


How to find the new online ServiceNow forms (CSS HR/APS Service Catalog):



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.

NOTE: A Multiple Hire request is for use with ten (10) or more employees. Multiple Hire requests **must be submitted at least 30 days before the target start date** to allow time for processing. After submitting this form, your HR Partner will contact you to schedule an intake meeting to discuss the details involved in a multiple hire and acquire the additional information needed to complete your request.

FORM REQUIRED FIELDS:

1) * Who is the Hiring Manager or main point of contact for this recruitment?

More information

This individual will be the main point of contact for the recruitment. If it is not you, then you will still receive email

Me

Someone Else

2) * What is the name of the Hiring Manager?

This question only appears if 'Someone Else' is selected in question above.

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 (Q) 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

3) * What is the hiring department?

Either department name (e.g. Shared Services) or code (e.g. AZCSS) can be used here.

4) * How many individuals do you wish to hire?

This form is for hiring ten (10) or more individuals. If you are hiring nine (9) or less, please use either the 'Staff Recruitment' or 'Waiver of Recruitment' (Limited Waiver type) form in the [HR Service Catalog](#), depending on if these positions need recruitment or not. If unsure of total number, estimate and confirm with your HR Partner later.

5) * What is the date that you would like to hire these individuals by?

▶ More information

Use calendar icon to find and enter date so it appears in correct format. Click icon to reveal current month calendar; use >> at top of calendar to advance to future months, and << to go back to previous months. Once found, click on desired date.

August 2017						
S	M	T	W	T	F	S
30	31	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31	1	2
3	4	5	6	7	8	9

Go to Today

How do Approvals Work?

Blue Help Box

Your request must be reviewed and endorsed by two Approvers before it can be completed by CSS HR/APS. Please select the first and second Approvers designated by your unit to approval.

Upon submission, your request will be reviewed by Approver 1, and if endorsed, will move to Approver 2. If granted final approval, your request will go to CSS HR/APS for fulfillment.

To view the status of your request, go to the Approval section of your case. For any questions about the Approval process, please visit the [CSS ServiceNow Resources](#) webpage or c

6) * Select the first approver • If you are unsure who your Approvers are, check with your Approver [Gatekeeper](#).

▶ More information

7) * Select the second approver

▶ More information