

SNOW SERVICE CATALOG USER GUIDE

Purpose

A quick visual guide for submitting an Administrative Actions Request in the APO Service Catalog.

USE THIS FORM

Operational requests, policy questions, or general administrative tasks.

TABLE OF CONTENTS

Use this guide to complete each request type in the APO Service Catalog.

1	<u>Administrative Actions Request</u>	Anything related to approval requests, exception requests or general business processes.
2	<u>APO Data Request</u>	When a user needs reports, metrics, spreadsheets, or custom data pulled.
3	<u>APO Support and Troubleshooting Request</u>	Anyone needing technical help, new access permissions, or plan modifications within the APO system.

QUICK ROUTING

IF YOU NEED TO...	USE...
Submit an operational or policy request	Administrative Actions Request
Request APO data	APO Data Request
Get access, report a problem, or request a system change Please note: Use this for ACAPER, UC Recruit and UC OATS. For eFilePlus where the lead support is ITS, continue to use the ITS ServiceNow tool.	APO Support and Troubleshooting Request

ADMINISTRATIVE ACTIONS REQUEST

Complete the request in four quick steps.

1
VERIFY
Name + email

2
SELECT
Request category

3
COMPLETE
Date + comments

4
SUBMIT
PDF attachments

1. VERIFY YOUR INFORMATION

* Name

Reya Desai

* Email

rdesa022@ucr.edu

Department Code

D01290

ORG Code

ORG21

* Phone

Department Description

Academic Personnel

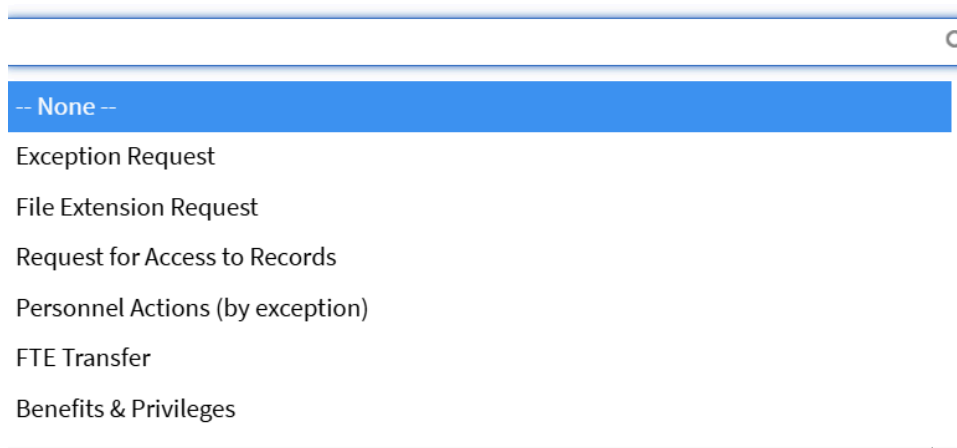
ORG Description

Provost/Executive Chancellor

FIELD	WHAT HAPPENS	ACTION
Name / Email	Pre-populated	Verify
Phone *	Blank	Enter phone number
* REQUIRED	Fields marked with an asterisk must be completed.	

2. SELECT A CATEGORY

Open the category dropdown and choose the option that best matches the request.



A screenshot of a web form showing a dropdown menu for selecting a category. The dropdown is open, displaying a list of options. The first option is "-- None --" in a blue bar. Below it are several text options: "Exception Request", "File Extension Request", "Request for Access to Records", "Personnel Actions (by exception)", "FTE Transfer", and "Benefits & Privileges". A search icon is visible in the top right corner of the dropdown menu.

CATEGORY	USE FOR
Exception Request	Permission to bypass a standard policy or rule for a specific, special circumstance.
File Extension Request	Formal appeal asking for extra time beyond a deadline to submit required documents or dossier materials.
Request for Access to Records	Official application asking permission to view, inspect, or obtain copies of restricted or confidential documents and files.
Personnel Actions (by exception)	Personnel actions handled by exception. Fall outside standard policy rules and require special administrative approval to process.
FTE Transfer	Reallocation of a position's budgeted working percentage (Full-Time Equivalent) from one department, unit, or funding source to another.
Benefits & Privileges	Stop the Clock Requests, Active Service Modified Duties Request Change of Duty Station Request
Compensation	OTP, MLA, Negotiated Salary Program, Administrative Appointments
Other	All other Administrative Actions Request
TIP	Use Additional Comments to give APO the context needed to understand the request.

3. COMPLETE THE REQUEST

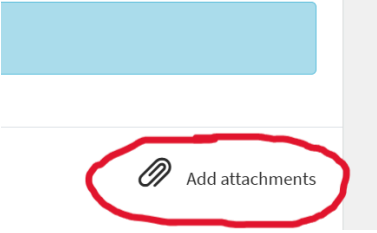
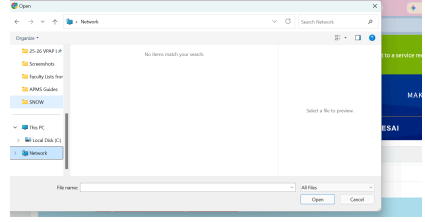
* Desired Deployment Date

MM/DD/YY



Additional Comments

****NOTE**:** If including attachment, please ensure it is in PDF format.

FIELD	WHAT TO ENTER	STATUS
Desired Deployment Date *	Requested date	Required
Additional Comments	Helpful details / context	Optional
Attachment	Supporting document	PDF only
How to upload an attachment	 On the bottom right corner you will find an option to add attachments	 Upon selecting "Add Attachments," a file browser will open, allowing you to select and upload the file(s) you wish to attach to your ticket.

