

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 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. Each card is numbered with a red circle containing a white number, corresponding to the list on the left. The cards include: 1. Communication & Design, 2. Covered Services, 3. EOD - Special Training Requests, 4. ePer and Performance Development, 5. HR ADMIN - CAT Donation, 6. HR ADMIN - CAT Leave, 7. HR ADMIN - Rehired Retiree, 8. HR Policy Request, and 9. HR Systems and Project Management. A sidebar on the left shows 'Catalogs' and 'Categories' with a dropdown menu set to 'Human Resources Catalog'.

HR POLICY REQUEST FORM

To submit requests for **HR Policy & Strategic Initiatives**, 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 **Policy & Strategic Initiatives** from the Categories menu.
3. The Policy & Strategic Initiatives Requests category items display, click the **HR Policy Request** service option.
4. The **Policy Request** 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. On the left, the 'Catalogs' dropdown is set to 'Human Resources Catalog' (1). Below it, the 'Categories' list includes 'Employee Organizational Development' (2), 'HR Administration' (3), and 'Policy & Strategic Initiatives' (5), which is highlighted with a red box. The main area displays 'Policy & Strategic Initiatives' with three service cards: 'Communication & Design' (2), 'Covered Services' (3), and 'ePer and Performance Development'. The 'HR Policy Request' card is highlighted with a red box (3). Each card has a 'View Details' button.

The screenshot shows the 'POLICY Request' form. The 'Requestor' field (6) is pre-filled with 'Dora Rubio'. The 'Employee ID' field (4) is pre-filled with '1001'. The 'NetID' field (5) is pre-filled with 'dora'. The 'Last Name' field is pre-filled with 'Rubio'. The 'Department' field is pre-filled with 'D01103'. The 'Organization' field is pre-filled with 'ORG20'. Other fields include 'First Name' (Dora), 'Email' (dora.rubio@ucr.edu), and 'Work Phone' ((951) 827-XXXX).

POLICY REQUEST FORM

NOTE: Additional fields may display depending on Sub Type selection.

7. In the **Sub Type** field, click the dropdown arrow and select **None, Communicate Policy, Local Procedure Update, or New HR Staff Policy.**
8. Next select the **Priority** of the request; **Low, Medium, High** or **Critical.**
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 'Policy Request Form' interface. It includes the following elements with numbered callouts:

- 7:** A dropdown menu for 'Sub type' is open, showing options: 'Communicate policy', 'Local procedure update', and 'New HR staff policy'.
- 8:** A dropdown menu for 'Priority' is open, showing the option: '-- None --'.
- 9:** A large text input field for 'Additional Information'.
- 10:** A blue box labeled 'Required information' with sub-sections for 'Sub type' and 'Priority'.
- 11:** An 'Add attachments' icon (paperclip) at the bottom right.
- 12:** A blue 'Submit' button at the bottom right.

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.

The screenshot displays the 'Request Details' screen for an HR Policy Request. The interface includes a navigation bar with 'ITS HOME', 'SYSTEM STATUS', and 'MY DASHBOARD'. The main content area shows a message input field (5), a chat history with a message from Dora Rubio (1), a 'Watch List' section (3), and an 'Attachments' section (4) showing a document 'UCR New Policy (test).docx (18 KB)'. A right-hand sidebar displays request details: 'Your request has been submitted', RITM0256554, 'Policy', 'Open', '4 - Low', '12m ago', and '11m ago'. It also lists the requestor as Dora Rubio with contact information.