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## 1. EmployeeFIRST - Overview

EmployeeFIRST is employee grievance redressal system, designed and developed in OneHR. Employee can raise service request to solve queries or issues related to following area.

- HR Department
- Admin Department
- IT Department i.e. Software / Hardware related requirement

## 2. EmployeeFIRST Stakeholders

- **Employee** - All employees of Highbar can create service request for grievance or query resolution.
- **SPOC** - EmployeeFIRST Single Point Of Contact - who assigns request created by employee to respective Service Owner.
- **Service Owner** - Who resolves the employee grievance/query i.e HR Or Admin or IT department employees.
- **HOD** - Head Of Department of Service Owner.

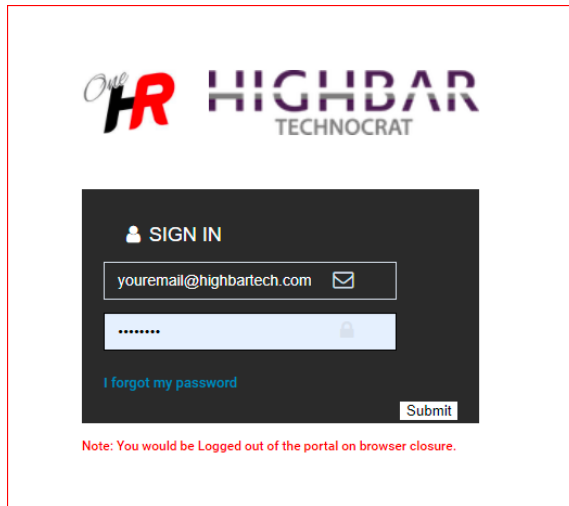
## 3. SLA for EmployeeFIRST

- Employee can raise service request in EmployeeFIRST as and when required.
- EmployeeFIRST SPOC needs to assign service request to relevant Service Owner within 5 working days, else it will be auto escalated to relevant Department Head.
- Once assigned, Service Owner needs to resolve the service request within 5 working days, else it will be auto escalated to relevant Department Head.
- Once the service request is closed by Service Owner, and if the employee is not satisfied with the resolution, he/she can escalate the same to relevant Department Head within 8 working days. After 8 working days service request will be permanently closed and can not be escalated further.
- Even after the intervention of the Department Head, if the employee feels that his/her query is not satisfactorily answered, he/she can submit bad service feedback for the service request within 8 working days.
- HO holiday calendar will be used to calculate working days.

## 4. Employee - How to Raise/Escalate Service Request

- 4.1. To raise service request in EmployeeFIRST, first login to OneHR system using your email & password.

OneHR URL:- <https://ess.highbartech.com/hrms/login.aspx#>



- 4.2. Go to EmployeeFIRST tab.



- 4.3. Click “Create Service Request”.



## 4.4. Enter information related to your query / issue.

The screenshot shows the 'Create Service Request' form. Annotations point to the following fields:

- 1 - Select Department:** Points to the 'Service Request To Department' dropdown menu, which currently shows 'Technology & Innovation'.
- 2 - Select Appropriate Category:** Points to the 'Select Category' dropdown menu, which currently shows 'VPN ID Request'.
- 3 - Describe your query or issue briefly in "Service Request Description" box:** Points to the text area containing the description: 'I need VPN-ID to access Pre-Sales demo system, kindly create and configure VPN-ID for me.'
- 4 - Select and upload supporting files, if required:** Points to the 'Upload File' section, which includes a 'Choose File' button and the text 'No file chosen'.

Other visible elements include a 'Date' field with the value '11-02-2021 12:02:22' and an 'EmployeeFIRST Home' link in the top right corner.

## 4.5. Submit your service request.

The screenshot shows two buttons: 'Submit' and 'Back'. The 'Submit' button is highlighted with a red border.

## 4.6. Upon "Submit", service request will be created and relevant stakeholder will be informed.

## 4.7. For each actions on service request i.e. assignment to service owner, or request resolution by service owner employee will get email alert.

## 4.8. To view already raised service request, employee needs to go to EmployeeFIRST menu and select "My Service Request".

The screenshot shows the 'EmployeeFIRST' menu. Two buttons are visible: 'Create Service Request' and 'My Service Request'. The 'My Service Request' button is highlighted with a red border.

