knowledge17

WORK at LIGHTSPEED™

Standardizing Global HR Service Requests Using HR Case Management at CH2M

ANN PECKHAM
HR TECHNOLOGY STRATEGY & GOVERNANCE
CH2M

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servicenow

Agenda

- Introduction of CH2M
- CH2M HR Landscape and Business Drivers
- Detailed Implementation of HR Case Management

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Speaker Introduction



NAME: Ann Peckham

TITLE: HR Technology Strategy and Governance

FUNCTION: Human Resources

COMPANY: CH2M

EXPERIENCE: 15 + years in HR technology

EXPERTISE: HR Applications (On-Prem and Cloud) Implementations and Support, HR Technology Strategy

CURRENT PROJECTS: Globalizing all of HR Support for CH2M employees and managers; Mapping out the short and long term technology landscape for CH2M

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Session Overview



Objectives

- Simplify and Streamline HR work



What You Will Learn

- Understand the environment and challenges facing Human Resources
- Learn about HR Case Management
- Gather key lessons related to a rapid implementation
- Discuss how the lessons may apply to you for your initiatives/projects

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About CH2M



NAME: CH2M

INDUSTRY: Global Engineering

MARKET FOCUS: Provides consulting, design, construction, and operations services for corporations, and federal, state, and local governments

COMPANY'S PRIMARY PRODUCTS/SOLUTIONS: Governments, Cities, Transportation, Water, Environment, Nuclear, Energy, Industry

COMPANY-WIDE INITIATIVES: Growth and Stockholder Value, Client Centricity, People and Culture

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Panama Canal Expansion Project



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London 2012 Olympic and Paralympic Games



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Alaska





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Aurangabad Industrial Smart City



