



BRC **BLAST**
SEPTEMBER 2015

The Business Resource Center (BRC) is pleased to announce the news of our new electronic intake system which we will be rolling out to UCOP in the fall. We have been working closely with ITS to develop an online system in ServiceNow that streamlines the process of submitting requests to the BRC, starting with requests made to the Purchase Orders and Payments—POP— Team. This new system adds a shared functionality that allows our customers to initiate, track and access their requests anytime, while at the same time providing the BRC with the capability to monitor and respond to requests in real time.

Benefits of the new system

- Electronic submission of requests
- All electronic approval with automatic routing
 - Approval is as simple as clicking on a link in an e mail
- Elimination of departmental logs and filing systems
 - Requests may be monitored through ServiceNow
 - Documentation and approvals are in ServiceNow and are stored as permanent records, allowing users to access historical information
- Transparent process from start to finish
- New processing metrics and status reports

We will roll out access to the system in phases, beginning as soon as October and completing before the winter holidays.

Please note that we will also use this opportunity to update the signature delegations to make sure they are current and approval requests will be routed appropriately. Our Audit, Policy and Compliance team will reach out to department contacts before and during the phased roll out.

We will continue to provide information and details to you in the coming weeks. Please contact Brad Niess or Amal Smith if you have any questions.

YOU CAN REACH US AT:

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BLASTS from the past are at <http://www.ucop.edu/business-resource-center/policies-and-guidance/brc-blasts/index.html>