

Staff Human Resources SHR Services Client Guide for ITRequest





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Service Request User Guide Introduction

This User Guide is intended to help UCSC staff and administrators understand how to access and use the IT Request Ticket System (ITR) to process various Staff Human Resources (SHR) processes prevously supported by a paper workflow.

Accessing the Staff HR Services

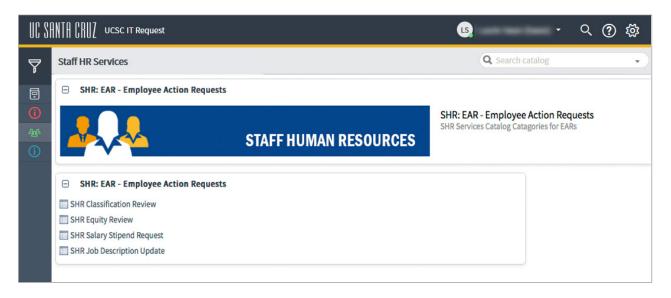
These services may be accessed by a variety of navigational directions leading to the Staff HR Services Catalog.

- Direct URL Link
- Access via the IT Request system
- Access from the SHR Compensation web site page
- Access from the SHR Client Dashboard in ITR

DIRECT URL LINK

Click on this link to go to the Staff HR Services Catalog in UCSC IT Request.

• goo.gl/QSELj4



ACCESS VIA THE ITR SYSTEM

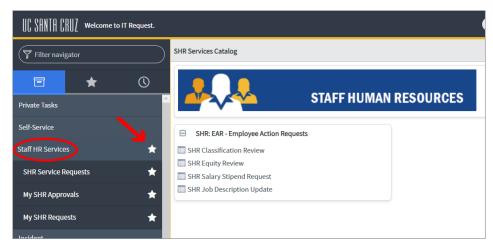
- Go to the Information Technology Services (ITS) log-in page for ITR
 - <u>https://ucsc.service-now.com</u>
- Log into IT Request with your CruzID and Gold password.

Note that access to IT Request now requires using MFA (multi-factor authentications) as a second step to logging in with your CruzID and Gold password. For further information go to <u>Multi-Factor Authentication</u> information on the ITS web site.

• In the All Applications left side navigation tab select **Staff HR Services** application name directly under Self-Service



• If already configured for the **SHR Client Dashboard** you can also click on Homepage or Dashboards



• You can also click on the star to add this menu item to your 'Favorites' tab

You will arrive at the SHR Catalog listings where you can click on the text link for the SHR Service that you require, SHR Classification Review, SHR Equity Review, etc.

COMPENSATION WEB SITE

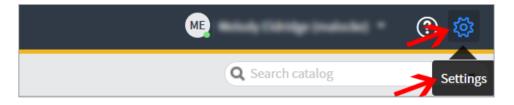
The SHR Compensation website can be found at https://shr.ucsc.edu/compensation/index.html.

Additional compensation information can be found on this web site and the link to the EAR request items is found in the left side navigation as "New EAR Processes (Employee Action Requests)".

SHR CLIENT DASHBOARD

The **SHR Client Dashboard** provides a user with a dashboard in ITR configured specifically for SHR Open Requests and the status of your submitted tickets.

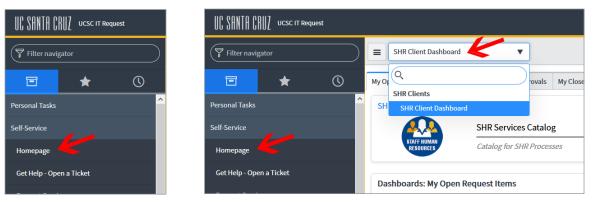
- 1. **Log into** the ITR system
- 2. **Click** on the **Settings** gear wheel icon to the right of your user account information in the upper right corner of the ITR window
- 3. Click on the text link "Settings"



- 4. The System Settings dialog box appears.
- 5. Click on the Dashboards radio button to switch from Homepages to Dashboards

System Settings		General X
ැලූ General	Accessibility enabled	
🖾 Theme	Data visualization patterns enabled Compact the user interface	
Eists	Compact list date/time	
Forms	Home	 Homepages Dashboards
△ Notifications	Date/Time	Calendar Time Ago
	Printer friendly version	Both

 From the left side All Applications (or Favorites) select "Homepage". If the dashboard "SHR Client Dashboard" is not already selected, search for and select it from the pull-down dashboard listing.



