



Department of Human Resources

# Instructions for Creating Position Management Review Requests

Using Service Now to Submit Your Request for Review

Maintained by:

HR Compensation

& Classification

# Table of Contents

## Table of Contents

Introduction .....	3
Business Case Development .....	3
What are the types of business cases that can be submitted for review? .....	3
Request to Reorganize/Restructure Organizational Units.....	3
Request to Review Position(s) for Reclassification .....	4
Request to Review Position(s) for Internal Equity .....	4
Request to Review Position(s) for External Equity .....	4
Request to Review Retention Offer .....	4
Entering Request in Service Now .....	5
Request Entry Step 1: Initiate Position Management Review Request .....	5
Request Entry Step 2: Complete Intake Form.....	5
Request Entry Step 3: Attach all supporting documents .....	8
Request Entry Step 4: Submit the request for review .....	8
Next Steps .....	9
Approval Path .....	10
Request Approval or Denial .....	12

# Introduction

The purpose of this document is to provide you with detailed instructions on how to submit a Position Management Review Request via Service Now, provide you with information on the various types of requests that can be submitted, and what to expect once the request has been submitted.

## Business Case Development

A completed Business Case and other supporting documentation must be attached to the request. The Business Case shall include the justification for the request and the funding source, if available, to be used to support the request. Funding sources can include a reallocation of existing compensation budget, maintenance and operations budget, or increased revenue. The business case template includes areas for financial information associated with revenue, expenses and identified expense savings related to the request. Requests using maintenance and operations budget, or increased revenue must be permanent and ongoing and will be evaluated on a case-by-case basis. Incomplete Business Cases will be returned to the requestor for more information.

The Business Case template(s) and process related documents are available on the OHR website to ensure the most up to date documents are available across campus. If assistance is required, a request can be made to either your HR Business Partner or a member of the Compensation Team to assist.

## What are the types of business cases that can be submitted for review?

### Request to Allocate a New Position

New positions not included in the budget process or not funded by an extramural funding source must follow this request process.

Required supporting documentation must be attached to the request, in addition to the completed business case and include the following:

- Detailed Position Description (PD) for the current positions
- Current Organizational Structure

### Request to Reorganize/Restructure Organizational Units

This should only be undertaken when there are clearly definable and quantifiable efficiencies.

Required supporting documentation must be attached to the request, in addition to the completed business case and include the following:

- Detailed Position Description (PD) for the current positions
- Detailed Position Description (PD) for the proposed positions
  - Including all additional duties that warrant the evaluation
- Current Organizational Structure
- Proposed Organizational Structure
- Copy of most current resume for all employees being reviewed

## Request to Review Position(s) for Reclassification

These requests can be submitted when a significant change\* in job duties occurs due to organizational need. If the position is assuming responsibilities from another position, that position will also be reviewed for proper classification.

\*Significant change in job duties is defined as at least 50 percent difference in duties.

Required supporting documentation must be attached to the request, in addition to the completed business case and include the following:

- Detailed Position Description (PD) for the current position
- Detailed Position Description (PD) for the proposed position
  - Including all additional duties that warrant the evaluation
- Current Organizational Structure
- Proposed Organizational Structure
- Copy of most current resume
- Copy of most recent Performance Evaluation

## Request to Review Position(s) for Internal Equity

Equity reviews can be requested to review internal salary inequity between employees in the same job title in a particular department, division, or college. If the job is used across campus the business case may need to be approved for review by all appropriate Divisional Senior Leaders.

Required supporting documentation must be attached to the request, in addition to the completed business case and include the following:

- Current Position Description (PD) for all employees being reviewed
- Copy of most current resume for all employees being reviewed
- Current Organizational Structure for all departments, divisions or colleges being reviewed

## Request to Review Position(s) for External Equity

External market inequity reviews can be requested for a particular job. All employees in that job shall be included in the review. If the job is used across campus, the business case may need to be approved for review by all appropriate Divisional Senior Leaders.