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Employee Population

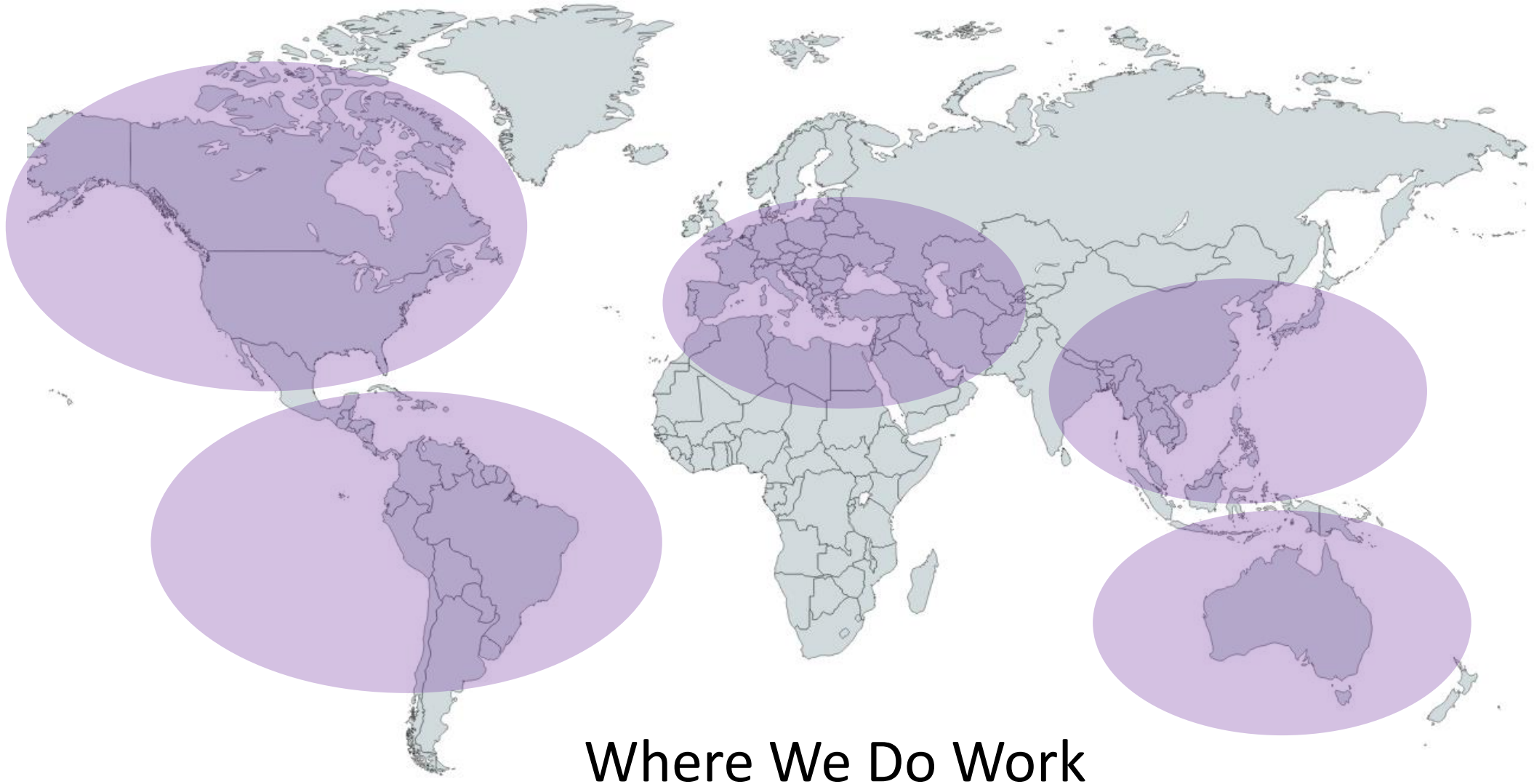


Professionals



Craft and Skilled Trades

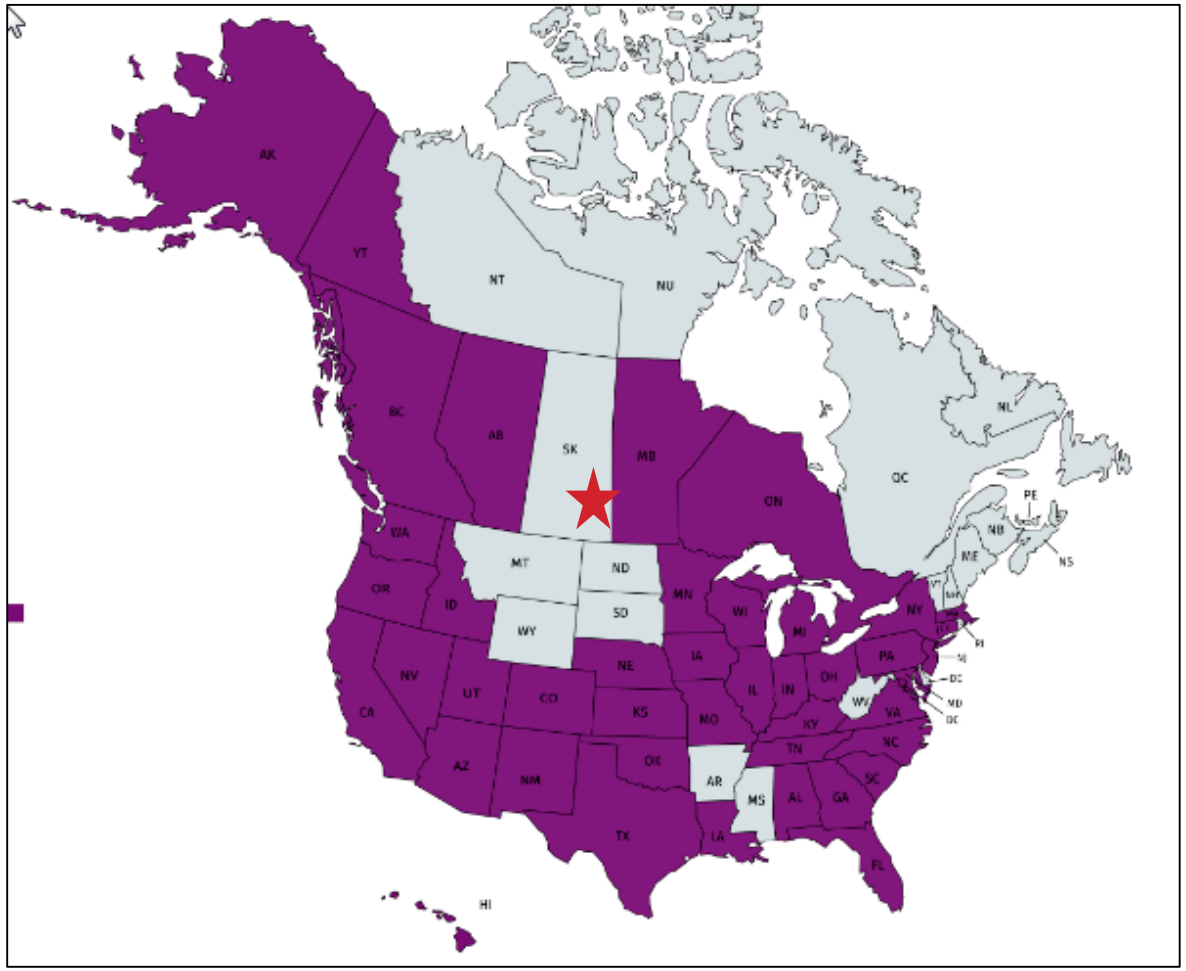
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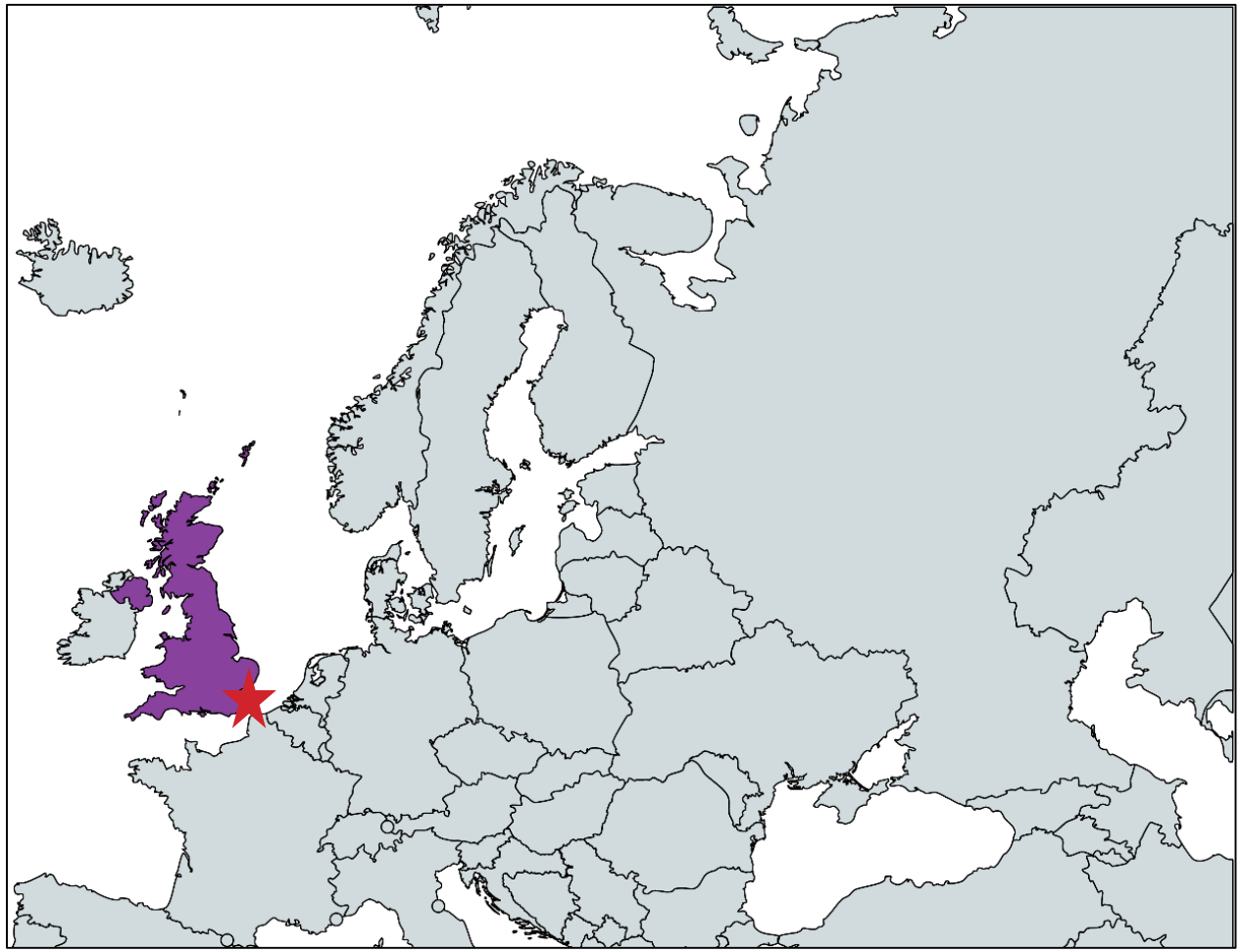


