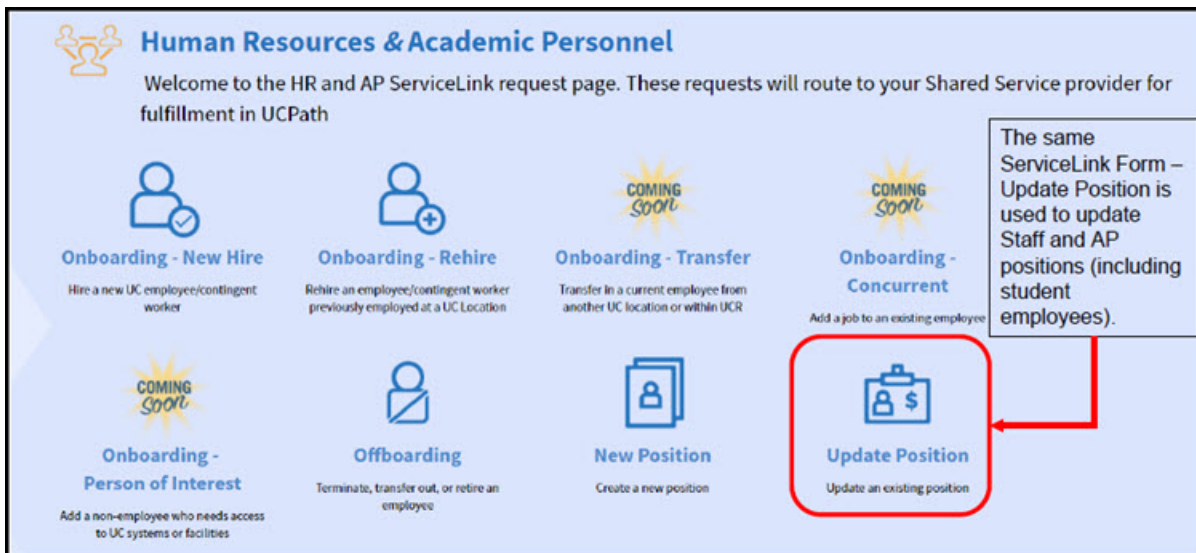


| Updating a Position in ServiceLink |

Navigation: https://ucsupport.service-now.com/ucr_portal/

ServiceLink Form – Update Position

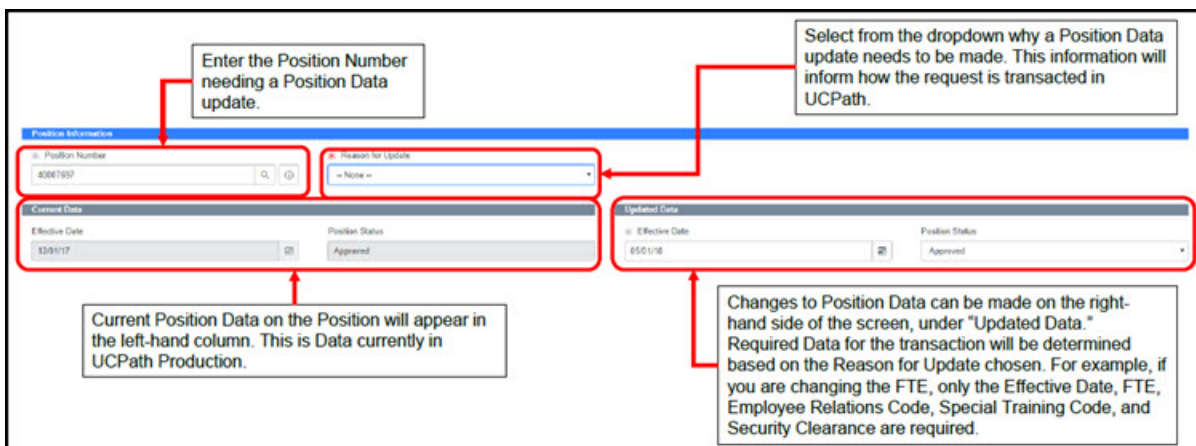


Human Resources & Academic Personnel
Welcome to the HR and AP ServiceLink request page. These requests will route to your Shared Service provider for fulfillment in UCPath

- Onboarding - New Hire**
Hire a new UC employee/contingent worker
- Onboarding - Rehire**
Rehire an employee/contingent worker previously employed at a UC Location
- Onboarding - Transfer**
Transfer in a current employee from another UC location or within UCR
- Onboarding - Concurrent**
Add a job to an existing employee
- Onboarding - Person of Interest**
Add a non-employee who needs access to UC systems or facilities
- Offboarding**
Terminate, transfer out, or retire an employee
- New Position**
Create a new position
- Update Position**
Update an existing position

The same ServiceLink Form - Update Position is used to update Staff and AP positions (including student employees).

