knowledge17

WORK at LIGHTSPEED™

Empowering Your Transformation Journey with Implementation Best Practices For HR Delivery

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Speaker Introduction



NAME: Quentin Mackey

TITLE: Director, HR Product Management

FUNCTION: Implementation Success and Best Practices, Integration Strategy, and Content Management

COMPANY: ServiceNow, Inc.

EXPERIENCE: Founder & CEO of ITAPP (acquired by ServiceNow in 2016)

EXPERTISE: Active in Cloud Management since 2002 (called enterprise grid computing back then)

ACHIEVEMENTS: Authored book on enterprise grid computing

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Session Overview



Objectives

- Review the HR Service Delivery Transformation Journey, how ServiceNow HRSD Solution support your Organization's Transformation Journey, and cover some implementation Best Practices



What You Will Learn

- What problem does the ServiceNow HRSD Solution solve
- Introduction and Overview of the HRSD Solution
- Overview of the HR Service Delivery Transformation Journey
- HR Implementation Best Practices Tips

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"When is open enrollment?"

"How do I promote someone?"

"There's an error on my paycheck…"

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Poor Experience
Inefficient, Costly
No Visibility

Consumerize the Employee Service Experience
Increase HR Efficiency, Reduce Cost
Gain Visibility to Improve Service

workday.

successfactors™ An SAP Company

KRONOS

Ultimate SOFTWARE People first

HR Systems of Record

HR Operations

Payroll

Employee Relations

IT

Facilities

Departments

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ServiceNow Messaging Framework

1 **Dedicated HR Service Solution**

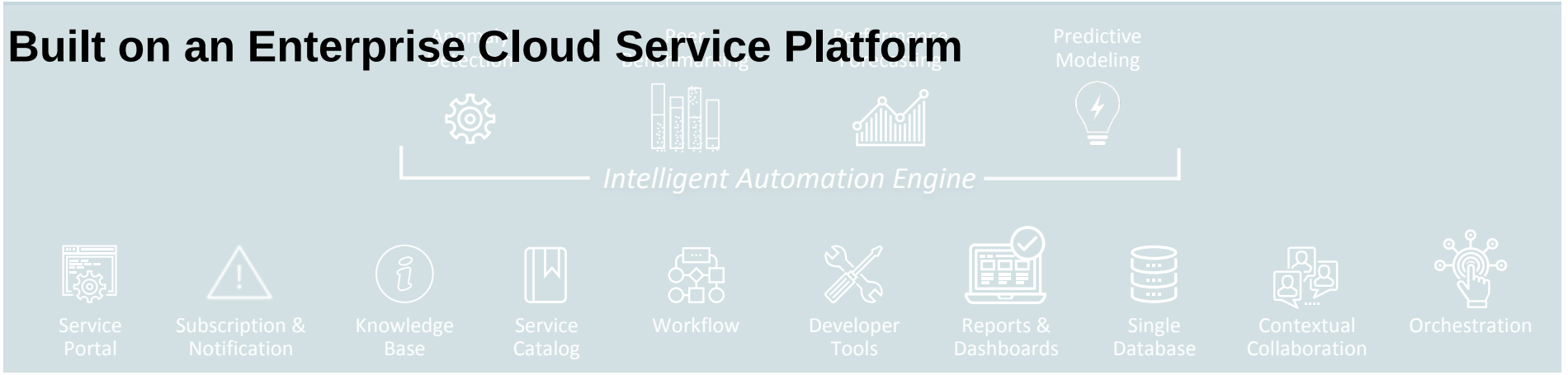
ServiceNow System of Action™

Cloud Services



2 **Built on an Enterprise Cloud Service Platform**

Now Platform™

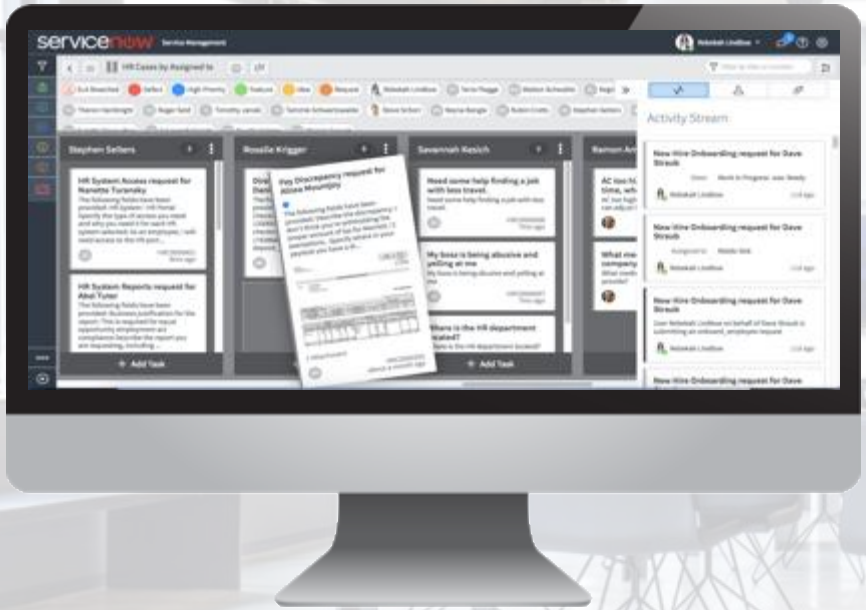


Nonstop Cloud

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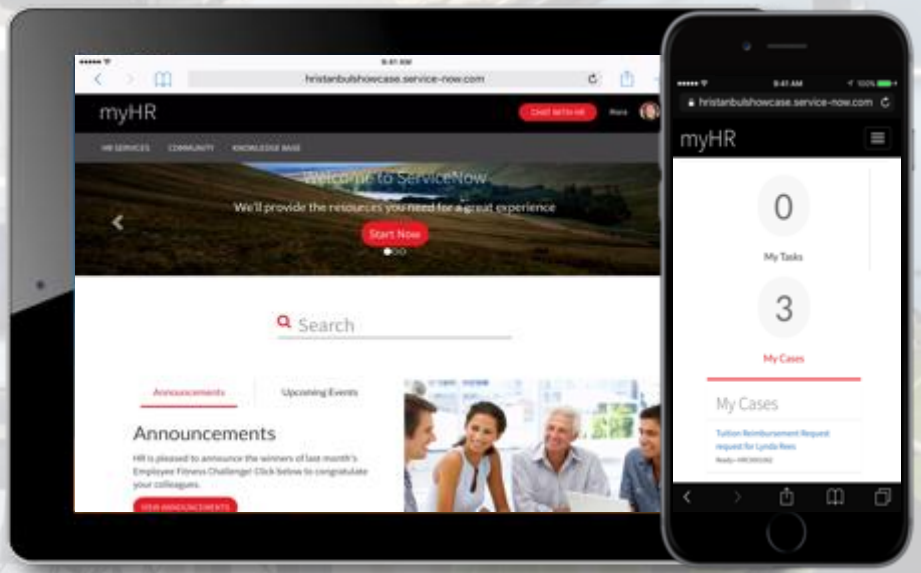
The HRSD Solution