When the SHR Client Dashboard appears it defaults to displaying the first tab, in this case called "**My Open Tickets**". The other four tabs are My Watchlist Tickets, My Approvals, My Closed Tickets and Knowledge Base. 'My' refers to the name of the logged in user.

Note: The left side navigation has been minimized by clicking on the circled triangle in the bottom left of the window

≡ 8	SHR Clier	t Dashboard		•													
My Open	Tickets My	Watchlist Tickets	My Approv	als My Closed	Tickets SHR	Knowledge	1										
SHR Se	ervices Catal	MAN		Services	es in Service Cal	alogs					Sh	opping Cart opping Cart opty					
Му Ор	en SHR Requ Number	est Items Title	E	nployee Name	Employ	ee EID 🖇	State S	stage					Created V	Updated	Due date	Assigned to	Assignment Group
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	Number	Comments	Updated v	Created	Client Name	Priority	State	Туре	Due date	<u> </u>	Numb	er 🔻	Category	Assigned	l to T	itle Chg	Mgmt Approval
(i)	• INC060085	04-16-2019 12:43 PM - Guest (Comments) r	04-16-2019 12:43 PM	04-16-2019 06:45 AM	<u>Al Covington</u> (alcoving)	3 - Moderate	Waitin	g Inquiry/Help	(empty)				Ν	lo records to o	display		
(i)	• INC059915	04-04-2019 06:18 AM - Guest	04-04-2019	04-03-2019 01:27 PM	Al Covington (alcoving)	3 - Moderate	Waitin	g Inquiry/Help	(empty)								

There are sections on the dashboard in My Open Tickets to view My Open SHR Request Items along with other open incidents (My Open Incidents), open change requests and other open request items.

Clicking on the header (with the circular SHR icon) will take the user to the Staff HR Services Catalog where they can select one of the services listed to submit a service request.

║[SfINT A [A] Welcome to IT Request.	
Filter navigator	SHR Services Catalog
E ★ ① Private Tasks	STAFF HUMAN RESOURCES
Self-Service	SHR: EAR - Employee Action Requests
Staff HR Services 🔶 🛧	SHR Classification Review
SHR Service Requests	SHR Equity Review SHR Salary Stipend Request
My SHR Approvals 🔶 🔶	SHR Job Description Update
My SHR Requests 🔶 🛧	
Incident	

On the "**SHR Client Dashboard**", selecting one of the tabs near the top of the window (above the SHR round icon) will alternate the main display window with different selected information (e.g.: My Open Tlckets, My Watchlist Tickets, My Approvals, My Closed Tickets and Knowledge Base).

Clicking on the Requested Item number in the left column of the list will open up that item display to show the detailed information.

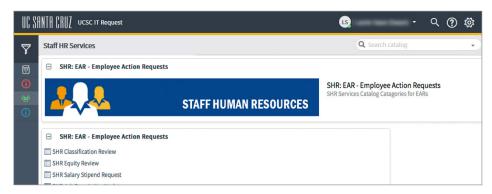
Clicking on the small blue arrow in the Stage column will expand the Stage information to show a list of all stages for that Requested Item and at what point the workflow is currently at (green is completed, blue is current).

					 Request Approved (Approved) 					
					 Waiting for Supervisor Approval (Approved) Approvers Nathan McCall (nmccall) (Approved) 					- 1
					Waiting for Budget Approval (Approved) Approvers Elvia Ontiveros (elvia) (Approved)					
					Assign to Compensation & ELR Analysts (In progress)					
					 Initial Compensation Review (Pending - has not started) 					
í	•	SHR EAR: Equity	Amelia Breedlove	Open	Requesting Unit Approves Recommendation (Pending - has not started)	07-25-2019	07-25-2019	08-16-2019	(empty)	SHR Comp
Ŭ	RITM0038466	Review	(abreedlo)		 Final Compensation Review (Pending - has not started) 	10:43 AM	10:46 AM	12:43 AM		Generalist
					O PO's Policy Approval (Pending - has not started)					
					ELR Notifies Union (Pending - has not started)					
					O Waiting for Union Response (Pending - has not started)					
					O Compensation Sets Final Disposition (Pending - has not started)					
					Operations Processes PPS Changes (Pending - has not started)					
					Office of Record Processing (Pending - has not started)					

Preparing a Request

SELECT THE DESIRED SHR SERVICE

From the SHR Services choices click on the desired service item link, in this example "SHR Classification Review".



