knowledge17

WORK at LIGHTSPEED™

Automating The Employee Onboarding Service Experience At Overstock.Com

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Agenda

- Introduction
- Overstock.com's Backstory
- What is Enterprise Onboarding?
- Enterprise Onboarding Components
- The Impact
- Q&A

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Session Overview



Objectives

- Share how ServiceNow can be used with Workday to extend and automate associate onboarding across the enterprise



What We Will Discuss

- Challenges facing organizations when onboarding associates
- What enterprise onboarding is
- Design considerations
- Components used to automate enterprise onboarding
- Key points and what to consider when implementing enterprise onboarding automation

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Speaker Introduction



NAME: Brian Wagstaff

TITLE: Director, Technology Services

COMPANY: Overstock.com

EXPERIENCE: 15+ years in Technology Administration and Leadership

EXPERTISE: Leadership, IT Service Management, HR Service Management, Database Administration, Communications

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Speaker Introduction



NAME: Javier Coronado

TITLE: Lead System Engineer

COMPANY: Overstock.com

EXPERIENCE: 15+ years in Technology Administration and Leadership

EXPERTISE: HTML, XML, JavaScript, Powershel, Active Directory, Web Services, Automation

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About Overstock.com

We Save People Money

Online Deals, Home, New Products, Gifts









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The Backstory – Stopping The Manual Madness

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A Bad Onboarding Experience

- “We didn't know you were starting today!”
- Work area not setup or assigned
- Left in a common area while IT sets up a computer and configures access
- “You’ll have to request that later.”



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How Important Is It To Get This Right

- Business trends
  - Trust cultures
  - Fluctuating hiring needs (seasonality, unpredictability)
  - Regulatory compliance (standards, audits)
- Competitive pressures
  - First impression
  - Growing employee expectations
  - Quick contribution
- Corporate drivers
  - Growth
  - Changing roles
  - Analytics

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Onboarding At Overstock.com – Before!

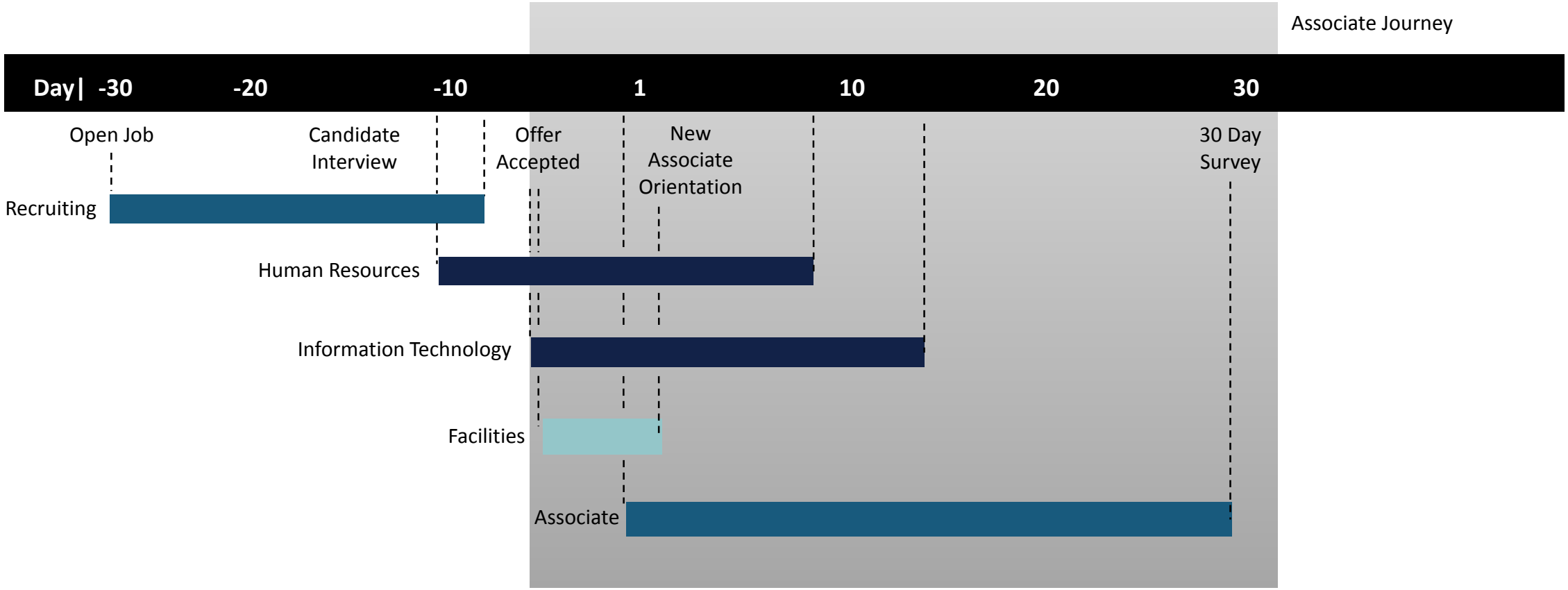
- Onboarding process wasn't defined, published, or standardized
  - HR required to hire associate
  - Managers required to know what was needed for a new hire
  - IT Asset team required to procure IT equipment
  - Helpdesk required to apply image and provision computer
  - Helpdesk required to grant network access and provision accounts
  - Facilities required to get office space prepared
  - Associates expected to be productive on the first day
- Getting new hires ready required last minute miracles
- Onboarding associates required 60-80 manual interactions
- Resulted in 2-5 days in productivity loss per hire