Case & Knowledge Management



- Manage the interactions between HR and employees

Employee Portal & Lifecycle Events



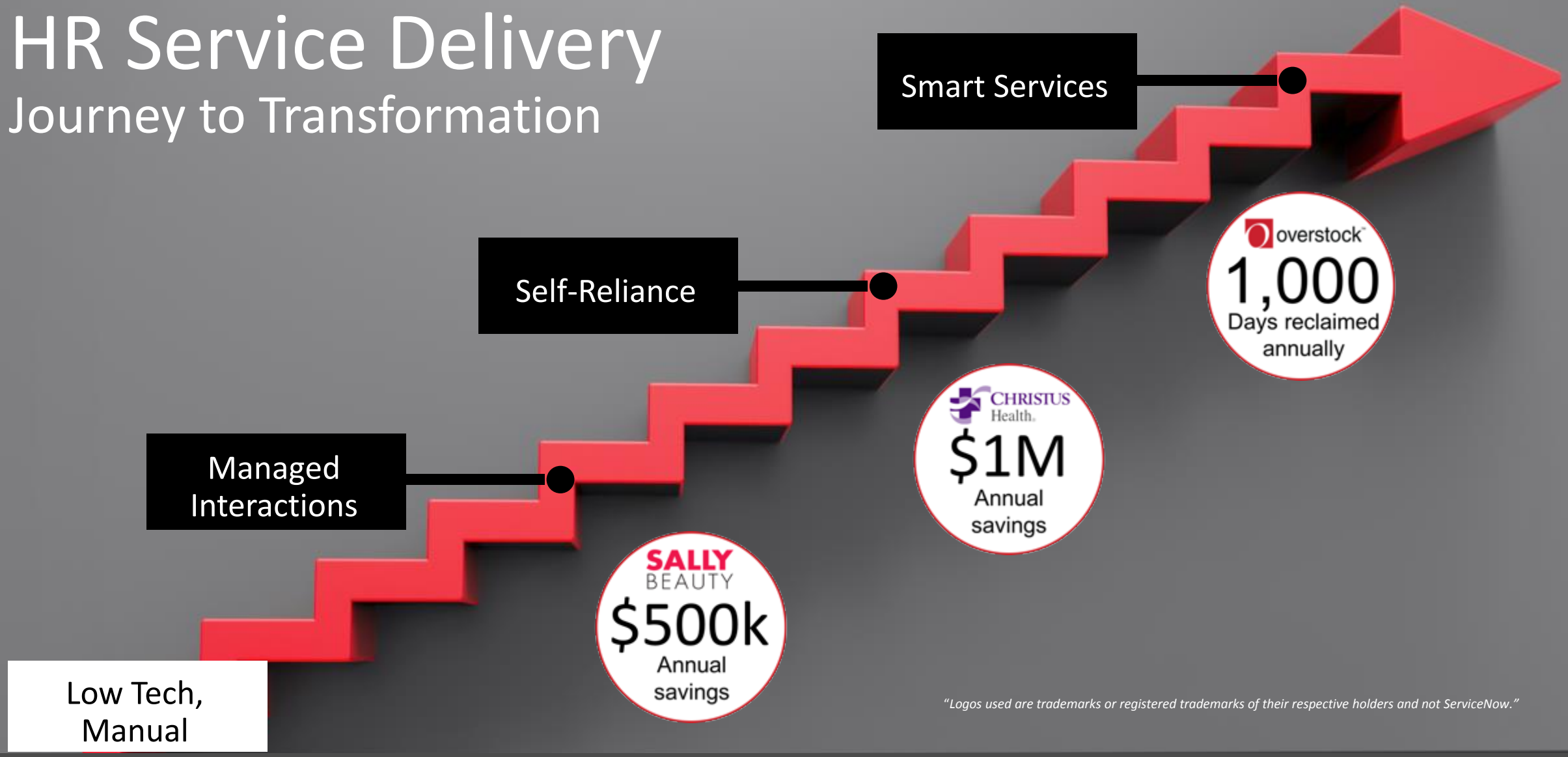
- Enable employee self-reliance
- Make HR services employee centric

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HR Service Delivery Transformation Journey

