knowledge17

WORK at LIGHTSPEED™

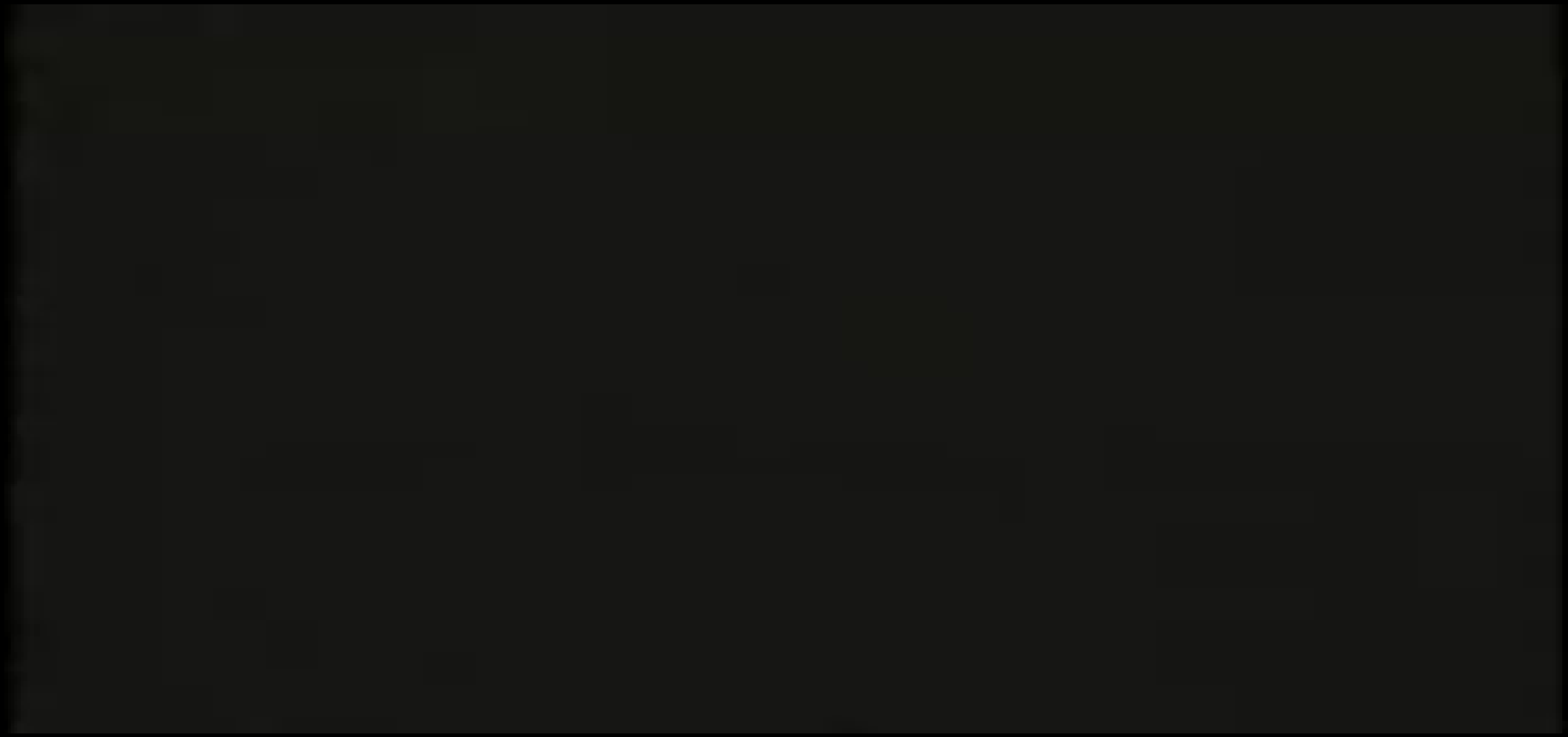
HR from Now to Next: Rethinking the Future of the Employee Service Experience

JASON AVERBOOK
CEO/FOUNDER
LeapGen

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servicenow

Think Different



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LeapGen



Strategy + Plan



Deploy + Drive Adoption



Run, Optimize + Innovate



LeapAcademy



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WHAT WE DO & HOW IT HELPS SERVICENOW PROSPECTS AND CLIENTS

Strategy + Plan

- Business Cases to Secure Funding
- Org Design to Accelerate Readiness
- Referrals & Team Selling

LeapAcademy

HR Service Delivery 'Art of the Possible' Workshops bring ideas to life



Deploy + Drive Adoption

- Governance to Accelerate Decisions
- Process Design to Inform System Config
- Change Management to Spark Adoption

