

## 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

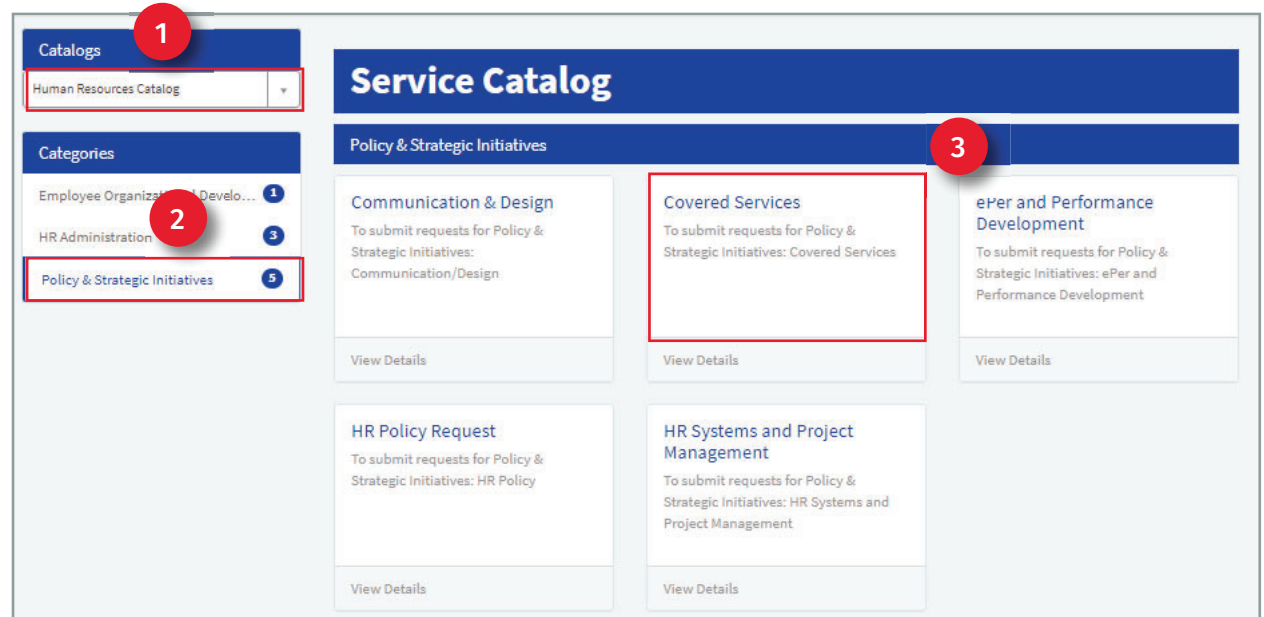
The screenshot shows the HR Service Catalog portal. At the top, there is a navigation bar with 'ITS HOME', 'SYSTEM STATUS', 'MY DASHBOARD', and a user profile for 'DORA RUBIO'. Below the navigation bar is a search bar labeled 'Search the Service Catalog'. On the left side, there is a 'Catalogs' dropdown 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 main content area is titled 'Service Catalog' and contains a grid of service cards. Each card has a title, a description, and a 'View Details' link. The cards are numbered 1 through 9, 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.

## COVERED SERVICES REQUEST FORM

To submit requests for **Covered Services**, 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 **Covered Services** service option.



## COVERED SERVICES REQUEST FORM

4. The **Covered Services** 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:
  - **None**
  - **Concept Approval**

The screenshot shows the 'Covered Services' form interface. At the top, the title 'Covered Services' is followed by a red circle containing the number '4'. Below the title is the instruction: 'To submit requests for Policy & Strategic Initiatives: Covered Services'. The form contains several input fields: 'Requestor (If requesting on behalf of another person, please enter name of individual here)' with a dropdown menu showing 'Dora Rubio' (circled with a red '6'); 'Employee ID' with the value '10' (circled with a red '5'); 'First Name' with 'Dora'; 'Email' with 'dora.rubio@ucr.edu'; 'Work Phone' with '(951) 827'; 'NetID' with 'do'; 'Last Name' with 'Rubio'; 'Department' with 'D01103'; and 'Organization' with 'ORG20'. At the bottom, the 'Sub type:' dropdown menu is open, showing options 'None --' and 'Concept Approval' (circled with a red '7').

## COVERED SERVICES REQUEST FORM

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 a web form with the following elements:

- 8**: A dropdown menu labeled "Priority" with a red asterisk indicating it is required. The current selection is "-- None --".
- 9**: A text input field labeled "Additional Information".
- 10**: A light blue box labeled "Required information" containing two red boxes: "Sub type:" and "Priority".
- 11**: An "Add attachments" button with a paperclip icon.
- 12**: 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 page header includes the UC Riverside logo and 'Information Technology Solutions' with the tagline 'MAKING IT POSSIBLE'. The navigation bar contains 'ITS HOME', 'SYSTEM STATUS', and 'MY DASHBOARD'. The breadcrumb trail shows 'Home > HR Policy Request'. A search bar is located in the top right. The main content area is titled 'To submit requests for Policy & Strategic Initiatives: HR Policy'. It features a message input field (5) with a 'Send' button. Below the input field is a chat history showing a message from 'Dora Rubio' at 10/14/24 12:21:40. A 'Start' button is visible below the chat history. A 'Watch List' section (3) contains a dropdown menu and a '+' button. An 'Attachments' section (4) shows a document 'UCR New Policy (test).docx (18 KB)' with edit and delete icons. The right-hand sidebar displays 'Your request has been submitted' with the following details: Number RITM0256554, Short description Policy, State Open, Priority 4 - Low (2), Created 12m ago, Updated 11m ago, and Options. The Requestor information is listed as 'Dora Rubio' with First Name Dora, Email dora.rubio@ucr.edu, and Work Phone (951) 827-1430.