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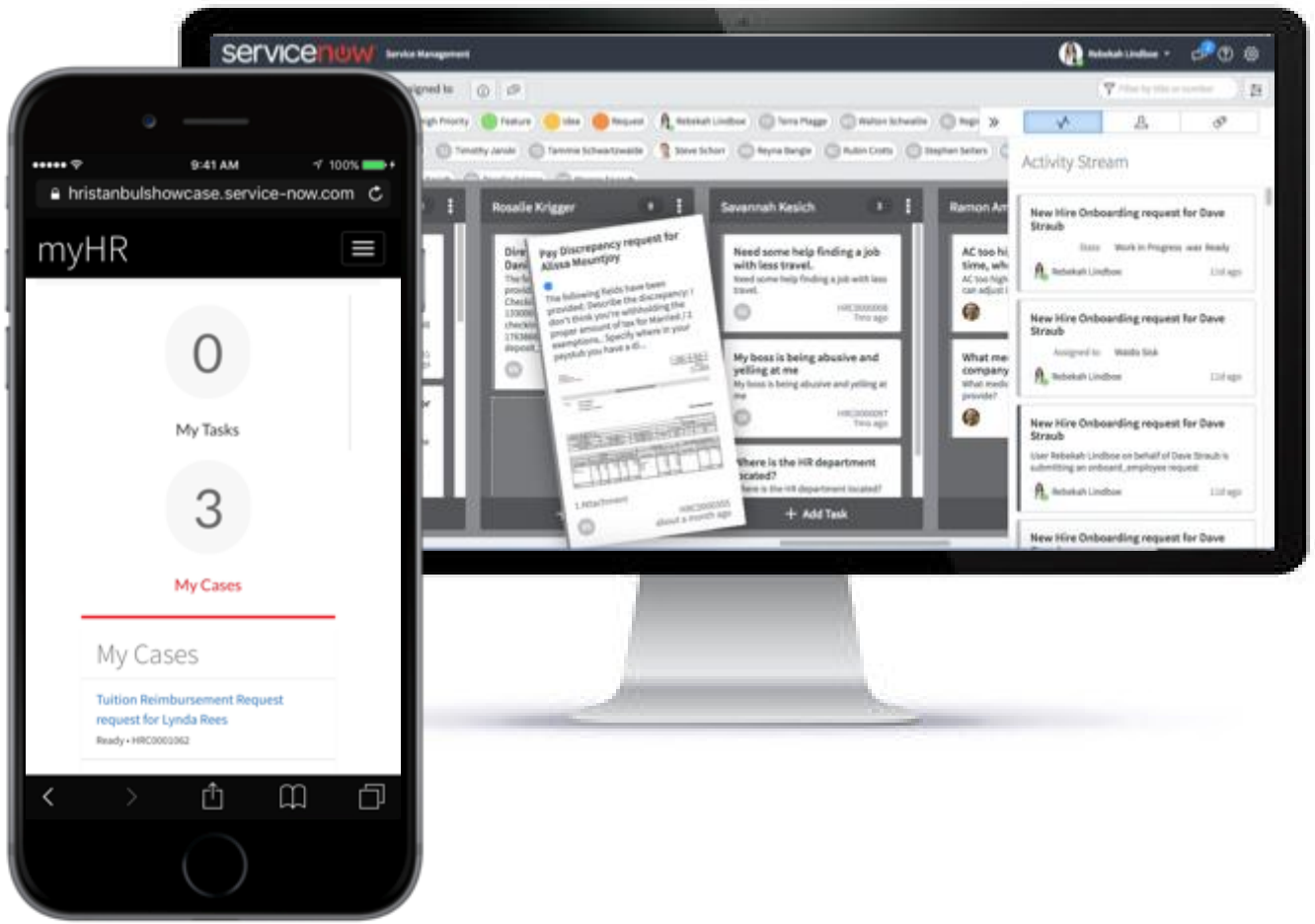
HR Service Delivery
Journey to Transformation



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Managed Interactions



- Employees can interact with HR anytime, through any channel
- Cases are auto-routed to the right people
- HR has full visibility into all cases, status, and who is assigned
- Employees have full visibility into the status of their cases

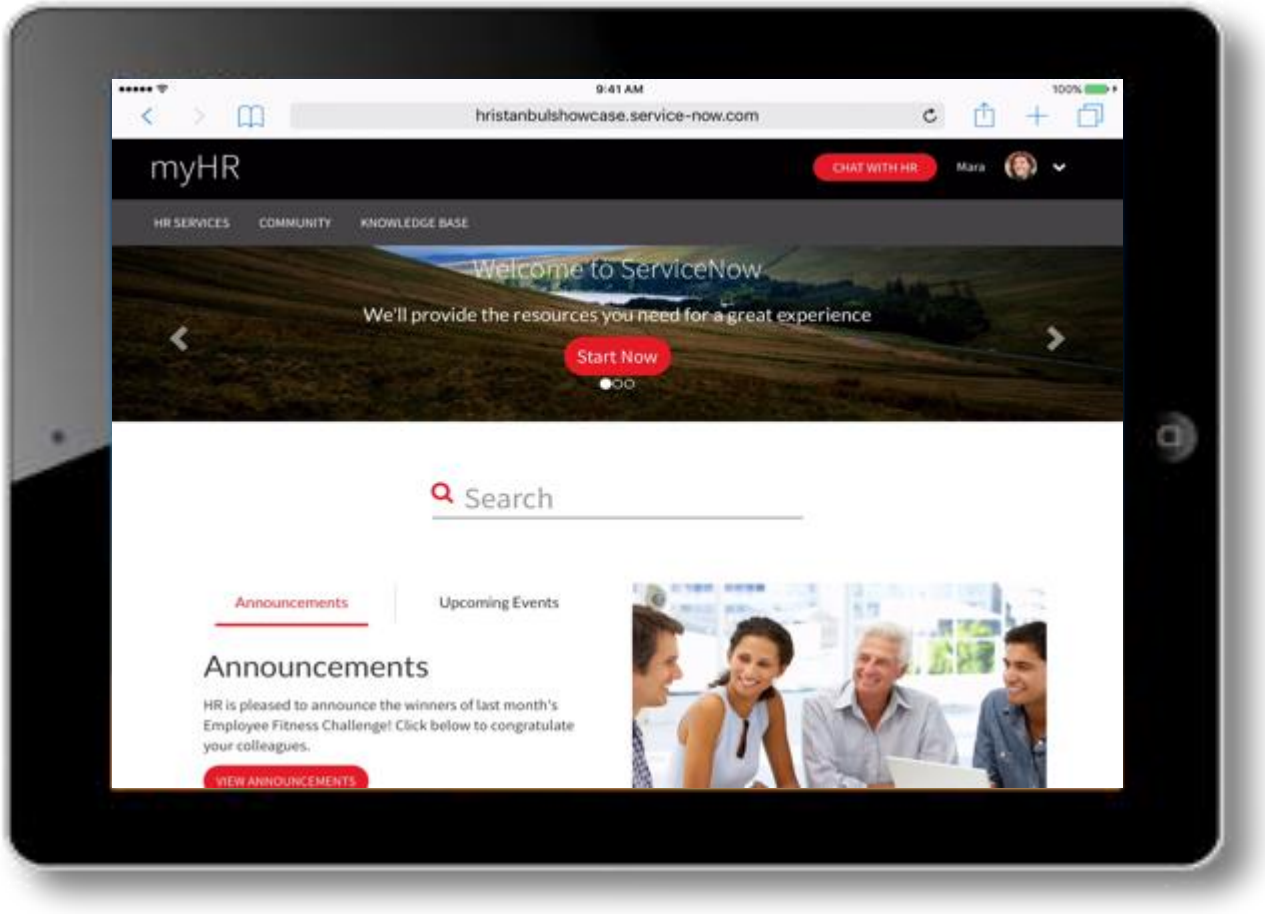
SALLY BEAUTY is saving $500K annually by eliminating tier 2 escalations