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What Is Enterprise Onboarding?

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Enterprise Onboarding



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Enterprise Onboarding Activities

- HR Onboarding
  - Employee application
  - Offer letter
  - E verify
  - Background check
  - Employment agreements
  - Access badge
    - Photo
  - HR application access
  - Benefit enrollment
  - Direct deposit
  - Orientation
  - 30 day survey

- Beyond HR onboarding
  - Computer
    - Procurement
    - Deployment
    - Accessories
  - Workspace
    - Setup
    - Assignment
  - VPN token
  - Email
  - Network VLAN assignment
  - Domain access
  - Enterprise application access
  - Business application access
    - Authority

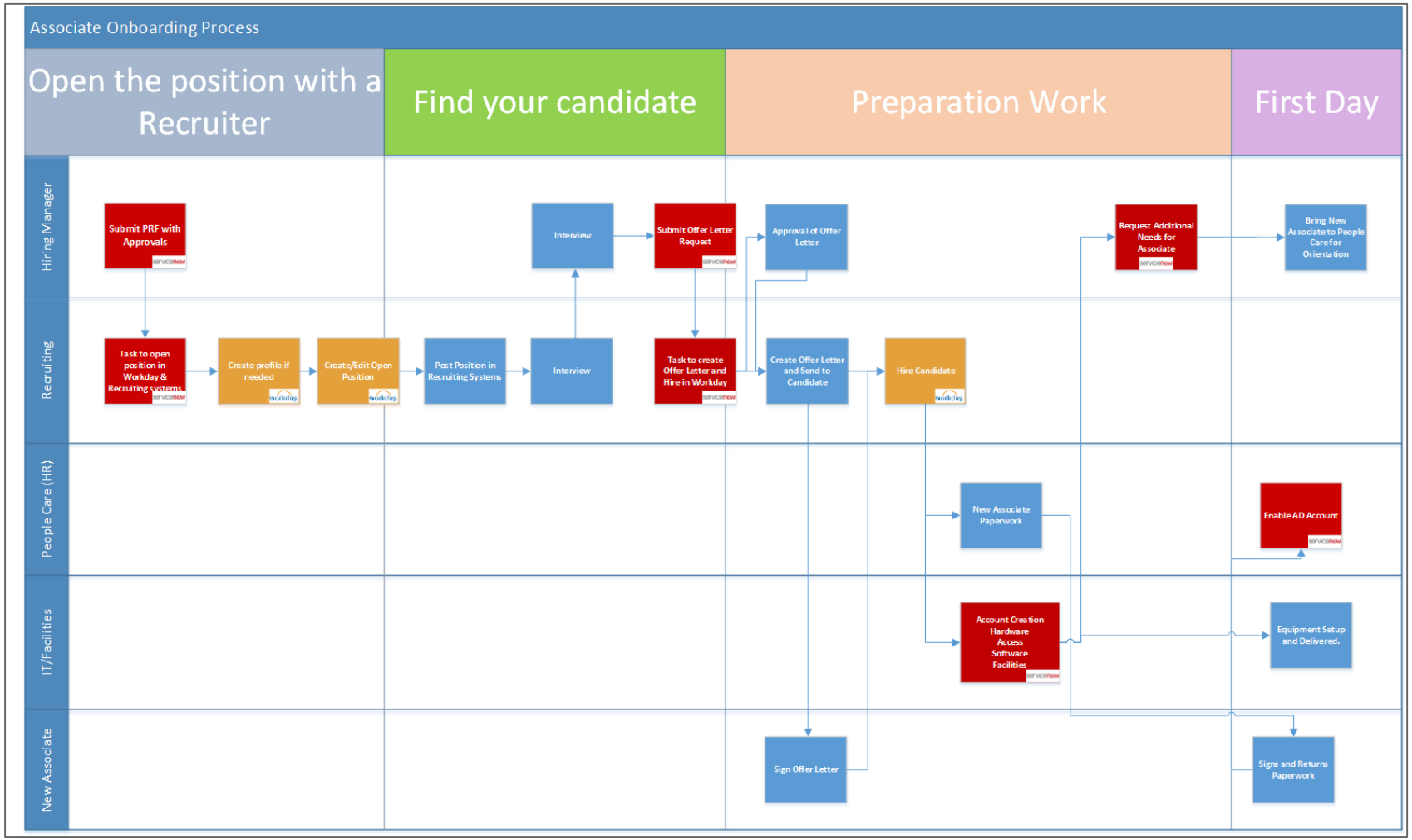
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Designing A Solution

