University Human Resources Service Center

Life Cycle Support Services
• What’s coming?
  • Customer portal and dashboard in UHR’s ticket system - Teamwork Desk

• When?
  • October 4, 2021
What is Teamwork Desk?

• Ticketing system
  • AskHR began using Teamwork on April 27, 2020
  • Life Cycle began using Teamwork on October 1, 2020
• Manages customer emails in one central location
• Visibility and transparency into our work
• Tool for gathering data > provides metrics, influences process improvement, other efficiencies
• Similar to CN’s desktop support service
  • Allows users to submit a request to the Service Desk so they can quickly respond
  • Allows users to see all their requests and the status of those requests
Ticket is produced
Life Cycle creates a job form
Job form is put into OnBase workflow > routed to BC Payroll and Benefits
Data entry into Banner
No more information silos
Increased team collaboration
Consistency and efficiency
Collects every customer interaction in one place

Teamwork Desk

Hovlandsc.lifecyle@oregonstate.edu
UPHR.lifecyle@oregonstate.edu

HRSupportServices@oregonstate.edu
Customer Portal & Dashboard

- Opens a direct line of communication
- Increases transparency
- Customers have visibility over their requests
  - Ticket #
  - Subject
  - Created Date
  - Update Date
  - Status
# Customer dashboard

![Customer dashboard image](image-url)

## All Tickets

<table>
<thead>
<tr>
<th>Ticket</th>
<th>Subject</th>
<th>Created At</th>
<th>Updated At</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>85121962</td>
<td>testing</td>
<td>September 27th 2021</td>
<td>September 27th 2021</td>
<td>Closed</td>
</tr>
<tr>
<td>85092840</td>
<td>FW test</td>
<td>August 11th 2021</td>
<td>August 11th 2021</td>
<td>Closed</td>
</tr>
<tr>
<td>85092778</td>
<td>test</td>
<td>August 11th 2021</td>
<td>September 28th 2021</td>
<td>Active</td>
</tr>
<tr>
<td>84958544</td>
<td>Test</td>
<td>February 18th 2021</td>
<td>July 12th 2021</td>
<td>Closed</td>
</tr>
<tr>
<td>84964152</td>
<td>Job Hire</td>
<td>December 9th 2020</td>
<td>January 12th 2021</td>
<td>Closed</td>
</tr>
<tr>
<td>84924092</td>
<td>Test ticket</td>
<td>October 2nd 2020</td>
<td>October 2nd 2020</td>
<td>Solved</td>
</tr>
</tbody>
</table>
Teamwork Desk Demo

by

Morgan Koch,
HR Business Analyst
Follow Up

• Because of system limitations, we were not able to test this with a pilot group – specific college/department/unit. Campus is our test group!

• Be forgiving – we are all learning.

• Communicate within a ticket rather than starting a conversation with a new ticket – more efficient.

• Everything we are learning here is a great foundation for moving us towards a more sophisticated service delivery platform.

• Working in the ticket system has reframed the way we think about our work.

• If you have questions, concerns, ideas for improvements, please contact Angela Williamson or Tammy Jennings.
Where/How Can You Find Us?

• Direct link
  • [https://beav.es/hrsupport](https://beav.es/hrsupport)

• UHR’s “A-Z Index”
  • HR Customer Portal
    • [https://hr.oregonstate.edu/a-z-index?title=h](https://hr.oregonstate.edu/a-z-index?title=h)

• UHR’s “About Us” website
  • Contact Information – HR Teams
    • [https://hr.oregonstate.edu/about-us/contact-information-hr-teams](https://hr.oregonstate.edu/about-us/contact-information-hr-teams)
  • HR Staff Directory > HR Service Center
    • [https://hr.oregonstate.edu/about-us/hr-staff-directory#hrsc](https://hr.oregonstate.edu/about-us/hr-staff-directory#hrsc)
Questions?