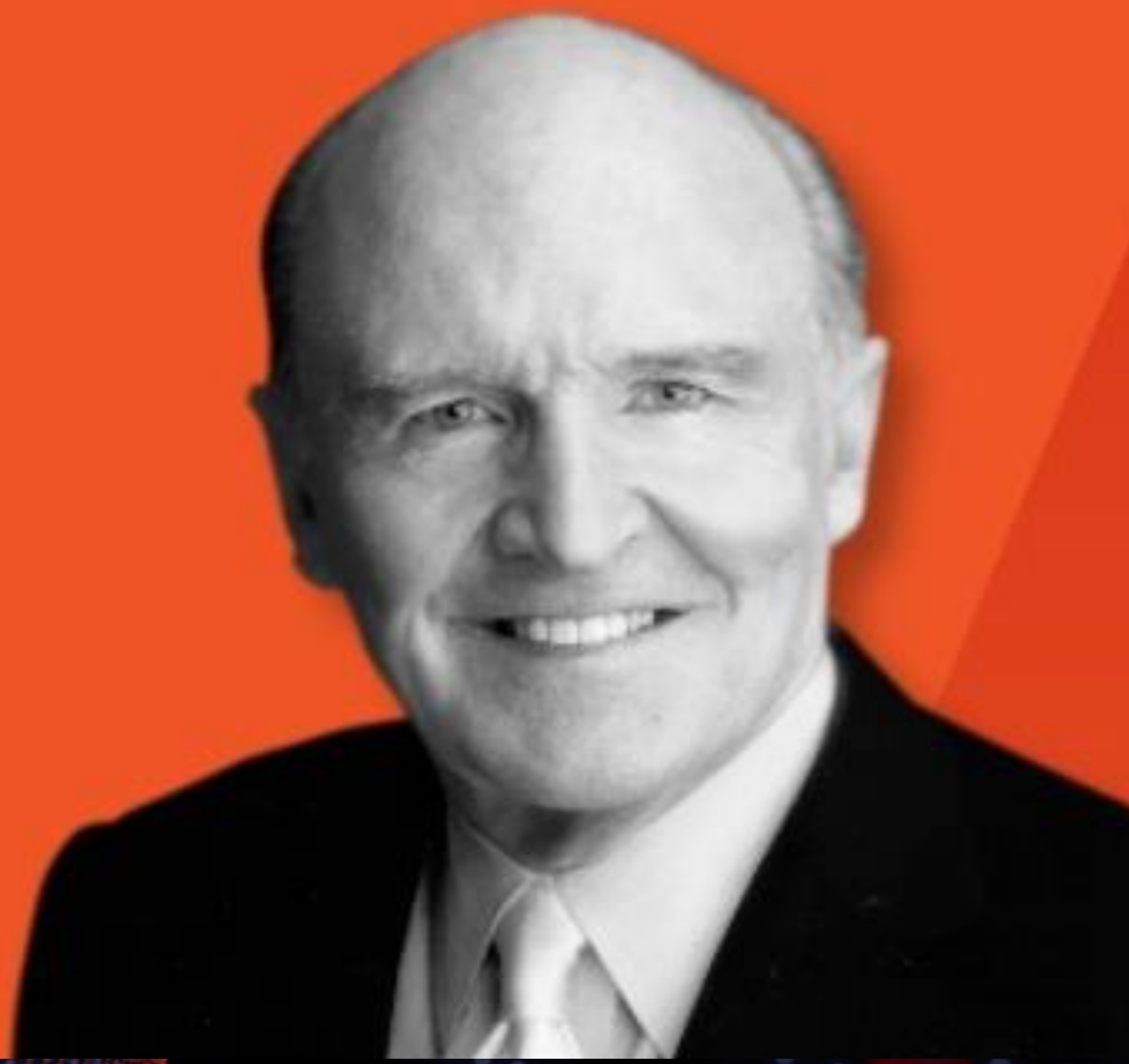
Run, Optimize + Innovate (ROI)

- Utilization Analysis to Optimize Usage
- Movement Up the Maturity Curve through Enhancements & Release Management

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" If the rate of change on the