The Classification Review landing page will appear.

1 1 1 1 1 1	SHR EAR: CLASSI STAFF HUMAN RESOURCES	FICATION Review Classification Review Use this form to process upward, lateral or downward Classific: For help with SHR Service requests, please email <u>SHRhelp@u</u>	
	appropria	ith your Compensation and Classification Analyst or Employe te help you need. ling out this form, gather the following information:	ee and Labor Relations (ELR) Analyst before completing this form. Use the Locate Your Te When you submit this request:
	 Name Desire Emple 	oyee Name or Employee CruzID s/CruzIDs of other departmental approvers ed start date of action oyee's Current Status (Career, Partial Career, Contract, Limited) oyee's Current Classification	 It will be routed through the required designated approval flow of Supervisor and Budget Officer (SHR well as optional Unit Head and Principal Officer as determined by departmental policy, before being su SHR for processing HR Compensation will then review the classification review request
	It is impo	rtant to note that at this point before pr	oceeding with filling in the form on the following page

It is important to note that at this point **before** proceeding with filling in the form on the following page that you have consulted with your Compensation and Classification Analyst or Employee and Labor Relations (ELR) Analyst.

When you have gathered the required information and consulted with your SHR analyst, then select yes from the following question answer pull-down menu.

Have you consulted with your Co	mp
Please Select	~
Please Select	
NO.	
YES	

FILLING IN THE REQUEST FORM

The Classification Review form page is grouped into the following sections for data entry...

- Requester information
- Unit or division information
- Employee information (who is having the action requested for)
- Attach supporting documentation
- Critical position information
- Distribution funding information

Requester Information (client)

UC SF	ANTA CRUZ ucsc	IT Request						Ľ		-	Q	?	ģ
7	Staff HR Ser	vices > SHR: Employee	Action Request (EAI	Rs) > SHR Classifie	cation Review	v		Ø	Q Searc	h catalog			Ŧ
ē	SHR EAR: CLASSI	FICATION Review								Shopping Cart			1
	STAFF HUMAN RESOURCES	Classificat Use this form to proc For help with SHR Se	ess upward, lateral	l or downward Cl									
				SHR (EAR): CLASS	SIFICATION REVI	EW						
	REQUES * Requesto Laurie Swa				Q ()	Email Address Iswan@ucsc.edu	2		Requesto	r First Name		3	
	PPS Home De	epartment	•										
	INFORMATI	ON TECH SERVICES-A	4										

NOTE: The **red** * character before a field label indicates a **mandatory** field.

When the main request form loads, the form automatically fills in the following information based on the logged-in user:

- 1. **Requester Name** person submitting the request. This is **not** the employee for whom the action is being requested
- 2. Email Address of requester automatically filled in
- 3. Requester First Name automatically filled in
- 4. Department requester's home department who is making this employee action request

Requesting Unit Information

Fill in this section with information about the requesting unit in which the **new** employee action will be happening. Supervisor and Budget approval are mandatory fields for most EAR requests. Provision is made for 2 additional approvers plus the principal officer if required by your departmental policy.

