

## SERVICENOW ★ STAFF HIRING CLASSIFICATION & RECLASSIFICATION

*In partnership with Central HR, CSS is standardizing Staff Hiring, Classification and Reclassification processes in ServiceNow.*

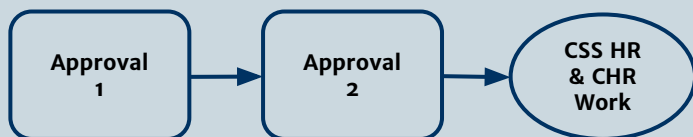
### WHAT'S NEW IN THIS RELEASE?

#### ★ 6 New Online Forms

ServiceNow will standardize and track progress online for:

- 1) Staff Recruitment\*
- 2) Staff Extension\*
- 3) Staff Waiver of Recruitment\*
- 4) Staff Multiple/Mass Hiring\*
- 5) Classification
- 6) Reclassification

*\*Requires in-system approvals, outline of process below:*



### HOW WILL THE PROCESS WORK?

As of August 24, you'll follow the same basic HR process but using standardized online forms in ServiceNow:

- 1) [Open a ServiceNow ticket](#) and answer basic questions
- 2) Move through the approval process
- 3) Consult your HR Partner on details and documents

### WHAT ARE THE BENEFITS?

#### ★ Preparation for UCPATH

- ★ **Consistency** - standardized processes
- ★ **Completeness** - everything in one place: case communications, records, forms, approvals, etc.
- ★ **Efficiency** - easy access to information, trace issues
- ★ **Visibility** - ability to check status and track progress
- ★ **Accountability** - clear submission & approval records

### WHAT IF I NEED HELP?

- See [Training Resource Library](#) for helpful job aids
- Contact [your HR Partner](#) (Click link, go to 'Find Unit Profile Page' in left menu of webpage, click '+' to expand unit listings, find your unit.)
- Contact [your Service Director](#) (also see Unit Profile Page, following instructions above)

### How do I find the new ServiceNow forms (CSS HR/APS Service Catalog)?

Start: [Campus Shared Services](#) homepage

Click: [Submit a Ticket](#)  
(Under 'REQUEST SERVICE')

Click: [Get HR Help](#)  
(Service Catalog appears)

Select the appropriate HR service from menu