outside exceeds the rate of change on the inside, the end is near. "

JACK WELCH



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EXAMPLE

WANT A COPY OF SLIDES?

SEND SMS TEXT TO: +44222
WITH THE TEXT OF: KNOW17

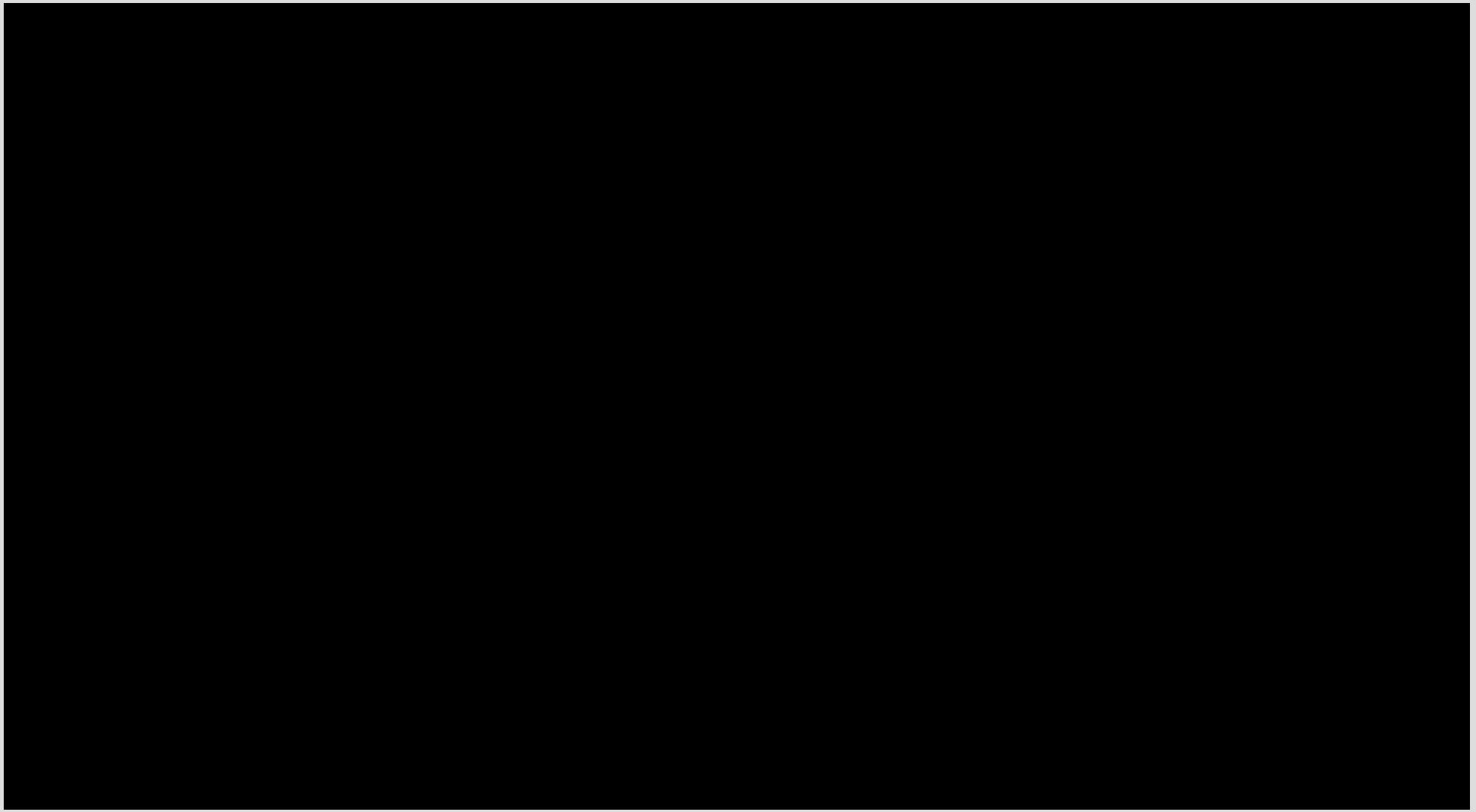
INTERACT!

