Process and Procedures for Ask HR

Objective of Ask HR Ticketing System

The Ask HR ticketing system was developed to allow employees to report any correspondence that would be sent to the Personnel Specialists (PS) through a single point entry tracking system. Examples of correspondence that would be submitted to the PSs through the system are questions regarding payroll/overtime, various Human Resources forms, new hire documents, submitting administration time off approvals for tracking, differential paperwork, benefit documents, verification of employment, etc. In addition, the online ticketing system will enable the requestor to track the request status and retain a historical record of submitted requests. It will allow Transaction Managers the ability to generate data driven reports regarding workflow, aging and trends within the whole department for Payroll and Benefits. Managers will also have the capability to monitor the progress and aging of each submitted ticket request. This system will allow HRB Transactions to provide seamless service to employees when there are HRB staffing changes.

Confidentiality of the Ticketing System

This system does not require you to be on VPN to put in a ticket. You will log in the Ask HR Cherwell with your ID and password the same as your computer. This system will allow you to upload your personnel documents without emailing the documents. Your information is only viewable by the person who opened the ticket and Transaction Staff within HR. With this new system you will be able to include your whole social security number on documents submitted within this system.

Employees Roles

Employees will submit their own tickets via Ask HR for all Transaction Payroll and Benefits questions and documents.

Supervisor Roles

Supervisors can submit a ticket on behalf of the employee, but all communication would be only between the supervisor and Transactions. You cannot CC employee(s) or supervisor(s) to have access to the tickets. New hire documents should be uploaded by the hiring supervisor, Liaisons can help with this process, if needed.

Liaisons Roles

Liaisons can still work with employees to resolve common requests; however, if the request requires help from a PS, the Liaison should advise the employee to submit a ticket within Ask HR. With the supervisor uploading the documents and HR being able to view instantly, it will allow for the PS to give quick feedback directly to the hiring supervisor if documents are incorrect.

Expectations for Ticket Aging

Refer to the ticket aging flow chart to understand the timeline of how the PS's are working tickets.

Escalation Process

Current escalation will be done internally with the supervisor reviewing and working aging tickets that have not been completed. If an employee feels their ticket needs to be escalated, they can add a comment requesting escalation. Tickets should only be escalated if a deadline is not reached based on the flow chart for aging tickets.

Future updates on Ask HR

This version of Ask HR is Phase 1. We will be adding more features and options to this system. We want to hear feedback to understand how this can work better in the future. Please feel free to email Nicole.Gustafson@wildlife.ca.gov suggestions.

Resources

- Ask HR link also located in Office 365, HR Transactions Internet Page
- Training Video – Coming soon- How to log in, put in a ticket, and review status within your ticket.
- Demo and work groups - Teams Ask HR Live Demonstration each Thursday at 11:30am to 12pm in September Click here to join the meeting employees can log on to have questions answered and view demo.
- Job Aides
    - Examples of different HR Tickets
    - Ticket Aging Expectations
    - How to submit a ticket in Ask HR
    - How to view a submitted ticket
    - How to reopen a ticket after closed
    - How to add additional comments or escalate tickets