Business Request Process and Instructions

The Business Request process has been developed to provide agencies a consistent method for requesting assistance and to allow the Personnel Cabinet's Department of Human Resource Administration the ability to manage and document those requests efficiently. The following list outlines the assistance types that *require* a Business Request:

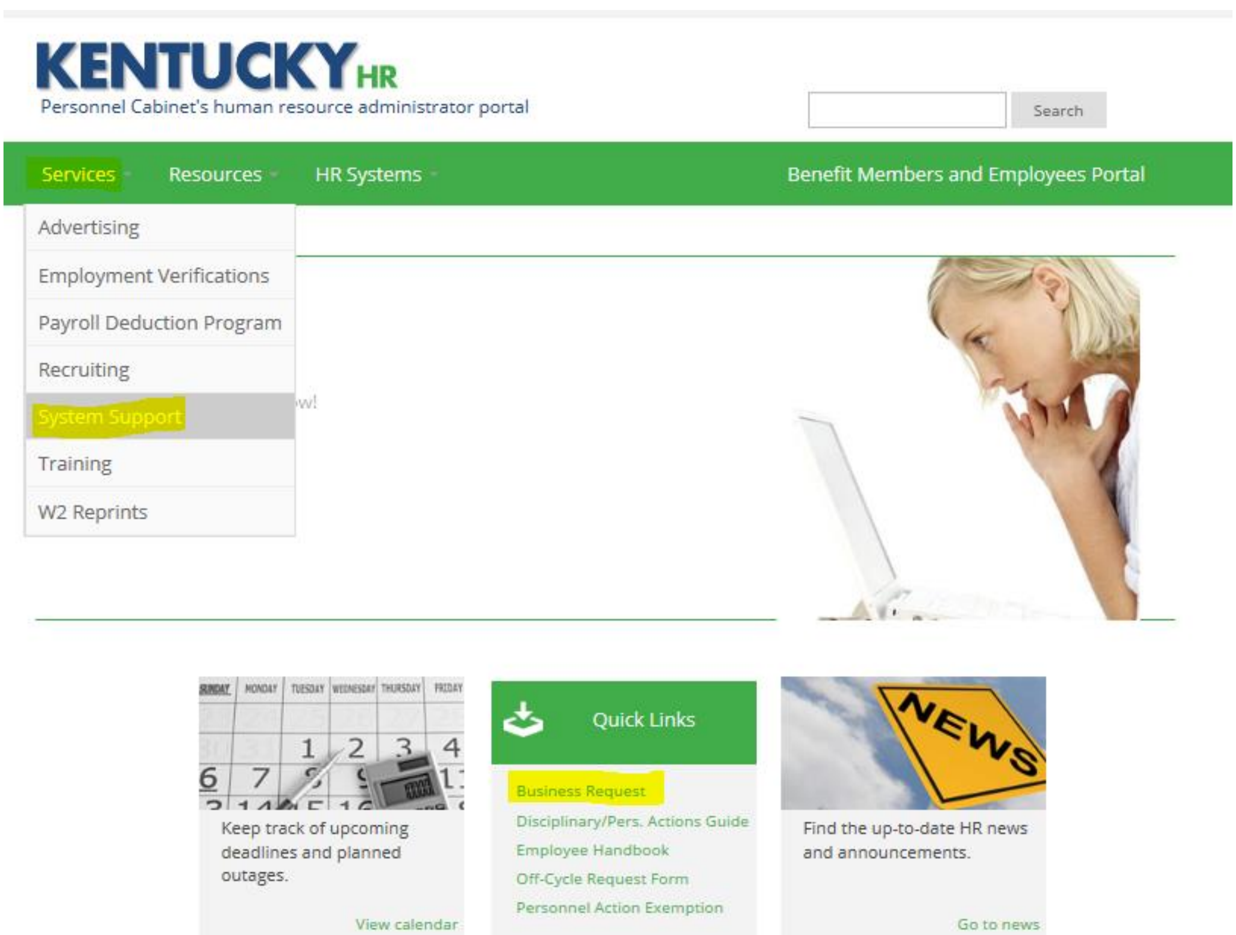
- System issues/defects
- Service Requests
- Changes to Chief Relationships
- Questions related to Block 50 Status
- Function Group Changes
- All payroll related assistance

Other requests for assistance should also be submitted through the Business Request process, though requests sent via email or by phone call to an agency consultant, are also permitted.

