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**

COMMUNICATION & DESIGN REQUEST FORM

To submit requests for **Communication & Design**, 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 catagory items display, click the **Communication & Design** service option.
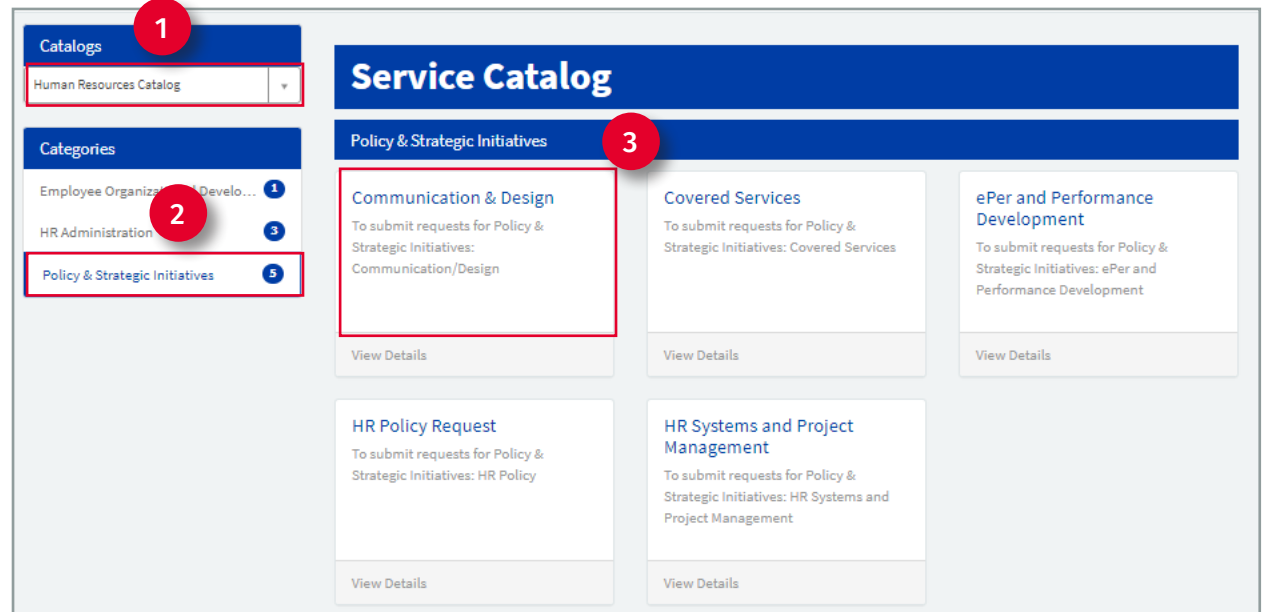
COMMUNICATION & DESIGN REQUEST FORM

4. The **Communication & Design** form will open.

5. The **Requestor's** information is auto-populated.

6. If requesting service on behalf of another person, enter name of individual in the **Requestor** field.

7. In the **Sub Type** field select one of the options:

- **Communication Graphic Design**

- **Communication to Campus**

- **Communication to DBR**

- **Communication to HR Partners**

- **Communication to MSO's**

- **Job Aids**

- **Videos**

Communication & Design
To submit requests for Policy & Strategic Initiatives: Communication/Design

* Requestor (If requesting on behalf of another person, please enter name of individual here)

Dora Rubio

First Name
Dora

Email
dora.rubio@ucr.edu

Work Phone
(951) 827

Employee ID
100

NetID:
dc

Last Name
Rubio

Department
D01103

Organization
ORG20

* Sub Type:

Communication graphic design
Communication to Campus
Communication to DBR
Communication to HR partners
Communication to MSO's
Job aids
Video

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

COMMUNICATION & DESIGN REQUEST FORM

8. Next select the **Priority** of the request; **Low, Medium, High** or **Critical**

9. Additional fields will display when a **Sub Type** is selected. Enter or select the **information requested** for all additional fields.

10. In the **Additional Information** field, include any additional information relevant to the request.

11. The **Required Information** box will list the fields that must be completed in order to submit this request.

12. Attachments can be added to the form by clicking the **Add Attachments** icon at the bottom of the form.

13. Finally, click the **Submit** Button.

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

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.