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We Get Stuck



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Digital Transformation 10 Understandings

Future of Work

Experience

Skills

Talent

Innovation at Edges

Technology

Design Thinking

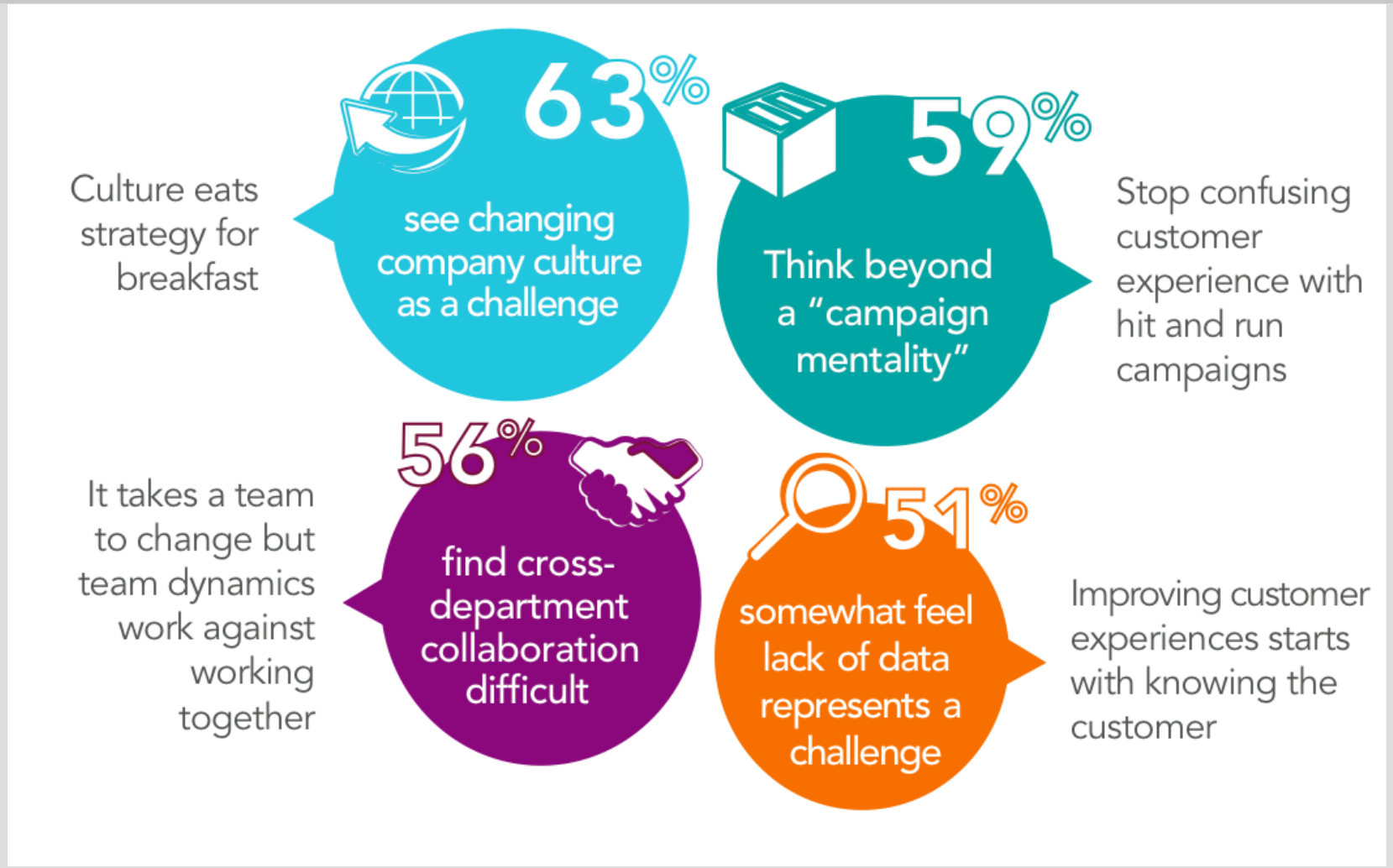
Data

Adoption

Digital Transformation Strategy

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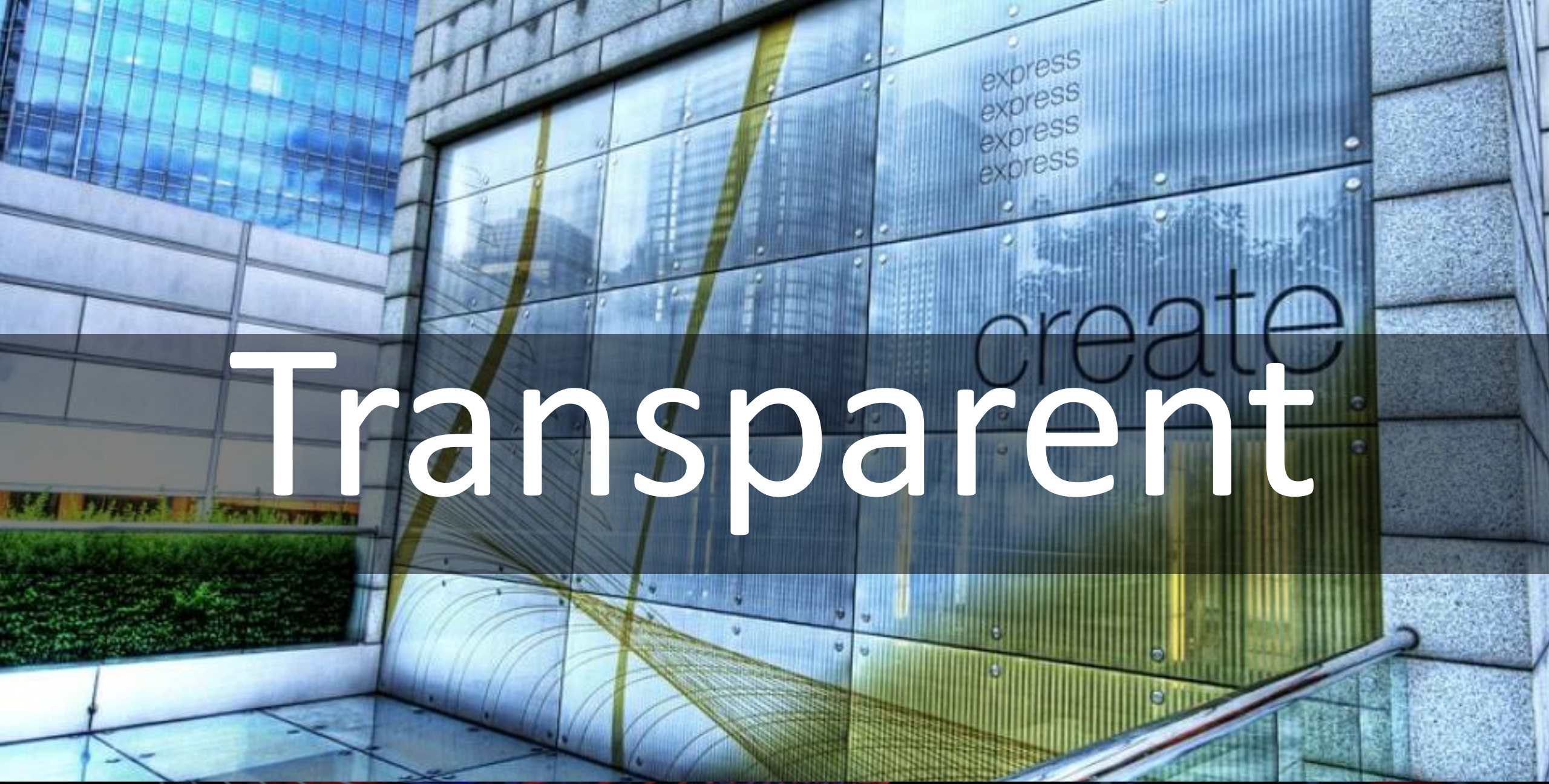
BIGGEST CHALLENGES OF DIGITAL TRANSFORMATION