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Opportunities

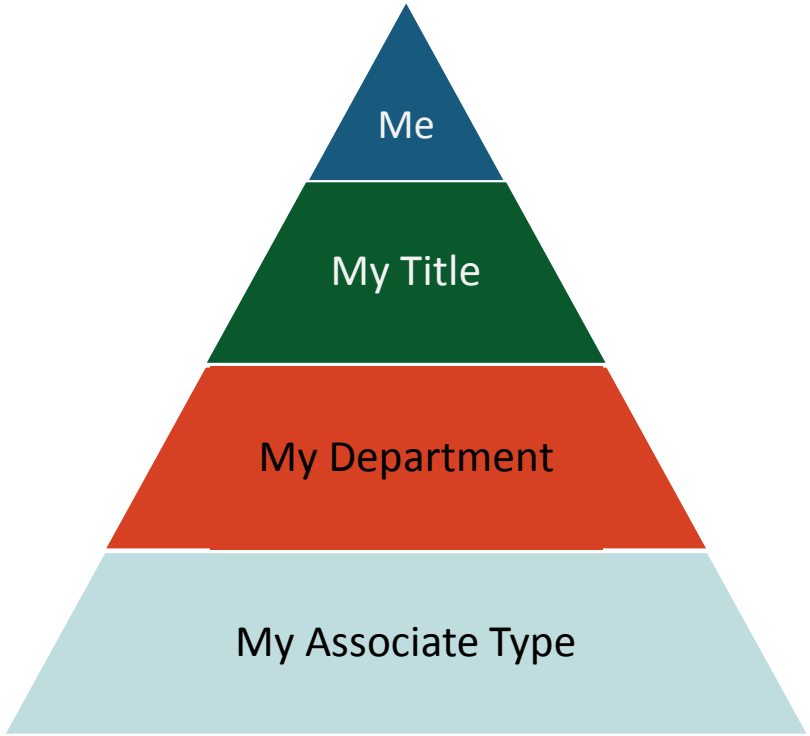
- Entry point
- Data input
- Redundant tasks
- Task transfers between teams
- Redundant approvals