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Self-Reliance

- HR can design and publish custom-branded knowledge portals
- Employees get personalized and searchable content with smart suggestions
- Built-in chat functionality for immediate assistance



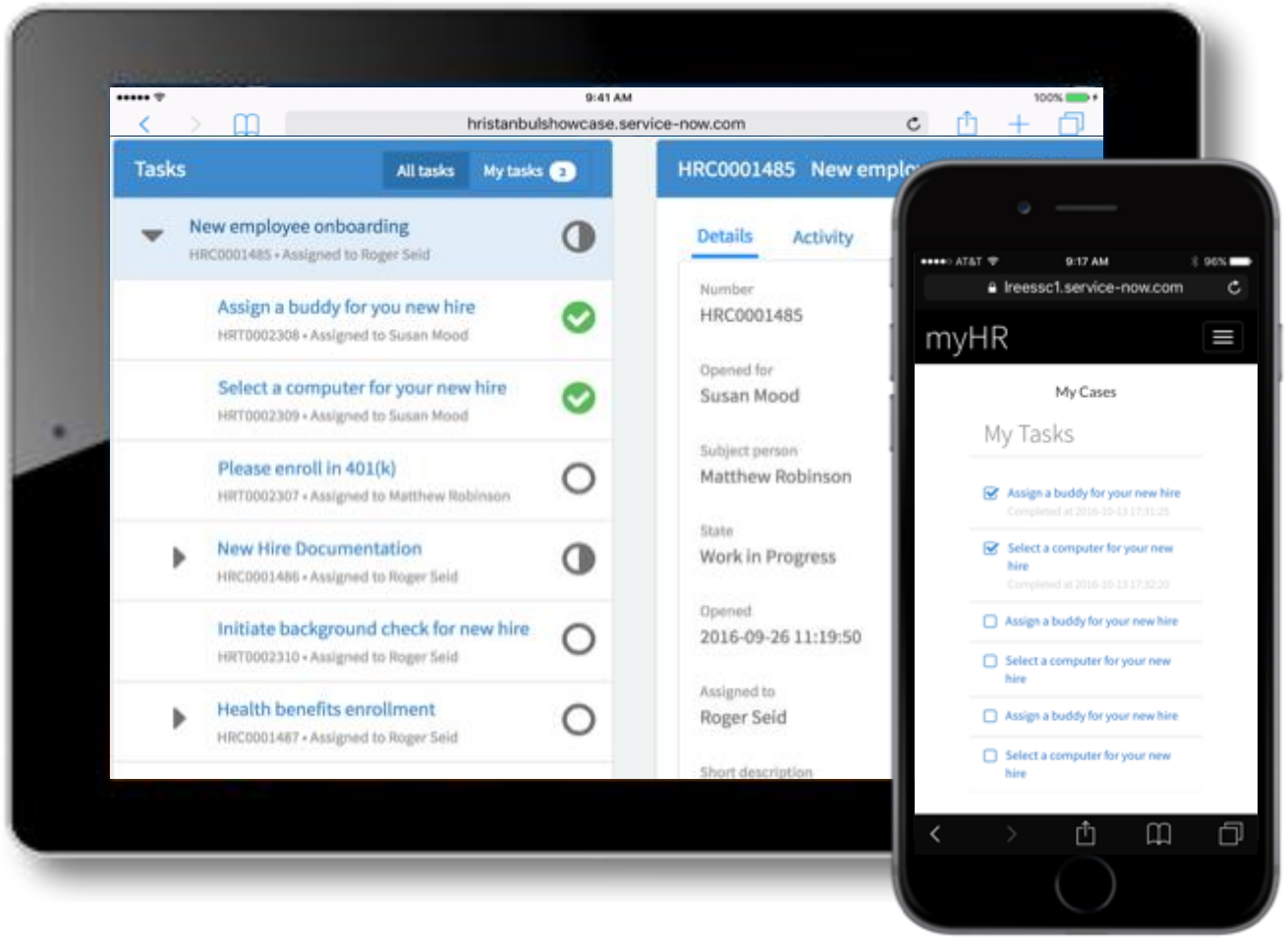
CHRISTUS Health

reduced HR cases by 66% saving $1M annually

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Smart Services



- Automate workflows that span beyond HR, like onboarding, off boarding, transfers, leaves of absence
- Orchestrate across multiple systems of record in HR, IT, Facilities and more
- Employees, managers, and departments are guided step-by-step
- End-to-end visibility across entire process