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Transparent

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Millennials

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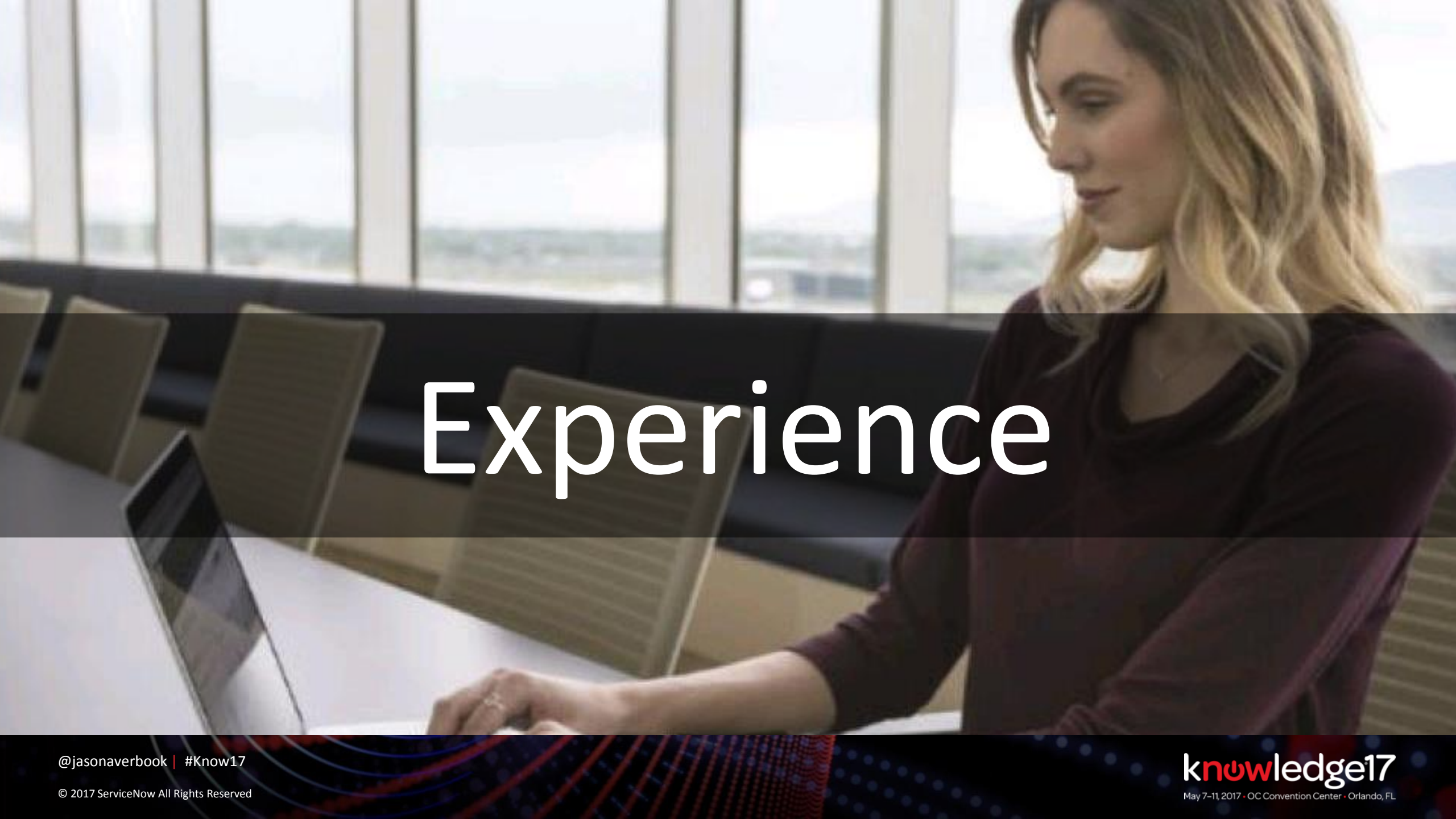
Data

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Consumerism

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Experience

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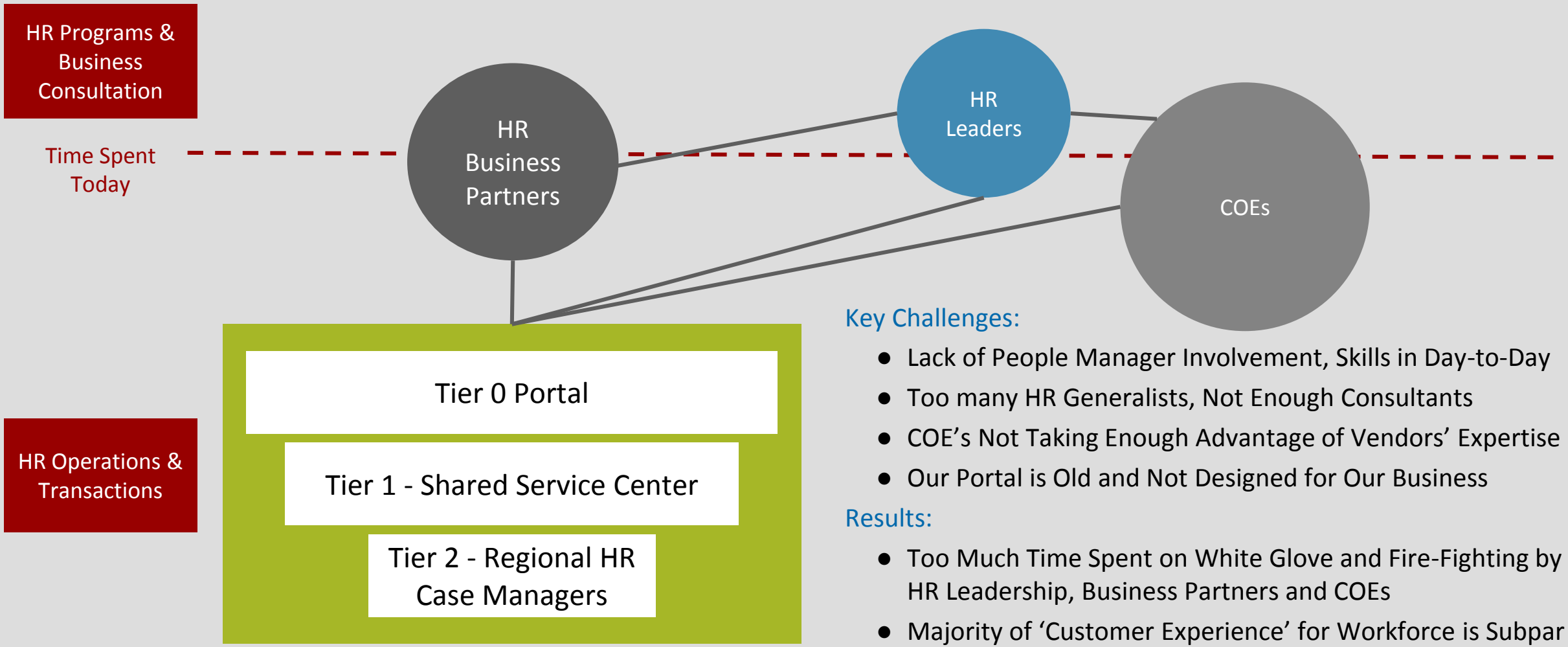


