Service-Now
Introduction and Instructions
Overview

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What is Service-Now?

Service-Now is a case management system used by Health Sciences Human Resources (HSHR) to

A) Allow managers, employees, and administrators to
   • Submit action requests
   • Track the status of their submitted requests
   • Gain transparency around who in HSHR is handling their request

B) Allow HSHR to
   • Streamline communication and hand-offs between different HSHR teams
   • Offer transparency around type and quantity of request and measure performance

https://ucsdhealth.service-now.com
You may use Service-Now to request a **broad range of transactional services**:

<table>
<thead>
<tr>
<th>Health Sciences Employees</th>
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</thead>
<tbody>
<tr>
<td><strong>Personnel Actions - General</strong></td>
</tr>
<tr>
<td>- Fund Change</td>
</tr>
<tr>
<td>- Timekeeping</td>
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<tr>
<td>- Data Correction</td>
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<tr>
<td>- Change in Percent of Time</td>
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<tr>
<td>- Change of Supervisor</td>
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<tr>
<td>- Other / General</td>
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<tr>
<td><strong>Benefits &amp; Leaves of Absence</strong></td>
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<tr>
<td>- General Inquiry</td>
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<tr>
<td>- Leave of Absence</td>
</tr>
<tr>
<td>- Catastrophic Leave Donation Program</td>
</tr>
<tr>
<td><strong>Job Description &amp; Classification</strong></td>
</tr>
<tr>
<td>- Job Description Update (no title review)</td>
</tr>
<tr>
<td>- <strong>Reclassification (title review)</strong></td>
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<tr>
<td><strong>Compensation</strong></td>
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<tr>
<td>- Equity (Salary) Review</td>
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<tr>
<td>- Stipend</td>
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<tr>
<td>- Certification Pay</td>
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<tr>
<td>- Other Payment</td>
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<tr>
<td><strong>Separation / Release / Layoff</strong></td>
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<tr>
<td>- Resignation</td>
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<tr>
<td>- Retirement</td>
</tr>
<tr>
<td>- Layoffs</td>
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<tr>
<td><strong>Employee Advocacy &amp; Labor Relations</strong></td>
</tr>
<tr>
<td>- AFSCME Per Diem to Career Conversion</td>
</tr>
</tbody>
</table>

Request type to be used by supervisors and department administrators only; not visible to employees w/o supervisor status.

Professional Schools and Student Health & Wellbeing clients only; Health System customers access [HireOnline](#) directly.
Access Points for Service-Now & Log in Information

There are two ways to access Service-Now

A) Directly via the Service-Now link
   https://ucsdhealth.service-now.com/

B) Via the HSHR Intranet – ‘Get Stuff Done’
   http://hshr.ucsd.edu/tools/Pages/default.aspx

Use your AD user name and password to log in.
Once logged in, you see the Service-Now landing page. The next few slides provide an orientation of the different sections.
You will find request categories and request types in the center of the page, i.e. ‘Benefits & Leaves of Absence’ (category), ‘General Inquiry’ (request type).

Choose a category and click on a request type to open up the form. For example: Choose ‘Benefits & Leaves of Absence’ (category) and click on ‘Leave of Absence’ (request type).
Landing Page Orientation 3/4

Navigate open and closed requests via the self-service on the left.

The left navigation bar houses the Self-Service Section. This is where you are able to navigate your own as well as your department's open (active) and closed requests.
The bottom section displays a high-level view of pending approvals, open and closed requests.

In this section, you are able to see if you have requests with pending approvals, see the status of your open requests, and whom the case was assigned to.
Submit an Action Request 1/2

1. Choose from 9 request categories – i.e. Personnel Actions - General
2. Click on a request type – i.e. ‘Fund Change’
Submit an Action Request 2/2

The requested form will open up (i.e. the Fund Flow request form)

1. Read the instructions
2. Complete the requested fields
   - The ‘Submitter’ information pre-fills
   - For ‘Employee’ you may either type in the person’s **first and last name** or use the hour glass lookup function;
   - ‘Employee Department’ fills in automatically.
3. Attach all necessary documents
4. If necessary, add commentary
5. Submit your request
1. Once submitted:
   • Your request receives a number
   • You will receive email confirmation for your submitted request
   • See and track your request on the Service-Now homepage

2. Your request will be assigned to an HSHR team member

3. The HSHR team member will review the request and
   • Confirm departmental approvals as part of the review process as necessary,
   • Contact you to confirm or gain more information as necessary;
   • Process your request

4. You are able to see the status of your request and whom it’s been assigned to on the homepage, https://ucsdhealth.service-now.com/

5. You receive email confirmation that your request has been completed and your case has been closed.
Sample emails

Sample email when case has been submitted:

Subject: HR request opened for Everett Stauffer: HR0040701
Date: Wed, 12 Nov 2014 16:21:03 -0800
From: HS Dev <myhshr@ucsd.edu>
Reply-To: HS Dev <myhshr@ucsd.edu>
To: estauffer@ucsd.edu

Everett Stauffer,

HR Request HR0040701 has been opened for you. You can make updates/modifications to your request by clicking this HR0040701 or by responding to this email.

