# ServiceNow Job Aid
Job Overlap – Internal Movement

City of Dallas

## Requesting a Job Overlap from HR Compensation: ServiceNow Instructions:

1. Department must receive Employee Notification to Vacate form completed by the employee.
2. **CRITICAL**: If the department is going to request Job Overlap, they must notify HR Compensation via ServiceNow and the process below BEFORE the job requisition is opened.
3. Navigate to ServiceNow: Home Page - City of Dallas IT Portal (servicenowservices.com)
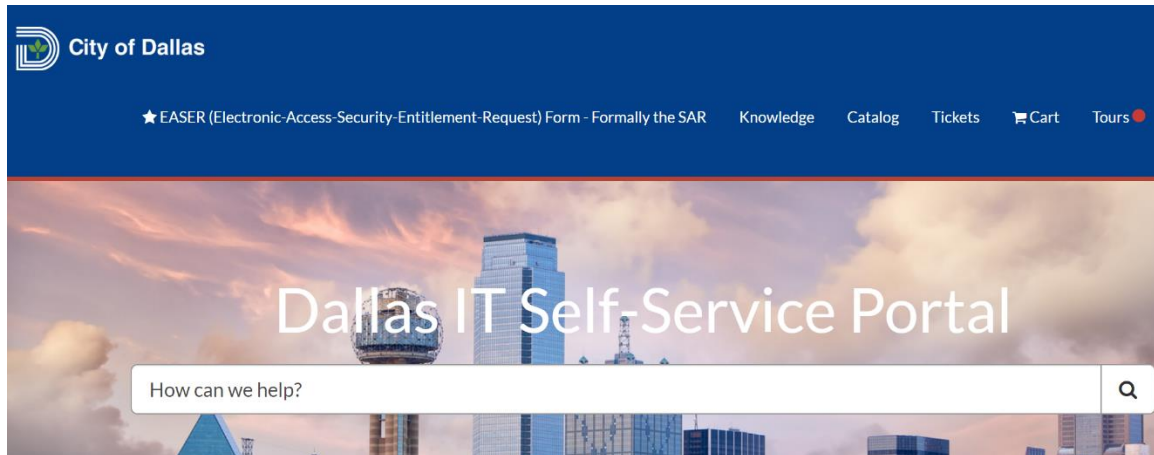
4. Select **Catalog** from the top right corner of the screen.
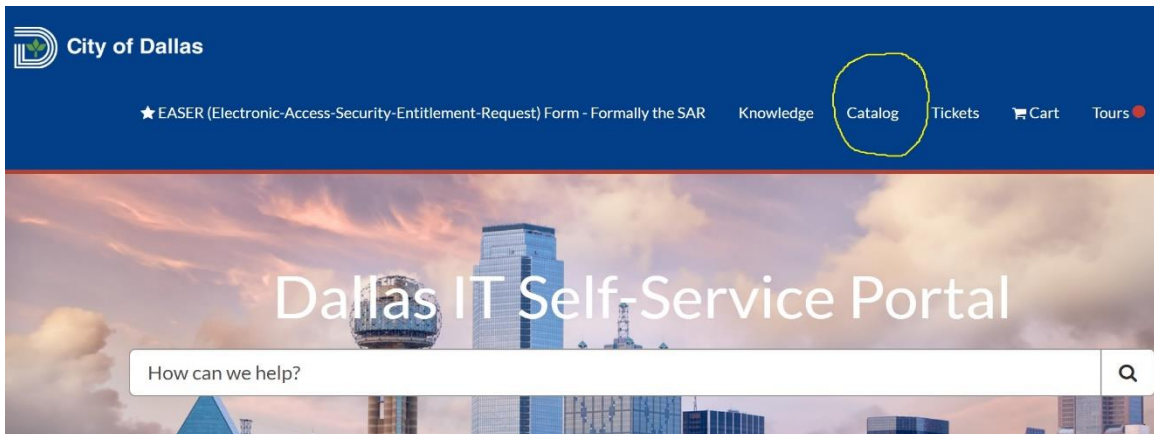
5. Select **Workday Issue** from the list of categories.
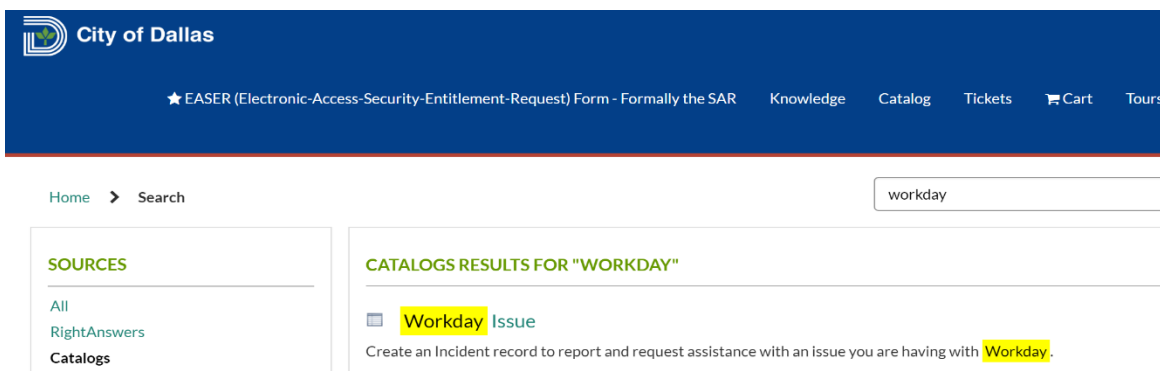
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6. When filling out the form to submit your ticket select the "**Medium**" urgency from the drop-down list.