overstock® is reclaiming 1,000 days of productivity annually

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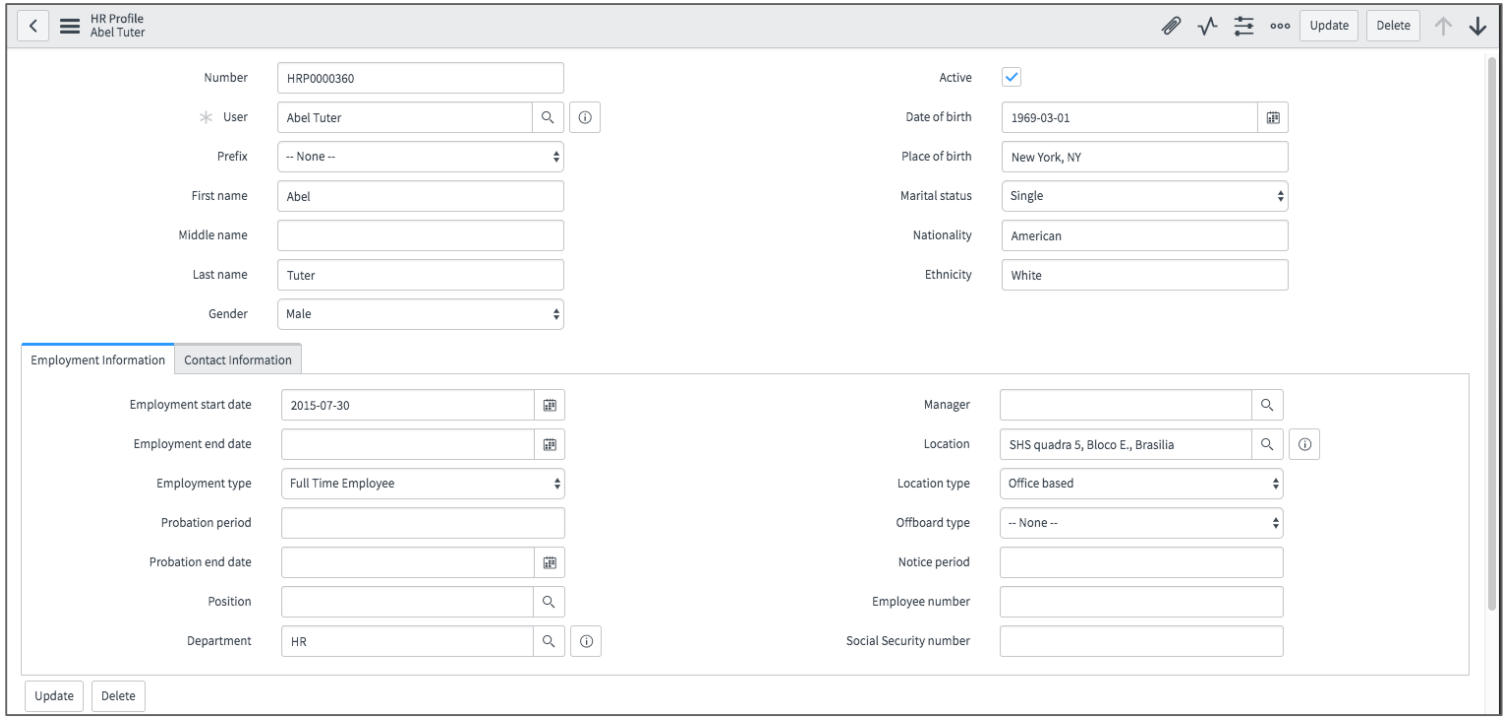
HR Service Delivery Implementation Best Practices Tips

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HR Profile Table

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HR Profile Table



HR profile includes the following sections and related lists:

- Employment information
- Personal contact information
- Show employee org chart
- View manager’s profile record

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HR Profile Table Vs. Sys User Table

Both the User Table and HR Profile Table are needed, but there are key differences:

User Table	HR Profile Table
Captures IT related details around the employee	Captures HR related details around the employee
User with admin role can see all data	Requires having hr_profile_reader, hr_profile_writer, or hr_basic role
Comes with the platform	Comes with HRSM plugin
Accessible in ITSM (incident, change, assets, etc.…)	Accessible in HR cases and HR tasks

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HR Service Catalog And HR Services

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HR Service Catalog And HR Services Overview

HR Catalog represents the HR services that an employee can request from the HR Organization. Components of the HR Catalog are:

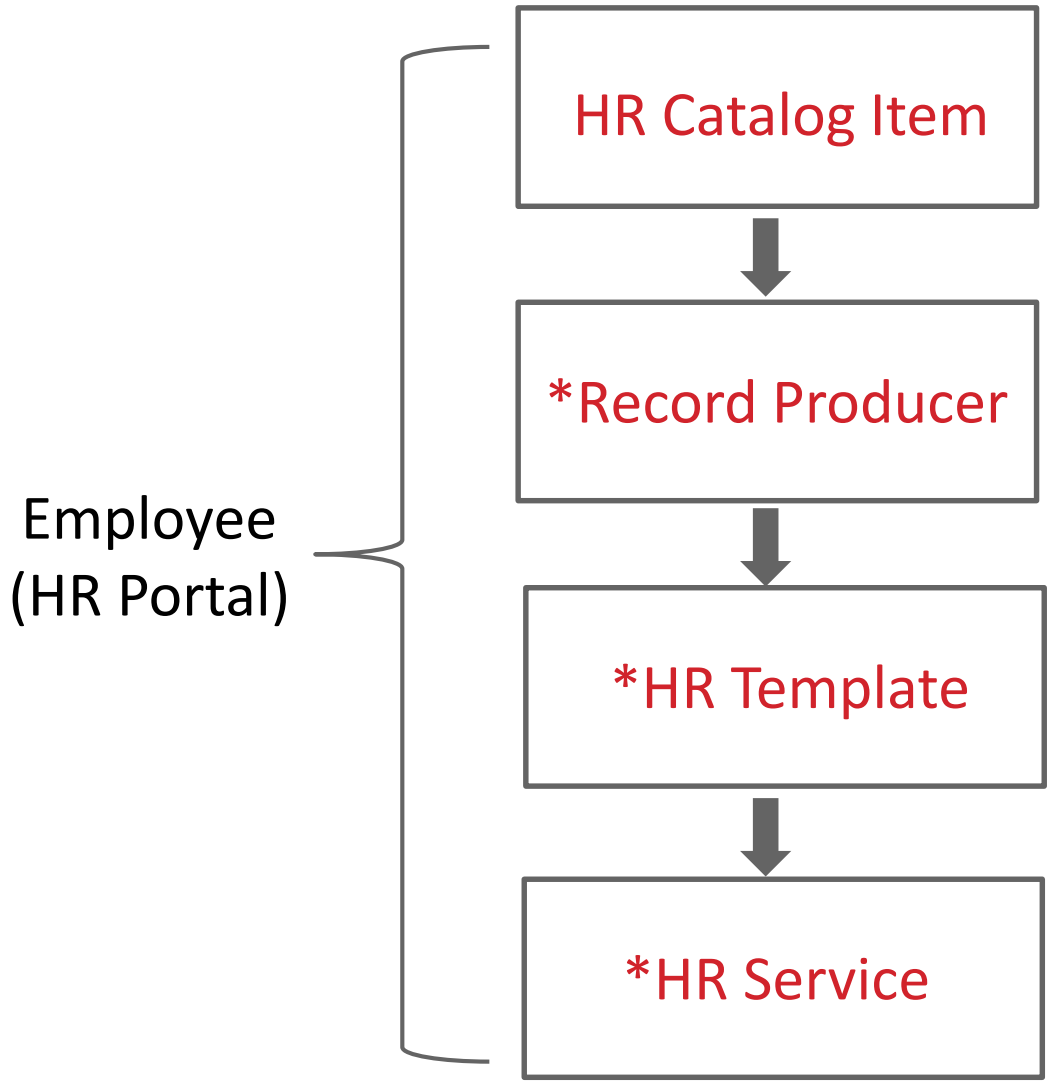
- HR Catalog Item
- Record Producer
- HR Service
- HR Template

