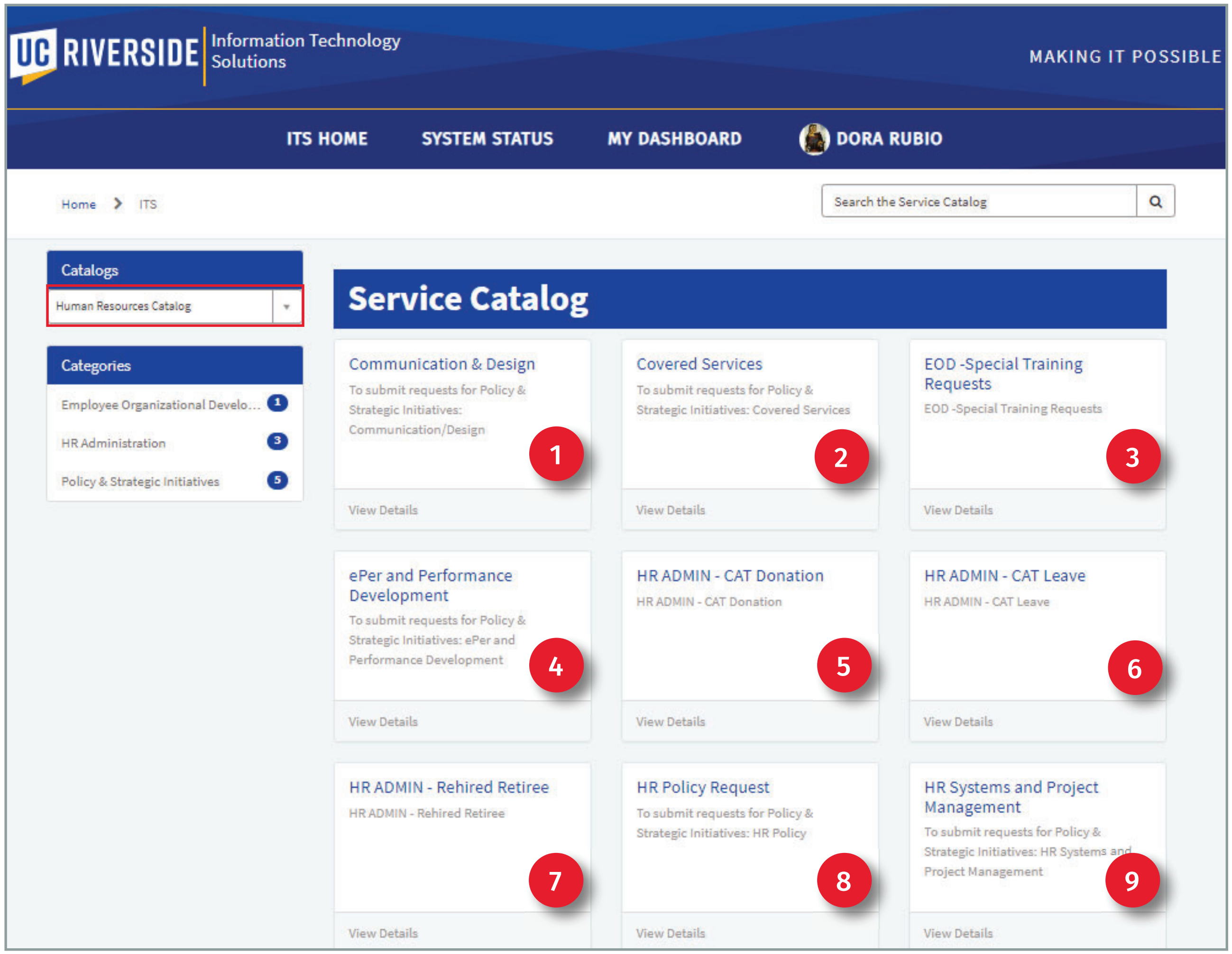
HR SERVICE CATALOG

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:

