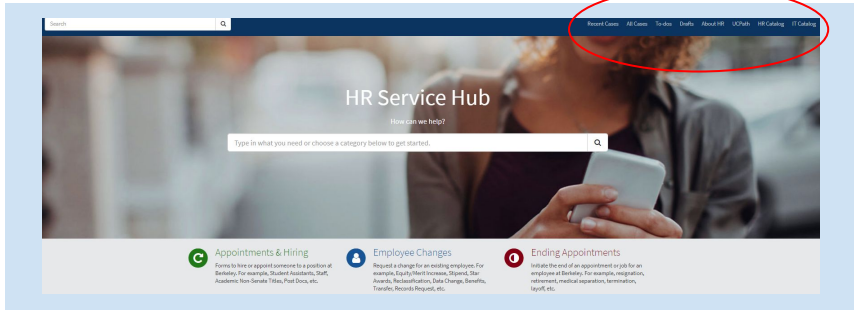
NEW! HR Service Hub

OCT 2021 PROJECT FAST FACTS #3

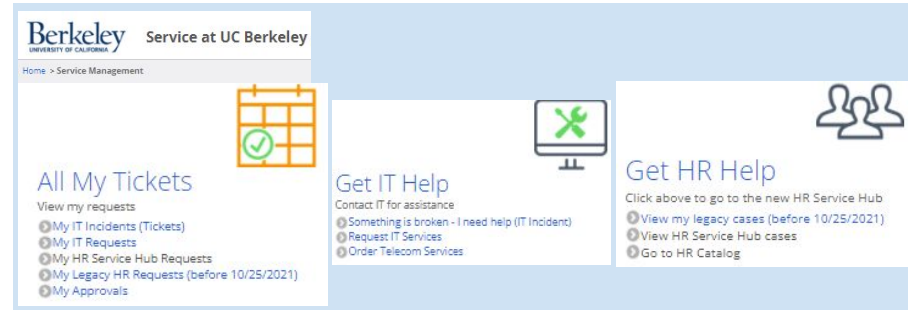
FOR **CAMPUS** USERS OF HR SERVICENOW

MANAGING TWO SYSTEMS SIMULTANEOUSLY BEGINNING 10/25/21

HR SERVICE HUB – Where you will begin opening (*and managing*) ALL your HR request/tickets **ON/AFTER: 10/25/21**.

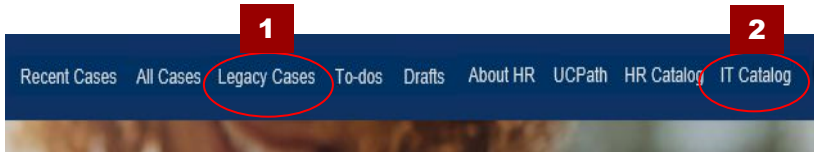


(Legacy) HR SERVICENOW CATALOG – Where you will manage all your existing (open) requests/tickets opened **prior to 10/25/21**.



DETAILS

To request service **on/after 10/25/21**, use the new **HR SERVICE HUB** found at: <https://berkeley.service-now.com/HRServiceHub>.



1. You can get to existing **HR ServiceNow** cases by using the **LEGACY CASES** link in the top right (*blue*) menu bar. It goes directly to your HR case view list. *Remember, existing requests/tickets will not be automatically re-created in the new HR Service Hub.*
2. Use the **IT CATALOG** link to get to the **SERVICE at UC BERKELEY** page (see the explanation on the right).

DETAILS

The other ways to get to the Legacy HR ServiceNow system:

- Use the existing **SERVICE at UC BERKELEY** page found at: <https://berkeley.service-now.com/ess/>
 - Options have been added for both HR Service Hub and Legacy HR ServiceNow cases.
- When using the new **HR SERVICE HUB**:
 - The **“IT CATALOG”** link will take you to the **SERVICE AT UC BERKELEY** page where you can still view **“All My Tickets”**, **“Get IT Help”**, and **“Get HR Help”**.

10/18/21

SUPPORT - “what if I need more help?”

BRS regions have identified 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.
- The Champions Team is shown on the right and can be found [online].

WHAT ELSE SHOULD I KNOW?

- A new HR Service Hub webpage is now live on the BRS website at: <https://regionalservices.berkeley.edu/hr-service-hub>. It houses all the project information, Fast Facts and Training Libraries (coming soon!).
- You will continue to view and manage open recruitment cases using the LEGACY CASES menu option in the HR Service Hub top navigation bar, until the recruitment is closed. (See page 1 screenshot)
- Once the HR Service Hub goes live, start practicing with the new/improved SEARCH function – you will see it’s even easier to find what you need.
- The first “release” after go-live will be on 11/16/21 – and will include highly prioritized fixes/enhancements. We will continue to have releases when additional enhancements are ready.

WHERE TO FIND DETAILS

You can check out the new [HR Service Hub webpage\(s\)](https://regionalservices.berkeley.edu/hr-service-hub) on the Berkeley Regional Services (BRS) website.

HR SERVICE HUB “CHAMPIONS”

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