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HR Service Centre (HRSC) to launch on February 10, 2020

January 22, 2020

U of T Human Resources and Equity

Dear colleagues,

As you may already be aware, in Fall 2019 the University of Toronto launched the Enterprise Service Centre. We have now expanded this service desk solution to help the University process over 40,000 annual Human Resources & Equity requests.

The HR Service Centre (HRSC) is scheduled to launch to the wider U of T community on February 10, 2020.

What can you expect from the HR Service Centre?
The HR Service Centre platform is a web-based hub that consolidates all HR services, support and information under one digital umbrella. In the HRSC, employees can:

- Submit HR requests & forms online via a **service catalog**;
- Search a **customized knowledge base** that contains HR and employment information specific to their employee group; and,
- Submit HR inquiries and receive regular updates via an **inquiry ticketing system**

It also serves as a digital entry point to other HR platforms, such as SuccessFactors and Employee Self-Service (ESS) / Manager Self-Service (MSS).

Resources, such as guided tours, will be available to assist employees in adopting the new platform. Links to these and other materials will be shared in the coming weeks.

Where do you access the HR Service Centre?
As of today, you can pilot the solution at http://uoft.me/hrsc.
Please note that work is still being done to finalize the knowledge base and service catalog prior to our official launch on February 10. Additional information and services will continually be added.

What does this mean for you?
After launch, the HR Service Centre will simplify how you access your HR information and submit requests for support. HR professionals will have a centralized repository to track cases and inquiries, and over time will be able to respond to issues faster and more efficiently, providing you with better service.

The HR Service Centre will also replace major components of the HR & Equity website, which is being relaunched in March 2020.

Questions
If you have any questions about the HR Service Centre, please submit a general inquiry using the HRSC or contact the project team at hrandequity@utoronto.ca.

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