EmployeeFIRST Home					
Service Request ID	Creation Date	Assigned To	Assignment Date	Status	View
SR/02-2021/000001	03-02-2021 12:12:28	Mihir Mehta	03-02-2021 12:12:28	Pending	

## 4.9. Here employee can click on "View" to view details of the action performed on particular service request.

[EmployeeFIRST Home](#)

Service Request ID	Creation Date	Assigned To	Assignment Date	Status	View
SR/02-2021/000001	03-02-2021 12:12:28	Mihir Mehta	03-02-2021 12:12:28	Pending	

**Category**

VPN ID Request

**Service Request Description**

I need VPN-ID to access Pre-Sales demo system, kindly create and configure VPN-ID for me.

**Uploaded Files**

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**Service Request History**

Action By	Received Date	Action	Action Date	View
Mihir Mehta	11-02-2021 12:23:55	Assigned	11-02-2021 12:49:57	
Brijesh Runkani	11-02-2021 12:49:57	Closed	11-02-2021 12:55:35	
Raj Patel	11-02-2021 12:55:35	Escalated - IT Head(Employee)	11-02-2021 13:03:04	

- 4.10. Once the service request is closed by service owner, and if employee is not satisfied with the resolution he/she can escalate the same to relevant HOD.
- 4.11. To escalate the request employee can click on link received in mail or he/she can go to EmployeeFIRST menu and select “My Service Request” tab, then from list of request select corresponding request and select view option as describe in step 4.8 and 4.9.

Dear Sir/Madam,

This is to inform you that following action has been taken on your Service Request SR/02-2021/000016.

Action Taken :	Closed
Action Taken By :	Mr. Brijesh Runkani
Service Request No :	SR/02-2021/000016
Creation Date :	08-02-2021 09:55:52
Created For Department :	Technology & Innovation
Latest Comment Service Request :	RAM upgraded, issue solved

[Please click here to View/ Esclate Service Request](#)

This is system generated mail, please do not reply.

4.12. Enter required escalation information, and click “Escalate to HOD”.

The screenshot shows the 'Escalation Details' form. It includes an 'Escalation Date' field with the value '11-02-2021 13:00:55'. Below it is an 'Escalation Description \*' text area containing the text: 'Configured VPN is not working, even after 2-3 follow-ups IT engineer could not provide solution for this.' Under the description is an 'Upload File' section with a 'Choose File' button and the text 'No file chosen'. At the bottom are two buttons: 'Escalate to HOD' and 'Back'. Three red callout boxes with arrows point to specific parts of the form: Box 1 points to the 'Escalation Description' text area with the text '1 - Enter brief description for escalation'. Box 2 points to the 'Choose File' button with the text '2 - Select and upload supporting file if any'. Box 3 points to the 'Escalate to HOD' button with the text '3 - Click button “Escalate to HOD”'.

**Escalation Details**

Escalation Date  
11-02-2021 13:00:55

Escalation Description \*

Configured VPN is not working, even after 2-3 follow-ups IT engineer could not provide solution for this.

Upload File  
Choose File No file chosen

Escalate to HOD Back

1 - Enter brief description for escalation

2 - Select and upload supporting file if any

3 - Click button “Escalate to HOD”

4.13. Even after HOD’s intervention, if employee is not satisfied with resolution he/she has option to submit bad service feedback by following steps mentioned in 4.11 & 4.12.

4.14. User can not directly submit bad service feedback, first request needs to be escalated to HOD and only if employee is not satisfied with the resolution provided by HOD, he/she can submit bad service feedback.

## 5. SPOC - How to Assign/Close service request

- 5.1. To assign the request SPOC can click on link received in mail, or he/she can go to EmployeeFIRST menu and select “Inbox” tab, then from list of request select corresponding request and select view option.

Dear Team,  
This is to inform you that Mr. Raj Patel has created new Service Request with following details. Please take appropriate action

Service Request No : SR/02-2021/000016  
Employee Name : Mr. Raj Patel  
Creation Date : 08-02-2021 09:55:52  
Created For Department : Technology & Innovation  
Latest Comment Service Request : test service request

[Please click here to take action on Service Request](#)

This is system generated mail, please do not reply.

