

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 portal. 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 divided into two columns. The left column contains a 'Catalogs' dropdown menu with 'Human Resources Catalog' selected, and a 'Categories' list with items: 'Employee Organizational Develo...' (1), 'HR Administration' (3), and 'Policy & Strategic Initiatives' (5). The right column is titled 'Service Catalog' and contains a grid of nine service request cards, each with a numbered callout (1-9) in a red circle:

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

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

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

The screenshot shows the Service Catalog interface. The breadcrumb path is Home > ITS > HR Administration. A search bar is at the top right. On the left, there are two dropdown menus: 'Catalogs' and 'Categories'. The 'Catalogs' dropdown is set to 'Human Resources Catalog'. The 'Categories' dropdown is set to 'HR Administration'. The main content area shows three service cards: 'HR ADMIN - CAT Donation', 'HR ADMIN - CAT Leave', and 'HR ADMIN - Rehired Retiree'. The 'HR ADMIN - CAT Leave' card is highlighted with a red box and a red circle with the number 3.

The screenshot shows the 'HR ADMIN - CAT Leave' form. The title is 'HR ADMIN - CAT Leave'. Below the title, there is a field for 'Requestor (if requesting on behalf of another person, please enter name of individual here)' which is populated with 'Dora Rubio'. To the right, there are several fields for employee information: 'Employee ID' (100), 'NetID' (dora), 'Last Name' (Rubio), 'Department' (D01103), and 'Organization' (ORG20). The 'Requestor' field is highlighted with a red box and a red circle with the number 6. The 'Employee ID' field is highlighted with a red circle with the number 5. The title 'HR ADMIN - CAT Leave' is highlighted with a red circle with the number 4.

HR ADMIN CATASTROPHIC LEAVE REQUEST FORM

NOTE: All fields marked with an asterisk are required information.

- Click the **Meets UCR Years of Service for CAT Leave** field, and select **Yes** or **No**.
- In the **Employee Exhausted Sick Leave, Vacation and Compensatory Time Off?** field, select **Yes, No** or **Pending**.
- Indicate if the **Employee Completed Probationary Period**, by selecting **Yes** or **No**.
- Next, enter **How Many Hours Requested?**
- Enter the **Start Date** for this leave request, by clicking the **calendar icon** or typing in the **month, day** and **year** in the field.
- Then enter the **End Date** for this leave request.
- In the **Employee Requested Catastrophic Leave Donations During the 12 months Immediately Preceding This Request?** field, select **Yes** or **No**.

The screenshot shows the 'HR ADMIN - CAT Leave' form with the following fields and callouts:

- 7**: * Meets UCR years of service for CAT leave (dropdown menu)
- 8**: * Employee exhausted sick leave, vaction and compensatory time off? (dropdown menu)
- 9**: * Employee completed probationary period? (dropdown menu)
- 10**: * How many hours requested? (text input field)
- 11**: * Start Date (text input field with MM/DD/YY format and calendar icon)
- 12**: * End Date (text input field with MM/DD/YY format and calendar icon)
- 13**: * Employee requested Catastrophic Leave Donations during the 12 months immediately preceding this request? (dropdown menu)

HR ADMIN CATASTROPHIC LEAVE REQUEST FORM

NOTE: All fields marked with an asterick are required information.

- 14. From the dropdown menu in the **Catastrophic Leave Type** field, select **Catastrophic Casualty, Death of a Family Member, Employee Serious Health Condition, Pregnancy Disability** or **Family Member Serious Health Condition** .
- 15. Select **Yes, No** or **Not Applicable** in the **Employee Serious Health Condition, Has Employee Applied for Disability Benefits** field.
- 16. In the **Provided Supervisor with a Medical Certification Form Related to This Serious Health Condition** field, select **Yes** or **No**.
- 17. In the **Is the Catastrophic Leave Request Related to a Work Injury** field, select **Yes** or **No**.
- 18. Indicate **Yes** or **No** to **Authorize the Use of Your Name in Requesting Donations of Vacation Hours From Fellow UCR Employees**.

The screenshot shows a portion of a web form with five dropdown menus. Each dropdown menu is preceded by a red circle containing a white number (14 through 18). The dropdown menus are:

- 14. * Catastrophic Leave Type
-- None --
- 15. * Employee serious health condition, has employee applied for disability benefits?
-- None --
- 16. * Provided supervisor with a medical certification form related to this serious heath condition
-- None --
- 17. * Is the catasphic leave request related to a work injury?
-- None --
- 18. * Authorize the use of your name in requesting donations of vacation hours from fellow UCR employees?
-- None --

HR ADMIN CATASTROPHIC LEAVE REQUEST FORM

19. You are then prompted to answer **Have You Received any Formal Disciplinary Action for Excessive Absenteeism During the 12 Months Immediately Preceding the Request for Catastrophic Leave?**, select **Yes** or **No**.
20. The **Required Information** box will list the fields that must be completed in order to submit this request.
21. Attachments can be added to the form by clicking the **Add Attachments** icon at the bottom of the form.
22. Finally, click the **Submit** Button.

The screenshot shows a web form for requesting catastrophic leave. At the top, a question is asked: "Have you received any formal disciplinary action for excessive absenteeism during the 12 months immediately preceding the request for catastrophic leave?". Below this is a dropdown menu with "Yes" selected, marked with a red circle and the number 19. A "Submit" button is located in the top right corner, marked with a red circle and the number 22. A large light blue box labeled "Required information" contains several red-bordered boxes with text: "Meets UCR years of service for CAT leave", "Employee exhausted sick leave, vacation and compensatory time off?", "Employee completed probationary period?", "How many hours requested?", "Start Date", "End Date", "Employee requested Catastrophic Leave Donations during the 12 months immediately preceding this request?", "Catastrophic Leave Type", "Employee serious health condition, has employee applied for disability benefits?", "Provided supervisor with a medical certification form related to this serious health condition", "Is the catastrophic leave request related to a work injury?", and "Authorize the use of your name in requesting donations of vacation hours from fellow UCR employees?". This box is marked with a red circle and the number 20. At the bottom right of the form, there is an "Add attachments" button with a paperclip icon, marked with a red circle and the number 21.

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 also 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.