Where We Do Work

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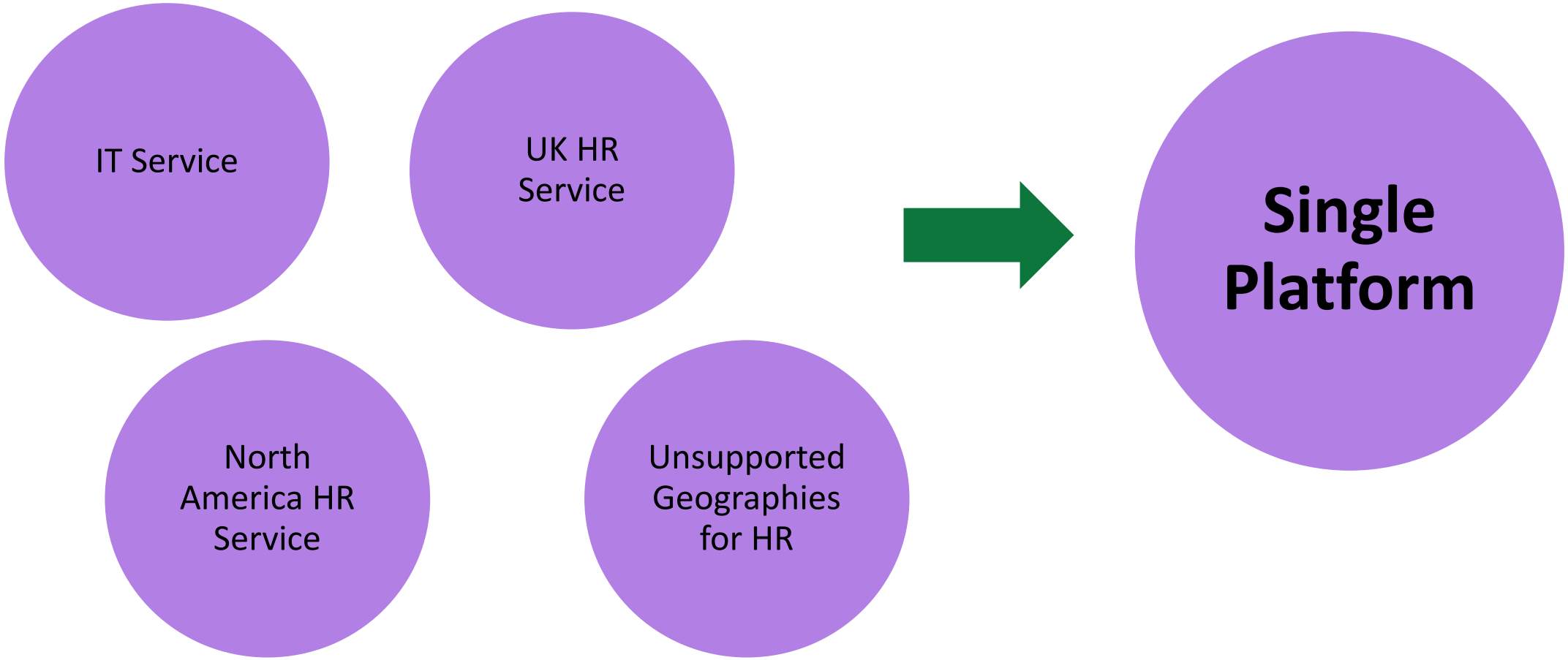
HR Support Before Implementing ServiceNow® HR Case Management





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Why Do Anything?