Thank you,
Health Sciences HR

Sample email when case has been completed/closed:

Subject: Your HR request HR0040697 has been closed
Date: Mon, 10 Nov 2014 22:29:15 -0800
From: HS Dev <myhshr@ucsd.edu>
Reply-To: HS Dev <myhshr@ucsd.edu>
To: estauffer@ucsd.edu

Your HR request HR0040697 has been closed by Everett Stauffer. If you have any questions or feel your request is not resolved, please reply to this e-mail with a short description and your case will be reopened.

Short description: Final Payment Request requested by Everett Stauffer
Click here to view: HR0040697
Service-Now Instructions – Editing a request, asking questions or inquiring about the status of your case

A) You receive an email with your case number.
   - You can make updates/modifications to your request by clicking on the request number and accessing the case in Service-Now, or by responding to this email.

B) You are able to see the status of your request and whom it’s been assigned to on the Service-Now homepage (https://ucsdhealth.service-now.com/), under ‘My HR Requests’
   - You can do any of the following:
     - By clicking on the case number, you can edit the case and submit updated information
     - By clicking on the person’s name, you can see their contact information
Frequently Asked Questions 1/2

How can I access Service-Now?
You have two options to access Service-Now:
a) Directly via the Service-Now link - https://ucsdhealth.service-now.com/
b) Via the HSHR Intranet http://hshr.ucsd.edu/tools/Pages/default.aspx
⇒ Use your AD user name and password to log in.

Who do I contact if I have technical issues?
Please contact the HSHR Senior IT Specialist, Everett Stauffer at estauffer@ucsd.edu or 619-543-3309.

How confidential is Service-Now?
If you are uncomfortable submitting your question or request via Service-Now, you may opt to write an email to myhshr@ucsd.edu or to contact an HSHR team member directly via the contact information provided on the HSHR intranet page – http://hshr.ucsd.edu/contact/Pages/default.aspx

Who will see my requests?
Only you and the HSHR individuals your request has been assigned to will see the requests you have submitted. For some request types department-internal approvals are required in order to proceed. It will be part of HSHR’s review process to ensure the appropriate approvals are in place before proceeding. Some request types are restricted to supervisors and/or department administrators. It will be part of HSHR’s review process to ensure the appropriate credentials are in place before proceeding with a request. For some larger departments Service-Now has been set up to automatically include central administrators as part of the approval workflow for certain request types.

Can employees submit requests for themselves?
Employees are able to submit requests for themselves on the following topics: General HR questions; Timekeeping questions; Data corrections; General benefits questions; Leave of absence requests; AFSCME Per Diem to Career conversion requests (AFSCME union members only)

Other request categories and types are reserved for supervisors and those individuals who complete administrative tasks for managers in their departments. Such requests regard compensation, classification, and the filling/extending of positions.
How can I track my request?
Once you submit your request by clicking the ‘submit’ button on the form your request is assigned a number. You will receive an email confirming that your request has been submitted. The email contains a link to Service-Now

On the bottom of the Service-Now homepage (https://ucsdhealth.service-now.com) is the section ‘My HR Requests’. It will show your request’s status and whom it was assigned to.

How do I know who’s handling my request?
On the bottom of the Service-Now homepage (https://ucsdhealth.service-now.com) is the section ‘My HR Requests’. It will show your request’s status and whom it was assigned to.

Who do I contact if I want to find out about the status of my request?
Your request is assigned to an HSHR team member within 24 hours. You will receive an email informing you of the person’s name.

You will also be able to track your request via the Service-Now homepage (https://ucsdhealth.service-now.com) in the section ‘My HR Requests’. It will show your request’s status and whom it was assigned to.

You may always write an email to myhshr@ucsd.edu or contact an HSHR team member directly via the contact information provided on the HSHR intranet page – http://hshr.ucsd.edu/

I cannot find the request type I am looking for, what do I do?
You can always submit a General inquiry: In the Personnel Action Request - General category, click on ‘Other/general’.

You may also opt to write an email to myhshr@ucsd.edu or contact an HSHR team member directly via the contact information provided on the HSHR intranet page – http://hshr.ucsd.edu/contact/Pages/default.aspx

I have a question/issue that I don’t want to submit via Service-Now – will I still be able to contact a Human Resources person directly?
Yes, absolutely! You may always write an email to myhshr@ucsd.edu or contact an HSHR team member directly via the contact information provided on the HSHR intranet page – http://hshr.ucsd.edu/