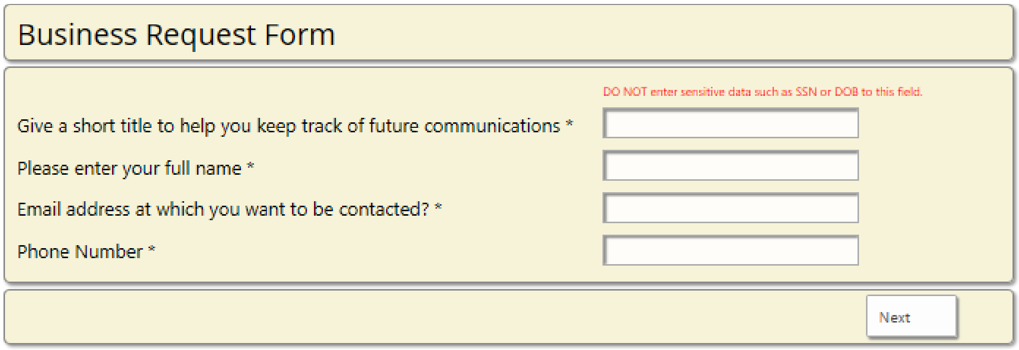
How to Submit a Business Request

Access the Personnel Cabinet's HR website at https://hr.personnel.ky.gov/Pages/default.aspx.

The Business Request is formally housed under Services/System Support, but can also be easily accessed under Quick Links.



When the Business Request link is selected, a web form appears. The first series of questions pertain to the requestor and provide contact information for responding to the request. Please remember that neither SSN nor DOB should be included in the body of a request, this includes the title you give the request. Click NEXT once finished.


Business Request Form

DO NOT enter sensitive data such as SSN or DOB to this field.

Give a short title to help you keep track of future communications *

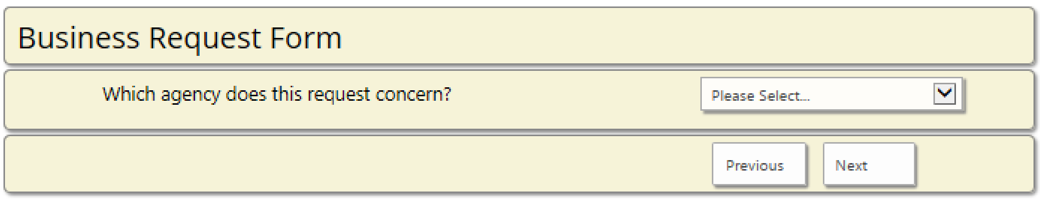
Please enter your full name *

Email address at which you want to be contacted? *

Phone Number *

Next

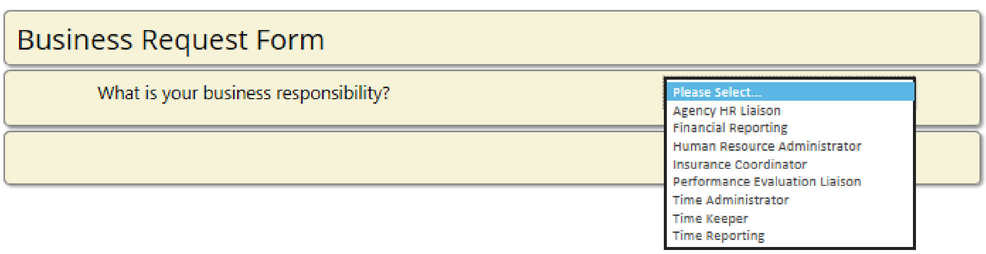
Select the agency the request concerns, from the drop-down list and then click NEXT.


Business Request Form

Which agency does this request concern? Please Select...

Previous Next

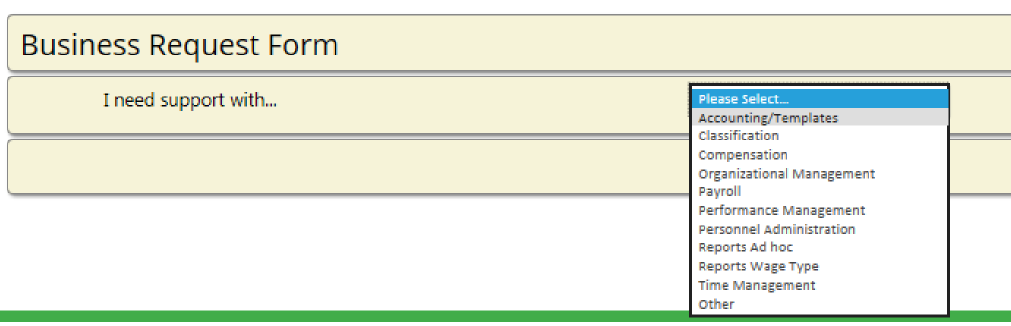
Indicate the role you fulfill for that agency and click NEXT.


Business Request Form

What is your business responsibility?