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Entitlements

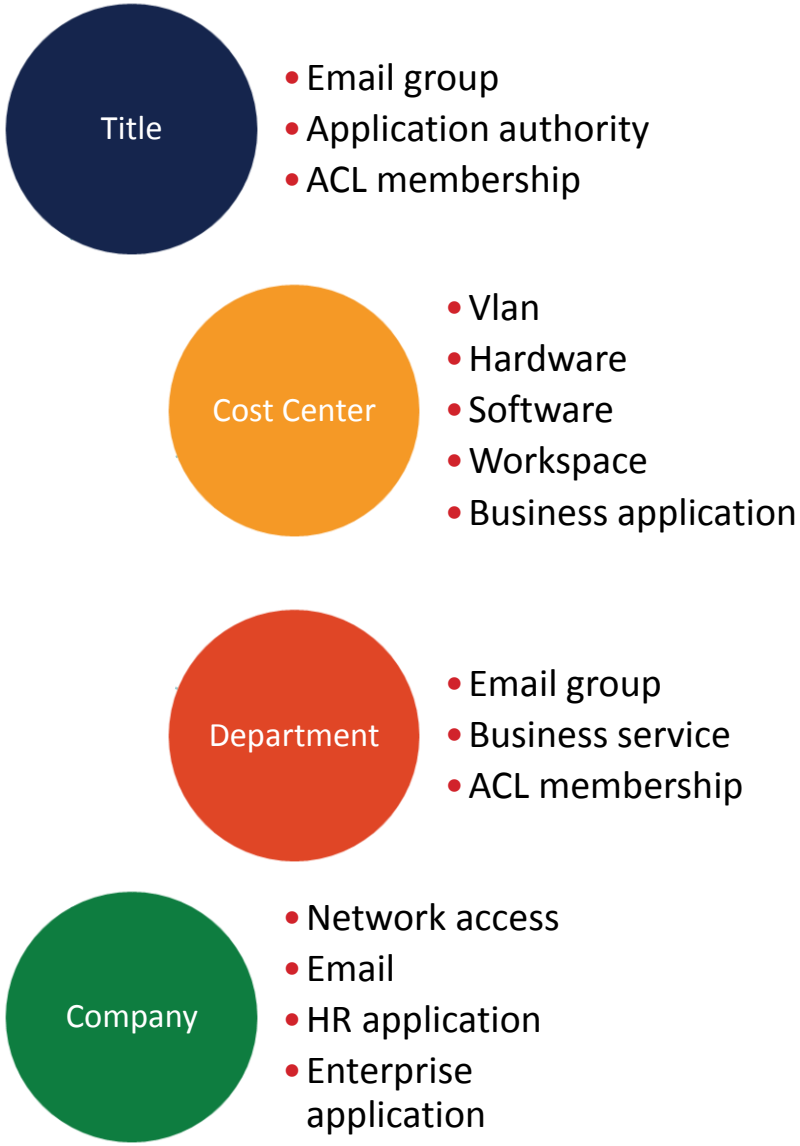
- Why?
  - Organization birthright
  - Role
  - Specialty
  - Project/matrix team membership
- Who decides?
  - Supervisor
  - Application owner
  - Business manager
- When?
  - Day one -vs- tenure