REQUESTOR INFORMATION		
* Requester Name	Email Address	Requestor First Name
David Abercia (dabercia)	Q (j) dabercia@ucsc.edu	David
Requester PPS Home Department		
VPD UNDERGRAD EDU-A		
REQUESTING UNIT INFORMATION		
An analysis of the Freedom Antice Department of the factor of the	requires that the employee's Superviser and unit Budget Approver al	ectronically approve the request before it is submitted to SHR for
Approvais: The Employee Action Request submission process	s requires that the employee's Supervisor and thit budget Approver ef	
Approvals: The Employee Action Request submission process processing.	stequires that the employee's Supervisor and thit Budget Approve red	
processing.		
processing. Additionally, your own unit procedures may also require appr	roval from additional departmental/unit staff and/or the Principal Off i	cer . If your unit requires any of these approvals in your departm
processing. Additionally, your own unit procedures may also require appr workflow, please click on the appropriate "Approval required"	roval from additional departmental/unit staff and/or the Principal Offi " checkboxes in the right column below. Approvals are emailed in ord	cer. If your unit requires any of these approvals in your departm er of Supervisor, Budget, Approver #1, Approver #2 and Principa
processing. Additionally, your own unit procedures may also require appr workflow, please click on the appropriate "Approval required"	roval from additional departmental/unit staff and/or the Principal Off i	cer. If your unit requires any of these approvals in your departm er of Supervisor, Budget, Approver #1, Approver #2 and Principa
processing. Additionally, your own unit procedures may also require appr workflow, please click on the appropriate "Approval required"	roval from additional departmental/unit staff and/or the Principal Offi " checkboxes in the right column below. Approvals are emailed in ord receive an approval email until all other required approvers have app	cer. If your unit requires any of these approvals in your departm er of Supervisor, Budget, Approver #1, Approver #2 and Principa roved the request.
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processing. Additionally, your own unit procedures may also require appr workflow, please click on the appropriate "Approval required" (if checkboxes are selected). E.g.: the principal officer will not * Supervisor Name	roval from additional departmental/unit staff and/or the Principal Offi " checkboxes in the right column below. Approvals are emailed in order receive an approval email until all other required approvers have app 	cer. If your unit requires any of these approvals in your departm er of Supervisor, Budget, Approver #1, Approver #2 and Principa roved the request.
processing. Additionally, your own unit procedures may also require appr workflow, please click on the appropriate "Approval required" (if checkboxes are selected). E.g.: the principal officer will not * Supervisor Name Sup Approval Required ?	roval from additional departmental/unit staff and/or the Principal Offi " checkboxes in the right column below. Approvals are emailed in ord: t receive an approval email until all other required approvers have app Additional Approver #1 Additional Approver #2	cer. If your unit requires any of these approvals in your departm er of Supervisor, Budget, Approver #1, Approver #2 and Principa roved the request. L Required ?
processing. Additionally, your own unit procedures may also require appr workflow, please click on the appropriate "Approval required" (if checkboxes are selected). E.g.: the principal officer will not * Supervisor Name Supervisor Name Supervisor gets an approval email.	roval from additional departmental/unit staff and/or the Principal Offi " checkboxes in the right column below. Approvals are emailed in order receive an approval email until all other required approvers have app 	cer. If your unit requires any of these approvals in your departm er of Supervisor, Budget, Approver #1, Approver #2 and Principa roved the request. L Required ?
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- 1. **Supervisor Name** enter the employee's new supervisor (email automatically filled in)
- 2. Sup Signature Required supervisor signature is mandatory and can't be changed
- 3. **Budget Approval Name** enter the name of the department/unit's budget approver (email automatically filled in)
- 4. Bud Signature Required budget approver signature is mandatory and can't be changed
- 5. **Additional Approver #1 Required?** does your departmental workflow require another approver to approve this employee action
- 6. **Additional Approver #2 Required?** does your departmental workflow require a second approver to approve this employee action
- PRINCIPAL OFFICER Approval Required? does your department require the principal officer to approve this employee action (mandatory for Stipends)
 Note: this is separate from any approval by the Principal Officer for any policy issues related to this request which occurs later in the request workflow

Approvals: The Employee Action Request submission process requires that the employee's **Supervisor** and unit **Budget Approver** electronically approve the request before it is submitted to SHR for processing.

Additionally, your own unit procedures may also require approval from additional departmental/unit staff and/or the **Principal Officer**. If your unit requires any of these approvals in your departmental workflow, please click on the appropriate "Approval required" checkboxes in the right column below.

In the screen shot below, the **Additional Approver #2** checkbox (#6) has been selected. By checking one of the 3 checkboxes, the corresponding approver name and title (non-editable) fields appear.