4 BEFORE YOU SUBMIT

✓ Phone entered	✓ Category selected	✓ Date selected	✓ Attachments are PDF
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SUBMIT

APO DATA REQUEST

Complete the form in five quick steps.

1 VERIFY Your info	2 SELECT Category	3 DEFINE Data needed	4 SET Timing	5 SUBMIT Final details
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1 VERIFY YOUR INFORMATION

* Name Reya Desai	
* Email rdesa022@ucr.edu	* Phone
Department Code D01290	Department Description Academic Personnel
ORG Code ORG31	ORG Description Provost/Exec Vice Chancellor

*** REQUIRED** Verify the pre-populated information and enter your phone number.

2 SELECT A CATEGORY

Choose the category that matches the type of data you need.

* Category

-- None --

-- None --

Compensation

Demographics

CATEGORY	USE FOR
Compensation	Request for Academic Salary & Compensation Data
Demographics	Request for Faculty Demographic & Diversity Data

3 EXPLAIN WHAT DATA YOU NEED

* Category

-- None --

* Reason for Request (what will this data be used for?)

* Data Fields Required (what kind of data are you looking for?)

* For which series or title code/job code should data be obtained?

FIELD	WHAT TO PROVIDE
Reason for Request *	What will the data be used for?
Data Fields Required *	What specific data are you looking for?

3 DEFINE THE DATA

Use these fields to identify the population and time period for the request.

For which series or title code/job code should data be obtained?

For which academic year(s) should data be obtained?

Are there any additional filters or criteria that should be applied?

Request Due Date

Frequency

REQUIRED FIELD	WHAT TO ENTER
Series / Title Code / Job Code	Identify which series or code(s) the data should cover.
Academic Year(s)	Identify the academic year(s) needed.
Additional Filters / Criteria	List any other criteria that should be applied.
TIP	Be as specific as possible so APO can identify the correct data set.

4 SET THE TIMING

Tell APO when the request is needed and whether it is one-time or scheduled.

Any Special Instructions

Additional Comments

****NOTE**:** If including attachment, please ensure it is in PDF format.

FIELD	OPTIONS / ACTION
Request Due Date *	Select the requested due date.
Frequency *	One-Time Request Per Schedule

5 FINAL DETAILS

FIELD	USE IT FOR
Any Special Instructions	Add instructions APO should follow when preparing the request.
Additional Comments	Add any other helpful context.
Attachments	Supporting documents, if needed. PDF format only.

BEFORE YOU SUBMIT

✓ Phone	✓ Category	✓ Data details	✓ Due date + frequency	✓ PDF attachments
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APO SUPPORT AND TROUBLESHOOTING REQUEST

Complete the request in four quick steps.

1 VERIFY Your info	2 SELECT Application	3 CHOOSE Request type	4 SUBMIT Details + PDF
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1 VERIFY YOUR INFORMATION

APO Support and Troubleshooting Request

Use this for access, troubleshooting, and change management for all APO systems.

* Name

 Reya Desai  

* Email

rdesa022@ucr.edu 

* Phone

Department Code

D01290

Department Description

Academic Personnel

ORG Code

ORG Description

*** REQUIRED**

Verify the pre-populated information and enter your phone number.

2 SELECT THE APPLICATION

Choose the APO system related to the request.

Use this for access, troubleshooting, and change management for all APO systems.

* Please select application from the list:

-- None --

-- None --
ACAPER
UCOATS
UCRECRUIT
Truescreen
Other

APPLICATION	SELECT WHEN THE REQUEST RELATES TO...
ACAPER	Use this to submit support requests that include access, corrections, questions, and anything related to ACAPER. .
UC OATS	Use this to submit support requests such as system access/role updates, or questions related to tracking Category I, II, or III outside work and annual reporting certifications.
UC RECRUIT	Use this to submit support requests such as changes to an approved search plan, access requests, questions on , applicant tracking, recruitment workflows, and anything related to using UC Recruit.
Truescreen	Use ServiceBow to submit Misconduct Check requests, troubleshoot issues, or manage account access.
Other	Use this for other systems not listed above.

3 CHOOSE THE REQUEST TYPE

Select the option that best describes what you need.

The screenshot shows a dropdown menu with a search bar at the top. The menu is open, displaying five options. The first option, 'Access', is highlighted in blue. The other options are 'Change Request', 'Support Request', 'Enhancement Request', and 'Other'. Each option is followed by a brief description of its use.

- Access** | Use this to request new accounts or system access
- Change Request** | Use this to modify an existing, approved plan, or form request
- Support Request** | Use this to report something that is broken, crashing, or not working as expected
- Enhancement Request** | Use this to suggest a new feature, tool, or functional improvement
- Other** | Use this to ask a general question or submit a request that doesn't fit the categories above

REQUEST TYPE	USE THIS FOR
Access	New accounts or system access
Change Request	Modify an existing, approved plan or form request
Support Request	Something broken, or not working as expected
Enhancement Request	A new feature, tool, or functional improvement
Other	A general question or request that does not fit above
TIP	Choose the closest request type and use the comments/details field to explain the issue clearly.

4 REVIEW AND SUBMIT

Add the request details and any supporting documentation, then submit.

****NOTE**:** If including attachment, please ensure it is in PDF format.

Submit

PDF ONLY

If you include an attachment, the form requires it to be in PDF format.

BEFORE YOU SUBMIT



Phone entered



Application selected



Request type selected



Attachments are PDF

SUBMIT

CONTACT FOR SUPPORT

For assistance with the APO Service Catalog or related requests, please contact:

Teresa Mason: tmason@ucr.edu

Sara Umali: sara.umali@ucr.edu

Reya Desai: rdesa022@ucr.edu