7. For the "Please describe your issue" field on the form please include the following:

   a. Please route ticket to HR Compensation, request for Workday Job Overlap. Necessary to fill a position in the department before the current incumbent vacates the position. Position PM Number: *[enter the PM number for the position being vacated]*

   Job Overlap Effective Date: *[date]*
   Current Employee Name: *[name of employee who is vacating the position and transferring]*

   Current Employee ID #: *[City of Dallas employee ID number]*

   Your name: *[your full name]*

   Your City of Dallas ID #: *[your ID number]*

8. You must attach the Employee Notification to Vacate form from the employee to this Service Now ticket request. To do so select the ⊘ Add attachments button at the bottom of the form. Navigate to the file you need to upload and click **Open**.
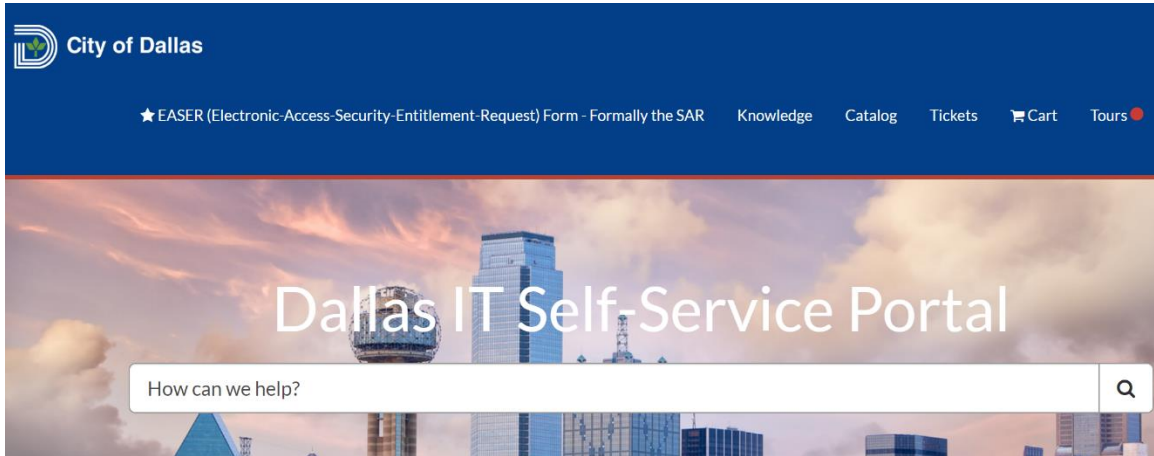

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9. **Submit** your ticket.
10. Once reviewed by HR Compensation, the assigned analyst to the case will Edit Position Restrictions on the impacted PM to enable job overlap. A notification will be sent back to the department notifying them of this completed action.
11. Next, the department should work to open the corresponding job requisition and post the position.
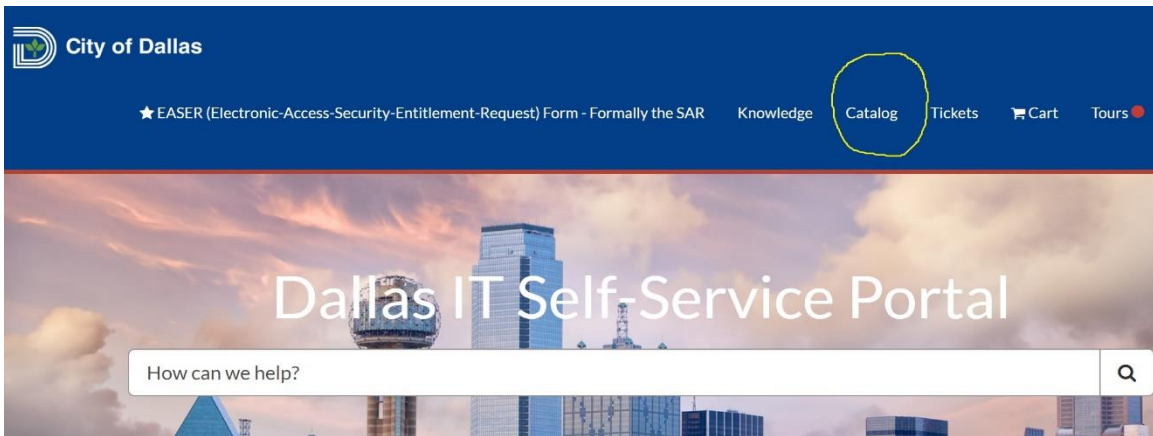
***CRITICAL**: Once the recruiting process has completed (and the new incumbent of the PM is fully in the role/old incumbent is completely out of the old role), the department needs to notify HR Compensation (through ServiceNow Ticket as explained below) so that Compensation can disable the job overlap selection. Follow the instructions in the next section.

Request Job Overlap be Closed After Incumbent Vacates the Position:

1. Once the current incumbent vacates the position, and the new employee has successfully been assigned to their new PM, the Job Overlap needs to be closed.
2. Navigate to Service Now: Home Page - City of Dallas IT Portal (servicenowservices.com)

3. Select **Catalog** from the top right corner of the screen.

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4. Select **Workday Issue** from the list of categories.

5. When filling out the form to submit your ticket select the "**Medium**" urgency from the drop-down list.

6. For the "Please describe your issue" field on the form please include the following:
   a. Please route ticket to HR Compensation, request for closure of Workday Job Overlap. Necessary as position has been vacated.
      Position PM Number: *[enter the impacted PM number]*

      Your name: *[your full name]*

      Your City of Dallas ID #: *[your ID number]*

7. **Submit** your ticket.
8. Someone from the HR Compensation Team will be in contact with you to complete your request.

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