UC SANTA	[] [] IT Request - UCSCTEST						DA Dav
$\mathbf{\nabla}$	REQUESTOR INFORMATION						
?	☆ Requester Name			Email Address		Requestor First Name	
	David Abercia (dabercia)	Q (j)		dabercia@ucsc.edu		David	
	Requester PPS Home Department						
	VPD UNDERGRAD EDU-A						
	REQUESTING UNIT INFORMATION						
	Approvals: The Employee Action Request submission process requires that the	e emplovee's Super	visor an	d unit Budget Approver electronically appro	ove the rea	uest before it is submitted to SHR f	or
	processing.						-
	Additionally, your own unit procedures may also require approval from additional to the second secon						
	workflow, please click on the appropriate "Approval required" checkboxes in t (if checkboxes are selected). E.g.: the principal officer will not receive an appro					prover #1, Approver #2 and Principa	al Officer
	* Supervisor Name		6	Additional Approver #1 Required ?			
		Q					
	* Sup Approval Required ?			* Additional Approver #2			
	Supervisor gets an approval email.						Q
_				Title			
	★ Budget Approver Name		_				
		Q	6	Additional Approver #2 Required ?			
	Bud Approval Required ?		F	dditional approver #2 gets an approval email.			
	Budget Approver gets approval email.						
			7	PRINCIPAL OFFICER Approval Required ?			

Any combination of the three required signature checkboxes in the right column can be selected. When checked, the appropriate approver will receive an email notification requesting their approval of the EAR request.

Approval notifications are sent in the order of Supervisor, Budget Approver, Additional Approver #1, Additional Approver #2 and Prinicipal Officer. Approvers will not receive their notification until the previous approver has approved the request. Rejecting the approval will immediately end the request and cause it to be set to a state of "**Closed Incomplete**" with a notification sent to the requestor.

TIP: To avoid email notification confusion, only enter an approver once even if they hold multiple positions - e.g. approver is both Supervisor and Unit Head (Additional Approver #1 or #2) for an employee's request. Only one approval from that person is required.

Employee Information

* Employee Name				Employee Email	2	Employee EID	
			Q		-		
* Employee Unit							
type in Employee's Unit name							
* Employment Status		Term of Action 5		* Prospective Start Date			
None	~	Permanent		mm-dd-yyyy			
Current Classification ***** (enter	r salary as hourly or monthly	rate, not annual) ONLY enter n	umeric values				
* Current Classification				* Current Salary		Current Rate	
None			~			None	
			~	Enter salary as hourly or monthly rate, NOT annual		None	
None	* Grade/Ste	Pers Pgm	Exempt ?			None	
None		Pers Pgm		Enter salary as hourly or monthly rate, NOT annual		None	
None		Pers Pgm		Enter salary as hourly or monthly rate, NOT annual		- None	
None	* Grade/Ster 8			Enter salary as hourly or monthly rate, NOT annual		None	
None Title Code :	* Grade/Ster 8			Enter salary as hourly or monthly rate, NOT annual		None Proposed Rate	Change
None Title Code	* Grade/Ster 8			Enter salary as hourly or monthly rate, NOT annual Barg. Unit			Change

In the employee information section input the following information:

- 1. Employee Name who the action is being requested for
- 2. Employee Email & EID automatically fill in
- 3. Employee Unit enter the unit that the employee works for
- 4. Employment Status select from Career, Partial-Year Career, Contract, or Limited
- 5. **Term of Action** in this example because the request is a Classification Review, the term of action is Permanent and can not be changed
- 6. **Prospective Start Date** pick the proposed date when this employee action will start by clicking on the calendar icon, selecting the correct month and clicking on a day
- 7. **Current Classification** select the employee's current classification. **Note** that the Title Code, Grade (not step), Personnel Program and FLSA Exempt/Non-Exempt variable fields will be automatically populate based on the Classification Title.
- 8. Grade/Step If the current position is represented, fill in the correct step
- 9. **Current Salary** enter the employee's current salary (per hour or per month). **Note** that the grey Current Rate field will automatically be selected (/hr or /mon) based on the salary entered after exiting the salary field

Note: Do not enter \$ or , characters, numbers and . only.