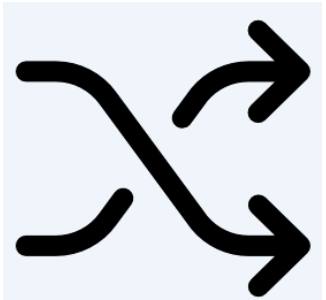


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Challenges and Goals



Company Restructuring

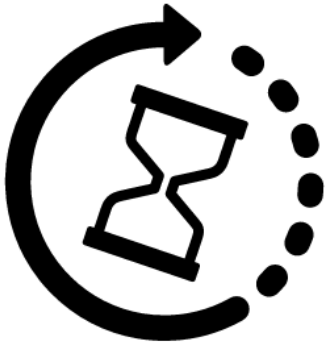




Need to Measure Work Volume

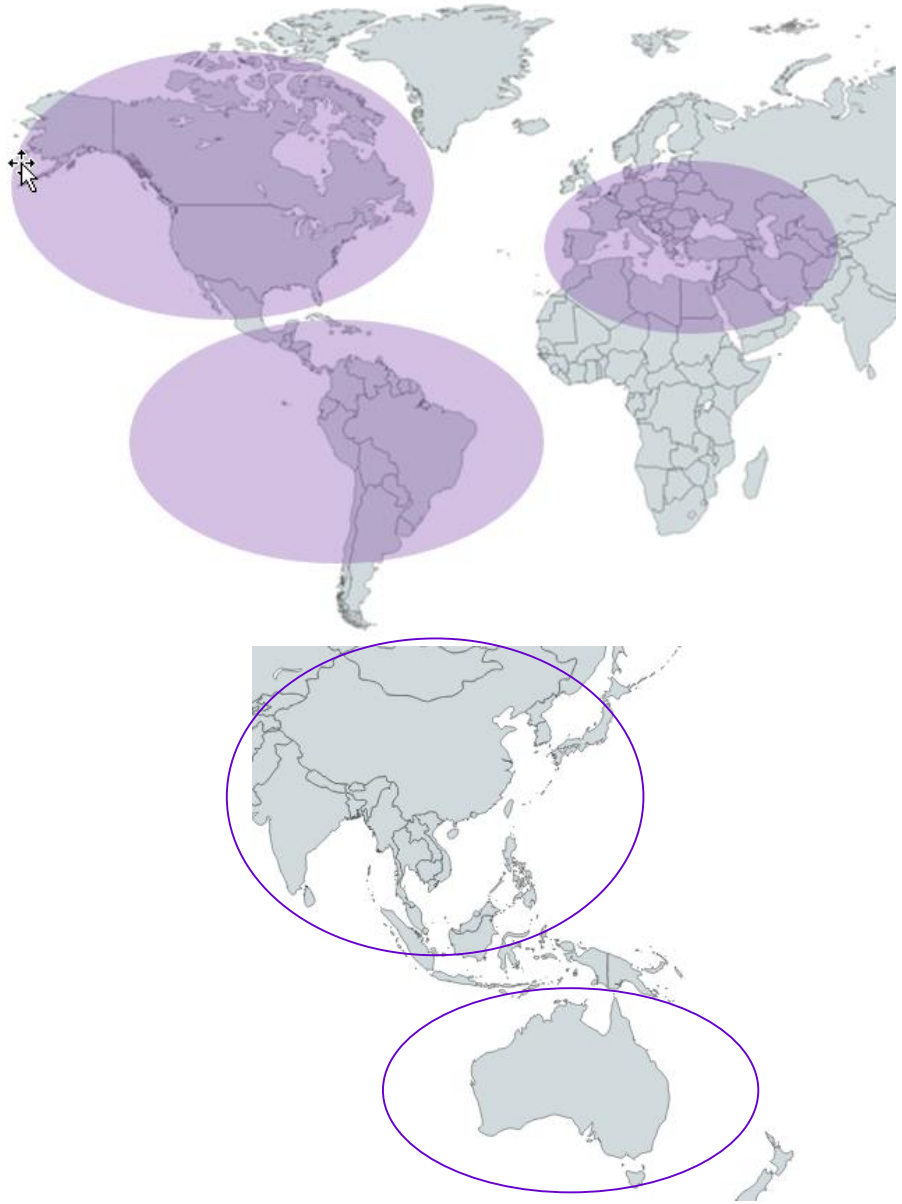
3 Months

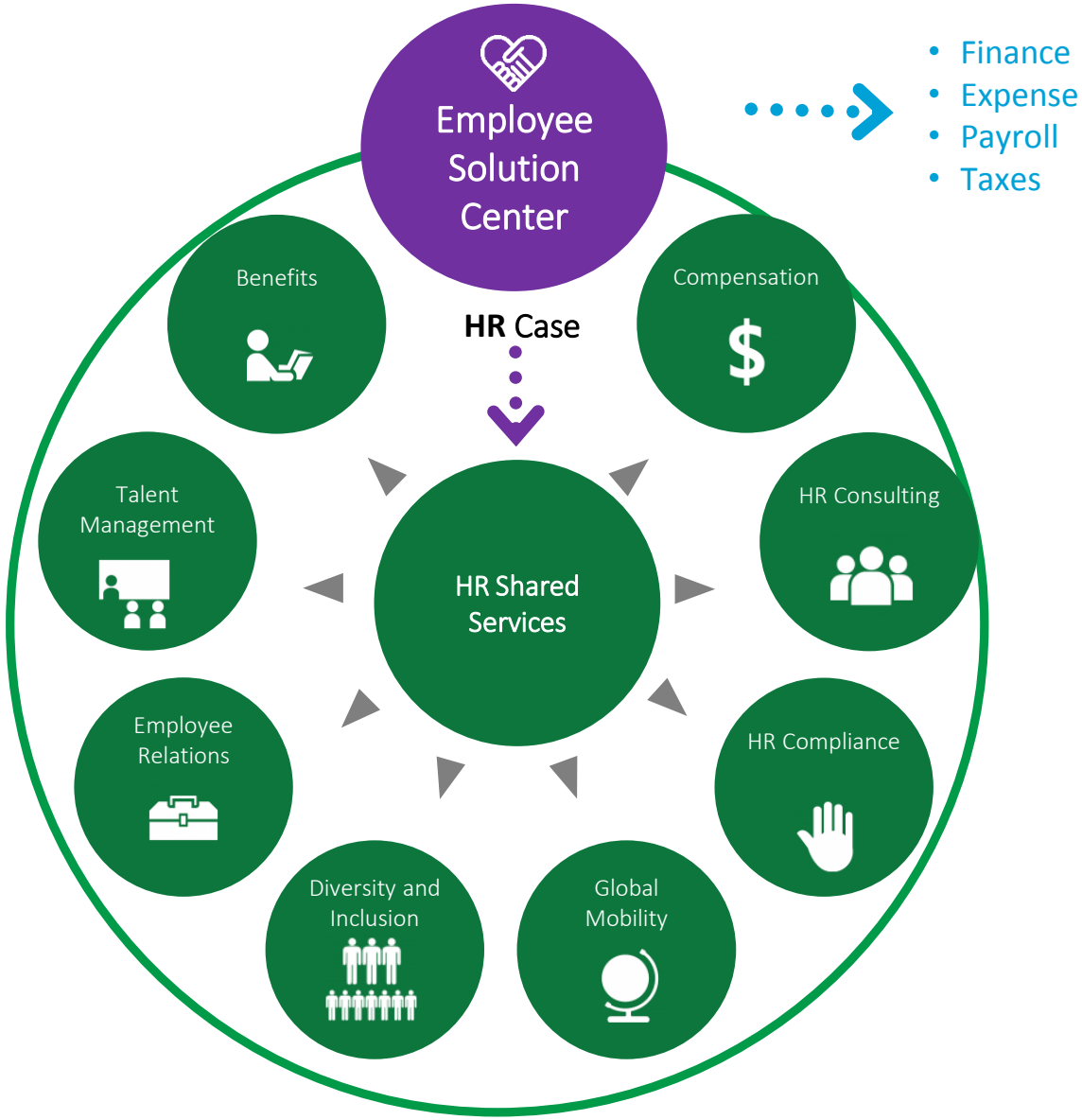




Understand time being spent on HR Service Delivery

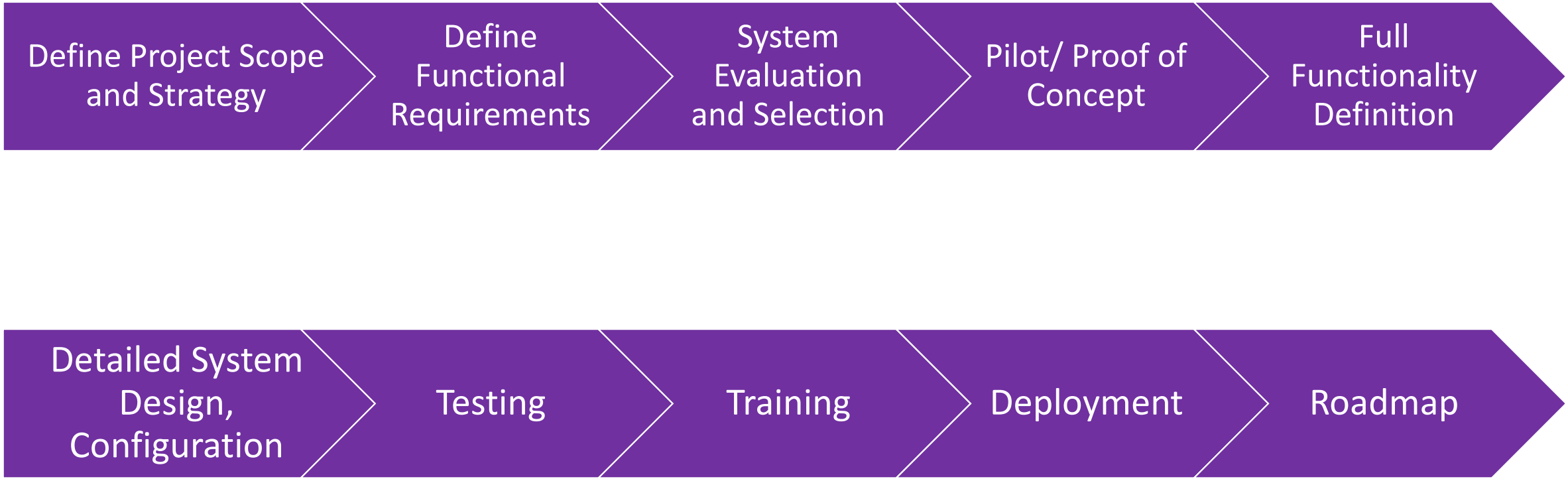
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Project Overview



