What is HR/APS ServiceNow?

The best way to get faster service. It uses state-of-the-art technology so you can see the status of your request as your CSS partners work on it.

An online ticketing and workflow tool. You’ll use it to request and track service (ticketing); CSS HR/APS will use it to organize and track service (workflows).

You already use it for all your CSS IT tickets. It’s a modern, tested system here at Berkeley; IS&T also uses it across campus.

What you’ll get . . .

On November 30, ’15:

Visibility. You can track the status (and get clear & detailed ongoing updates) throughout the progress of new requests. You can also give someone else the ability to view/track requests.

Direct way to ask simple questions or report problems. Faster than email, phone, or contacting your HR Partner, a new “Ask a HR Question/Report a Problem” option will be available on the CSS website.

Quicker service. Your request goes directly to the right group, so we’ll spend more time on your request and less time gathering information and going back and forth on personal email.

Fewer ad-hoc emails from CSS - - all requests and comments will be in one place: ServiceNow.

What you’ll get ....

Beginning Spring ‘16

Better HR intake forms. You’ll see that the forms are expanded to collect information up front so we have more details to quickly start on your request. You can use them immediately or CSS can work with you to determine the timing for your unit

Throughout ‘16

Continual improvements. Based on your feedback, we’ll make adjustments and you will experience even more streamlined service. To give feedback today, use this quick survey.

How do you ....

SUBMIT A TICKET in ServiceNow ON THE CSS WEB SITE@ sharedservices.berkeley.edu

Better service from CSS HR/APS

More streamlined, more consistent, fewer errors.
More useful information for you

What do I need to do to get ready for Nov. 30th?

**Not much.** Just start using the system (like you do for CSS IT) via the CSS web site to submit an HR request/ticket.

- You’ll start receiving ongoing status updates for new requests.
- Use the online case/ticket to give us any additional information and we will do the same.
- Let your staff and colleagues know about the new faster way to get help and track HR work that CSS is doing on your behalf.
- Take a look at these videos: What is ServiceNow, Requesting Service, and Ticket Visibility.

What is the difference between an HR Question, an HR Problem and an HR Service Request?

- Use **Ask an HR Question** when you need basic, general information. (e.g. “How do I…”, “Where can I find information about…”, “Who would I talk to about…”)
- Use **Report an HR Problem** when there is a problem, error, or issue that needs to be fixed. (e.g. paycheck problem, delayed service)
- Like you use today, **HR Service Requests** are specific HR services like recruiting, leaves, or expense transfers. Nothing has changed.

Can I add someone to an HR request/ticket so they will be included in status updates?

Yes! ServiceNow calls it a “watch list” and you can add other viewers to your HR ticket. They’ll have the same access as you throughout the progress. If they no longer want to receive ongoing updates, they can remove themselves at any time.

Can I still contact my HR Partner with questions and/or send an email to CSS HR?

You can – just know that when you open a ticket for a simple HR question, we can get a quick response back to you. Your HR Partner can then concentrate on providing you more strategic consulting.

Plus, if you report an HR problem online, it will be flagged and escalated to management for speedy resolution.

Who has been involved from Campus?

CSS has continued to work with over 80 staff and faculty members representing over 40 units throughout Campus for feedback via test sessions and focus group meetings.

**Campus experience:**

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>New Visibility &amp; Ask/Request feature</td>
<td>New Forms for campus &amp; Workflows for CSS</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Supporting clients &amp; campus partners with:</td>
<td>Outreach to units, Training, Communications</td>
<td>Continual feedback opportunities and improvements of ServiceNow</td>
<td></td>
</tr>
</tbody>
</table>

Have questions about ServiceNow? Ask your CSS Service Director or your HR Partner.