

## HR SERVICE CATALOG

### HR Service Request Portal

The HR Service Request Portal is an online ticketing system used by Human Resources to provide customer support. UCR faculty and staff can use the service to submit a request for:

1. Communication & Design
2. Covered Services
3. EOD - Special Training
4. ePer and Performance Development
5. HR Admin - Catastrophic Donation
6. HR Admin - Catastrophic Leave
7. HR Admin - Rehired Retiree
8. HR Policy Request
9. HR Systems and Project Management

The screenshot shows the HR Service Catalog interface. At the top, there is a navigation bar with 'UC RIVERSIDE Information Technology Solutions' and 'MAKING IT POSSIBLE'. Below this is a secondary navigation bar with 'ITS HOME', 'SYSTEM STATUS', 'MY DASHBOARD', and a user profile for 'DORA RUBIO'. A search bar is located on the right side of the page.

The main content area is titled 'Service Catalog' and features a grid of service cards. On the left, there are two sidebars: 'Catalogs' with 'Human Resources Catalog' selected, and 'Categories' with 'Employee Organizational Develo...' (1), 'HR Administration' (3), and 'Policy & Strategic Initiatives' (5). The service cards are arranged in a 3x3 grid:

- Card 1:** Communication & Design. Description: To submit requests for Policy & Strategic Initiatives: Communication/Design.
- Card 2:** Covered Services. Description: To submit requests for Policy & Strategic Initiatives: Covered Services.
- Card 3:** EOD-Special Training Requests. Description: EOD-Special Training Requests.
- Card 4:** ePer and Performance Development. Description: To submit requests for Policy & Strategic Initiatives: ePer and Performance Development.
- Card 5:** HR ADMIN - CAT Donation. Description: HR ADMIN - CAT Donation.
- Card 6:** HR ADMIN - CAT Leave. Description: HR ADMIN - CAT Leave.
- Card 7:** HR ADMIN - Rehired Retiree. Description: HR ADMIN - Rehired Retiree.
- Card 8:** HR Policy Request. Description: To submit requests for Policy & Strategic Initiatives: HR Policy.
- Card 9:** HR Systems and Project Management. Description: To submit requests for Policy & Strategic Initiatives: HR Systems and Project Management.

Each card includes a 'View Details' link at the bottom.

## HR ADMIN CATASTROPHIC DONATION REQUEST FORM

To submit requests for **HR Admin CAT Donation**, navigate to the ITS ServiceNow Homepage. Under the **Browse Services** option, select **Administrative & Business**.

- From the Catalogs dropdown menu, select **Human Resources Catalog**.
- Then select **HR Administration** from the Categories menu.
- The HR Administration category items display, click the **HR ADMIN - CAT Donation Request** service option.
- The **HR Admin - CAT Donation** form will open.
- The first half of the form is auto-populated with the **Requestor's** information.
- If requesting service on behalf of another person, enter name of individual in the **Requestor field**.

The screenshot shows the ServiceNow interface. At the top, there is a search bar and a breadcrumb trail: Home > ITS > HR Administration. On the left, there is a 'Catalogs' dropdown menu with 'Human Resources Catalog' selected (marked with a red circle 1). Below it is a 'Categories' menu with 'HR Administration' selected (marked with a red circle 2). The main area displays the 'Service Catalog' for 'HR Administration', with 'HR ADMIN - CAT Donation' highlighted (marked with a red circle 3). Other services like 'HR ADMIN - CAT Leave' and 'HR ADMIN - Rehired Retiree' are also visible.

The screenshot shows the 'HR ADMIN - CAT Donation' form. The title is 'HR ADMIN - CAT Donation' (marked with a red circle 4). Below the title, there is a field for the requestor's name, which is pre-filled with 'Dora Rubio' (marked with a red circle 6). To the right, there are several input fields for employee information, all of which are pre-filled: 'Employee ID' (100, marked with a red circle 5), 'NetID' (dor), 'Last Name' (Rubio), 'Department' (D01103), and 'Organization' (ORG20). Other fields include 'First Name' (Dora), 'Email' (dora.rubio@ucr.edu), and 'Work Phone' ((951) 827-...).

## HR ADMIN CATASTROPHIC DONATION REQUEST FORM

**NOTE:** Hours donated must be accrued vacation hours.

7. In the **Donated Hours** field, enter the number of hours to be donated.
8. Next, from the **Donation Options** dropdown menu, select to donate to **Any Eligible Employee** or **A Specific Employee**.
9. In the **Additional Information** field, include any additional information relevant to the request.
10. The **Required Information** box will list the fields that must be completed in order to submit this request.
11. Attachments can be added to the form by clicking the **Add Attachments** icon at the bottom of the form.
12. Finally, click the **Submit** Button.

The screenshot shows the 'I Wish to Donate to:' form section. It includes a 'Donated Hours' field with a red box and callout 7, a 'Donation Options' dropdown menu with a red box and callout 8, and an 'Additional Information' text area with a red box and callout 9. A blue 'Required Information' bar at the bottom contains callouts 10 and 12. A red box with callout 11 highlights the 'Add attachments' icon, and a red box with callout 12 highlights the 'Submit' button.

**REQUEST DETAILS SCREEN**

Once the Request is submitted, the **Request Detail** screen will open. An email notification will be received when a Request is submitted. The email will provide a link to access and track the Request.

Information available here includes:

1. The RITM# that has been assigned to this Request.
2. Policy Request form details submitted.
3. Watch List option: Add an individual to this Request.
4. Attachments option: You can add attachments to the Request here or you can edit and delete any attachments submitted with the form.
5. Type and send a message to HR regarding this submission.

