

Introduction to BIZeBEARS

SLAE Services Center

OVERVIEW OF BIZeBEARS

BIZeBEARS is an online ticketing system, which initiates an action with the Human Resources department of Student Affairs. Each ticket corresponds a particular action and requires certain information to be submitted for approval. Tickets then move along a system of checkpoints, making sure each gets the proper approvals

What the system can do for you: BIZeBEARS is a system that will minimize email traffic, consolidate information gathering, provide a tracking system for both the SLAE Service Centers and its clients, and allow for an electronic approval system. It is not meant to replace the consultative side of Human Resources. Employee Relations issues should not be sent through the system. If you have questions or concerns, please call us, we're friendly! BIZeBEARS is focused on the action, transaction, and sharing of information between the SLAE Service Centers and client departments. BIZeBEARS brings together all of the major actions into one online platform and aims to streamline the process of providing services to all of the units in Student Affairs.

What the system can do for us: BIZeBEARS will help to ensure that all the needed information is provided at one time and in one location so SLAE Service Center staff and department employees are not constantly emailing back and forth asking for additional information. It will allow the Customer Service Center staff to document the actions that have been requested and approved; and allows departments to track the progress of their requests. These metrics will allow the Customer Service Center and clients to see how long requests are taking to be addressed, handled, and processed. The Division plans to use the information to establish a baseline and then improve turnaround time, client service, and other performance metrics.

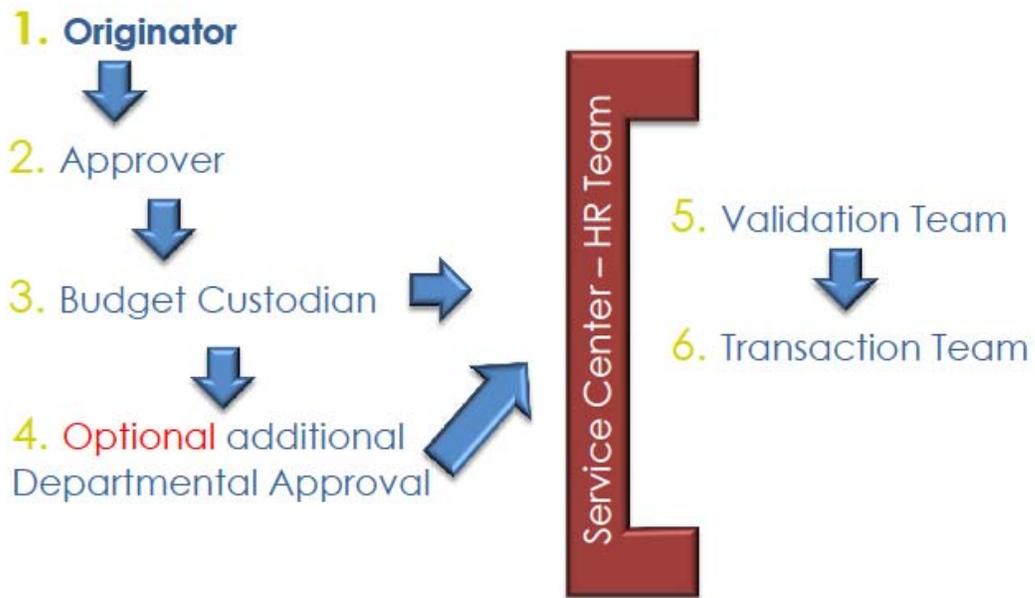
CONFIDENTIALITY

One important aspect of HR is confidentiality. With the exception of department heads, only those employees who touch a ticket are able to view a given ticket. This ensures that no one has access to a ticket if they do not originate it or approve it.

BIZeBEARS WORKFLOW

Each department has designated "originators" and "approvers." In some departments, one person may play the role of both originator and approver. Originators start the ticket and enter in as much information as possible. They will submit the ticket to the department Approver(s). Each approver has been delegated authority to approve transactions for that department. Once an Approver has approved the ticket it is automatically routed to the appropriate Customer Service Center Validation Team. See Diagram 1 for an overview of the workflow.

Diagram 1: Overview of BIZeBEARS Workflow



If you have any questions about processes, please e-mail hr_services@berkeley.edu