HR Services are the requests, assistance, and support the HR Organization provides to the employees. HR Service is where you can configure the process for a case creation. Not all HR Services need to be a part of the HR Catalog. Components of an HR Service are:

- HR Service
- HR Template

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HR Service Build Approach – HR Portal Request For Employee

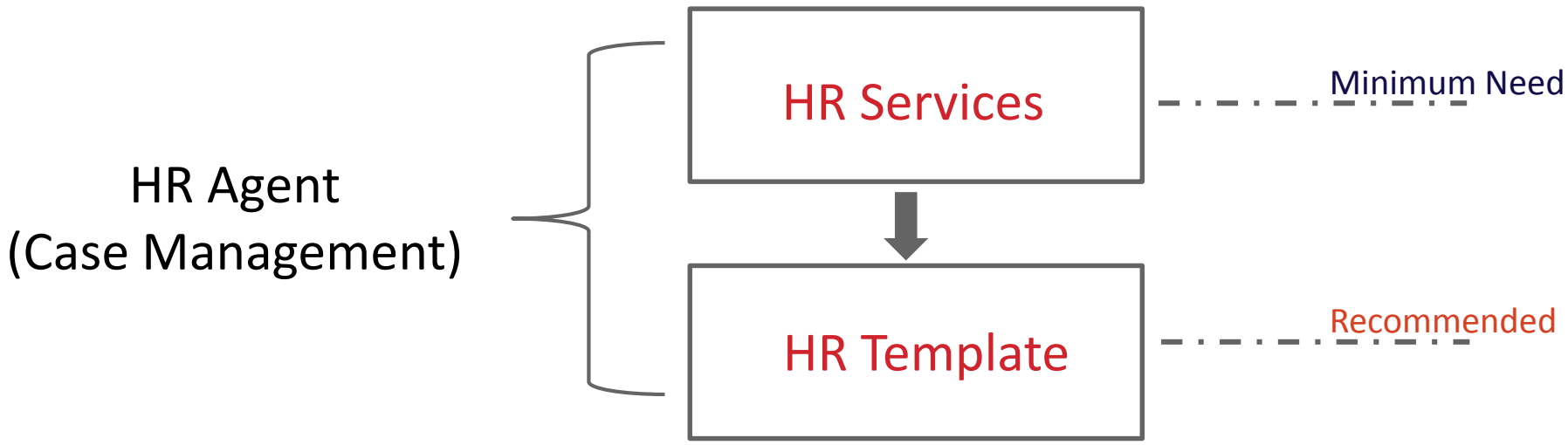


If the HR Service you are building needs to be available for the employee to request from the HR portal this is the approach we recommend

*Automatically created when the HR Catalog item is created

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HR Service Build Approach – HR Agent Only



If the HR service you are building needs to be available for the HR agent only this is the approach we recommend.

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HR Services Best Practices

1

Does the HR service need to be employee facing? This determines your level of effort and starting point

2

Make sure all of the supporting data to build your HR services is in place

3

Understand the entitlement needed for your HR services

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Employee Service Center

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Employee Service Center Adoption

It is often overwhelming for the customer to comprehend how to adopt and execute. They often feel and all or none mindset, and we fail to offer them a path, an approach.

Some are ready to adopt it all, and some are just getting started on their journey.

Customers will fall into one of the following categories:

1. Unstructured management of employee interactions
2. No employee portal and want to enhance the employee experience
3. Full automation of employee lifecycle events



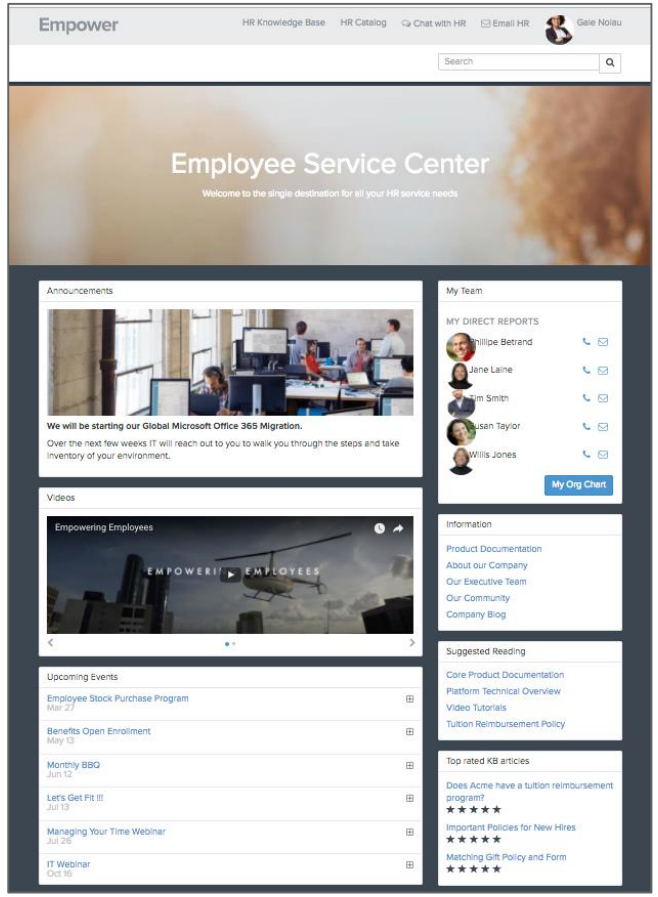
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Employee Service Center Adoption Path

The Employee Service Center adoption path provides a set of recommendations for each of the customer categories identified on the previous slide.

