HR Service Hub

NOV '21 FAST FACTS #4

FOR **BRS** USERS

Here is what you will see as part of the 11/16/21 update:

MOST NOTICEABLE HIGHLIGHTS

1. The **Employee's Last Day Worked**, and **Employee's Estimated Return to Work Date** fields are no longer mandatory on the **FMLA Leaves form** and **fulfillment view.** *FYI – – P&C's Leaves Team owns these cases and all related tasks.*
2. The **Academic Hire Workflow** has been updated to include fields on the Parent case.
3. When someone **completes a task** on an HR request, they will automatically land **back on the Parent case.**
4. For consistency purposes, a **sub-category** has been added to **Multi/Mass Recruitment** requests. This was previously missing from this case type. All cases need a sub-category in order to track and report metrics. *(Please do not change the category/sub-category as this does not enable workflow(s).*
5. Classification/Reclass will now **allow adhoc tasks.** *(It was a bug on this specific request type and has now been fixed.)*
6. Fulfillment search has been fixed to **include new cases and tasks.**
7. The **Visa auto-cancelled task** has been **removed** from Student/VS/VSR/Postdoc workflows. *(HR staff will need to **manually create** Visa adhoc tasks.)*

OTHER SMALL "FIXES"

8. **Approved Job Code and Title** are **now editable** by HR agents on Student Assistant Hires.
9. Restricted hire's tasks will now **automatically change to unrestricted** after unchecking "restricted" on the Parent case.
10. The Activity Log has been updated to include **only** fields in the view.
11. Agents will **no longer** be able to **change the approval status** on the back end of recruitment requests. They can still change the approver, just not the status, *as it could stall the workflow.*

WHAT ELSE SHOULD I KNOW?

New feedback forms have been added to the HR Service Hub website:

Search Word Submission Form

➔ Use this form to submit new "search words" to make the search results more robust.

Enhancement Request Form

➔ This is where everyone (including clients) may submit enhancement requests. They'll be reviewed by the Governance Team going forward.

➔ FYI: Issues/bugs should always be sent via an IT ServiceNow ticket *(choose Enterprise Applications > ServiceNow > Create a New Incident)*

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DEPARTMENT ACCESS USER (DAUs)

The request form for clients to request DAU access is now available online. This is a **HIGHLY CONFIDENTIAL** role and not automatically granted. Plus, the role is intended to give HR professionals (outside BRS and P&C) automatic access into their department/unit(s) cases so they can track them to completion.

As a reminder, below are the details about this role:

- DAU gives view access into **all unrestricted cases** in the approved Org Nodes, via a special menu link in the top navigation bar.
- DAU should **only** be requested by individuals in **HR-related positions.**
- DAU access includes the ability to **read work notes in the case.**
- DAUs **will not** receive email notifications.
- The **"Watch List"** continues to be the **primary way** for others to see case/ticket status and to receive email notifications related to a specific case.
- DAU requests are **approved by the submitter's Supervisor** and then by their **Division Finance Leaders** **(DFL)** via a ServiceNow – generated email.
- This role is **NOT automatically granted**. It must be requested and go through the approval process.
- DAU is **separate and distinct** from being an **Approver**. **It is not required for, nor related to,** being an Approver.

CHAMPIONS CORNER

Your **HR SERVICE HUB CHAMPIONS** are the best source of "how – to's" based on working with their teams and the new system.

Here are some of their helpful reminders/tips:

- To enable the **"Work Completed" email notification** for clients, please be sure to add an Additional Comment before selecting the "Complete Case" button.
- Don't forget to use/review the **workflow diagrams** again – especially the ones for VS, Postdocs, and Students.
  - Some situations have occurred where HR Partners are doing extra work by assigning tasks that are going to automatically trigger anyway. Make sure to use the Hire Tab!
- If an approver has **already signed off on a hire form**, departments **don't** need to select the approver again in the case that they submit. If they wanted to have the approver approve via ServiceHub instead of the form, that works too. *No need to duplicate approvals.*
- Remind clients about the distinctions between **Staff Extensions** and **Academic Appointments** in the HR Service Hub catalog.
  - There have been quite a few cases submitted for Postdoctoral Scholar extensions under the "Staff Extensions" category.
    - This has led to HR Partners having to close the case/re-open it under the correct category = **Postdoctoral Scholar Request.**