Position Information



Position Information

Enter the Position Number needing a Position Data update.

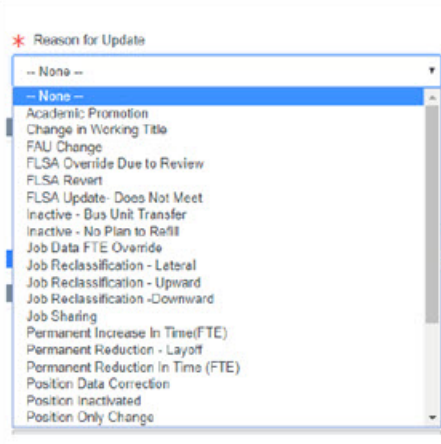
Select from the dropdown why a Position Data update needs to be made. This information will inform how the request is transacted in UCPath.

Current Data		Updated Data	
Position Number	Reason for Update	Effective Date	Position Status
4067007	Note	6/50/18	Approved

Current Position Data on the Position will appear in the left-hand column. This is Data currently in UCPath Production.

Changes to Position Data can be made on the right-hand side of the screen, under "Updated Data." Required Data for the transaction will be determined based on the Reason for Update chosen. For example, if you are changing the FTE, only the Effective Date, FTE, Employee Relations Code, Special Training Code, and Security Clearance are required.

Reason for Update




There are many Reason for Update codes to select from. Please select the most accurate reason for the update. This information helps the SSC Fulfiler determine the kind of Position Update requested as well as how it is transacted in UCPATH. Different Reason for Update require different information on the ServiceLink form. All request, regardless of Reason for Update Code will require entry of the following fields:

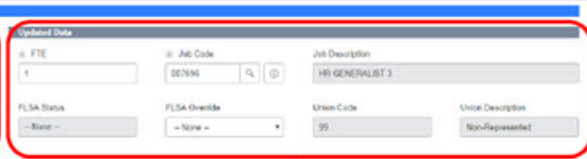
- Effective Date (this is the date you want these changes to the position to go in effect)
- Employee Relations Code
- Special Training Code
- Security Clearance

These fields are required because any update to a position can have serious downstream impacts. Also make sure that Position Updates are consistent with the position Salary Admin Plan and Grade as well as with the current Employee Relations Code, training, and security clearance. As with a New Position, if the Employee Relations Code is set to "Confidential" an additional layer of approval will be required – it will need approval from Central HR.

Job Information

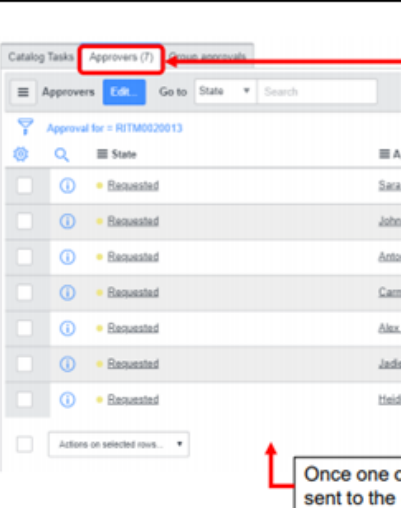


The left-hand column of Job Information displays Current Position Data in UCPATH production.



If any of the Job Information on the position needs to be updated, updates can be made in the right-hand column. Data in the fields default from current data in the UCPATH production environment. Changes can be made to any white field. Gray field default automatically from the white-colored fields. For example, Job Code populated the Job Description, FLSA Status, Union Code and Union Description fields.

FLSA Override



When an update Position request is submitted with an FLSA Override, additional approval is needed. The request will be routed to HR for review and approval. One of the four approvers listed under the "Approvers" tab in the Task Catalog is required to review and approve the request.