### EmployeeFIRST




Create Service Request

My Service Request

#### SPOC

Inbox :(6)

### Employee Service Request

						EmployeeFIRST Home
Service Request ID	Creation Date	Employee Name	Assigned To	Assignment Date	Status	View
SR/02-2021/000001	03-02-2021 12:12:28	Mr. Raj Patel	Mihir Mehta	03-02-2021 12:12:28	Pending	
SR/02-2021/000003	03-02-2021 04:47:28	Mr. Raj Patel	Mihir Mehta	03-02-2021 04:47:28	Pending	
SR/02-2021/000006	04-02-2021 09:42:15	Mr. Raj Patel	Mihir Mehta	04-02-2021 09:42:15	Pending	

## 5.2. Fill required information and click “Assign Service Request”.

**Assignment Details**  
Assigned To Department \*  
Technology & Innovation  
Assigned To Employee \*  
Brijesh Runkani  
Assignment Date  
11-02-2021 12:33:48  
Comment (Can be entered after discussion with employee/concerned person) \*  
Please do the required and provide VPN access to employee.  
Upload File  
Choose File No file chosen  
Assign Service Request Close Service Request Back

1 - Select appropriate Service Owner  
2 - Enter comment for Service Owner  
3 - upload supporting attachments if any  
4 - Select button “Assign Service Request”, and service request will be assigned to service owner.

## 5.3. If SPOC himself/herself can answer the employee query, SPOC has the option to close the Service Request.

**Assignment Details**  
Assigned To Department \*  
Select Assigned To Department  
Assigned To Employee \*  
Assignment Date  
08-02-2021 15:40:03  
Comment (Can be entered after discussion with employee/concerned person) \*  
query answered, closing service request  
Upload File  
Choose File No file chosen  
Assign Service Request Close Service Request Back

1 - Enter closing comment  
2 - Upload supporting attachments, if any  
3 - Click “Close Service Request”



## 6. Service Owner - How to take action on service request

- 6.1. To take action/view service request Service Owner can click on link received in mail, or he/she can go to EmployeeFIRST menu and select “Inbox” tab, then from list of request select corresponding request and select view option.

Dear Sir/Madam,  
This is to inform you that Mr. Raj Patel has created new Service Request with following details. Please take appropriate action

Service Request No : SR/02-2021/000016  
Employee Name : Mr. Raj Patel  
Creation Date : 08-02-2021 09:55:52  
Created For Department : Technology & Innovation  
Latest Comment Service Request : please solve

[Please click here to take action on Service Request](#)

### EmployeeFIRST




Create Service Request

My Service Request

SPOC

Inbox :(6)

### Employee Service Request

						EmployeeFIRST Home
Service Request ID	Creation Date	Employee Name	Assigned To	Assignment Date	Status	View
SR/02-2021/000001	03-02-2021 12:12:28	Mr. Raj Patel	Mihir Mehta	03-02-2021 12:12:28	Pending	
SR/02-2021/000003	03-02-2021 04:47:28	Mr. Raj Patel	Mihir Mehta	03-02-2021 04:47:28	Pending	
SR/02-2021/000006	04-02-2021 09:42:15	Mr. Raj Patel	Mihir Mehta	04-02-2021 09:42:15	Pending	

- 6.2. All the details related to service request can be viewed here, Service Owner can also view files uploaded by employee / SPOC. Employee contact information like mobile number and email address are also provided for ease of communication.

<b>Employee Name</b> Mr. Raj Patel	<b>Department Name</b> Technology & Innovation
<b>Employee Code</b> 00630044	<b>Designation</b> Sr. Lead-Technical
<b>Employee Email</b> raj.patel@highbartech.com	<b>Employee Mobile</b> 9821334115
<b>Service Request Raised For Department</b> Technology & Innovation	<b>Created Date</b> 04-02-2021 09:48:50
<b>Service Request Description</b> laptop working slow	
<b>Uploaded Files</b> SR_00630044_04022021095323.pdf	

- 6.3. Once service owner resolves the query/issue of the employee, he / she can close the service request in EmployeeFIRST.

- 6.4. To close the service request open the service request, fill required information and click “Close Service Request”.

