

## Human Resources Branch Memorandum

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| SUBJECT:<br><b>Ask HR Ticketing System</b> | NUMBER:<br><b>HRB 21-016</b>              |
|  | DATE ISSUED:<br><b>September 15, 2021</b> |
| DISTRIBUTION:<br><b>CDFW All</b>           | EXPIRES:<br><b>Until Superseded</b>       |

**Action Required**

**Informational Only**

**Control Agency Directive**

### Purpose

The purpose of this memorandum is to notify all California Department of Fish and Wildlife (CDFW) employees of the department-wide implementation of the Human Resources Branch's (HRB) new online [Ask HR](#) ticketing system.

This ticket system will allow for a single-entry system for asking questions and uploading documents by all department staff. Examples of correspondence that would be submitted to the Personnel Specialist through though Ask HR includes questions regarding payroll/overtime, all Open Enrollment documents, new hire documents, submitting administration time off approvals for tracking, differential paperwork, benefit documents, etc. The Transactions, Payroll, and Benefits units will no longer accept hard copy documents. Ask HR will give the Transactions, Payroll, and Benefits units the ability to work paperless, internally track all requests and bring accountability for Transitions staff. This system provides transparency and allows employees to track the movement of their requests in real time. Any requests and documents put into the system will be kept confidential between the ticket requester and Transaction's, Payroll, and Benefits Staff only. Currently only the HRB-Transactions, Payroll, and Benefits units are using Ask HR. If you have questions regarding Classification and Pay, Exams, Performance Management, or Employee Wellness, please contact those units directly.

Any questions and correspondence sent to the Transactions unit prior to Thursday, September 16, 2021, will not require the employee to resubmit. Employees who submit questions or documents directly to their Personnel Specialist after September 16, 2021 will be kindly reminded to put in a ticket with the Ask HR system.

Please click and read each of the links under resources below to read the Policy and Process to understand this new process that will affect all CDFW employees when contacting the Transactions, Payroll, and Benefits staff.

### Ask HR Ticketing System

Information regarding the AskHR ticketing system can be found on the [Human Resources Payroll and Benefits Intranet page](#). This includes a link to Ask HR, policy, processes, and procedures. This section on the internet also includes roles and responsibilities for Supervisor, Employees and Liaisons and additional job aides for your reference. All updates to the new system following this memo will be uploaded and communicated via the intranet page.

### **Resource**

1. [Ask HR Policy](#)
2. [Ask HR Process](#)
3. [Ask HR Job Aids](#)

### **Authority**

California Department of Fish and Wildlife, Human Resources Branch

### **Contacts**

Please direct all questions, concerns, or suggestions regarding Ask HR ticketing system requests to [Nicole.Gustafson@wildlife.ca.gov](mailto:Nicole.Gustafson@wildlife.ca.gov)