Once one of the four approved approve the request, the Update Position request will be sent to the SSC for processing. The FAU Approver will NOT be sent the request to approve.

Work Information

The screenshot displays two side-by-side panels for 'Work Information'. The left panel, titled 'Current Data', shows fields for Organization Code (OR039), Division Code (DV127), Department Code (D01094), Location - Description (INTELLICR), Reports to Incumbent's Name (CHAMPION,INTORER, SU), Reports to Position (40995414), and Reports to Position Job Title (HR SUPV 2). The right panel, titled 'Updated Data', shows the same fields with search icons and a search button. Red boxes highlight both panels, and red arrows point from the explanatory text boxes below to the respective panels.

The left-hand column of Work Information displays Current Position Data in UCPath production.

If any of the Work Information on the position needs to be updated, updates can be made in the right-hand column. Data in the fields default from current data in the UCPath production environment. Changes can be made to any white field. Gray field default automatically from the white-colored fields.

Salary Plan Information

The screenshot displays two side-by-side panels for 'Salary Plan Information'. The left panel, titled 'Current Data', shows Salary Admin Plan (Career Tracks - UCR), Salary Grade (22), and Salary Range (Minimum: 8100, Midpoint: 8500, Maximum: 11030). The right panel, titled 'Updated Data', shows the same fields with search icons and a search button. Red boxes highlight both panels, and red arrows point from the explanatory text boxes below to the respective panels.

The left-hand column of Salary Plan Information displays Current Position Data in UCPath production.

If any of the Salary Plan Information on the position needs to be updated, updates can be made in the right-hand column. Data in the fields default from current data in the UCPath production environment. Changes can be made to any white field. Gray field default automatically from the white-colored fields.

Specific Information

The screenshot displays two side-by-side panels for 'Specific Information'. The left panel, titled 'Current Data', shows Max Head Count (1), Position Pool ID, Is Position Responsible for Patient Care? (N/A), Employee Relations Code, Special Training Code (Not Applicable), and Security Clearance (Data needed). The right panel, titled 'Updated Data', shows the same fields with search icons and a search button. Red boxes highlight both panels, and red arrows point from the explanatory text boxes below to the respective panels.

The left-hand column of Specific Information displays Current Position Data in UCPath production.

If any of the Specific Information on the position needs to be updated, updates can be made in the right-hand column. Regardless of the type of Position Update, the Employee Relations Code, Special Training Code, and Security Clearance are always required if the system data is blank.

Employee Relations Code

*** Employee Relations Code**

- None --
- All Others Confidential
- All Others Not Confidential
- Excluded from Coverage
- Manager Confidential
- Manager Not Confidential
- Not Applicable - Contingent WK
- Not Covered HEERA (Out of State)
- Stud Academic Title HEERA
- Stud Academic Title No HEERA
- Supervisor Confidential
- Supervisor Not Confidential

Confidential [titles], per the Higher Education Employer-Employee Relations Act (HEERA) is defined as:

- "An employee required to develop or present management positions for collective bargaining, and/or an employee whose duties normally require access to information which contributes significantly to the development of such management positions."

Refer to <http://hr.ucr.edu/erecodechart.html> for additional policy-related information.

Attachment

Note: Attach documentation that will support your request (upload supporting documents. Be mindful of confidentiality policy and guidelines and protect the privacy and security of health information, ex, HIPAA). The FLSA Status has been overridden and/or the Employee Relations Code has been set to Confidential. Please attach supporting documentation and provide a brief comment explaining the circumstances.

Add Attachment

When selecting a Confidential Employee Relations Code, attachments become a required field. You will need to provide supporting documentation explaining the circumstances.

Assignment group: []

Assigned to: []

Request: REQ0019900

Stage: Waiting for Approval

Catalog Task: Approvers (7)

State	Approver	Comments
Requested	Sara Lindell	
Requested	Jane Henderson	
Requested	Antoinette Torres	
Requested	Carmela Torres	
Requested	Alexa Nelson	07/09/10 13:29:20
Requested	Jade Lee	07/09/10 13:29:20
Requested	Heidie Rhodes	07/09/10 13:29:20

When a Confidential Employee Relations Code is chosen, an extra level of approval becomes required. This additional level of approval is represented by the "Waiting for Approval" Stage in the ServiceLink Initiator View.