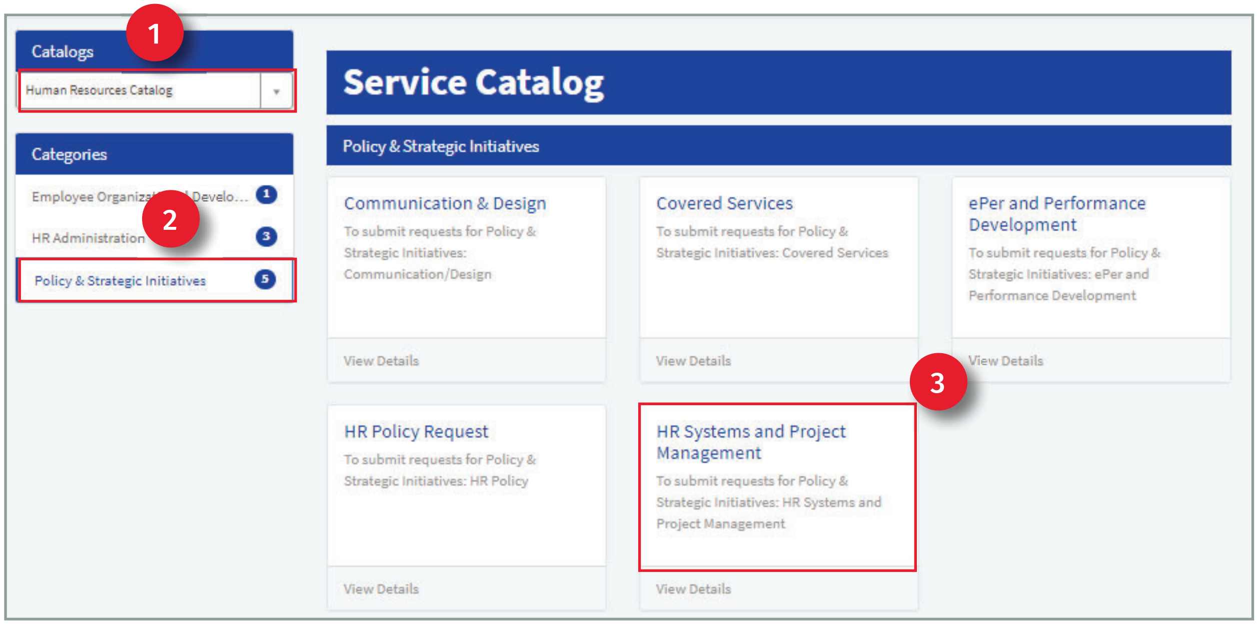
1. **Communication & Design**
2. **Covered Services**
3. **EOD - Special Training**
4. **ePer and Performance Development**
5. **HR Admin - Catastrophic Donation**
6. **HR Admin - Catastrophic Leave**
7. **HR Admin - Rehired Retiree**
8. **HR Policy Request**
9. **HR Systems and Project Management**



HR SYSTEMS AND PROJECT MANAGEMENT REQUEST FORM

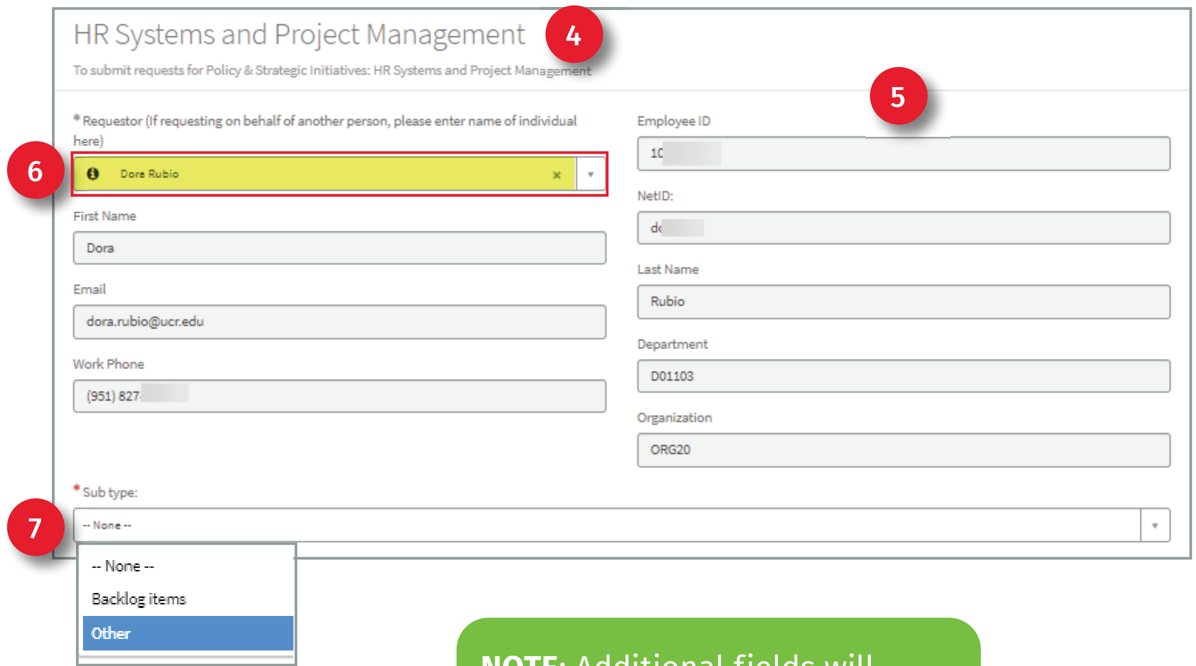
To submit requests for **HR Systems and Project Management**, navigate to the ITS ServiceNow Homepage. Under the **Browse Services** option, select **Administrative & Business**.

