MANAGING TWO SYSTEMS SIMULTANEOUSLY BEGINNING 10/25/21
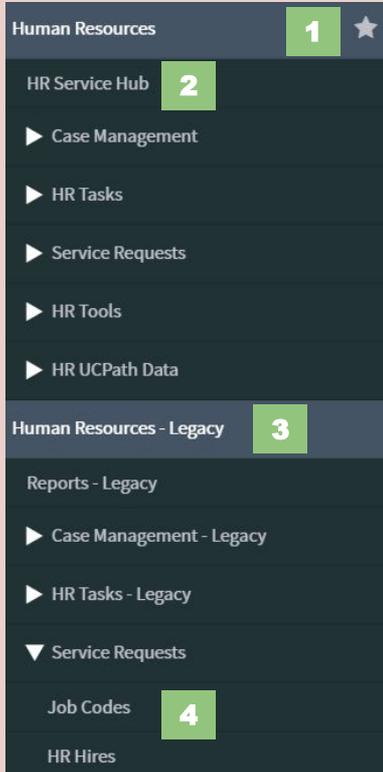
1. You will continue to access your existing cases as you do today within the **Human Resources** section.
2. ON/AFTER 10/25/21, you will create open AND manage NEW cases in the **HR Service Hub**.
3. Existing cases are found in the **Human Resources – Legacy** section.
4. **Legacy Service Requests** only have **Job Codes** and **HR Hires** tables options to allow you to complete an EXISTING/OPEN Recruitment Case in the legacy system.
5. When HR staff need to create a case on behalf of their campus clients (or themselves), here is a closer look at the **Service Requests** options in the HR Service Hub.

PREPARATION TIPS

- If you've not already done so, begin logging in to TEMP1 to familiarize yourself with the system.
- Please practice building filters so you can setup a homepage/ dashboard after go–live. *(a short "filters" video coming soon!)*
- ServiceNow Product Manager **Doug Van Buren** is holding open Office Hours every Tues/Thurs from 11AM–noon until the end of Oct. Use this Zoom link: **https://berkeley.zoom.us/j/95687310755** and "drop in" to ask questions.
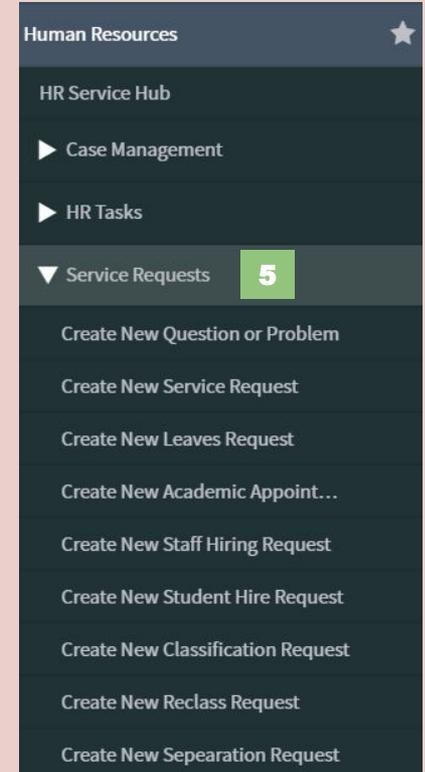
SUPPORT - "what if I need more help?"

BRS regions have identified **HR SERVICE HUB CHAMPIONS**.

- They're **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 page** is live on the BRS website at: https://regionalservices.berkeley.edu/hr-service-hub. It will house all the project information, Fast Facts and Training Libraries *(still in progress)*, and the legacy HR ServiceNow training library *(just in case)*. Bookmark it today!

- *Have you reviewed the [new workflow diagrams](#)?* The Champions have suggested that making sure you're familiar with them will help you acclimate to the new system.

- The next "release" is occurring on **11/16/21** with fixes/enhancements and more information will be communicated with that release.

- "General question or problem" tickets under the **EMPLOYEE CHANGES** option will begin going **directly** to the respective Region *(instead of going to the HR First Contact Team first)*.

  General question or problem
  Use this form for a general question or problem.

  View Details

  - ★ Most of these requests will be handled by the regions. Some may contain time-sensitive requests that are handled by another team. So when applicable, re-assign them ASAP.

HR SERVICE HUB "CHAMPIONS"

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