10. Repeat steps 7, 8, and 9 for the Proposed Classification section.

SUPPORTING DOCUMENTION INFORMATION INSTRUCTIONS: For Classification Review, please include the following documents: Classification Questionnaire Current Job Description Current Job Description Organization chart for requesting department Job Description Addendum, if applicable. TTACH SUPPORTING DOCUMENTS Column to this paperclip icon Column to this request. Once uploaded just click the "X" in upper right corner to close the popup window. to see the documents you have already uploaded or to remove or change a document Click on the "Manage Attachments" link at the top of this page to remove or change attachments or	—		
INSTRUCTIONS: For Classification Review, please include the following documents: Classification Questionnaire Current Job Description Proposed Job Description Organization chart for requesting department Job Description Addendum, if applicable. TTACH SUPPORTING DOCUMENTS 120 Ick on this paperclip icon 100 to attach documents to this request. Once uploaded just click the "X" in upper right corner to close the popup window. on see the documents you have already uploaded or to remove or change a document			
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ick on this paperclip icon 🍿 to attach documents to this request. Once uploaded just click the "X" in upper right corner to close the popup window. o see the documents you have already uploaded or to remove or change a document	 Job Description Adde 	dum, if applicable.	
lick on this paperclip icon 🍿 to attach documents to this request. Once uploaded just click the "X" in upper right corner to close the popup window. o see the documents you have already uploaded or to remove or change a document			
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	ick on this paperclip icor	i to attach documents to this request. Once uploade	d just click the "X" in upper right corner to close the popup window.
Click on the "Manage Attachments" link at the top of this page to remove or change attachments or		ave already uploaded or to remove or change a docum	ent
	see the documents you i		

11. **Additional Comments** - add additional comments that will assist SHR in analyzing and processing the requested employee action

Supporting Documentation Information

12. **Attaching Supporting Documents** - click on the paper icon to bring up access to the system file browser.



Attachments	
Browse No files selected.	

Critical Position Information

	CRITICAL POSITION: For new position/classification	
	To be determined in conjuction with Employee and Labor Relatations A Is this a critical position? Please check all that apply per unit requireme	nalyst prior to classification review. Please refer to the PPSM 21: Selection and nts:
3 1	 k Is this a Critical Position? (per unit requirements) No. This Is not a Critical Position Yes. Verify license, certificate or degree. Yes. Requires Criminal background check Yes. Requires other action: 	Indicate type of license, certificate or degree type: Describe other action:

- 1. Click on the appropriate checkboxes describing whether the new position for the employee has any critical position requirements.
- 2. For checkboxes 2 and 4 respectively, additional description fields appear to allow entery of further information
- 3. If the NO checkbox is selected, the other fields will hide

Distribution Funding Information

2 Rows of Funding			÷				
Source 2	% (0 - 100)	FTE (0 - 1)	ORG (6) 5	Cost Ctr. 6	Fund (5)	Activity (6)	Sub 1 or 2
None 🗘	XXX	XXX	XXXXXXX	XXXX	XXXXX	XXXXXX	None
Source 10	% (0 - 100)	FTE (0 - 1)	ORG (6)	Cost Ctr.	Fund (5)	Activity (6)	Sub 1 or 2

1. **Number of Funding Distribution Rows** - select the number of distriutions for this appointment.

NOTE: If more than 4 distributions are selected, a multiline text field will appear. Put each additional distribution on a separate line with the distribution information (items 2 - 9) separated by commas.

e.g. UNIT,35,0.35,123456,4321,12345,654321,Sub 2

- 2. Source of Funds use pull down menu to select UNIT or DIV
- 3. Percent input the percentage for this distribution (0 100%)
- 4. **FTE Full Time Employee** enter the value (from 0 to 1) of the FTE distribution

- 5. Organization the 6 digit identifier for the unit of budget responsibility
- 6. Cost Center the 4 digit identifier for the cost center
- 7. Fund the 5 digit unique fund identifier
- 8. Activity the 6 digit identifier for the sub & object account
- 9. Sub Funding select either 1 or 2 from the pull down menu
- 10. 2nd Row of Distribution if 2 or more rows of distribution were selected, fill in the data

Submitting the Request

Submitting the SHR Service request is a two-step process.

- 1. **Submit** the Requested Item (add requested item to the shopping cart)
- 2. Checkout the Shopping Cart

Step 1: SUBMIT the Request

After all of the required information is input onto the form, **click** on the blue **SUBMIT REQUEST (11)** button at the bottom of the client input area.

	Source 10	% (0 - 100)	FTE (0 - 1)	ORG (6)	Cost Ctr.	Fund (5)	Activity (6)	Sub 1 or 2	
⊙		JEST							~

NOTE:

If you have not prepared all of the information entered into the request form, you can still submit the form with the blue button and then return to the shopping cart later and edit the form again with updated information. This is like a 'save' step.