External market inequity, as evidenced by one or more of the below situations, may be considered:

- Valid market data showing that our competition pays higher salaries for similar work
- Recruitment difficulties: higher than average time to fill vacancies
- Sharp increase in turnover for similar work on campus

Required supporting documentation must be attached to the request, in addition to the completed business case and include the following:

- Current Position Description (PD) for all employees being reviewed
- Current Organizational Structure for all departments, divisions or colleges being reviewed

## Request to Review Retention Offer

A request to review immediate retention concerns can be submitted due to an external job offer made to an employee.

Required supporting documentation must be attached to the request, in addition to the completed business case and include the following:

- Current Position Description (PD)
- Copy of formal offer from competing employer

- Copy of most current resume
- Copy of most recent Performance Evaluation

## Entering Request in Service Now

### Request Entry Step 1: Initiate Position Management Review Request

- Go to [https://uams.service-now.com/esc?id=esc\\_sc\\_category&sys\\_id=abc78de49f331200d9011977677fcfb2&catalog\\_id=-1](https://uams.service-now.com/esc?id=esc_sc_category&sys_id=abc78de49f331200d9011977677fcfb2&catalog_id=-1) and select: Position Management Review Request

Home > Human Resources Catalog > General

Catalog filters  
General

General

Can't find what you're looking for?  
Submit a case

Item	Description	Price
Ask a Workday Learning Question	Ask a question related to Workday Learning	
Ask Benefits	Send a question to the Benefits department	
Ask Comp and Class	Send a question to the Compensation and Classification department	
Ask Employee Relations	Send a question to the Employee Relations department	
Ask Employee Services / General Inquiry	Send a question to the Employee Services department	
Ask HR Information Services	Send a question to the HR Information Services department	
Ask Nurse Recruitment	Send a question to the Nurse Recruitment department	
Ask Organizational Development	Send a question to the Organizational Development department	
Ask Recruiting	Send a question to the Recruiting department	
Position Management Review Request	Request a position review by HR Compensation and Classification	



### Request Entry Step 2: Complete Intake Form

- Please complete the following fields to request a Position Management Review per the requirements described in the Position Management Process Guide on the OHR website. Requests submitted without all required documentation may be delayed.
  - a. Reason(s) for request: Select the reason(s) for the request.

\* Reason(s) for request

External Market Review

New Position Request

Reclassification Review

Reorg/Restructure Request

Retention Request

- b. Enter the name of other(s) who should be informed of the status of this request.

Who else do you want informed of the status of this request? (E.g. Manager, HR Business Partner)

- c. Select the proposed effective date: This will generally be the beginning of the pay period once approved. Retro effective changes will not be supported without executive committee approval due system constraints.

\* Proposed effective date

- d. Select your Senior Leader from the drop-down list.

\* Senior Leader Approver 1

  
-- None --  
Christina Clark  
Stephanie Gardner  
Amanda George  
Cam Patterson / Michael Manley  
Susan Smyth / Robin Dreisigacker  
Steppe Mette / Jason Rounds  
Danielle Lombard-Sims / Teri Lanier  
-- None --

- e. Select a second and third Senior Leader from the drop-down list if the request is cross functional. Reorganization across divisions, review of job used in multiple divisions, etc.

Senior Leader Approver 2

Senior Leader Approver 3

f. Enter the Division/department for the request

**\* Division/department**

g. Confirm Requestor, this will auto populate the name of the individual creating the request. This field can be edited, if needed.

**\* Requestor**

 Thomisee, Michelle L  

h. Enter the position(s) to be evaluated with the request

**\* Position(s) to be evaluated**

i. Enter the justification for the request

**\* Justification**

j. Enter related position(s) that may be affected by the request if none please enter N/A

**\* Related positions that may be affected**

k. Enter concerns related to the request

**\* Concerns**

I. Select the funding source for the request

\* Reason(s) for request

External Market Review

New Position Request

Reclassification Review

Reorg/Restructure Request

Retention Request

Request Entry Step 3: Attach all supporting documents

- Required supporting documentation must be attached to the request
  - Add attachments by clicking on the add attachment link and check the box attesting you have attached all required supporting documents.