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Solution – Timeline



Out-of-the-Box

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Project Team



Module Leads

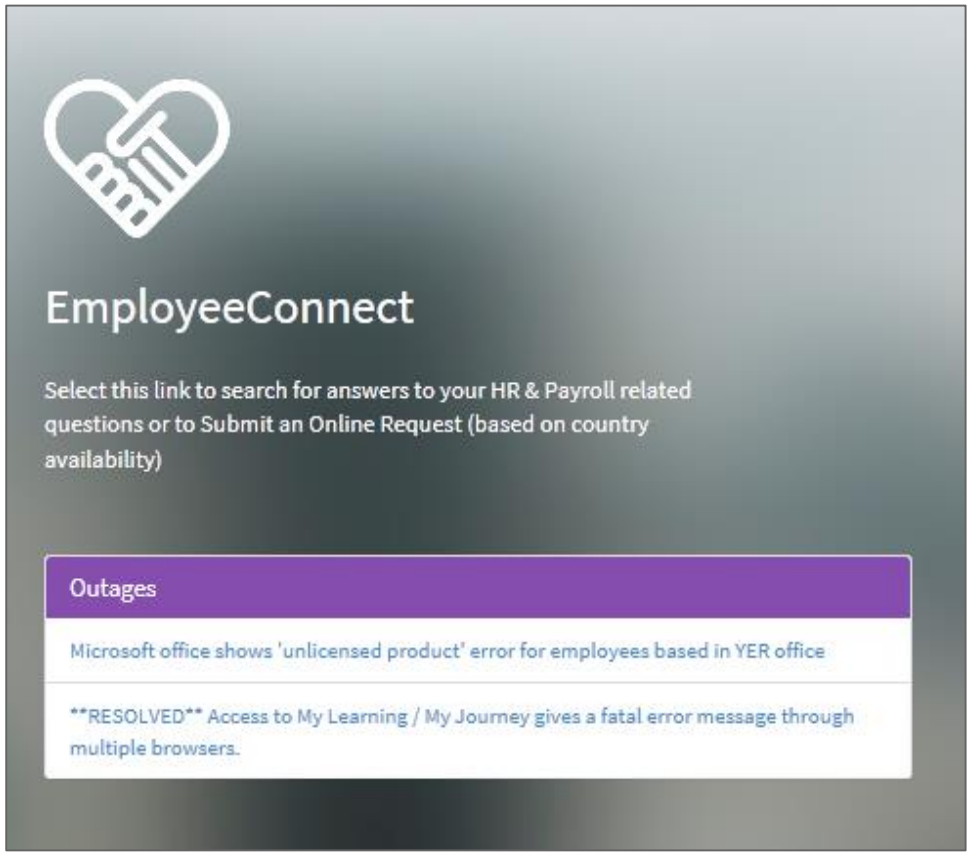
System Administrators

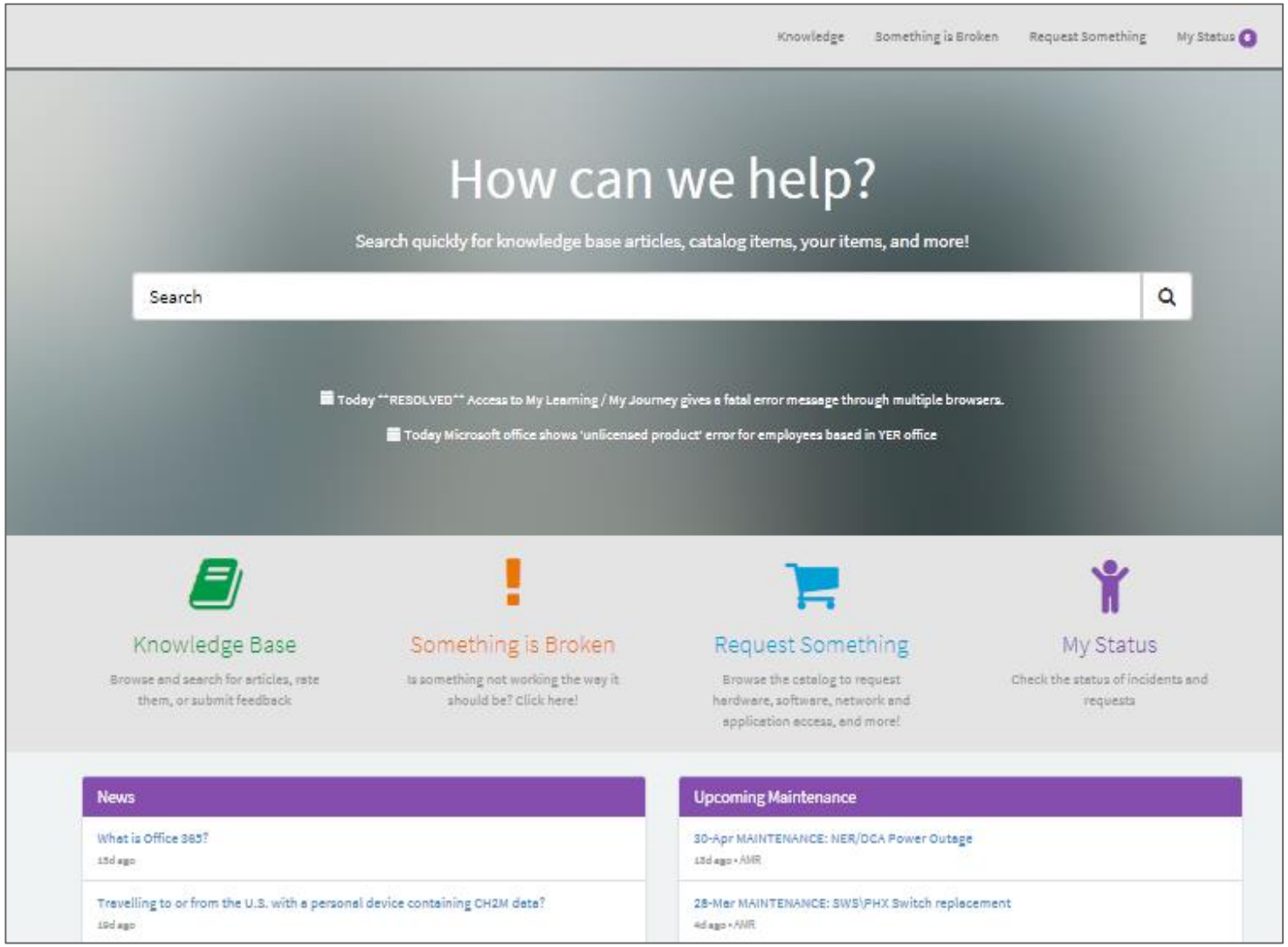
Program Manager



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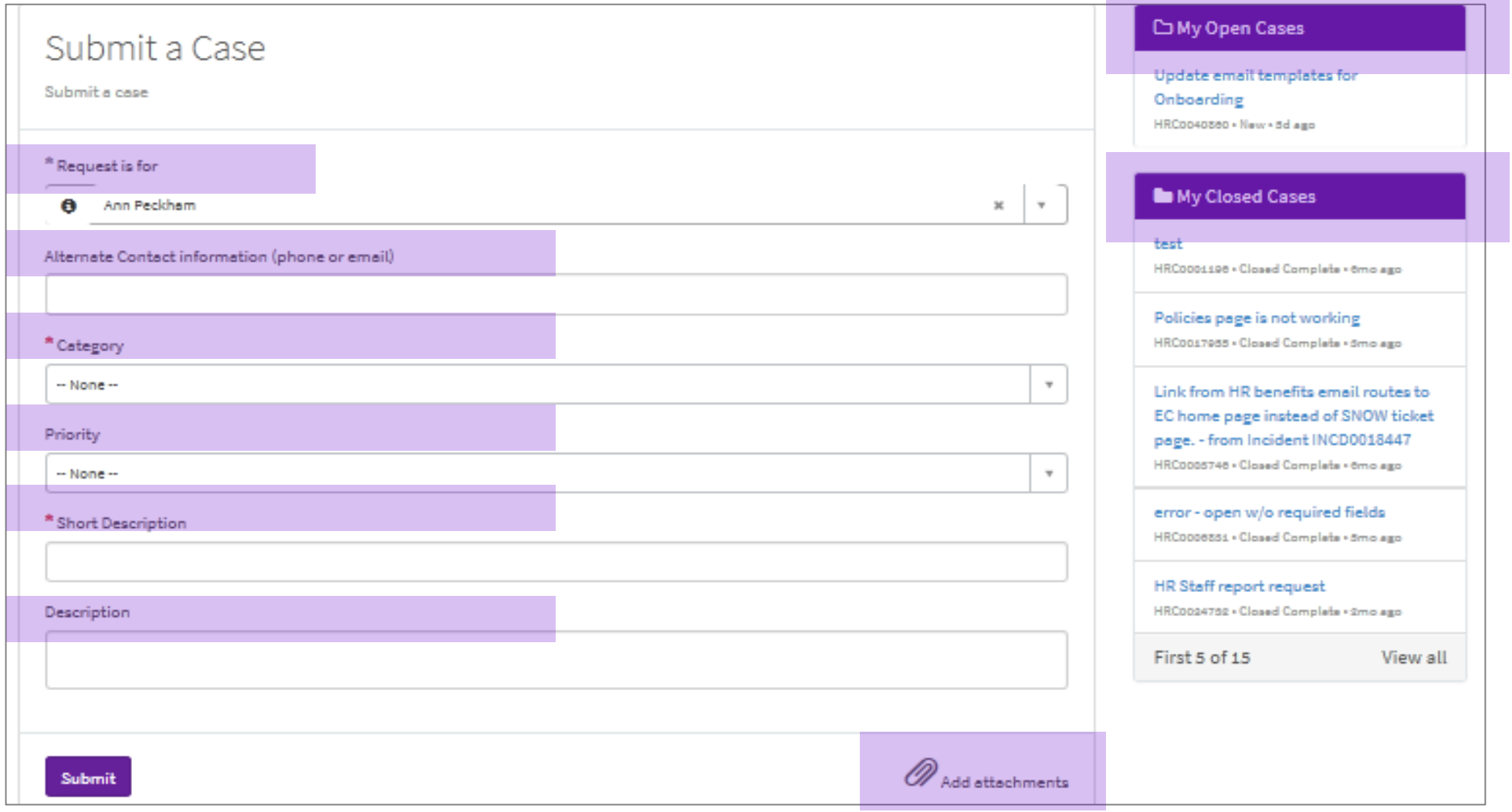
Solution: Portal





