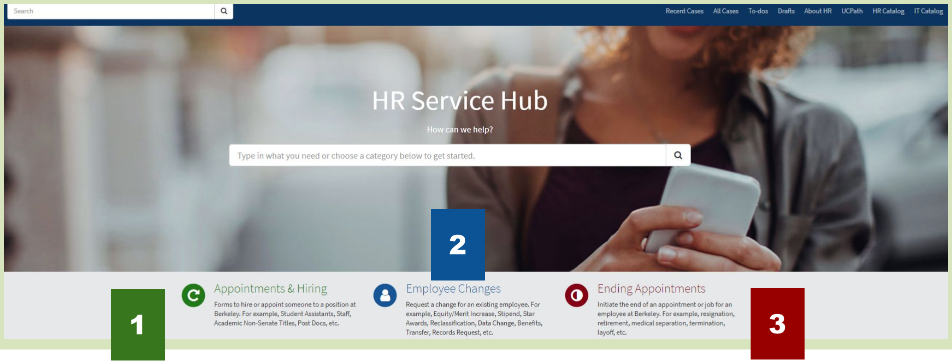
NEW! HR Service Hub

SEPT 2021 PROJECT FAST FACTS #2
FOR **BRS** 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.

HOW WILL THIS IMPACT YOU?

- Job Classifications, if needed, are now handled in the recruitment case, **before the job is posted**.
- Student Assistant hiring details are **submitted in the request** so the fields are populated in the case; a separate PDF form **is not needed.**
- There are now **hiring workflows** behind Student Assistant, Postdoc and Visiting Scholar/Researcher cases, **no longer requiring ad hoc tasks** to be created for onboarding, records and payroll/timekeeping.
- **Templates** can be applied to **tasks.**

These are the highlights so far but stay tuned for more details.

INTERESTED IN KNOWING MORE ?

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

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 directly to the BRS HR webpage(s).*
- **UCPATH –** *Goes directly to UCPath.*
- **HR CATALOG –** *Goes directly 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).*

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FOR BRS USERS OF HR SERVICENOW

OLD vs NEW - WHO SEES WHAT WHEN?

OLD/HR ServiceNow:

- Work Notes were **only** visible to HR staff.
- The only way for campus users to see into a case is if they are manually added to the **Watch List.**
- **Tasks were not visible** to clients or Watch List users.

NEW/HR Service Hub:

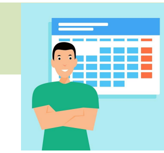
- **Department Access Users** can see into any case within the units they are approved to access.
- Department Access Users can see **all the case work notes.**
- **Clients can see** what tasks are assigned and the status updates on **each task** of their request(s).

WHAT ELSE SHOULD I KNOW?

On live-date, **you will begin simultaneously using the new system and the old system. This means:**

- You'll continue working existing cases in the (old) HR ServiceNow system; *they will not be automatically re-created in the new HR Service Hub.*
- Clients will open new requests/tickets in the new HR Service Hub beginning on live-date; *they will no longer have access to open tickets in the old system/catalog.*
- At a certain point, we will need to de-commission the old HR ServiceNow; *there is potential that we'll need to open requests/tickets for any existing requests in the new Hub. TBD*

TIMELINE and TRAINING



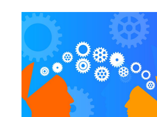
Go live is planned for October 25, 2021

- Training materials will likely be available **in early Oct.**
- It will consist of **multiple job aids** and short "how do I...?" **videos**.
- Plus, the goal is to have a training database available in early Oct. too.

HOW CAN I BEGIN PREPARING?

- Re-familiarize yourself with your current filters - - you will need to recreate them in the HR Service Hub.
- Actively update all your current cases/tickets so you can close them out ASAP.

ADDITIONAL SUPPORT



- 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**.

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