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Configuration Management

- Relationship types
  - Entitled to



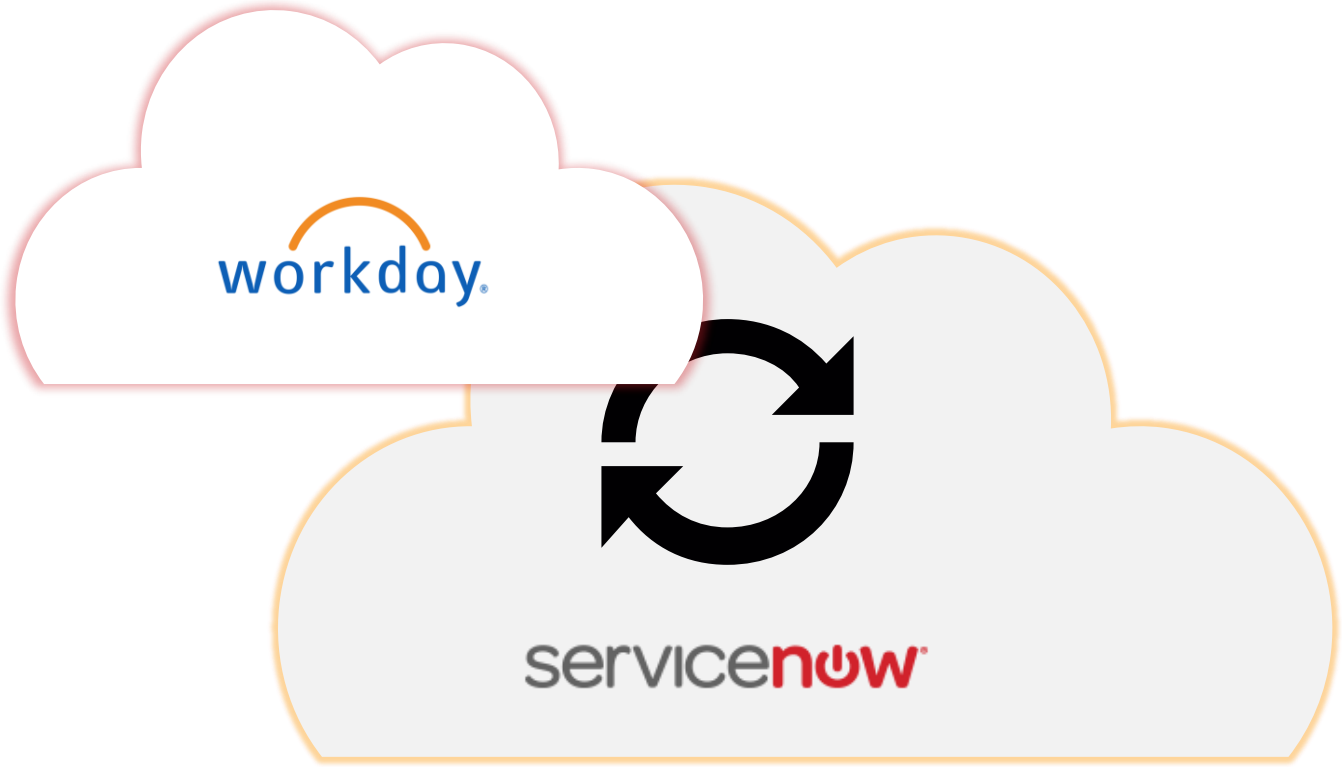
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Components Of Enterprise Onboarding

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Platform Components

- Workday
  - Business process framework
  - Integration
  - Web services
- ServiceNow
  - Web services
  - ITSM
  - HRSM
  - Business rules
  - Workflow
  - Configuration management database
  - Orchestration
  - HTML notifications

