Hello campus partners and colleagues,

From the start, the CSS organization has experienced significant and ongoing change, and this fiscal year will be no different. A few key areas of focus this fall include:

**HR/APS Continuous Improvement**

- AVC Human Resources Jo Mackness, Academic Personnel AVP
- Heather Archer, CSS Human Resources/Academic Personnel Support (HR/APS) Director
- Janet Speer, and I have been working together to create smoother handoffs between our organizations and a more **unified support experience** for campus units.

- This spring, our group met with academic and administrative units to identify **priority improvement areas**. As a result, we have initiated three efforts:
  - **AP Benefits and Leaves** - a work group to develop recommended changes;
  - **HCM Data Entry** - another work group to develop recommended changes;
  - **HR Professional Development Program** - a comprehensive training and development program for HR professionals to improve subject matter expertise and knowledge, as well as customer service skills.

This fall, we will convene another meeting of the academic and administrative units to review the progress of these efforts.

- Thanks to the input and participation from many campus departments and units, CSS successfully implemented another **ServiceNow release** to improve the staff recruitment and classifications/reclassifications processes. *(more specifics on page 2)*

**CSS Service Region Pilot**

- One of the primary goals of the pilot is to strengthen an **integrated support system** for research administration that includes CSS research administration, human resources, procurement, travel and entertainment, and central support offices (SPO, CGA, IAO), as well as support staff in the academic and research units, all working together.

- We are in the final stages of recruitment for the **Regional Director**. Once the new Director is on board, we’ll begin the transition to setup the region.

**Service Changes to Achieve Budget Targets**

- As outlined in a message from Chancellor Christ and EVCP Alivisatos in July, we’ve made changes to **Recruiting and New Employee Onboarding** services in an effort to achieve our budget targets. I know these changes have presented challenges for some of you and I thank you for your efforts to work with us to make the adjustments.

- CSS is partnering with Dan Parnas in the Controller’s Office to open the **TRV travel reimbursement system for direct entry**. This change will reduce the process time and effort by having the traveler enter directly into TRV and sending the request directly to Disbursements for audit and payment. A few units are already piloting this.

As always, your input and participation is critical to successfully improving our service delivery. Thank you for all you do to help us be an effective partner in support of the campus mission.

**Peggy**

Peggy Huston
Chief Operating Officer

---

**YOUR CSS CONTACTS** / Don’t know who your key CSS contacts are? Go to the home page of the CSS website and find your unit/department in the far left-hand column labeled, “FIND YOUR UNIT PROFILE PAGE”.

**NEED SERVICE FROM CSS?** / Submit a ServiceNow request for IT or HR/APS / Find your RA **here** / Get B&FS help by emailing: bnfscshelp@berkeley.edu or calling 510-664-9000, (option 2).
Business & Financial Services (B&FS)

WORKING ON IT

Keep your eyes open for a “refresh” of the B&FS sections of the CSS website by year-end. The B&FS team is working hard to streamline how campus customers get the forms they need for various Travel & Entertainment (T&E) reimbursement and Procurement (Purchasing) services. For added convenience, they also plan to include links to other important and helpful campus resources.

RECENT CHANGES

The UC Office of the President recently announced new policy changes which include two travel-related policies which will take effect on October 15th. CSS will support these campus policies as outlined by the Office of the VC of Finance and reflected on the Berkeley Travel website. As you plan travel and request T&E-type reimbursements beyond this date, please keep the new limits in mind.

Research Administration (RA)

HUMAN RESOURCES/ACADEMIC PERSONNEL SUPPORT (HR/APS)

RECENT IMPROVEMENTS

The latest ServiceNow for HR/APS release went live on 8/24/17, launching new online forms for staff hiring, classifications and reclassifications. Now, everything connected to these employment related requests (tickets) will be in one place, and offer visibility into the ongoing status. So far, overall feedback from campus has been positive. In a recent demonstration of the new online forms, 70% of clients agreed that submitting a ticket in ServiceNow had benefits for them. Check out the Latest News article on the CSS website for more in-depth details about this release.

WORKING ON IT

See more news about HR work in Peggy’s message on page 1.

Q&A “tips” from CSS HR/APS staff

• Q: How can I find out who my “Approvers” are for the new online Staff Recruitment requests in ServiceNow? A: Good question! They might be different than those for funding changes. Just check with your department’s “Gatekeeper” to find out. Here is the Gatekeeper list.

• Q: Where can I find the list of CSS HR Partners? A: It’s easy - go to the home page of the CSS website, on the left-hand panel, you’ll see FIND YOUR UNIT PROFILE PAGE. Click on the ‘+’ to reveal department/unit listings. HR Partners as well as other key contacts are shown.

• Q: Does it make a difference what internet browser I use for ServiceNow tickets? A: Indeed - ServiceNow will work best if you use Google Chrome.

CUSTOMER SATISFACTION SCORES

(Based on a high of 5 and a low of 1)

Customer Satisfaction Scores (Target=4.5)

<table>
<thead>
<tr>
<th></th>
<th>B&amp;FS</th>
<th>IT</th>
<th>HR/APS</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Year</td>
<td>4.2</td>
<td>4.2</td>
<td>4.2</td>
</tr>
<tr>
<td>3 Mos Avg</td>
<td>3.45</td>
<td>4.65</td>
<td>4.2</td>
</tr>
</tbody>
</table>

Want more details? check out the Metrics and Reporting page of the CSS website.

DID YOU KNOW? When you need to check on the status of a service request, you can go to the ServiceNow Employee Self-Service Page (aka “Service at UC Berkeley”) at: https://berkeley.service-now.com/ess/ to view all your CSS HR and IT online tickets.

THIS UPDATE | To get this straight from CSS, add yourself to the opt-in email list and click JOIN. To share thoughts on what information you’d like to receive from CSS, please take the 30-second survey. Have specific question? contact us at: sharedservices@berkeley.edu.