In partnership with Central HR, CSS is standardizing Staff Hiring, Classification and Reclassification processes in ServiceNow.

HOW WILL THE PROCESS WORK?
As of August 24, you'll follow the same basic HR process but using standardized online forms in ServiceNow:
1) Open a ServiceNow ticket and answer basic questions
2) Move through the approval process
3) Consult your HR Partner on details and documents

WHAT'S NEW IN THIS RELEASE?
★ 6 New Online Forms
ServiceNow will standardize and track progress online for:
1) Staff Recruitment*
2) Staff Extension*
3) Staff Waiver of Recruitment*
4) Staff Multiple/Mass Hiring*
5) Classification
6) Reclassification
*Requires in-system approvals, outline of process below:

Approval 1 → Approval 2 → CSS HR & CHR Work

WHAT ARE THE BENEFITS?
★ Preparation for UCPath
★ Consistency – standardized processes
★ Completeness – everything in one place: case communications, records, forms, approvals, etc.
★ Efficiency – easy access to information, trace issues
★ Visibility – ability to check status and track progress
★ Accountability – clear submission & approval records

WHAT IF I NEED HELP?
- See Training Resource Library for helpful job aids
- Contact your HR Partner (Click link, go to ‘Find Unit Profile Page’ in left menu of webpage, click ‘+’ to expand unit listings, find your unit.)
- Contact your Service Director (also see Unit Profile Page, following instructions above)

How do I find the new ServiceNow forms (CSS HR/APS Service Catalog)?

Start: Campus Shared Services homepage
Click: Submit a Ticket (Under ‘REQUEST SERVICE’)