The Employee Service Center adoption paths are:

1. Managed interactions
2. Self-reliance
3. Smart services

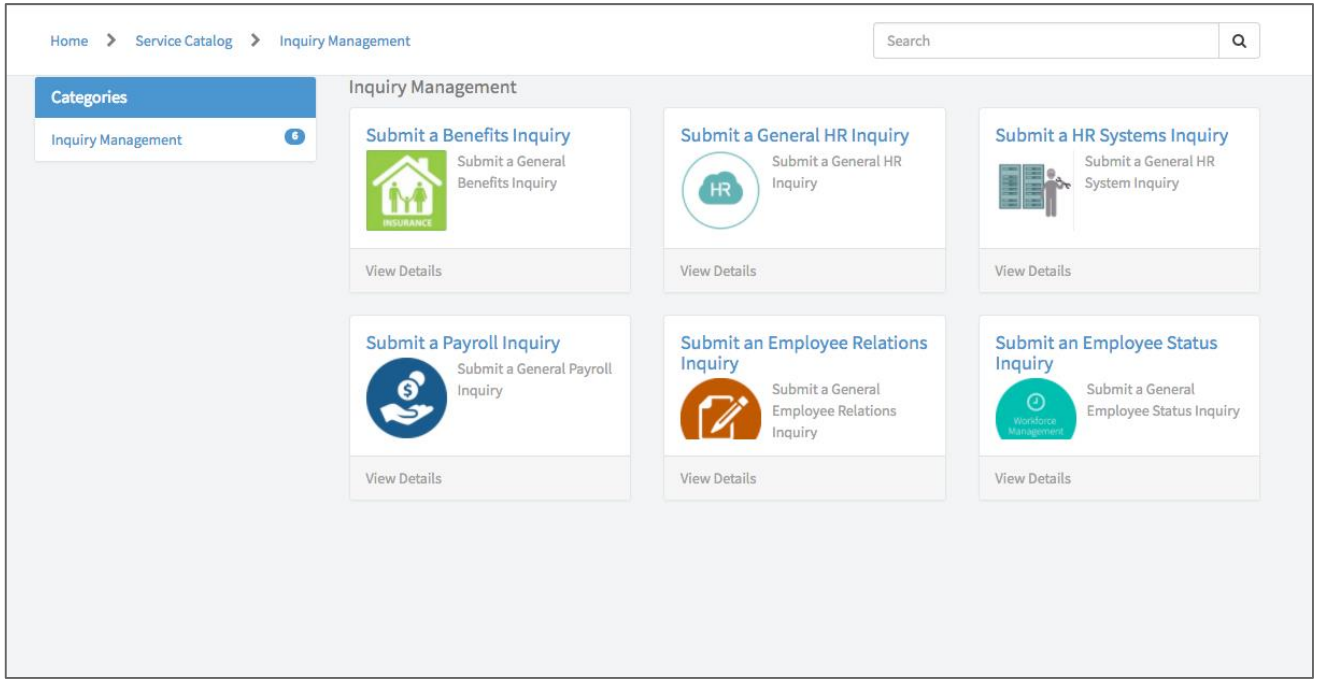


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HR Service Portal – Managed Interactions

Benefits

- Simple portal catalog with 6 options
- Creates case in the appropriate COE
- Automatically assigned to the correct HR group
- Now they can start capturing metrics on types of cases which can now help to determine specific HR services to add to the Catalog

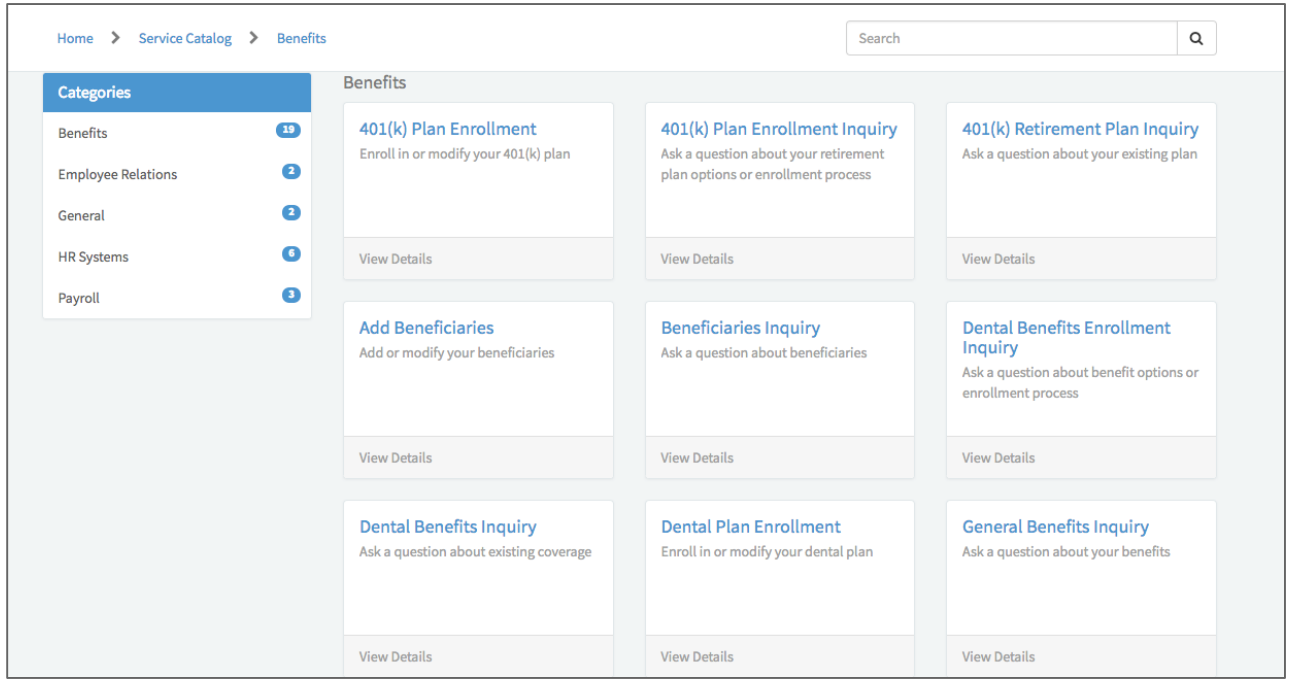


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HR Service Portal – Self-Reliance

Benefits

- Recommended HR Service catalog categories and services
- Creates case in the appropriate COE
- Automatically assigned to the correct HR group
- Over 20 pre-built HRsServices to get you started

