Position Data Management

| Updating a Position in ServiceLink |

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

ServiceLink Form – Update Position

Position Information
Reason for Update

- 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 "Approver" 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

Salary Plan Information

Specific Information
ServiceLink Initiator

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 mean that all tasks are closed and the submitted transaction is complete.

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

Tasks are displayed at the bottom of a RITM form, in “Catalog Tasks.”

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

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