Experience

1. Consumerization
2. More than the technology
3. They need us, we need them
4. Personalization
5. AI / Bots

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SAMPLE ART OF THE POSSIBLE – HR SERVICE TODAY



Key Challenges:

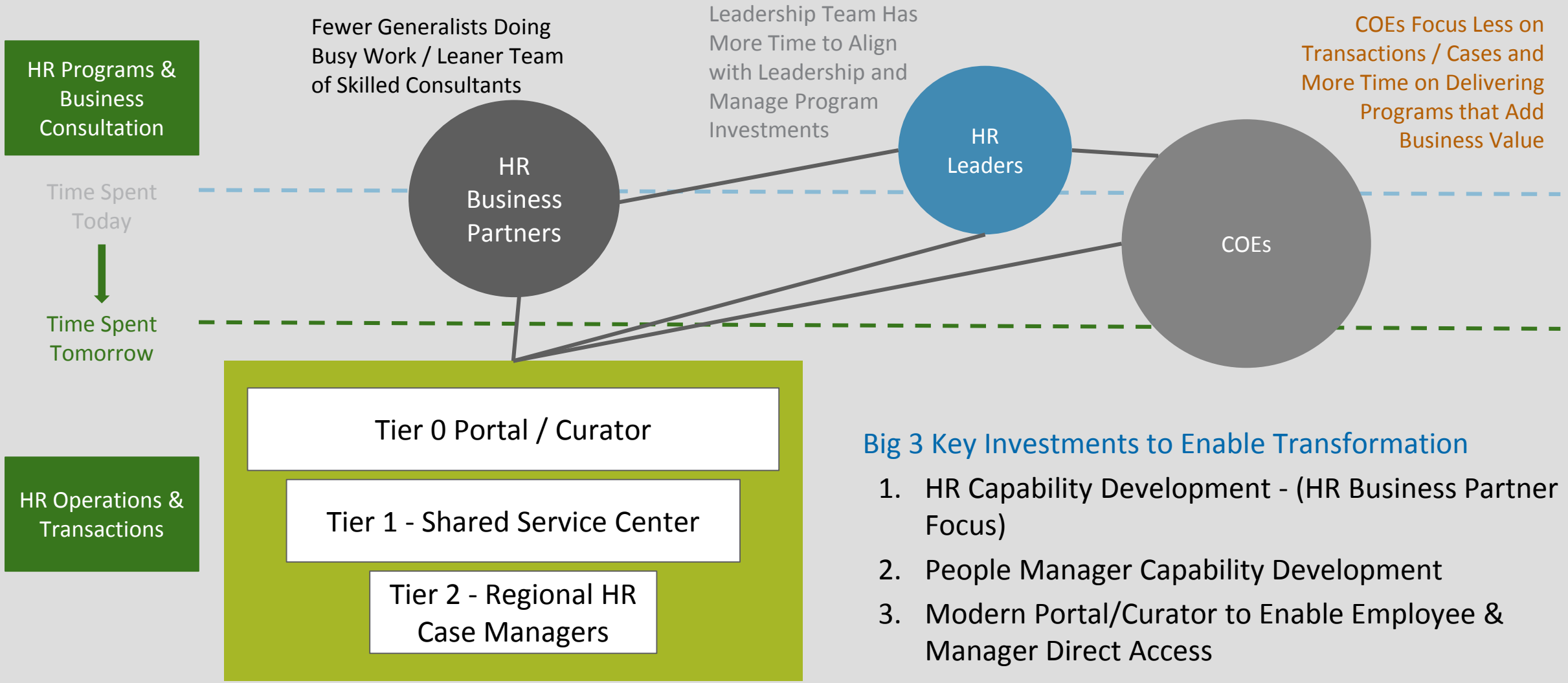
- Lack of People Manager Involvement, Skills in Day-to-Day
- Too many HR Generalists, Not Enough Consultants
- COE's Not Taking Enough Advantage of Vendors' Expertise
- Our Portal is Old and Not Designed for Our Business

Results:

- Too Much Time Spent on White Glove and Fire-Fighting by HR Leadership, Business Partners and COEs
- Majority of 'Customer Experience' for Workforce is Subpar