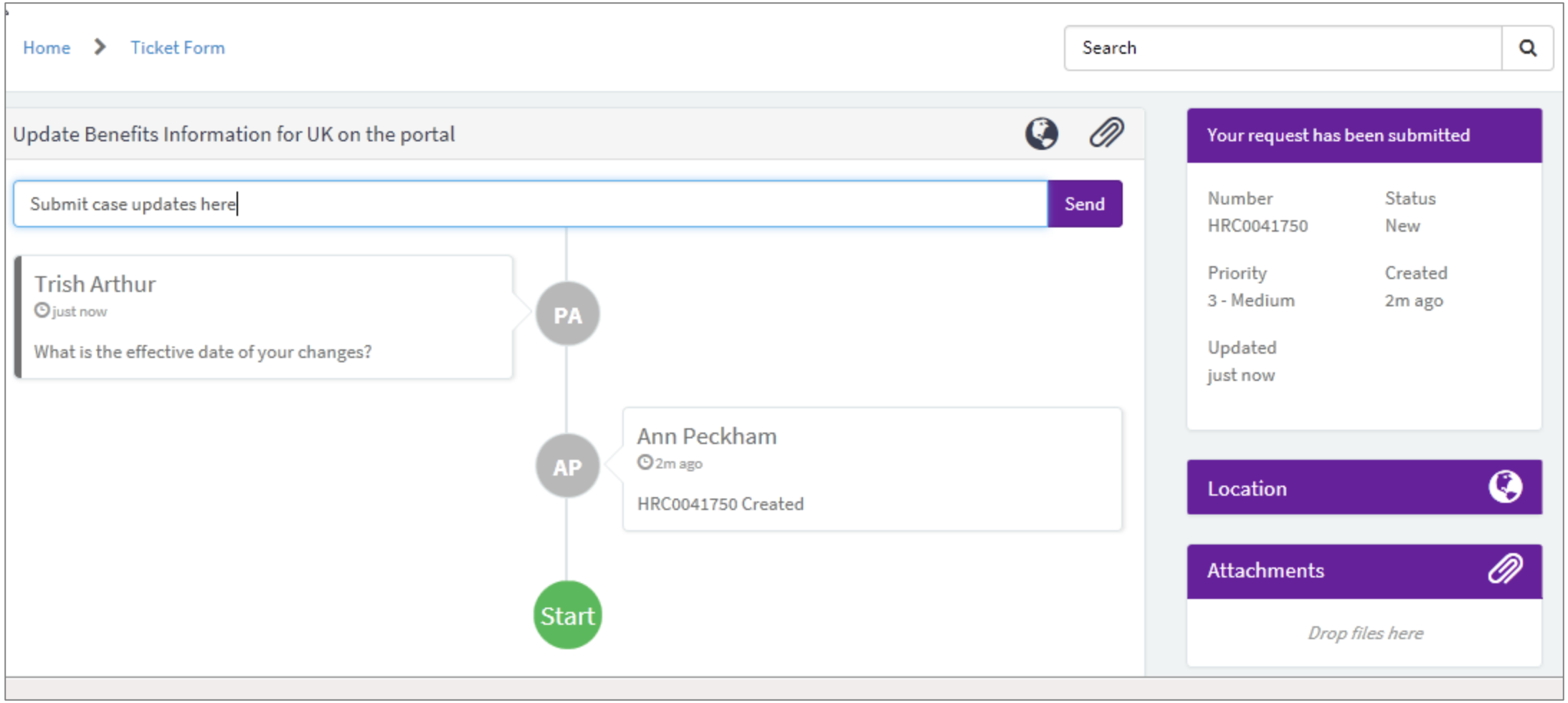
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Solution: Case



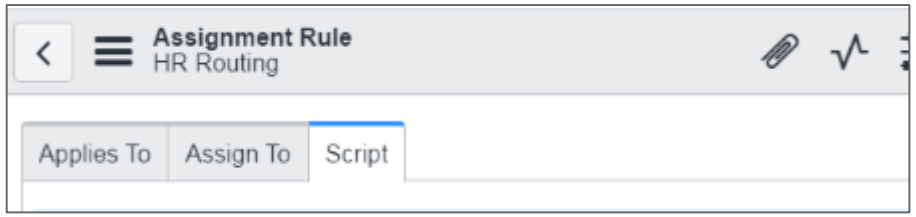
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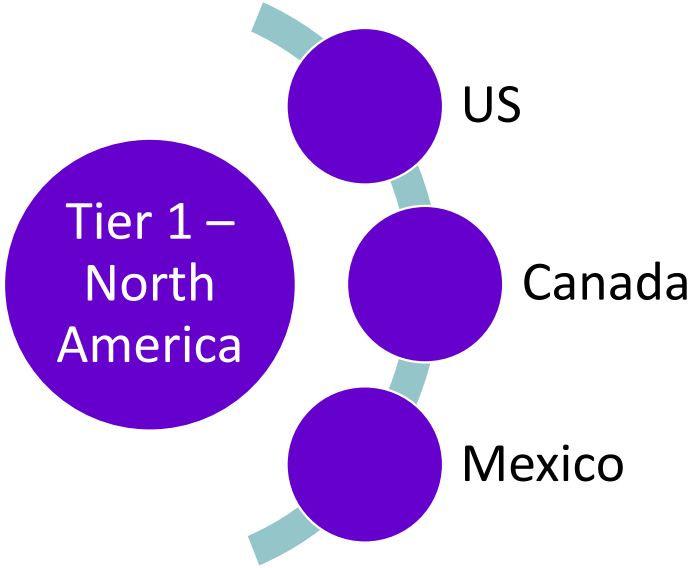
Solution: Case



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Solution: Case Routing



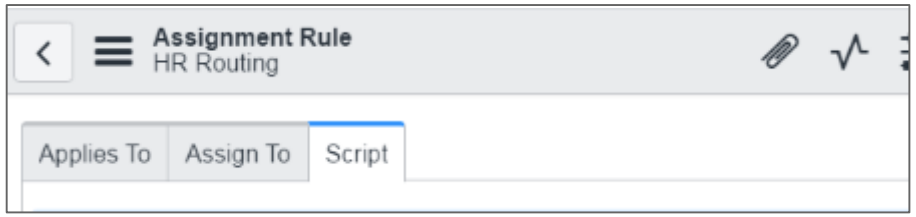


Script

```
else if(loc=="OM"){
current.assignment_group.setDisplayValue('Tier 1-MENA');
}
else if(loc=="QA"){
current.assignment_group.setDisplayValue('Tier 1-MENA');
}
else if(loc=="SA"){
current.assignment_group.setDisplayValue('Tier 1-MENA');
}
else if(loc=="AE"){
current.assignment_group.setDisplayValue('Tier 1-MENA');
}
else{
current.assignment_group.setDisplayValue('Tier 1-US & Canada');
}
}
if(current.request_category.getDisplayValue() == 'HR Reporting'){
current.assignment_group.setDisplayValue('HR Reporting');
}
if(current.request_category.getDisplayValue() == 'HR Data Entry: Non US and Canada'){
current.assignment_group.setDisplayValue('Employee Records-Krakow');
}
```


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Solution: Case Routing



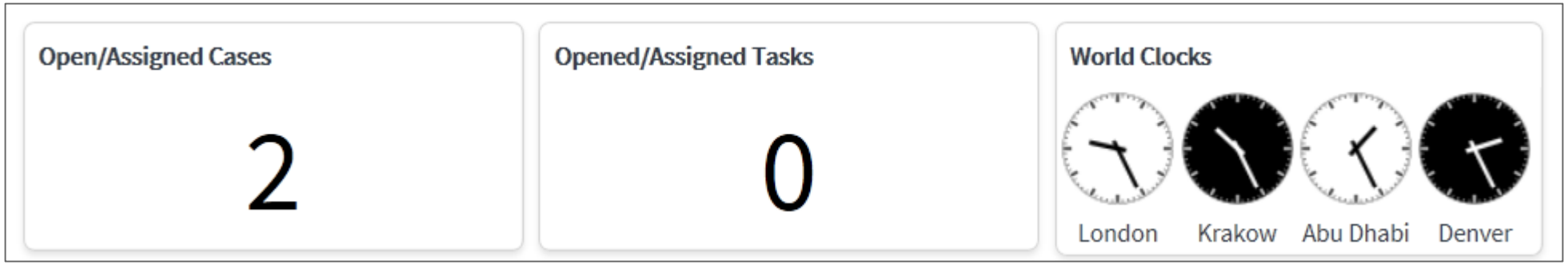
Category is HR Reporting → HR Reporting Assignment Group

