

## **Policy for Ask HR ticketing system**

California Department of Fish and Wildlife is centralizing the tracking and monitoring of Human Resource Branch (HRB) Transaction's correspondence. This Ask HR ticketing system will replace submitting correspondence and documents directly to the Personnel Specialist (PS) via email, phone call and mail. The Regions and Programs will revise their internal processes, as necessary, to incorporate these changes. To keep all requests confidential, all Ask HR requests submitted through the new online ticketing system will be directly between the employee/requester and HRB Transactions staff. We suggest staff, whose current process is to use Liaisons exclusively for questions going to their PS, can still work together, but ideally the tickets would come from employees versus Liaison to allow for direct contact and tracking of the tickets for the PS. Transactions Payroll and Benefits group will no longer accept hard copies of documents. We will accept electronic signatures, picture(s) of signed documents and/or scanned versions of all documents and forms in the Ask HR online ticketing system. For all documents and forms that require HRB Transactions staff's signature, a completed copy will be uploaded back within the system for the employee's copy. We will no longer mail out hard copies for the employee's record, all finalized copies will be uploaded to Ask HR for the employee's records.