JOB AID for Classification & Reclassification Forms
ServiceNow for CSS HR/APS

Berkeley Campus Shared Services

How to find the new online 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: 'Staff and Student Assistant: Classification and Compensation'**

NOTE: *This job aid is for both Staff Classification and Staff Reclassification forms.*

Helpful Hints:

✓ **Questions marked with a red asterisk (✱) MUST be answered** for this form to be submitted. **Completing more questions = faster processing.**

✓ **Review required questions and gather needed information before starting** – this form does **NOT** save progress and allow you to resume later.

✓ **Read all blue 'Help Boxes' within the form** for detailed instructions on how to find or provide requested information and best navigate the form.

✓ **Click 'More Information' triangles (▶)** to reveal additional details.

✓ **Screenshots shown in this job aid are truncated** – see form for full view.

✓ **Asterisks will change color** (red to gray) as required fields are completed.

Search Tips:

✓ For best results, **click on the magnifying glass** icon for advanced search capabilities in any field.

✓ *Using an asterisk (*) before any search term will expand results* – see example at right:

*search term

✓ *To clear a search text field*, delete any entered text, click **outside** the text field to clear, click back inside the field to resume typing.

CLASSIFICATION FORM REQUIRED FIELDS:

1) ✱ Are you creating a new position or filling a vacant position with significant changes to job duties?
   ▶ More information
   - ● Creating a new position
   - ○ Filling a vacant position with significant changes to job duties

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Need Help Finding the Department? *Blue Help Box*

First, make sure the text box on the form is cleared. Then, click on the magnifying glass (🔍) icon for advanced searching capabilities. Department Code (e.g., "Shared Services", "AZCSS").

Also, using an asterisk (*) at the beginning of your search term will act as a wildcard in the search - meaning the asterisk will substitute "Department of Cal Oskibear," searching for "Cal Oskibear" might not return the correct result. Instead, use "*Cal Oskibear." Note that

2) ✱ What department is this request for?
Either department name (e.g. Shared Services) or code (e.g. AZCSS) can be used here. 🔍

RECLASSIFICATION FORM REQUIRED FIELDS:

Need Help Finding Someone? *Blue Help Box*

First, make sure the text box on the form is cleared. Then, click on the magnifying glass (🔍) icon for advanced searching capabilities. In

1) ✱ What is the name of the person to whom this change applies?
Search by name, email, Employee ID or UID 🔍

2) ✱ Select the record you want to impact.
   ▼ More information
   The information presented in the dropdown is structured as follows:
   Record Number | Job Code | Job Title | Department Code | Supervisor

   --Choose an appointment-- ⊕

   Once an employee's name is entered in the previous field, this question's dropdown menu will display the current job appointment(s) associated with that employee. Click on the job you wish to extend – see example below…

   The information presented in the dropdown is structured as follows:
   Record Number | Job Code | Job Title | Department Code | Supervisor

   ✓ --Choose an appointment--
   0 | 7584U | Business Systems Analyst 3 | AZHRS | Janet Speer