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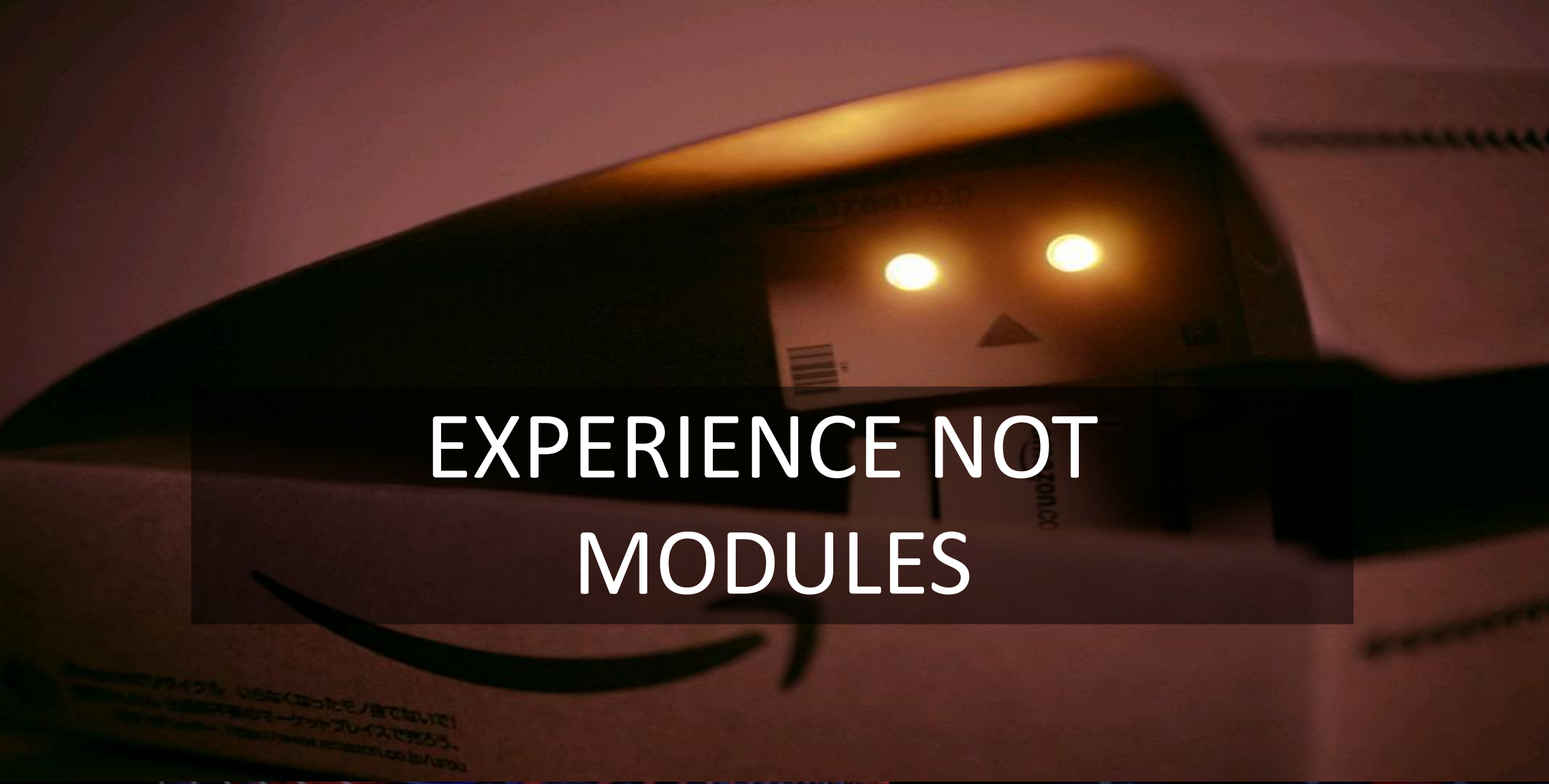
SAMPLE ART OF THE POSSIBLE – HR SERVICE IN 12 MONTHS



Big 3 Key Investments to Enable Transformation

1. HR Capability Development - (HR Business Partner Focus)
2. People Manager Capability Development
3. Modern Portal/Curator to Enable Employee & Manager Direct Access

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EXPERIENCE NOT MODULES

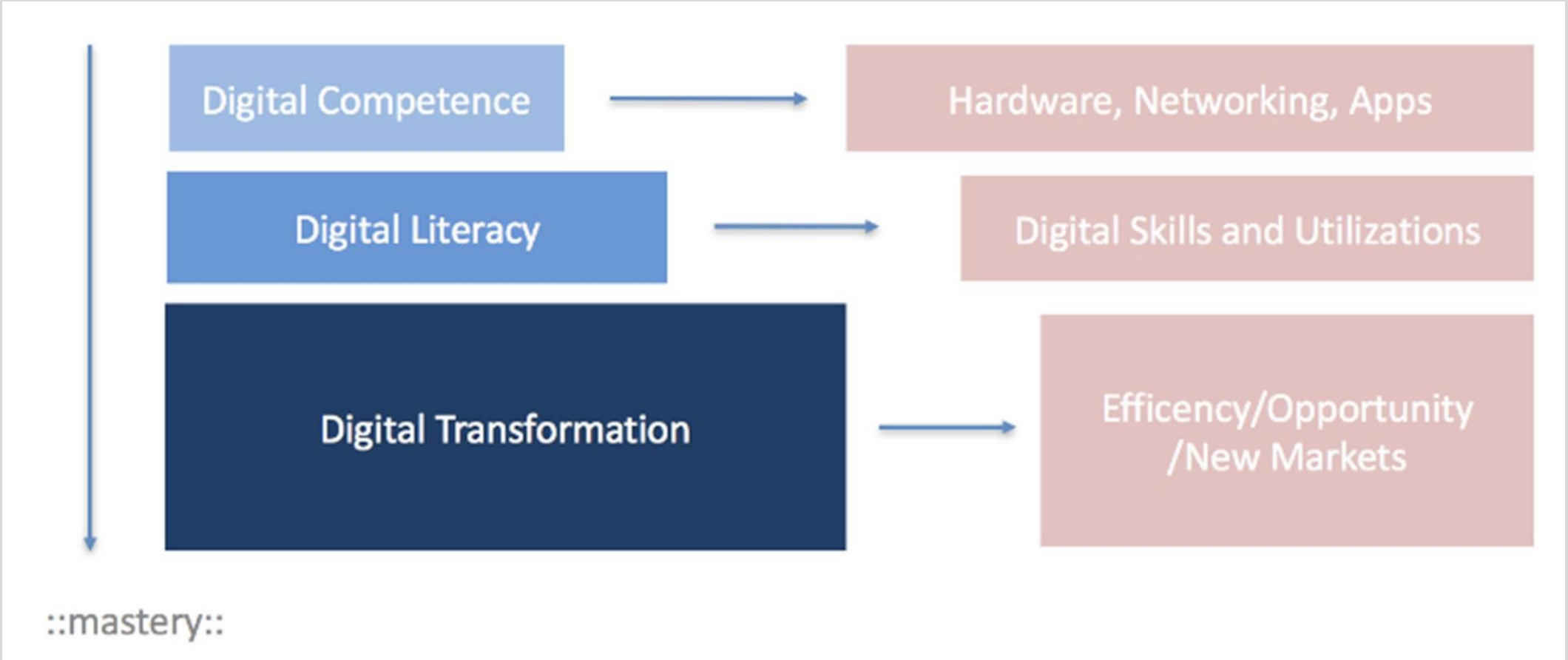
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Skills Required

