

## HRIS/emPath FUNCTIONAL SERVICE REQUEST FORM

### Section 1 = IDENTIFICATION (to be completed by requestor)

Functional Service Request Number: <i>yyyymmdd99-init</i>	Title of Request:
Requested by:	Requestor Email:
Business Owner:	Dept/Div:
<b>Description of Request:</b>	
<b>Business Benefit:</b>	
<b>Risk of not doing:</b>	
Date Required:	
Workaround in place: <input type="checkbox"/> Yes <input type="checkbox"/> No	
Priority: <input type="checkbox"/> Legislated – Provide Backup (Council, Government, Collective Bargaining Agreement compliance, etc.) <input type="checkbox"/> High (no workaround, significant impact to operations, strategic implications) <input type="checkbox"/> Medium (manual workaround, notable impact to operations) <input type="checkbox"/> Low (minimal impact to operations, workaround in place, and/or cosmetic in nature)	

### Section 2 = IMPACT ASSESSMENT (to be completed by HRIS)

Impact Assessment Conducted by:	Date Completed:
Time: <input type="checkbox"/> Project (> 40 hours) <input type="checkbox"/> Large (20 to 40 hours) <input type="checkbox"/> Medium (4 to 20 hours) <input type="checkbox"/> Small (< 4 hours)	High Level Analysis:

### Section 3 = ACTION TO BE TAKEN (to be completed by HRIS)

<input type="checkbox"/> Approved	Date Approved:
<input type="checkbox"/> Deferred	Date Deferred & Comments:

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### Q&A

**Q – What is a development Freeze?**

A – A set of rules for making changes to the existing system stricter. It doesn't mean all work stops.

**Q – Why do we need a development freeze?**

A – Even though business keeps on going and changes are inevitable, a Development Freeze helps keep changes to the existing system minimal to preserve captured requirements for the new HRMS. But more importantly, a Development Freeze allows us better control over important changes being made to the existing system so we can make sure they get carried forward to the new HRMS.

**Q – How long will the Development Freeze last?**

A – Until a stabilization period has passed (in months) after the new HRMS goes live.

**Q – What if I need changes to the existing system during the Development Freeze?**

A - Complete Section 1 of a [Service Request](#) and submit to [hris@humber.ca](mailto:hris@humber.ca). Make sure you send any supporting documentation along.

**Q – What happens after I submit my Service Request to hris@humber.ca?**

A – Your Service Request will be reviewed by a HRIS Analyst, who may contact you if additional information is required. The HRIS Analyst will then complete Section 2 of the Service Request with their analysis and Section 3 with the Actions to be taken. Upon completion of the form, the HRIS Analyst will forward notification to the requestor (by email) and facilitate any approved work.

**Q – When do I need to complete a Service Request?**

A – A Service request is required for the following:

- New reports that need to be run periodically (annual, monthly, bi-weekly, daily)
- Modifications to reports that run periodically
- New interfaces to all applications (internal or external)
- New ad-hoc reports

The following list of activities are considered operational and do not require a Service Request:

- Union reporting, (Contact HRIS Analyst)
- COR reporting
- Year End support (Contact Payroll)
- Payroll support (Contact Payroll)
- Sick and Vacation roll report and update to emPath
- Mass system changes (salary, org, benefits, etc as identified on the HR Operational Calendar)
- HR/PPCS System support (Contact HR Coordinator)
- Re-running existing ad-hoc reports (Contact HRIS Analyst)

**Q – I'm not sure if I should complete a Service Request, what should I do?**

A – Fill in a Service Request as it will assist the HRIS team in organizing and prioritizing the work.