Script

```
else if(loc=="OM"){
current.assignment_group.setDisplayValue('Tier 1-MENA');
}
else if(loc=="QA"){
current.assignment_group.setDisplayValue('Tier 1-MENA');
}
else if(loc=="SA"){
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}
else if(loc=="AE"){
current.assignment_group.setDisplayValue('Tier 1-MENA');
}
else{
current.assignment_group.setDisplayValue('Tier 1-US & Canada');
}
}
if(current.request_category.getDisplayValue() == 'HR Reporting'){
current.assignment_group.setDisplayValue('HR Reporting');
}
if(current.request_category.getDisplayValue() == 'HR Data Entry: Non US and Canada'){
current.assignment_group.setDisplayValue('Employee Records-Krakow');
}
```


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Solution: HR Case For Fulfillers



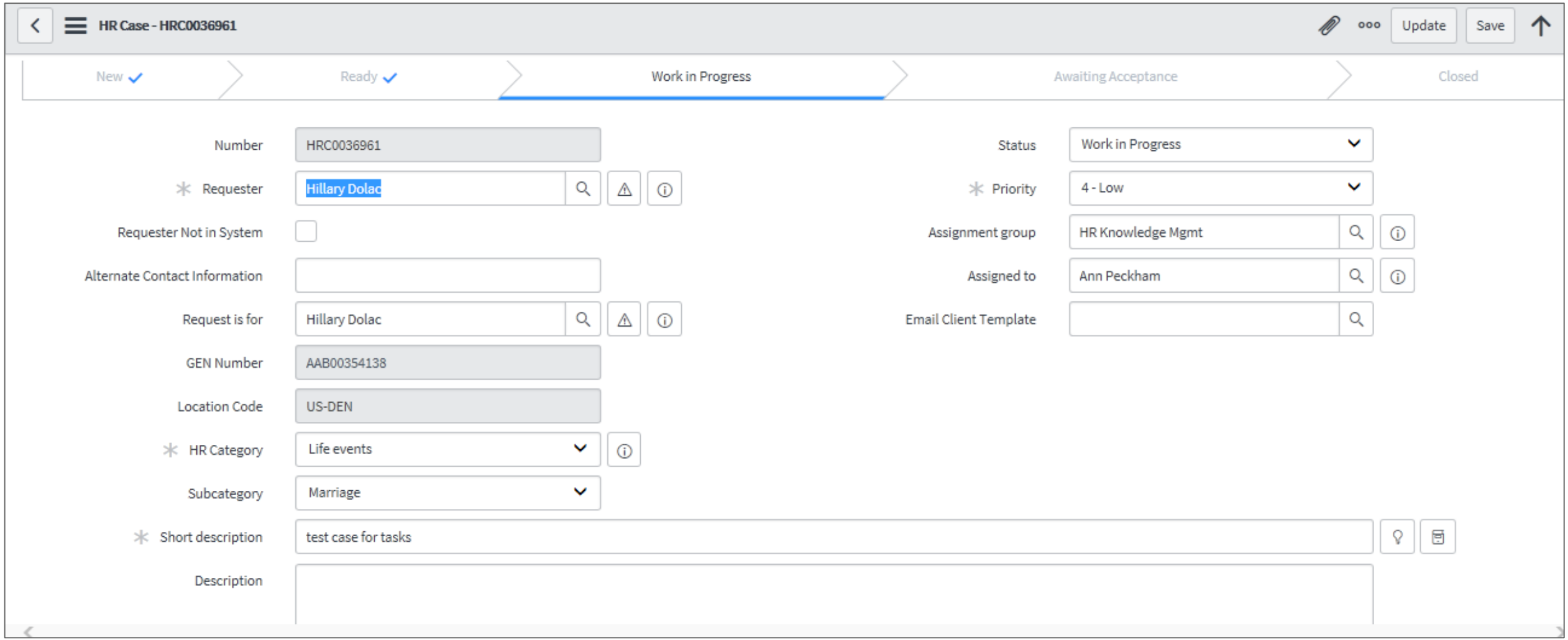
HR Cases Assigned to me

Number	HR Category	Subcategory	Short description	Priority ▲	Request is for	Location Code	Created	Assignment group	Assigned to	Status
HRC0041750	HR Documentation & Records		Update Benefits Information for UK on the portal	3 - Medium	Christene Dawkins	US-DEN	20-Mar-17 14:37:53	HR Knowledge Mgmt	Ann Peckham	New
HRC0036961	Life events	Marriage	test case for tasks	4 - Low	Hillary Dolac	US-DEN	28-Feb-17 08:51:06	HR Knowledge Mgmt	Ann Peckham	Work in Progress

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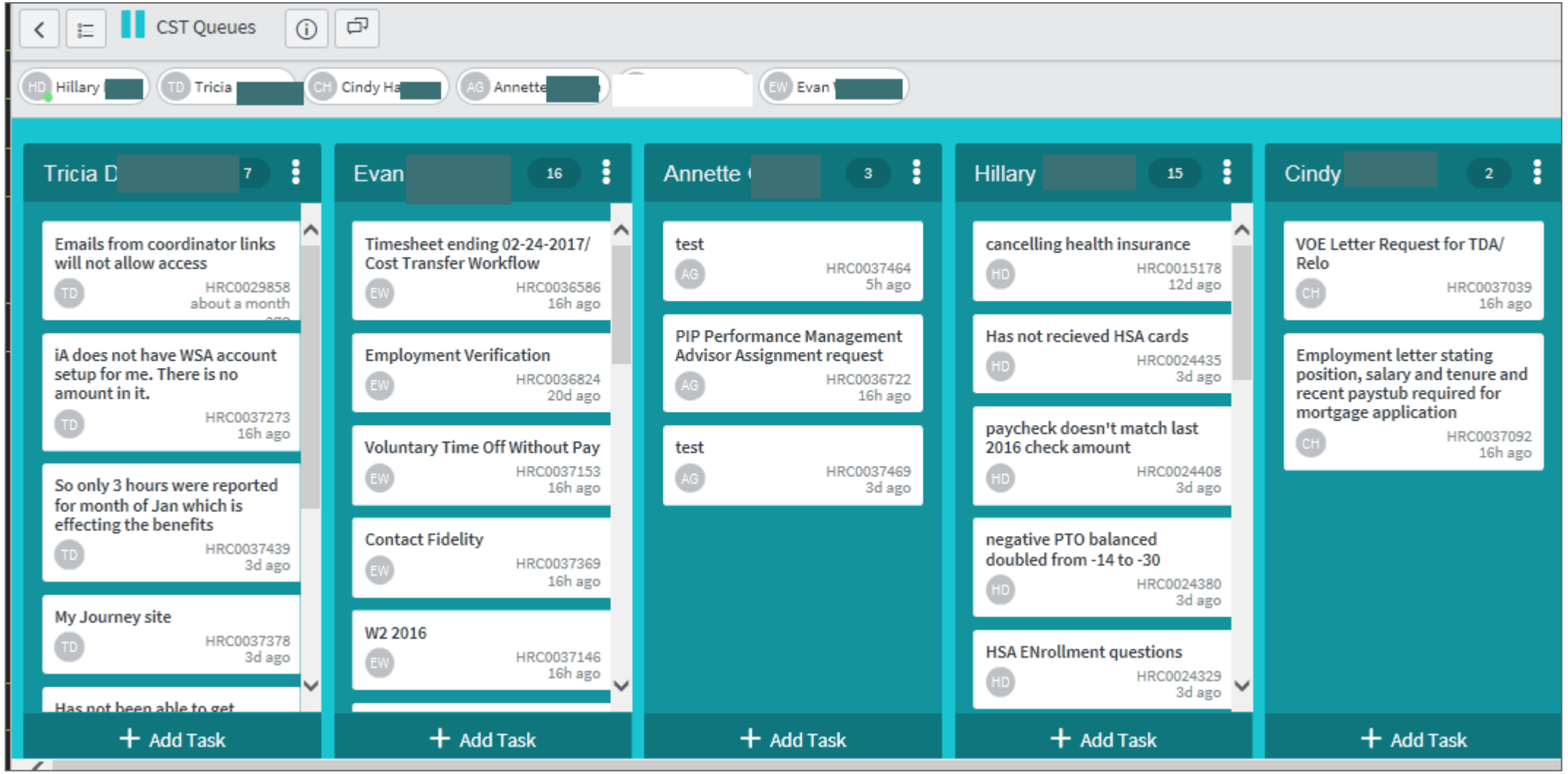
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Solution: HR Case For Fulfillers