After clicking on the **SUBMIT REQUEST** button, navigation will take you to the **Shopping Cart** page (see following section <u>Step 2:Checkout for the Shopping Cart</u>).

However, at this point, you may decide to navigate away from the Shopping Cart to do other request submissions or activites in or outside of the IT Request system. The submitted Request Item will

continue to sit in your shopping cart until you return or add another item to it.

If you leave the shopping cart and wish to return later, follow the steps in the section <u>Return to the</u> <u>Shopping Cart</u>.

Step 2: Checkout from the Shopping Cart

7	< Sho	opping Ca	art				Ø	Back to Catalo	og Chec	kout
ē								2		
()		3	Item			Delivery	Time	Price (ea.)	Quantity	Total
4 <u>8</u> 4 (j)	Delete	Edit	SHR Classifica	tion Rev	ew - S	IR EAR: CLASSIFICATION Review 22 Days			-	-
	Delete Edit				<u>ew - S</u>	IR EAR: CLASSIFICATION Review 22 Days			-	-
			4						Total	-
					/ou cli	: <mark>k "Checkout" on this page.</mark> Notes: (optional) Provide a few key words for your own use; visible in you	r list of your open	roquests (My Tick	ots)	
	-		ondary Email Conta	ct):		Notes: (optional) Provide a lew key words for your own use; visible in you	ir list of your open	requests (my ficke	ets).	
	Laurie Sw	an (Iswar) 5	Q	í					
		Constall								
			nstructions ttachments							
	Back to	Catalog							Ch	eckout

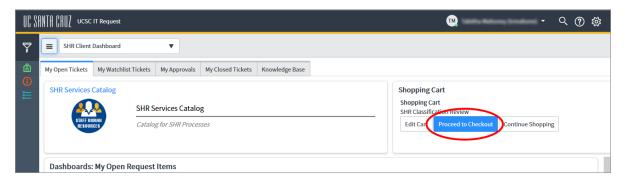
When the **SUBMIT REQUEST** button is clicked, the shopping cart page displays. It is a 2-step process to submit the employee action request.

- 1. Click the Checkout button to complete the checkout of this request.
- 2. To add another request, click on the **Back to Catalog** to return to the SHR Services Catalog listings to select another request. This page will become a bulk submit if other requests are added to the Item area.
- 3. Click on the **Edit** button to go back to the just submitted request for further editing.
- 4. Click on the **black triangle** or request item **title** to expand a list of the submitted data.
- Requested for: do not change this field. It should remain as the responsible department contact who submitted the form.
 Do not enter the employee's name here.

The submitted request will now go to the first step in the workflow which is generally to the Unit approvals before being submitted to SHR. **Return to Shopping Cart**

As stated earlier, if you submit a service request without clicking on the "**CHECKOUT**" button on the Shopping Cart page you have a SHR Services request item sitting in the Shopping Cart. To return to the Shopping Cart and complete the transaction complete the following steps.

1. Go to the SHR Client Dashboard

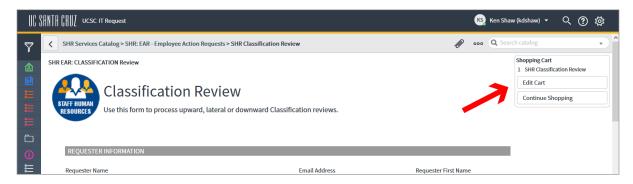


2. Click on the blue "Proceed to Checkout" button

You are taken to the Shopping Cart page and your reviously submitted item(s) are listed in the table (items that have not yet been checked out).

Item(s) Currently in Shopping Cart

If you start a new SHR Service Request and currently have a submitted item(s) in the shopping cart you will see information about that in the top right corner of the new SHR Service request form.



You can go to the cart (Edit Cart) button to see what is in the shopping cart or continue entering the new request. After clicking on the SUBMIT REQUEST button, the new request plus existing requests will be visible in the Shopping Cart.

Navigating Staff HR Services

After submitting a request to Staff HR Services there are 2 ways to navigate the system to find your active SHR Requests and approvals.

1. SHR CLIENT DASHBOARD

Return to the SHR Client Dashboard.

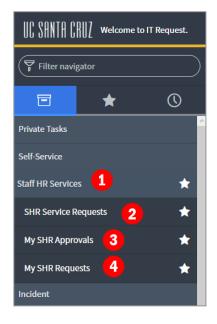
Refer to discussion "SHR Client Dashboard" on page 5"

2. STAFF HR Services Menu Item

In the left side application navigation, select the application menu item "Staff HR Services".