<b>Action Details</b>	
<b>Action Date</b> 11-02-2021 12:55:23	1 - Enter Action taken description in brief
<b>Action Description *</b> VPN-ID created and configured in user's machine, access provides.	
<b>Upload File</b> Choose File No file chosen	2 - Upload supporting attachment, if any
<div> Close Service Request Send Back To SPOC Back </div>	
3 - Click “Close Service Request” button	

- 6.5. If the service request is wrongly assigned to service owner, service owner can send back the request to SOPC.

The screenshot shows a web form titled "Action Details". It contains the following elements:

- Action Date:** A text box containing "08-02-2021 16:13:59".
- Action Description \*:** A large text area for input.
- Upload File:** A section with a "Choose File" button and the text "No file chosen".
- Buttons:** Three buttons at the bottom: "Close Service Request", "Send Back To SPOC", and "Back".

Two red annotations are present:

- A box labeled "1 - Enter reason for sent back" with an arrow pointing to the "Action Description" text area.
- A box labeled "2 - Click 'Send Back To SPOC' button" with an arrow pointing to the "Send Back To SPOC" button.

## 7. HOD - How to take action on service request

- 7.1. To take action/view service request HOD can click on link received in mail, or he/she can go to EmployeeFIRST menu and select “Inbox” tab, then from list of request select corresponding request and select view option.

Dear Sir/Madam,

This is to inform you that Mr. Raj Patel has escalated Service Request with following details to you. Please take appropriate action

Service Request No :	SR/02-2021/000015
Creation Date :	05-02-2021 05:09:02
Created For Department :	Technology & Innovation
Action Date :	05-02-2021 05:22:37
Action By :	Mr. Raj Patel
Latest Comment Service Request :	not happy

[Please click here to take action on Service Request](#)

### EmployeeFIRST




Create Service Request

My Service Request

SPDC

Inbox :(6)

### Employee Service Request

						EmployeeFIRST Home
Service Request ID	Creation Date	Employee Name	Assigned To	Assignment Date	Status	View
SR/02-2021/000001	03-02-2021 12:12:28	Mr. Raj Patel	Mihir Mehta	03-02-2021 12:12:28	Pending	
SR/02-2021/000003	03-02-2021 04:47:28	Mr. Raj Patel	Mihir Mehta	03-02-2021 04:47:28	Pending	
SR/02-2021/000006	04-02-2021 09:42:15	Mr. Raj Patel	Mihir Mehta	04-02-2021 09:42:15	Pending	

- 7.2. All the details related to service request can be viewed here, HOD can also view files uploaded by employee, SPOC, service owner. Employee contact information like mobile number and email address are also provided for ease of communication.

<b>Employee Name</b> Mr. Raj Patel	<b>Department Name</b> Technology & Innovation
<b>Employee Code</b> 00630044	<b>Designation</b> Sr. Lead-Technical
<b>Employee Email</b> raj.patel@highbartech.com	<b>Employee Mobile</b> 9821334115
<b>Service Request Raised For Department</b> Technology & Innovation	<b>Created Date</b> 04-02-2021 09:48:50
<b>Service Request Description</b> laptop working slow	
<b>Uploaded Files</b> SR_00630044_04022021095323.pdf	

- 7.3. Once HOD resolves the query/issue of the employee, he / she can close the service request in EmployeeFIRST.

- 7.4. To close the service request open the service request, fill required information and click “Close Service Request”.

<b>Action Details</b>	
<b>Action Date</b> 11-02-2021 13:14:14	1 - Enter Action taken description in brief
<b>Action Description *</b> Upgrade windows OS of the user machine, after upgrade VPN should work just fine.	
<b>Upload File</b> Choose File No file chosen	2 - Upload supporting attachment, if any
<div> <div>Close Service Request</div> <div>Send Back To SPOC</div> <div>Back</div> </div>	
3 - Click “Close Service Request” button	

- 7.5. If the service request needs to be assigned to new service owner, HOD can send back the request to SOPC with specific comment in comment box.

**Action Details**  
**Action Date**  
11-02-2021 13:14:14  
**Action Description \***  
Upgrade windows OS of the user machine, after upgrade VPN should work just fine.Assign to Mr. Saneed Sahani  
**Upload File**  
Choose File No file chosen  
**Close Service Request** **Send Back To SPOC** **Back**

1 - Enter comments for SPOC

2 - Click "Send Back To SPOC" button