Please Select...
Agency HR Liaison
Financial Reporting
Human Resource Administrator
Insurance Coordinator
Performance Evaluation Liaison
Time Administrator
Time Keeper
Time Reporting

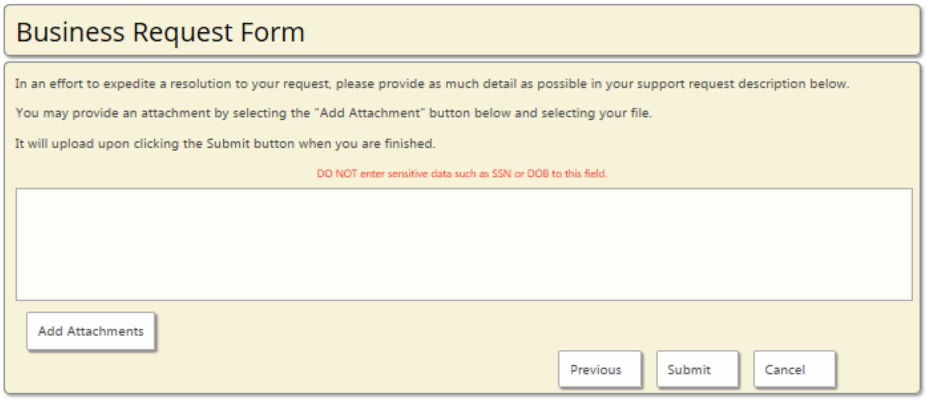
Finally, select the business area you need assistance with. This is very important as it will determine where the request will route for prompt attention. Click NEXT.


Business Request Form

I need support with...

Please Select...
Accounting/Templates
Classification
Compensation
Organizational Management
Payroll
Performance Management
Personnel Administration
Reports Ad hoc
Reports Wage Type
Time Management
Other

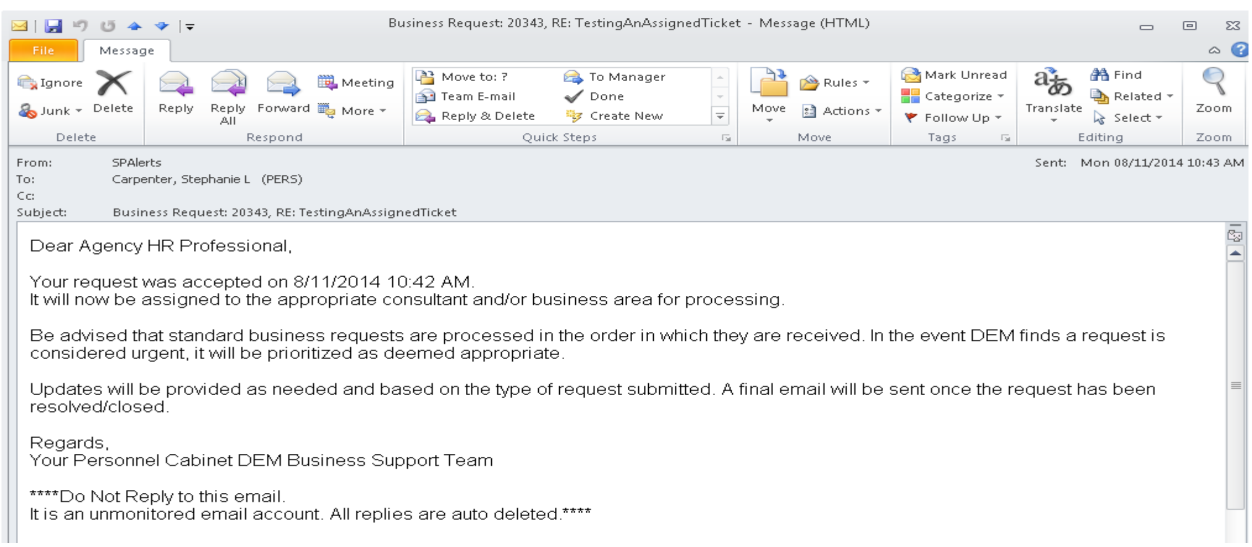
The information that appears next is based on the business area selected on the previous screen. For a couple, once you select the business area you will immediately receive a blank box to type in the details of your request. REMEMBER- you should not type SSN or DOB within this box as it will appear in an email to DHRA staff and will not be encrypted. If you must provide this type of information, please place it in a document and attach it to the request.



The majority of business areas selected will provide an additional drop-down, so you can select the specific issue within that business area you need assistance with. (It is important to look at your options closely and select the most relevant issue. Many requests will automatically route to designated staff. If an incorrect selection is made, it will take longer to get to the correct consultant.) You will be asked to include a PERNR, so your consultant is able to begin researching the issue immediately, but it will also end with the open box as shown above, so details as well as attachments can be included. If more than one PERNR is involved, you can also add those in that box.

[NOTE: Some selections, such as Payroll/Off-Cycle Request, will result in a different series of screens asking for more detailed information in order to process the request. Simply follow the prompts and provide what is asked for as well as any necessary attachments.]

