

Here is what you'll see as part of the most recent updates from 12/18/21



## MOST NOTICEABLE HIGHLIGHTS AND SMALL 'FIXES'



1. Any new Separation cases – Will **no longer include** the name of the Submitter, or any name at all in the subject line. *(This was for confidentiality purposes.)*
2. The **All Cases** page has been fixed to show “all cases” as designed. There was previously a bug that limited it to show only 10 cases.
3. **Student Hiring Form** has been updated to ask for the student email address and student ID (neither are mandatory) and clarify the information needed when BRS is processing a work study appointment.
4. **Date fields** are **no longer mandatory** on Staff FML Leave Requests.
5. Within the **Employee Changes** category, the Timekeeping option has been re-named **Payroll & Timekeeping**.

## OTHER REMINDERS



- You will continue to view/manage recruitment cases that started in ServiceNow using the **LEGACY CASES** menu option in the HR Service Hub top navigation bar, until the recruitment is closed.
- Keep practicing with the new/improved **SEARCH** function – you will see it's even easier to find what you need.
  - We'll continue to add more words to the search mechanism – if you have suggestions, [use this google form](#) to let us know what words and the desired result.

## HOW AND WHERE TO GET HELP

- **BRS HR SERVICE HUB CHAMPIONS** are THE “go-to's” to assist and support their teams and departments. They will also **maintain** the HR Service Hub Group members list for **their region**.
- The new [HR Service Hub web page\(s\)](#) on the Berkeley Regional Services (BRS) website houses our suite of information and tools, including [HR Service Hub Training Resources](#).