In the "Catalog Task" at the bottom of the RITM, you will see a list of four Central HR approvers. Only one of these needs to review and approve the request. Currently, Heidie Rhodes is reviewing and approving ALL Confidential Employee Relations Code requests. Once approved, the Update Position request will then be sent to the SSC for processing. The request will NOT be sent to the FAU approver.

Comments & Add Attachment

Comments

Attachments

Note: Attach documentation that will support your request (upload supporting documents. Be mindful of confidentiality policy and guidelines and protect the privacy and security of health information, ex, HIPAA).

Add Attachment

Comments are always required for an Update Position request. In addition to including information not captured on other parts of the form, enter the correct FAU information if requesting a change in FAU

Attachments are not required for Position Updates. If additional supporting documentation exists, it should be attached to the request. For example, if the Employee Relations Code on the position is changed to Confidential, documentation support why this change is needed should be included in the request.

ServiceLink Initiator

UCRIVERSIDE ServiceLink

Thank you, your request has been submitted

Request Number: REQ019984

Number: RITM0020917 Description: Update Position

Stage: [Progress indicator with 3 green checks]

Response (browser): 3751, Network: 2380, server: 208, browser: 403

Once a ServiceLink form is successfully submitted, the Initiator will be directed to this confirmation page.

Every transaction is composed of a Request Number (REQ), Item (RITM), and Tasks (SCTASK)

Clicking on the RITM Number and Description will take you to a view-only of the ServiceLink Fulfiller of the submitted Onboarding Transaction.

This "Stage" icon allows you to track a transactions' progress through fulfillment. Three green checks means that all tasks are closed and the submitted transaction is complete.

Requested Item: RITM0020917

Number: RITM0020917

Item: Update Position Data

Opened: 07/09/18 14:14:56

Requested for: Shannon Minter

State: Open

Request: REQ019984

Stage: Fulfillment

Initiator: Kathleen Cool

Request Date: 07/09/18

Position Information: Position Number: 40017936 Reason for Update: Permanent Increase in Time/PTE

Current Date: Updated Date

Clicking on the RITM (from previous screen) will take you to your request. This page has information that will tell you the stage of the ticket as well as who is working on your request.

The Stage field gives information pertaining to the status of your request. Once all tasks associated with this request are closed, the stage will update automatically to "Closed Complete." This means that your request has been successfully completed and transacted in UCPath.

SSC Fulfiller

Requested Item - RITM0012294

Exact search match. [Click here to see full search results.](#)

Number: RITM0012294

Item: Update Position Data

Opened: 6 minutes ago

Assignment group: [Empty]

Assigned to: [Empty]

Request: REQ0012295

Stage: Fulfillment

State: Open

Catalog Tasks: Go to: State: Search

Request Item: RITM0012294

Number	Short description	Assignment group	Assigned to	Stage	State
SCTASK0014745	Update position	R'SSC Position Management Shared Service...	Irisba Paredes	[Progress indicator]	Open

Actions on selected rows...

Unless a FLSA override or Employee Relations code is set to "Confidential," the "Update Position" task is immediately assigned to the Shared Services Center upon submission. If approvals are required, the request will be sent to SSC once one of the approvers have approved the request.

Tasks are displayed at the bottom of a RITM form, in "Catalog Tasks"

SSC Fulfiller (continued)

Number: SCTASK0014745
State: Open
Assignment group: SSC Position Management Shared S
Assigned to: Trisha Paredes
Active:

Request Item: RITM0012294

For any Update Position request, one task is generated and assigned to the Assignment Group SSC Name_Position Management Shared Service Fulfiller. After entered the transaction data in UCPATH, the SSC fulfiller will close the task (SCTASK) by clicking the "Close Task" button.

Number	Short description	Assignment group	Assigned to	Stage	State
SCTASK0014745	Update position	SSC Position Management Shared Service...	Trisha Paredes	Completed	Closed Complete

Number: RITM0012294
Item: Update Position Data
Opened: 9 minutes ago
Requested for: Kathleen Cool

Assignment group: [empty]
Assigned to: [empty]
Request: REQ0012285

Stage: Completed
State: Closed Complete

Since only one task is generated for Update Position requests, the RITM will close automatically. The Initiator will receive an email notifying them that the request has been completed and is now closed.