SERVICENOW CATALOGS FOR HR & BFS

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UCSB
UNIVERSITY OF CALIFORNIA
SANTA BARBARA
WELCOME to BFS Mini Tune-ups

OBJECTIVE:
Online meetings to provide campus staff with a high level perspective and information on both topics of interest and new/upcoming initiatives and policy updates.

PRINCIPLES:

• Sessions are conducted via Zoom and will last no longer than 30 minutes
• Participants will be muted during the session
• Chat questions can be submitted but priority will be given to questions submitted ahead of time at www.bfs.ucsb.edu/coaching
• The Mini Tune-up website will be updated with session details and information
SERVICENOW CATALOGS FOR HR & BFS

DISCUSSION TOPICS

• What is ServiceNow and what is a service catalog?
• The advantages to using ServiceNow instead of email or phone requests
• How to access ServiceNow and the types of requests that can be submitted
• UCPath-related requests through ServiceNow
• Questions
What is ServiceNow and what is a service catalog?

The ServiceNow product is not new. It is in use by the campus IT community. It is an online portal that allows users to report IT-related service disruptions and service requests (i.e., desktop support, software installation, network services, etc.) using a ticket system that tracks the requests. ServiceNow supports workflow and communication channels outside of personal email and phone messages.
What is ServiceNow and what is a service catalog?

ServiceNow is a customer service management system. When services are requested, a “ticket” is created which is automatically routed to the appropriate work unit. The ticket is tracked and the status of the ticket is available to both the requester and the work unit fulfilling the request.

A service catalog represents all of the services available and groups those services into common categories for customers.
What is ServiceNow and what is a service catalog?

Beginning September 27th, in conjunction with UCPath go-live, the UCSB ServiceNow customer service management system will also include services offered by HR and BFS.

ServiceNow is configured to ensure that all requests/information transmitted are protected and secured, and only viewable by staff in the appropriate units within HR and BFS.
What is ServiceNow and what is a service catalog?

The services available through the new portals are intended to replace paper forms, voice mail, and email messages currently required to initiate many common customer requests.

The portals will also include new services that the campus will require from HR and BFS as a result of the deployment of UCPath, such as FML administration for staff, Position Management related requests, and off-cycle and final payment requests.
The advantages to using ServiceNow

Customers submitting requests via ServiceNow create a ticket that will be automatically routed to the appropriate work unit within HR or within BFS.

• Tickets are time stamped, tracked, and assigned to the appropriate individual for resolution
• Tickets are visible to unit managers, improving their ability to monitor pending customer requests
• Correspondence between HR/BFS and customers will be captured with the ticket
• Tickets can be reviewed for emerging issues, high demand services, and service consistency
How to access ServiceNow

Beginning September 27th, the UCSB ServiceNow homepage will be accessible to campus.

HR and BFS are updating their respective websites to include easy to find links to their ServiceNow portals.
Types of requests that can be submitted to HR

UC Santa Barbara employees with a UCSBNetID can access the ServiceNow portal to submit requests to HR.

In addition, individuals who hold UCPath Initiator and Approver roles will be able to submit tickets as departmental representatives for requests not available to all employees (i.e., departmental advisory services)
Types of requests that can be submitted to HR

HR’s ServiceNow portal includes most of the customer services offered by all of the work units within HR.

The services available from each unit represent common requests (i.e., background check) as well as options to submit questions (i.e., benefits questions) pertaining to that topic.
HR UCPath-related requests through ServiceNow

• Centralized Leave Administration for Staff

• Position Management & Workforce Administration

• UCPath Questions
Types of requests that can be submitted to BFS

DEPARTMENTAL REQUESTS AND INQUIRY

- Payroll Off-cycle Adjustment
- Accrual Adjustments and Prior Pay Period Corrections
- Final Pay

DEPARTMENTAL INQUIRY

- Glacier Nominations
- Salary Cost Transfer
- Paycheck
Types of requests that can be submitted to BFS

EMPLOYEE INQUIRY

- Paycheck Local Deductions
- Lost Check
- Overpayment
- Form W2
- Corrections
- Glacier
- Password Reset
- Garnishments
Questions & Answers
Questions & Answers

Q: During the UCPath training we were instructed there where forms and processing in UCPath to complete the following actions direct retro, position funding entry, payroll adjustment, and separation. What is the purpose of having the same actions through Service Now?
A. The departments will not have access to doing a separation or off-cycle themselves. This was for during cutoff until September 27. ServiceNow will be the method starting September 27.
Questions & Answers

Q: If the reported hours in pay status is less than 80 hrs and the timecard is signed off and upload to UCPath. Should we expect Kronos entry to be uploaded if employee confirms that they have worked fully 80hrs? After completing the Payroll Adjustment tile. Or should we only expect the correct accrual will upload to Kronos from UCPath, while the timecard is showing less 80 hrs on pay status? Please note we have received confirmation from Kronos team "Department cannot remove sign off to prevent changes to upload data".

A. If it was signed off before all the hours are in, you would then create a ticket for the missing hours.
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CLOSING - BFS Mini Tune-ups

NEXT STEPS:

Visit the Mini Tune-ups website to:
• View our session blog updates
• Sign up for future sessions and submit questions
• Submit suggestions for future topics

www.bfs.ucsb.edu/coaching
Thank You!

WRAP UP