

## 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 '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. On the left, there is a sidebar with 'Catalogs' and 'Categories' sections. The 'Catalogs' section has a dropdown menu currently set to 'Human Resources Catalog'. The 'Categories' section lists 'Employee Organizational Develo...' (1), 'HR Administration' (3), and 'Policy & Strategic Initiatives' (5).

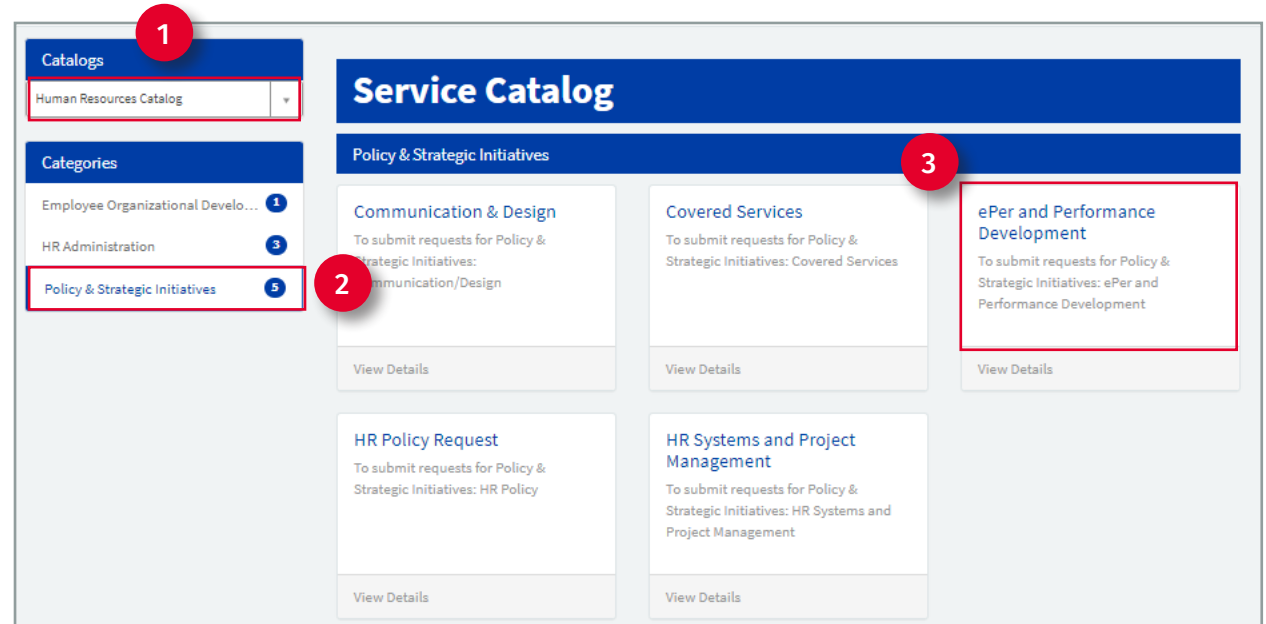
The 'Service Catalog' grid contains the following cards, each with a numbered callout (1-9) in a red circle:

- 1. Communication & Design**: To submit requests for Policy & Strategic Initiatives: Communication/Design. Includes a 'View Details' link.
- 2. Covered Services**: To submit requests for Policy & Strategic Initiatives: Covered Services. Includes a 'View Details' link.
- 3. EOD -Special Training Requests**: EOD -Special Training Requests. Includes a 'View Details' link.
- 4. ePer and Performance Development**: To submit requests for Policy & Strategic Initiatives: ePer and Performance Development. Includes a 'View Details' link.
- 5. HR ADMIN - CAT Donation**: HR ADMIN - CAT Donation. Includes a 'View Details' link.
- 6. HR ADMIN - CAT Leave**: HR ADMIN - CAT Leave. Includes a 'View Details' link.
- 7. HR ADMIN - Rehired Retiree**: HR ADMIN - Rehired Retiree. Includes a 'View Details' link.
- 8. HR Policy Request**: To submit requests for Policy & Strategic Initiatives: HR Policy. Includes a 'View Details' link.
- 9. HR Systems and Project Management**: To submit requests for Policy & Strategic Initiatives: HR Systems and Project Management. Includes a 'View Details' link.

## EPER REQUEST FORM

To submit requests for **ePer and Performance Development**, 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 **ePer and Performance Development** service option.



## EPER REQUEST FORM

4. The **ePer and Performance Development** 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:
  - **Assign NLM Delegate**
  - **Closing Out Performance Document**
  - **ePer Issue**
  - **New Hire**
  - **Transfer to New Supervisor**
  - **General ePer Support**

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To submit requests for Policy & Strategic Initiatives: ePer and Performance Development

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

6

First Name

Email

Work Phone

5 Employee ID

NetID:

Last Name

Department

Organization

\* Sub type:

7

-- None --

Assign NLM Delegate

Closing Out Performance Document

ePer Issue

New Hire

Transfer to New Supervisor

General ePer Support

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

## EPER REQUEST FORM

8. Additional fields will display when a **Sub Type** is selected. Enter **information requested** for all additional fields.
9. The **Required Information** box will list the fields that must be completed in order to submit this request.
10. Attachments can be added to the form by clicking the **Add Attachments** icon at the bottom of the form.
11. Finally, click the **Submit** Button.

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

The screenshot shows a web form for submitting an ePer request. At the top, there is a dropdown menu for 'Sub type' with 'ePer Issue' selected. Below this is a large text area for describing the issue, with a red circle '8' next to it. A blue box labeled 'Required information' contains the instruction 'Please describe the issue. Attach a screenshot if possible.', with a red circle '9' next to it. At the bottom right, there is a blue 'Submit' button with a red circle '11' next to it, and an 'Add attachments' button with a paperclip icon and a red circle '10' next to it.

**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. At the top, the UC Riverside logo and 'Information Technology Solutions' are visible, along with the tagline 'MAKING IT POSSIBLE'. The navigation bar includes 'ITS HOME', 'SYSTEM STATUS', and 'MY DASHBOARD'. The main content area shows a message input field (5) and a chat history with a 'Start' button. A 'Watch List' section (3) and an 'Attachments' section (4) are also present. The 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 in the sidebar.