

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:

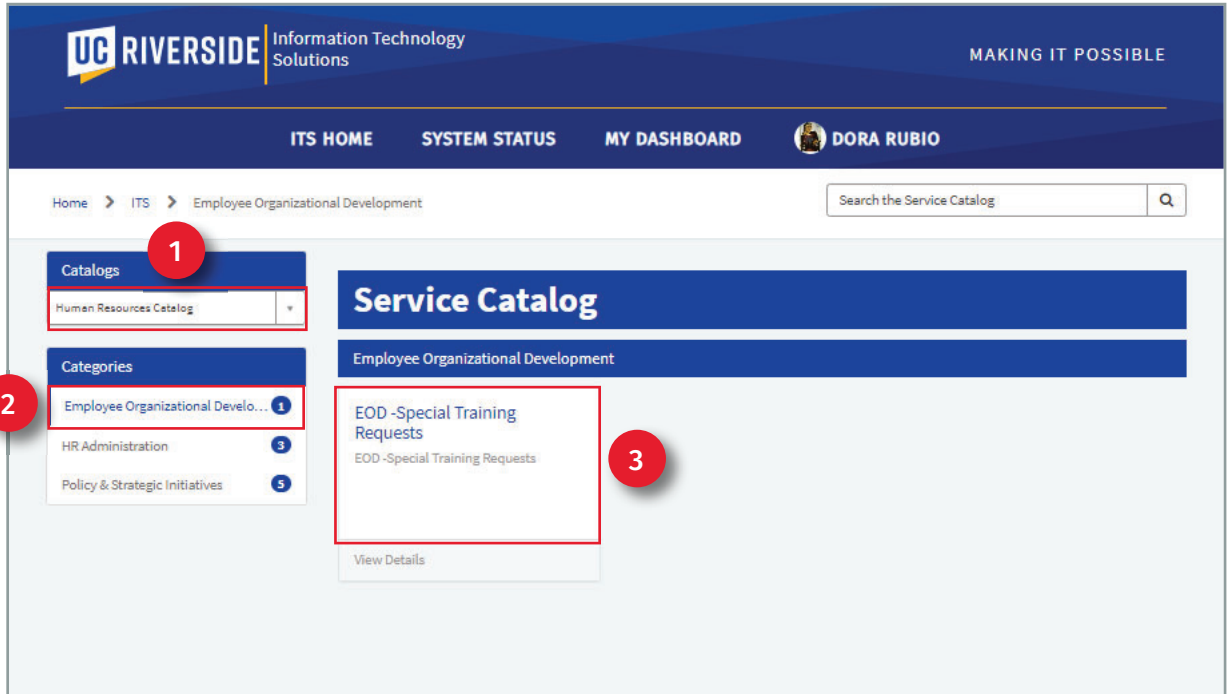
1. Communication & Design
2. Covered Services
3. EOD - Special Training
4. ePer and Performance Development
5. HR Admin - Catastrophic Donation
6. HR Admin - Catastrophic Leave
7. HR Admin - Rehired Retiree
8. HR Policy Request
9. HR Systems and Project Management

The screenshot shows the HR Service Catalog interface. At the top, it features the UC Riverside logo, 'Information Technology Solutions', and the tagline 'MAKING IT POSSIBLE'. Navigation links include 'ITS HOME', 'SYSTEM STATUS', 'MY DASHBOARD', and a user profile for 'DORA RUBIO'. A search bar is present with the text 'Search the Service Catalog'. On the left, a 'Catalogs' dropdown menu is set to 'Human Resources Catalog', and a 'Categories' list includes 'Employee Organizational Develo...' (1), 'HR Administration' (3), and 'Policy & Strategic Initiatives' (5). The main 'Service Catalog' area contains nine service cards, each with a numbered red circle callout: 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; 9. HR Systems and Project Management. Each card includes a brief description and a 'View Details' link.

EOD SPECIAL TRAINING REQUEST FORM

To submit requests for **EOD Special Training**, 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 **Employee Organizational Development** from the Categories menu.
3. The Employee Organizational Development category item displays, click the **EOD Special Training** request option.



EOD SPECIAL TRAINING REQUEST FORM

4. The **EOD - Special Training Requests** 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. Select **Yes** or **No** if this training request **Is Related to an Employee/Labor Relation Issue?**

Note: Additional fields will display when **Yes** is selected (**steps 8 & 9**).
8. If Yes is selected above, enter the **Name of the ELR Rep.**
9. In the next field, **Please Explain Employee/Labor Relation Issue.**

The screenshot shows the 'EOD -Special Training Requests' form. Red circles with numbers 4 through 9 point to the following fields:

- 4:** The form title 'EOD -Special Training Requests'.
- 5:** The 'Employee ID' field.
- 6:** The 'Requestor' dropdown menu, which is currently set to 'Dora Rubio'.
- 7:** The 'Is this related to an Employee /Labor relation issue?' dropdown menu, which is currently set to 'Yes'.
- 8:** The 'Name of the ELR Rep' field.
- 9:** The 'Please explain Employee/Labor relation issue' text area.

Other visible fields include: UCR NetID (d), Last Name (Rubio), Department Name (Human Resources Dept), Organization Name (Chancellor), Department (D01103), Organization (ORG20), and Work Phone ((951) 82...).

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

EOD SPECIAL TRAINING REQUEST FORM

10. In the **Request Type** field select one of the options:

- **Assessment**
- **Course - Catalog Offering**
- **Course - Custom**
- **Other**

11. Next enter the **Number of Participants**.

12. Then select the **Location** of the training:

- **In Person - Off Campus**
- **In Person - On Campus**
- **Virtual**

13. Indicate the Duration of the training:

- **Full Day**
- **Half Day or Less**
- **Multi-Day**

14. Click the calendar icon to select your **Preferred Date** for the training.

15. If applicable indicate an **Additional Date 1** for the training.

16. Optional: Select **Additional Date 2**.

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

EOD SPECIAL TRAINING REQUEST FORM

17. Please **Provide Description of Situation or Training Need.**
18. In the **Additional Information** field, include any additional information relevant to the request.
19. The **Required Information** box will list the fields that must be completed in order to submit this request.
20. Attachments can be added to the form by clicking the **Add Attachments** icon at the bottom of the form.
21. Finally, click the **Submit** Button.

The screenshot shows a web form with the following elements:

- 17:** A text input field with the label "* Provide description of situation or training need:".
- 18:** A text input field with the label "Additional Information".
- 19:** A blue-bordered box containing a list of required information fields: "is this related to an Employee / Labor relation issue?", "Request Type:", "Number of participants", "Location:", "Duration:", "Preferred date:", and "Provide description of situation or training need:". The first field has an asterisk.
- 20:** A button with a paperclip icon and the text "Add attachments".
- 21:** A blue button with the text "Submit".

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 **Request Item Number (RITM#)** that has been assigned to this Request.
2. The **Request Form Details** submitted.
3. Add additional individual(s) to this request with the **Watch List** option.
4. Use the **Attachments** option to 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 EOD regarding this submission.