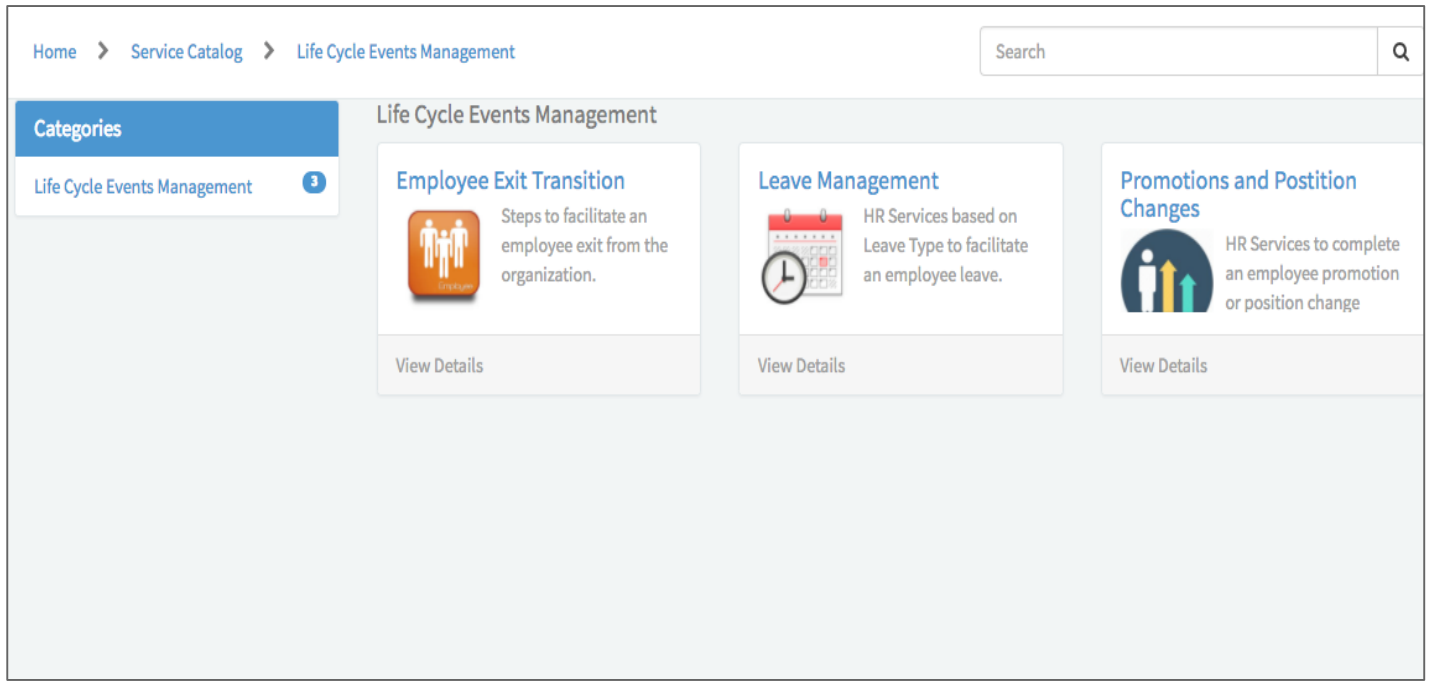


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HR Service Portal – Smart Services

Benefits

- Ability to provide the “Employee System of Engagement”
- Creates case in the appropriate COE, and requests across the organization to fulfill the life cycle event
- Automatically assigned to the correct HR groups, and other groups in the organization; i.e. IT, Facilities, Security.



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COE Security
Restricting Agent Access To A COE

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Benefits Of The COE Model

We introduced the Center of Excellence (COE) model starting in the Helsinki release. These are separate tables in the HRSM solution that:

1. Provide and extra layer of security within the HR Organization
2. Purpose built for the COE to track field relative to the type of cases the COE captures
3. Assist in providing better metrics

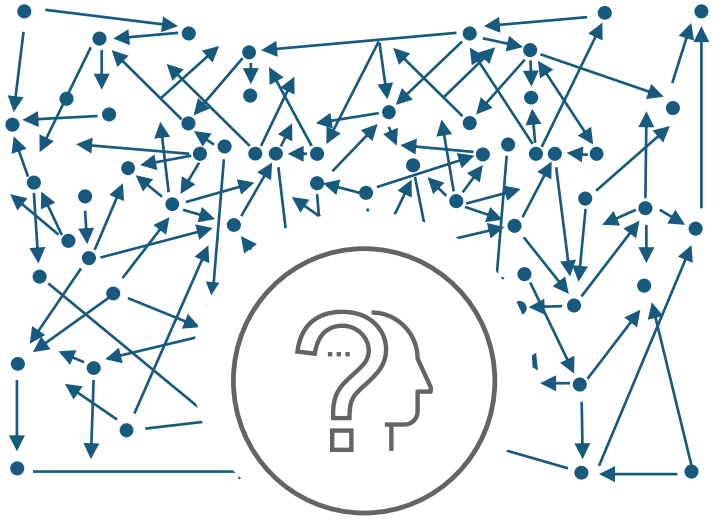
What kind of HR case would you like to create?

- Total rewards case
- Employee relations case
- General case
- HRIT operations case
- Payroll case
- Workforce administration case

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The Challenge

Now that we have this layer of separation for cases in HR, HR organizations now want to put a layer of security where, for example, employee relations type cases should only be seen by HR agents that deal with these types of cases and not by all of HR.



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The Solution

Ingredients	Prep Time	Assembly Time	Ready In	Skill Level
1 ACL	5 Mins	5 Mins	10 Mins	Sys Admin Security Admin

Directions

1. Switch to the human resources core scope
2. Update the COE module by adding the following permission roles:
   a) sn_hr_core.secure_info_reader
   b) sn_hr_core.secure_info_writer
3. Now create a new ACL on the COE table to add the following permission roles:
   a) sn_hr_core.secure_info_reader
   b) sn_hr_core.secure_info_writer
4. Test, document, and roll into production

Now only HR agents with the these permission roles can access that COE.

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Top Takeaways

1

Determine where you are on the HR service delivery journey

2

Understand your organization's priorities

3

When planning focus on the expected outcomes

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Q & A

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Thank You

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