\* I attest that all required supporting documents are attached (resumes, job descriptions, org charts, etc.). Missing or incomplete documents could result in a delay in my request.

For a complete list of supporting documents please refer to the [Position Management Process Guide](#).

Review the [template used to accompany a position management review request](#).

\* Add attachments



Request Entry Step 4: Submit the request for review

- Review data entered and submit the request
  - Click submit the icon on the top right corner.



Submit

## Next Steps

Once your request is submitted, you will receive an email stating a HR Case has been opened for you. You can click on the link of your HR Case number to access the portal to view updates on your case.

HR case HRC0332581 has been opened for you

 UAMS ServiceNow <uams@service-now.com>  
To: Thomisee, Michelle L

Reply Reply All Forward

Wed 8/24/2022 3:30 PM

Thank you for contacting UAMS Human Resources. The following case has been opened for you.

**HRC0332581:** Position Management Request case for Michelle Thomisee

If you have any questions or additional information about this case, please reply to this email or contact us by phone at (501) 686-5650.

Thank you,  
UAMS Human Resources

**Please note: Replies to this email will be recorded in the case and will be shared with others associated with the case.**

You can see details about this case, open a new case, or chat with an HR agent at the [UAMS Employee Service Center](#).

Confidentiality Notice: This e-mail message, including any attachments, is for the sole use of the intended recipient(s) and may contain confidential and privileged information. Any unauthorized review, use, disclosure or distribution is prohibited. If you are not the intended recipient, please contact the sender by reply e-mail and destroy all copies of the original message.

Ref:MSG11123804\_PqW17VEZtSQDrAZM2CJ

Awaiting Approval status indicates the request is awaiting approval.

Home > Position Management Request - Michelle Thomisee

### Position Management Request - Michelle Thomisee

HRC0332584 **awaiting Approval** Updated about an hour ago Cancel Request

Position Management Request case for Michelle Thomisee

Type your message here... Send

**Michelle Thomisee**  
2022-08-24 15:33:36 Additional comments  
User Thomisee, Michelle L has initiated a Position Management Request request

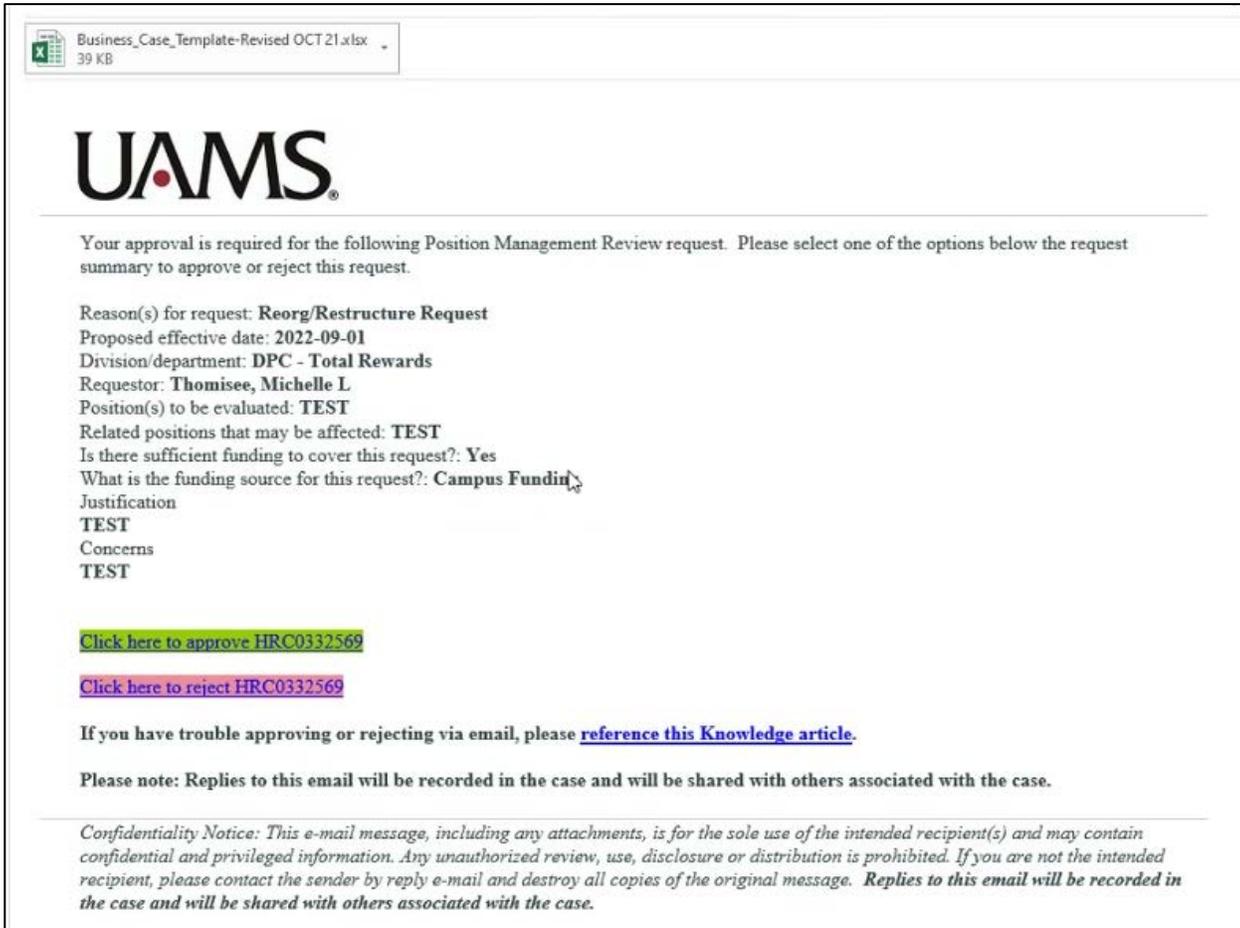
**Michelle Thomisee**  
2022-08-24 15:33:27  
**Business\_Case\_Template-Revised OCT 21.xlsx**  
38.6 KB

