

The October 2016



BRC Blast

servicenow FOR THE BRC IS LIVE

The Business Resource Center (BRC) is very pleased to announce that our online intake and workflow system, **ServiceNow**, is now our preferred method to receive **purchase order and payment requests** from our client departments. We'll be rolling out functionality for our other teams throughout this fiscal year.

What are the benefits to using the new system?

- Electronic submission of requests
- Elimination of departmental logs and filing systems
 - ✓ Documentation is stored in ServiceNow
 - ✓ Client departments and BRC users can access historical information
- New processing metrics and status reports
- All-electronic approval with automatic routing
 - ✓ Approval is as simple as clicking on a link in an email
- Transparent process from start to finish
 - ✓ Requests may be monitored by our client departments and the BRC through ServiceNow

How do I start using ServiceNow?

All UCOP employees have access to ServiceNow using their UCOP User ID and password.

Go to <https://ucop.service-now.com>, enter your log-on information and click on *Business Resource Center* under *Order Services/Equipment*

When should I start using it?

There's no time like the present. The BRC has been holding weekly training sessions for the last three months. You can also access the training materials on our web site here: [How to Submit Requests](#) and [How to Approve Requests](#).

We also have the following trainings scheduled if you haven't had a chance to attend one yet (or would just like a refresher).

Date	Time	Location
October 14	10am to 12pm	9204
October 26	10am to 12pm	5318
November 9	1pm to 3pm	11326
November 22	10am to 12pm	9204
December 7	10am to 12pm	12322
December 20	1pm to 3pm	9204

Who do I contact if I have any ServiceNow questions?

Email or Call: [Brad Niess](mailto:Brad.Niess) at 7-9913, [Amy Vrizuela](mailto:Amy.Vrizuela) at 7-9135 or the [BRC POP Team](#)

YOU CAN REACH US AT:

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