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 **HR Systems and Project Management** service option.



HR SYSTEMS AND PROJECT MANAGEMENT REQUEST FORM

4. The **HR Systems and Project Management** 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:
   - **Backlog Items**
   - **Other**



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

HR SYSTEMS AND PROJECT MANAGEMENT REQUEST FORM

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

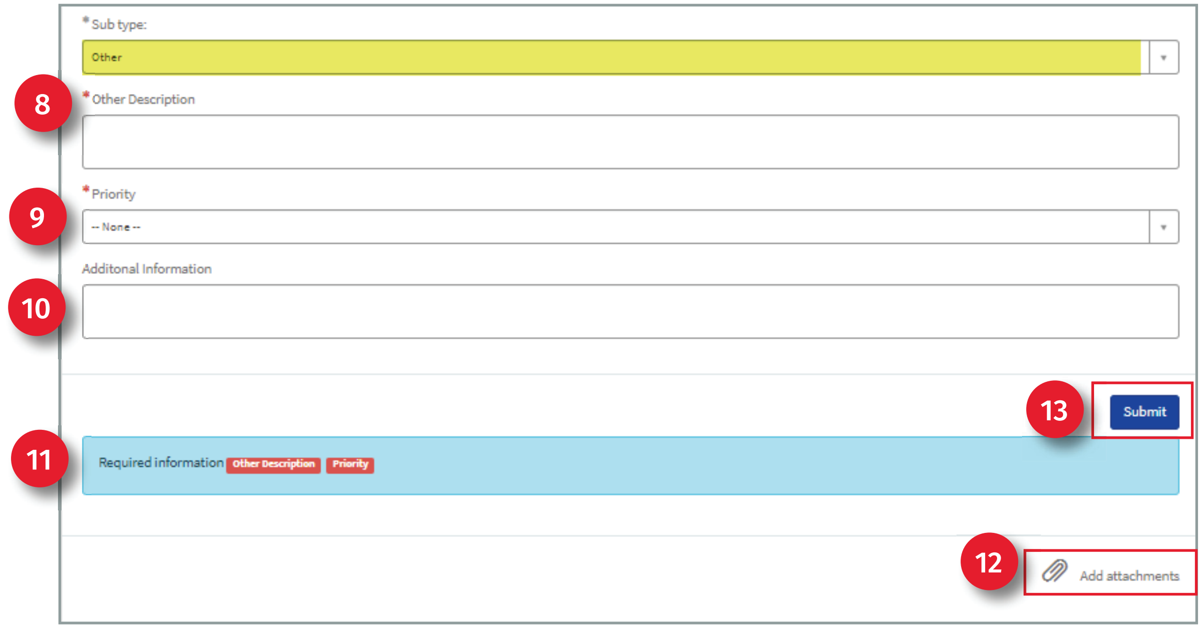
9. Next select the **Priority** of the request; **Low, Medium, High** or **Critical**.

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.