

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 the UC Riverside logo, 'Information Technology Solutions', and the tagline 'MAKING IT POSSIBLE'. Below this is a secondary navigation bar with links for '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:

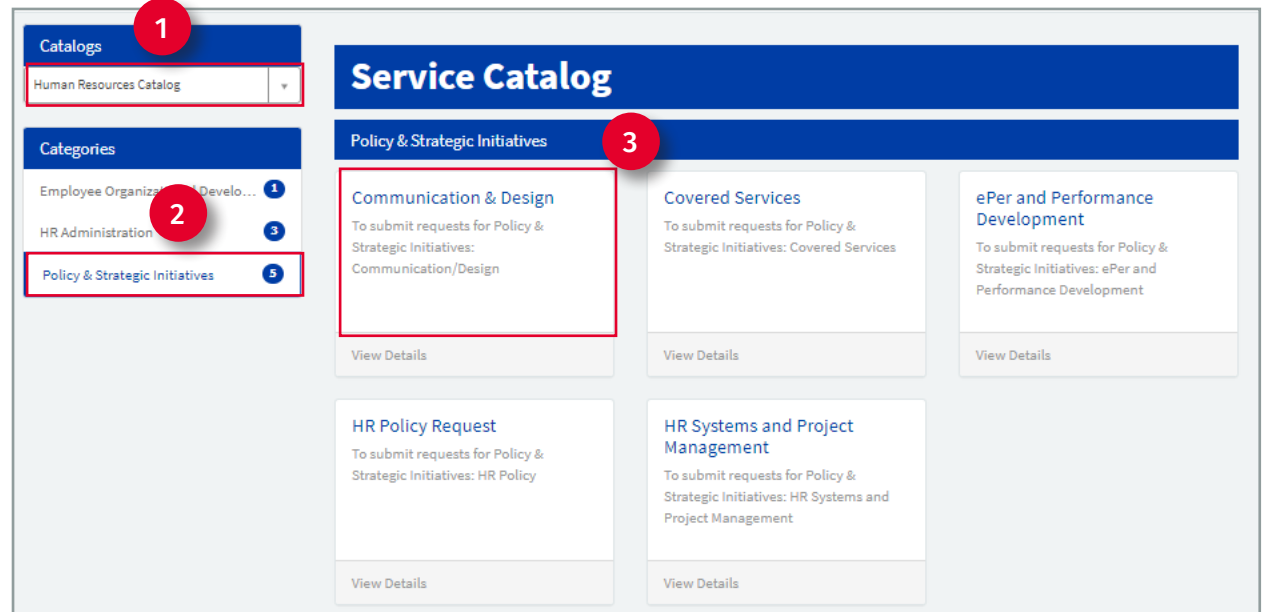
- 1. Communication & Design:** To submit requests for Policy & Strategic Initiatives: Communication/Design.
- 2. Covered Services:** To submit requests for Policy & Strategic Initiatives: Covered Services.
- 3. EOD -Special Training Requests:** EOD -Special Training Requests.
- 4. ePer and Performance 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. On the left side of the interface, there is a 'Catalogs' dropdown menu with 'Human Resources Catalog' selected, and a 'Categories' list with numbered items: 'Employee Organizational Develo...' (1), 'HR Administration' (3), and 'Policy & Strategic Initiatives' (5).

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 category 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 4
To submit requests for Policy & Strategic Initiatives: Communication/Design

* Requestor (If requesting on behalf of another person, please enter name of individual here) 6
Dora Rubio

Employee ID 5
100

NetID:
dc

Last Name
Rubio

Department
D01103

Organization
ORG20

* Sub Type: 7
 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.

The screenshot shows a web form with the following elements:

- 8**: A dropdown menu for "Sub Type" with "Communication graphic design" selected.
- 9**: A dropdown menu for "Priority" with "-- None --" selected.
- 9**: A dropdown menu for "Graphic Design type" with "-- None --" selected.
- 10**: A large text input field labeled "Additional Information".
- 11**: A light blue box labeled "Required information" containing "Priority" and "Graphic Design type:".
- 12**: An "Add attachments" button with a paperclip icon.
- 13**: A blue "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.

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 'Start' button, a 'Watch List' section (3), and an 'Attachments' section (4) with 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'. A red circle (2) highlights the 'Options' section, which includes the requestor's name 'Dora Rubio' and contact information.