Menu Items

- 1. Staff HR Servces: main application menu
- 2. **SHR Service Requests**: link to the Staff HR Services homepage to find listing of SHR requests types
- 3. **My SHR Approvals**: Listing of all of your SHR approval requests
- 4. **My SHR Requests**: Listing of all of your SHR Requested Items



If this main menu item (#1) is not near the top of the list, double click on the **All application** blue tab above the navigation list to collapse the navigation items (menu modules) so that only the primary application menus are showing. Then click on Staff HR Services to expand it's sub-menus.



Menu Item #2. SHR Service Requests

This links to the Staff HR Services catalog page which lists available SHR service requests.

UCSCLEARN IT Request		<u>ه</u> رو پ
Filter navigator	Staff HR Services	Q Search catalog
⊡ ★ ()		SHR: Employee Action Request (EARs) Staff HR Service Catalog
i) Homepage	STAFF HUMAN RESOURCES	
Staff HR Services	SHR: Employee Action Request (EARs)	
(j) SHR Service Requests	SHR Classification Review	
🗮 My SHR Approvals	SHR Equity Review SHR Salary Stipend Request	
My SHR Requests	SHR Job Description Update	

Menu Item #3. My SHR Approvals

This is a listing of all of your approvals for SHR catalog items. State will show whether they are Requested approvals, those already Approved, Cancelled, Rejected or Not Yet Requested.

UC SANTA CAUZ UCSCLEARN IT Request					AC,		⑦ 🅸
Filter navigator	Approvals	Go to Created	Search		√- ◄◀ ◀	1 to 43 of 43	> >> ^
		≡ State	\equiv Approval for	■ Created ▼	≡ Comments		
Homepage	(i)	• <u>Approved</u>	<u>RITM0038433</u>	06-10-2019 02:56 PM			_
Staff HR Services	(i)	Approved	RITM0038432	06-10-2019 01:58 PM			
i SHR Service Requests	(i)	• Requested	RITM0038395	05-31-2019 06:52 PM			
📒 My SHR Approvals	í	• Requested	RITM0038345	05-21-2019 04:40 PM			
🚞 My SHR Requests	i	• Approved	<u>RITM0038427</u>	05-21-2019 05:24 PM	06-05-2019 09:57 AM	(Comm	

Menu Item #4. My SHR Requests

This is a list of all (open and closed) SHR service requests for the logged in user.

Workflow Stages

Upon submitting a SHR Services request, the digital workflow goes through a number of stages marking the request's progress through the system.

The progress of each request can be visualized by the visual stage rendering for each request on the client's My Open Tickets dashboard. This is the expanded Stage view showing the graphical colored stage icons and descriptive text. The colapsed view shows only a row of icons.

()	RITM0038466	SHR EAR: Equity Review	Amelia Breedlove (abreedlo)	Open	Compensation Review (Pending - has not started) Compensation Sets Final Disposition (Pending - has not started) Compensation sets Final Disposition (Pending - has not started) Compensation Review (Pending - has not started) Final Compensation Review (Pending - has not started) DO's Policy Approval (Pending - has not started) Compensation Sets Final Disposition (Pending - has not started) Operations Processee PPS Changes (Pending - has not started) Office of Record Processing (Pending - has not started)	07-25-2019 10-43 AM	07-25-2019 10:46 AM	08-16-2019 12:43 AM	(empty)	SHR Comp Generalist	
											~

CLASSIFICATION REVIEW

- 1. Request Approved
- 2. Waiting for Supervisor Approval (repeated for Budget approver, Unit Head and Principal Officer per submitting unit requirements)
- 3. Assign to Compensation & ELR Analysts
- 4. Initial Compensation Review
- 5. Requesting Unit Approves Recommendation
- 6. Final Compensation Review
- 7. PO's Policy Approval (if required)
- 8. ELR Notifies Union (if required)
- 9. Waiting for Union Response (if required)
- 10. Compensations Sets Final Disposition
- 11. Waiting for Final Signatures (if required from Employee & Supervisor)
- 12. Operations Processes PPS Changes
- 13. Office of Record Processing
- 14. Complete