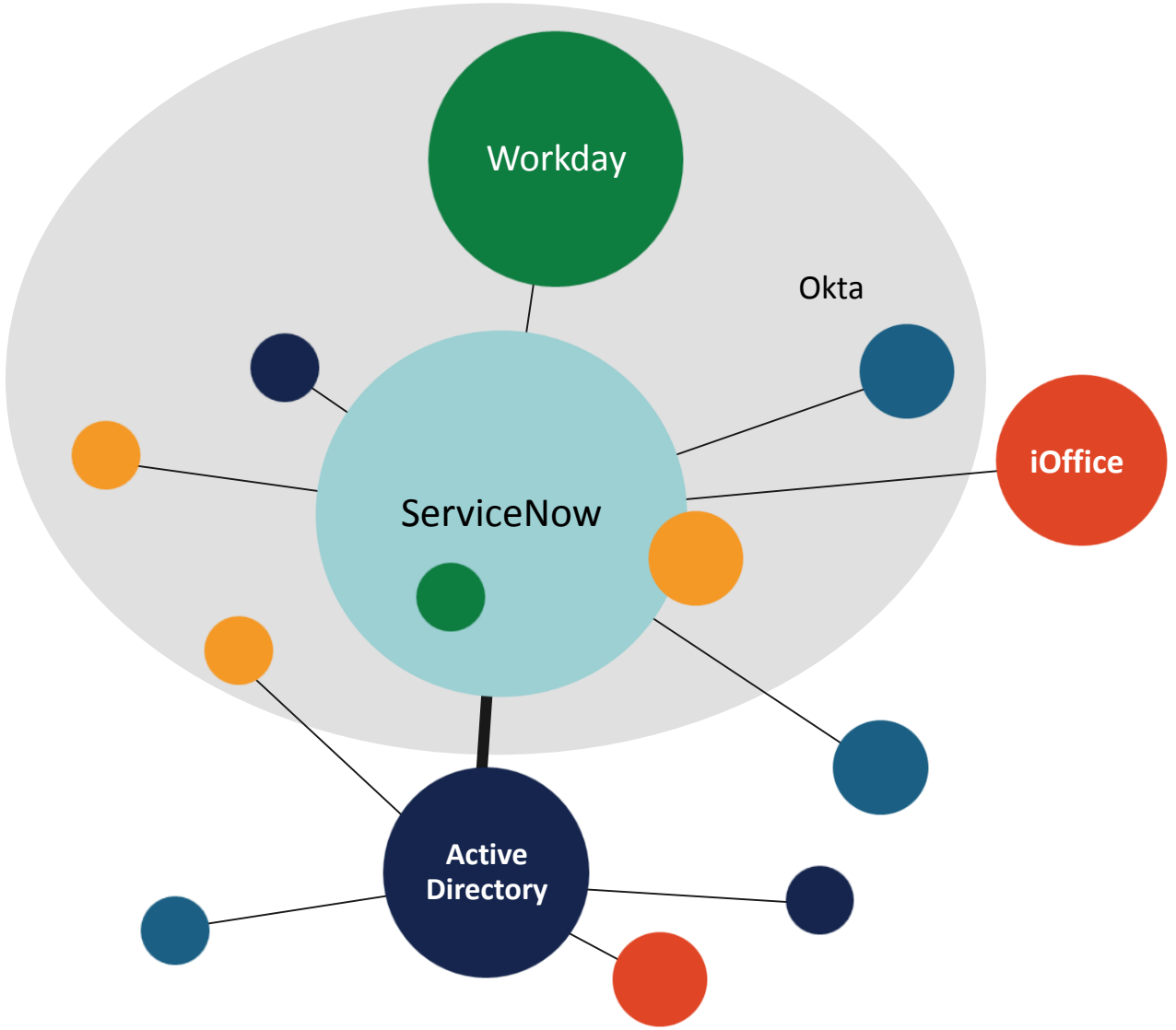


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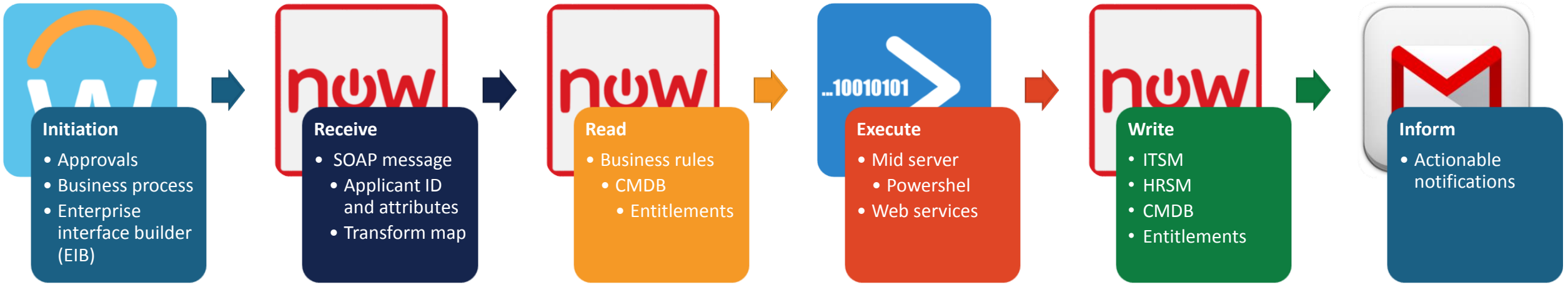
Architecture

- HR data master
- HR data broker
  - ID syncs across applications
- Web services
- ServiceNow mid server
- Non HR data masters



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Process



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Workday – Business Process Framework

