

NEW! HR Service Hub

APRIL 2021 PROJECT FACT SHEET
FOR **BRS** USERS OF HR SERVICENOW

WHAT'S COMING?

In Fall '21, we're moving to a **NEW AND IMPROVED** HR version of ServiceNow that will be called the **HR SERVICE HUB**. Clients will experience:

- **MORE VISIBILITY**
- **A MORE INTUITIVE SYSTEM**
- **REDUCED DATA ENTRY**
- **BETTER SEARCH CAPABILITIES**

You will also notice changes to the **HR Service Catalog** that will allow us to provide a **more modern** service hub to campus. *Exciting stuff!*



HOW WILL THESE CHANGES BE RELEASED?

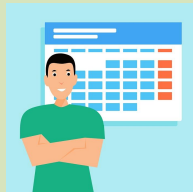
- This new version will launch **all at once**, unlike the staged approach when we originally launched HR ServiceNow. *FYI – IT ServiceNow will remain unchanged.*
- At a certain point, we'll **freeze** the ability to create new requests in the old version (1.0) and move everyone into the new version (2.0), soup to nuts, but finish out the remaining open tickets in 1.0 up to a certain date.

WHAT IS THE TIMELINE?

Go live is planned for Fall '21.

- Development is estimated to conclude in July '21.
- Testing with BRS subject matter experts (SMEs) should begin in May '21.
- Training is estimated to occur sometime in August–September '21.

Work continues to shift due to development resources who are also working on other projects including work due to COVID for Essential Access. As such, we remain fluid with timeframes.



WHEN WILL WE LEARN MORE?

- You will receive more **FACT SHEETS** like this one.
- Your training may be a combination of instructor-led (Zoom) and job aids.
- Training will be **shorter and specific** to those in the impacted work stream.



HOW WILL THIS IMPACT YOU?

The biggest impacts include simplified or updated workflows, new workflows, new status functionality, and the ability for approved department users to see all case notes. **Some highlights include:**

- Though the look/feel of your (agent) screens will be very similar, you'll see **subtle changes** in the location of some fields and your ability to edit/change them may change.
- Initially, until you get use to the new system, you'll need to **pay careful attention** to these subtle differences.



These are the highlights so far but **stay tuned** for more details and other impacts that may be identified while we're still going through the final development stages.

INTERESTED IN KNOWING MORE?

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