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Skills



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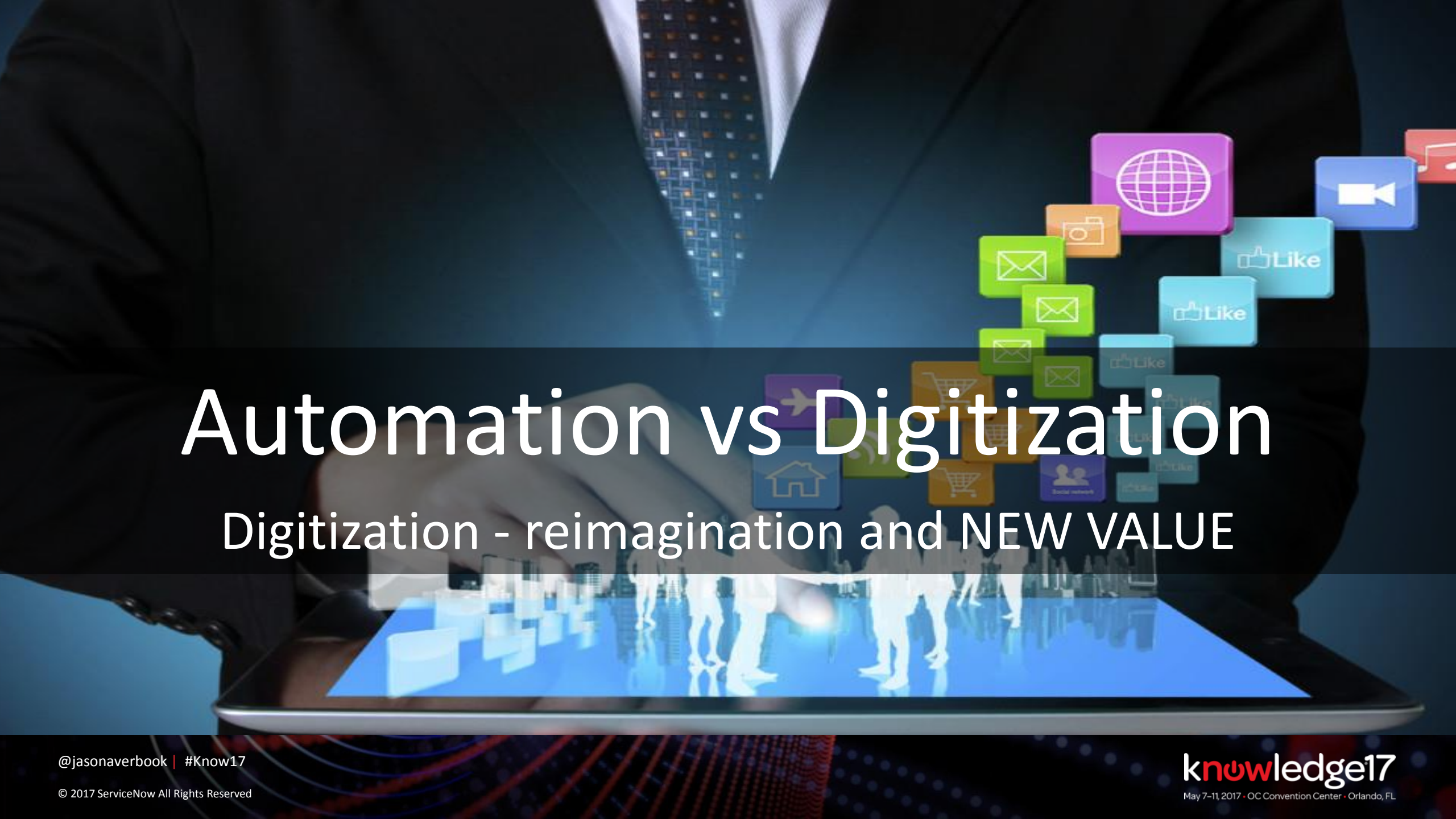
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Automation vs Digitization

Digitization - reimagination and NEW VALUE

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Innovation at the Edges

1. Perpetual Beta
2. Attack Business Pain
3. Interaction vs. Transaction

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Technology

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Technology

- Take advantage of cloud
- Hub - Spoke Model

- Stop talking modules
- Right fit
- Phase 1? Phase N?

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Design Thinking

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5 Steps - FAST

day 1



understand

- who are the users
- what are their needs
- what is the context
- competitor review
- formulate strategy

2



diverge

- envision
- develop lots of solutions
- ideate

3



decide

- choose the best idea
- storyboard the idea

4



prototype

- build something quick and dirty to show to users
- focus on usability not making it beautiful

5



validate

- show the prototype to real users outside the organisation
- learn what doesn't work

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Adoption

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ADOPTION TO ADDICTION

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Adoption

1. Adoption to Addiction
2. Marketing
3. Measurement

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Digital Transformation Strategy

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Digital Transformation Strategy

1. Strategy / Plan
2. Deploy / Adopt
3. Run / Optimize / Innovate

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Let’s Do This!



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Thank You

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Q & A

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Take the Survey

Please take a moment to complete a session survey in the Knowledge17 app.

Thank You

Jason Averbook

CEO/Founder

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