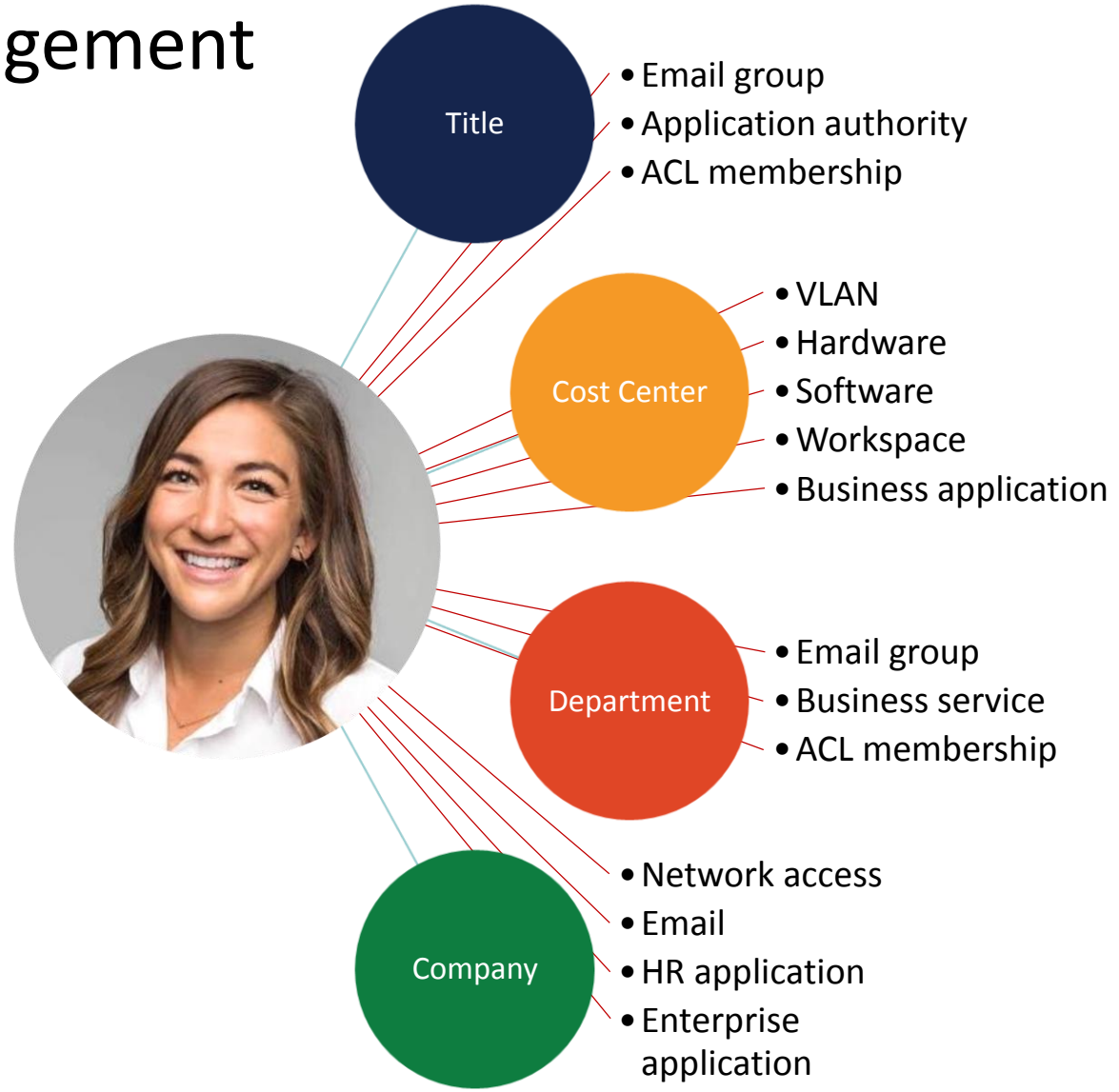
- Hire
- Contract
- Terminate
- End contract
- Change job
- Name change
- Photo change
- Request leave of absence