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Solution: Visual Task Boards



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Solution: Reports And Analytics

Active HR Cases

2,016

- Unassigned HR Cases

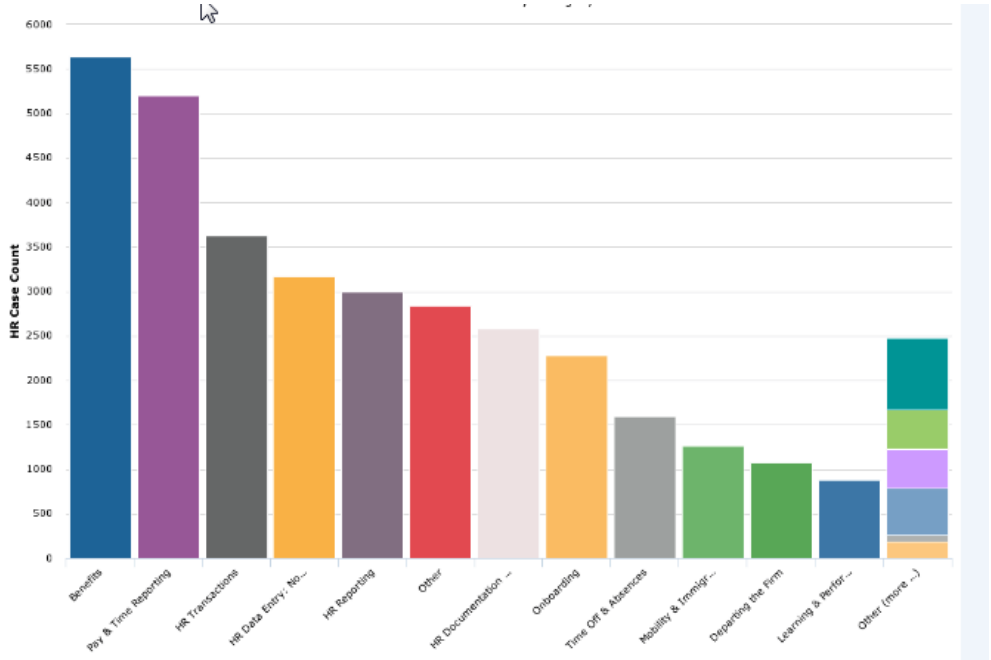
16

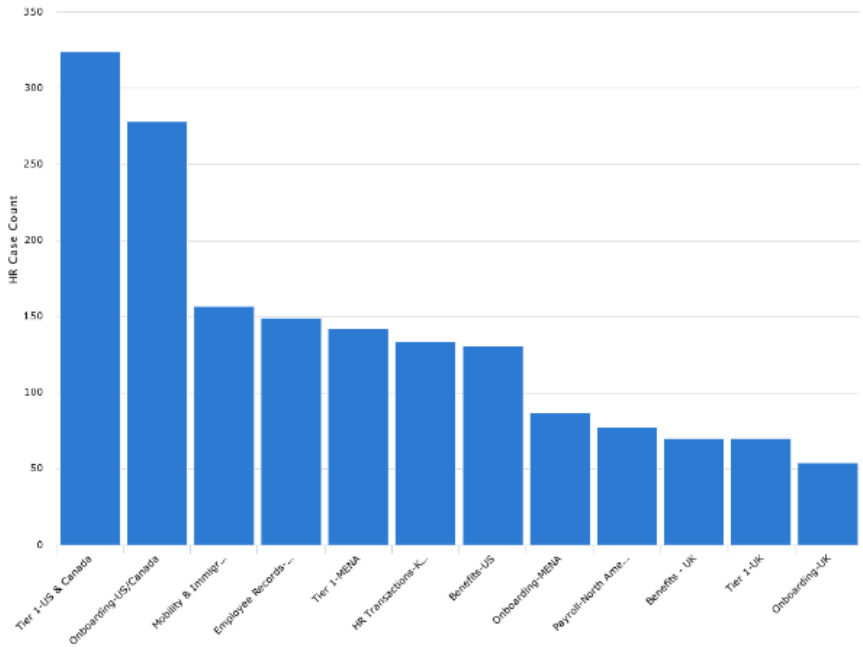
Active HR Cases - HR Ops - US

32

HR Cases for Previous Month

5,493





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Value Outcomes



Countries Supported

3 → 43



Work Volume

? → 5706/month

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What The Data Is Telling Us

27%

One Day Resolution

4.8

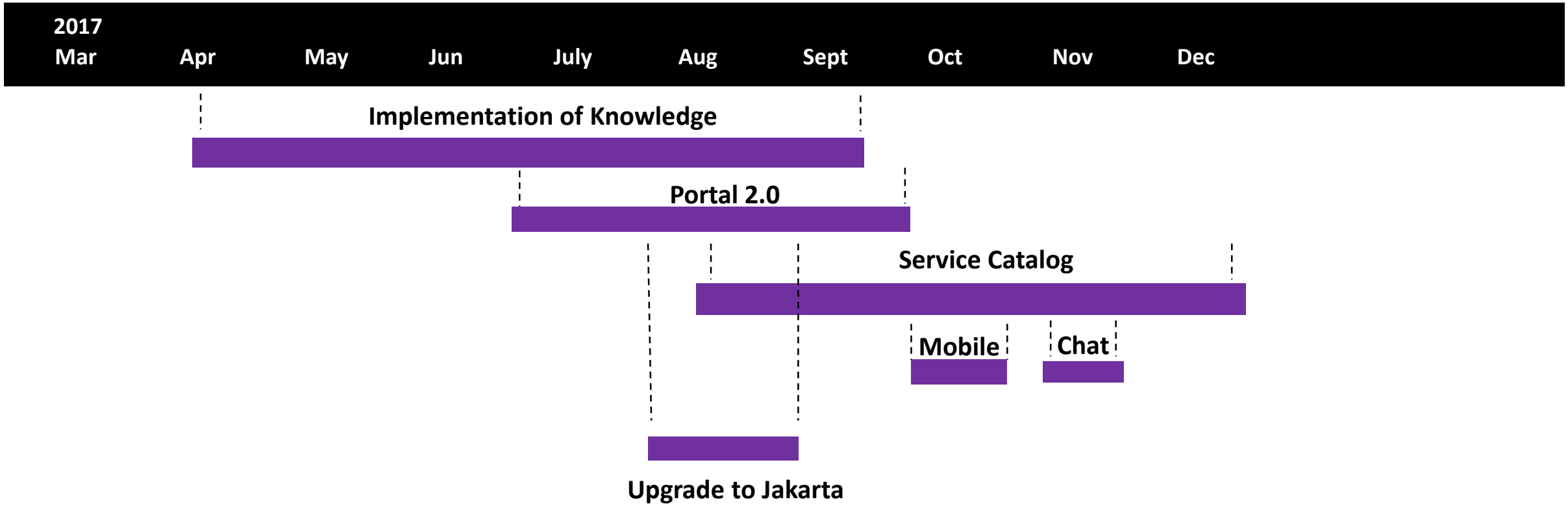
Ave. Days to Close HR Transaction

437

HR Report Requests Per Month

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Our Next Steps



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Key Takeaways

1

Focus on the Employee Experience

2

It’s OK to start simple

3

Make a decision and move on!

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Thank You

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