**Michelle Thomisee**  
2022-08-24 15:33:36  
HRC0332584 Created

Start

# Approval Path

The request will first route to the Senior Leader to be approved for review. This approval indicates they are aware of the request and approve it to move forward in the review/approval process. They will receive an email summarizing the request with the supporting document attachments.



Business\_Case\_Template-Revised OCT21.xlsx  
39 KB

## UAMS

Your approval is required for the following Position Management Review request. Please select one of the options below the request summary to approve or reject this request.

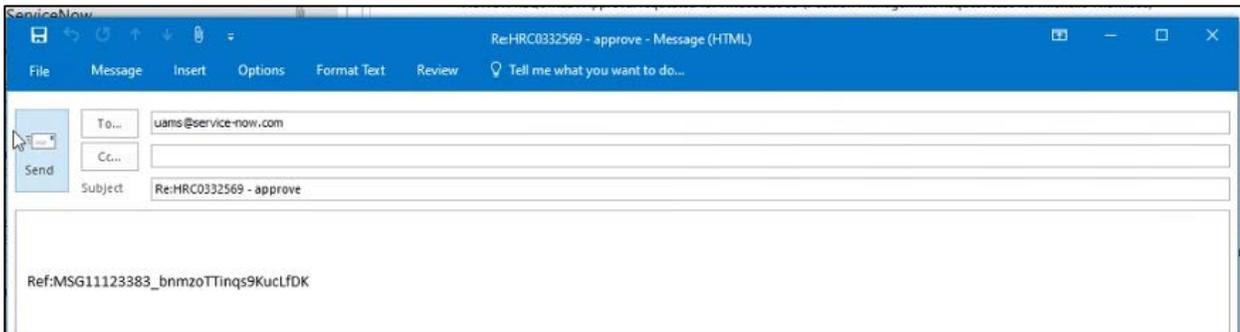
Reason(s) for request: **Reorg/Restructure Request**  
Proposed effective date: **2022-09-01**  
Division/department: **DPC - Total Rewards**  
Requestor: **Thomisee, Michelle L**  
Position(s) to be evaluated: **TEST**  
Related positions that may be affected: **TEST**  
Is there sufficient funding to cover this request?: **Yes**  
What is the funding source for this request?: **Campus Fundin**  
Justification  
**TEST**  
Concerns  
**TEST**

[Click here to approve HRC0332569](#)  
[Click here to reject HRC0332569](#)

If you have trouble approving or rejecting via email, please [reference this Knowledge article](#).