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Configuration Management

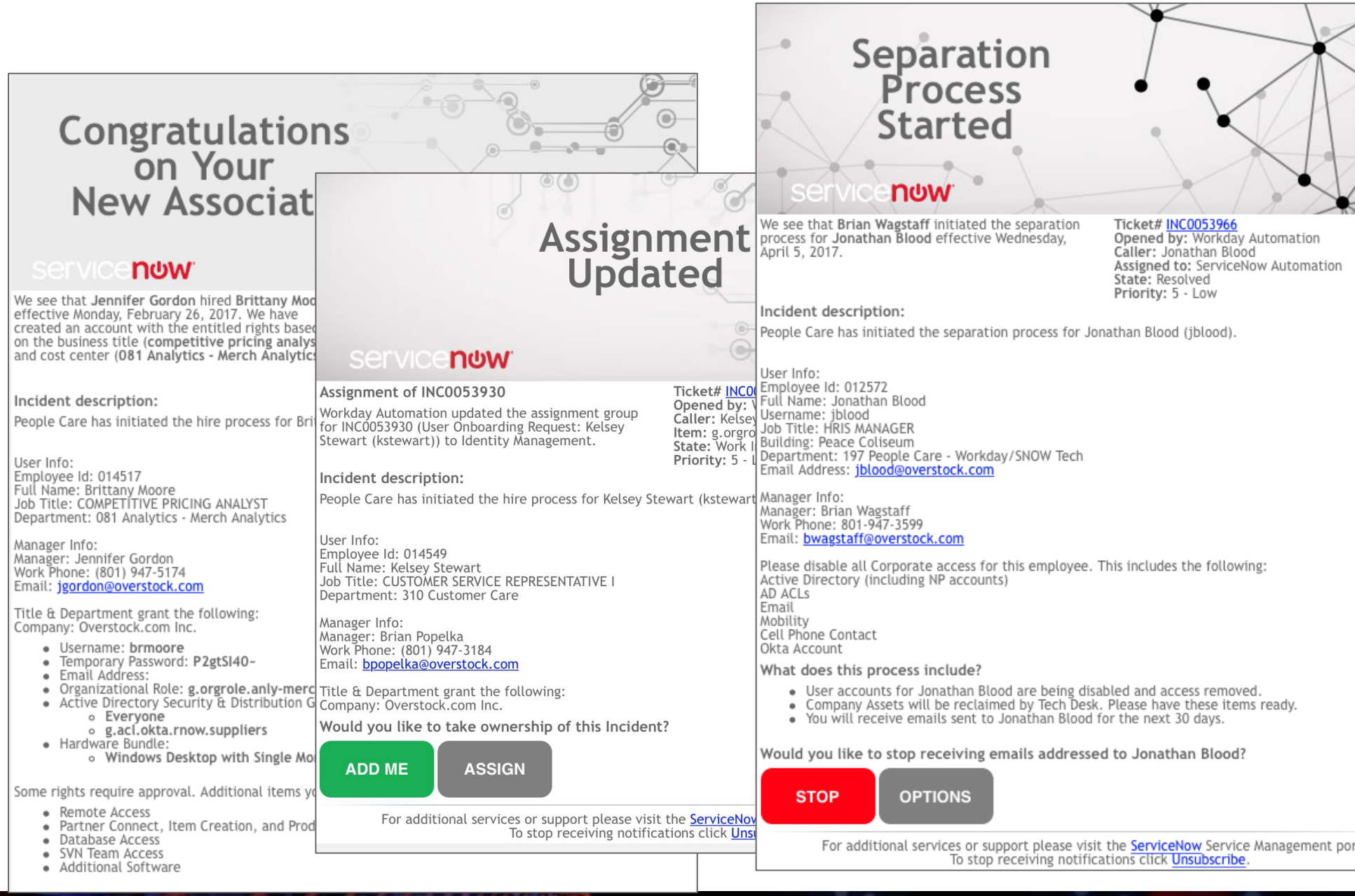
- Relationship types
  - Entitled to
  - Employed by
  - Contracted by
  - Member of
  - Uses



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Notifications

- Actionable
- Informative
  - Next steps
  - Set expectations
  - Calm concerns
- Branded
- Dynamic



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How Did We Do And What Did We Learn

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Positive Impact

Eliminated

115

Weekly Tasks

Automated Workforce



Productivity Gains

4X

FASTER

Associate Contribution

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Lessons Learned – Keys To Success

Day One
Entitlements
The biggest impact will be when day one issues are a thing of the past.

Actionable
Notifications
If notifications are not actionable they will be ignored.

Be Patient
Ownership
Business owners (IT, HR) will eventually understand and take pride in automation.

Build Roles
Mechanisms
Surveys on access requests and data mining can be used to augment roles.



Failure
Be Prepared
When integrations and automation fails assign task for manual fulfillment.

Don’t Quit
Iterate
Break the plan into achievable sections.

Assignable AI
Automation Persona
Tasks should be assigned to an automation user and reported on regularly.

Auto Approval
Busy Managers
Don’t forget that technology was invented to help people. If you require people input before doing, you will fail.

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Q & A

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Thank You

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Thank You

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