Once you submit the request, the website displays a screen notifying you that your submission was successful and provides the number assigned to the request. An email is also generated and is similar to that shown below:



From: SPAlerts
To: Carpenter, Stephanie L (PERS)
Cc:
Subject: Business Request: 20343, RE: TestingAnAssignedTicket
Sent: Mon 08/11/2014 10:43 AM

Dear Agency HR Professional,

Your request was accepted on 8/11/2014 10:42 AM.
It will now be assigned to the appropriate consultant and/or business area for processing.

Be advised that standard business requests are processed in the order in which they are received. In the event DEM finds a request is considered urgent, it will be prioritized as deemed appropriate.

Updates will be provided as needed and based on the type of request submitted. A final email will be sent once the request has been resolved/closed.

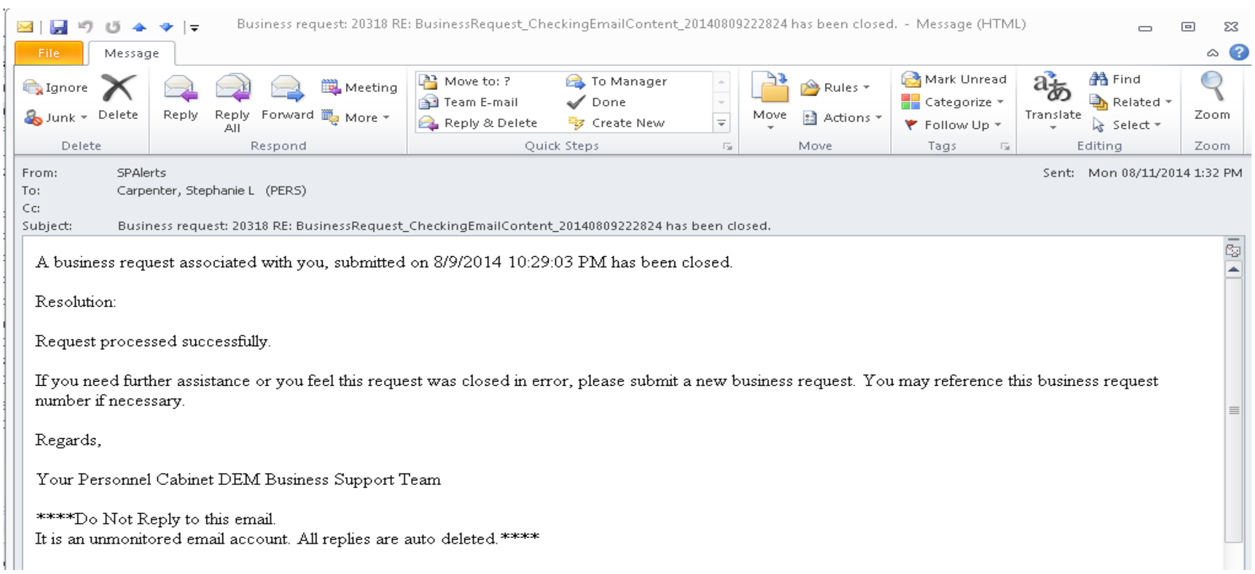
Regards,
Your Personnel Cabinet DEM Business Support Team

****Do Not Reply to this email.
It is an unmonitored email account. All replies are auto deleted.****

How a Business Request is Processed

Once the request is submitted it is routed to DHRA, based on the support area selected. As noted in the email, requests are processed in the order in which they are received, by staff assigned to that task and/or agency. NOTE: Staff can see the details of all pending requests, making it possible for them to address any that may be considered urgent.

Contact will be made with the requestor as needed, based upon the type of request submitted. In some cases, where only a simple action is needed (like a retro date lift), the consultant will complete the action and close the request. When you receive the email notification that the request has been closed, you'll see what action was taken within the resolution notes.



Business request: 20318 RE: BusinessRequest_CheckingEmailContent_20140809222824 has been closed. - Message (HTML)

From: SPAlerts
To: Carpenter, Stephanie L (PERS)
Cc:
Subject: Business request: 20318 RE: BusinessRequest_CheckingEmailContent_20140809222824 has been closed.
Sent: Mon 08/11/2014 1:32 PM

A business request associated with you, submitted on 8/9/2014 10:29:03 PM has been closed.

Resolution:

Request processed successfully.

If you need further assistance or you feel this request was closed in error, please submit a new business request. You may reference this business request number if necessary.

Regards,

Your Personnel Cabinet DEM Business Support Team

****Do Not Reply to this email.
It is an unmonitored email account. All replies are auto deleted.****

This should conclude your request; though as noted in the email notification above, if you feel the request was closed in error simply submit a new business request, referencing the old number.