**Please note: Replies to this email will be recorded in the case and will be shared with others associated with the case.**

*Confidentiality Notice: This e-mail message, including any attachments, is for the sole use of the intended recipient(s) and may contain confidential and privileged information. Any unauthorized review, use, disclosure or distribution is prohibited. If you are not the intended recipient, please contact the sender by reply e-mail and destroy all copies of the original message. Replies to this email will be recorded in the case and will be shared with others associated with the case.*



ServiceNow

Re:HRC0332569 - approve - Message (HTML)

File Message Insert Options Format Text Review Tell me what you want to do...

To... uams@service-now.com

Cc...

Send

Subject Re:HRC0332569 - approve

Ref:MSG11123383\_bnmzoTTInqs9KucLFDK

If the request is rejected the case will be closed and you will be notified via email.

Position Management Request case for Michelle Thomisee has been rejected

UAMS ServiceNow <uams@service-now.com>  
To: Thomisee, Michelle L

Business\_Case\_Template-Revised OCT 21.xlsx  
39 KB

UAMS

Your Position Management Review request has been rejected. Please reach out to your senior leader for more information.

Did you know that many common IT issues and requests, such as resetting your password, can be accommodated on the IT Services self-help portal? To access the portal, double-click the IT Support Icon on your desktop or go to <http://its.uams.edu>.

After Senior Leader approval the request will route to the budget office, grants accounting office, and/or contracts accounting office depending on the type of funding selected, to validate funding availability. They will receive an email summarizing the request with the supporting document attachments. If the funding source cannot be validated the request will be rejected and the case will be closed.

Once the case has been approved by the Senior Leader(s) and the funding has been validated by the budget Office, the Compensation Team will then receive the case in Service Now. The date the case is received by the Compensation team will be the date used for deadline submission.

Work in Progress status indicates the request has been approved by Senior Leader(s), funding has been validated and the request is currently under review by a member of the compensation team.

Home > Position Management Request - Michelle Thomisee

Position Management Request - Michelle Thomisee  
HRC032569 **Work in Progress** Updated just now Cancel Request

Position Management Request case for Michelle Thomisee

Type your message here... Send

Kevin Mitchell  
2022-08-24 15:18:08 · Additional comments  
Approval Comments:  
2022-08-24 15:18:05 - Kevin Mitchell (Comments)  
reply from: KMitchell2@uams.edu  
Approved.  
Ref:MSG1123511\_AeX7ivxLZ7d4NrwXUVy

Teri Lanier  
2022-08-24 15:13:34 · Additional comments  
Approval Comments:  
2022-08-24 15:13:33 - Teri Lanier (Comments)  
reply from: TLanier@uams.edu  
Ref:MSG1123383\_bnmzoTTInqs8KucLFDK

Michelle Thomisee  
2022-08-24 15:06:17 · Additional comments

Depending on the complexity of the request and the source of funding, OHR will coordinate with various departments to validate the business case information. Departments/Divisions should allow a reasonable processing timeframe for the business case to be validated.

The process flow of a submitted request can be found [here](#)

## Request Approval or Denial

Once the case has been approved by the Senior Leader(s) and the funding has been validated by the budget Office, OHR Comp and/or reviewed by the Executive Committee if needed, a notification will be generated from iCIMS communicating the approval or denial of the request. Next steps instructions or an explanation of denial will be detailed in comment section, [please review these notes carefully](#).

For approved new position requests, a create position process should be initiated in Workday for each position that was approved. The approved Position Management Review Request HR Case# must be documented in the comments.

For approved salary/title change requests for current employees, an individual corresponding Workday business process will be needed. The approved Position Management Review Request HR Case# must be documented in the comments on the request. No action will be processed without this number.