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BRE4048 - What's New: Modern Employee Onboarding with ServiceNow

JEFFREY GORE
DIRECTOR OF HR PRODUCT MANAGEMENT
ServiceNow

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Agenda

- Enterprise Onboarding Problem Statement
- Guiding Principles of Jakarta Release for Enterprise Onboarding and Transitions
- Description of Key Enterprise Onboarding Features
- Technical Deep Dive Demonstration of Enterprise Onboarding and Transitions
  - Employee Experience Demonstration (New Hire Persona)
  - Manager Experience Demonstration (Hiring Manager Persona)
  - Agent Experience Demonstration (Onboarding Process Owner Persona)
  - Onboarding Configuration Demonstration (HR Admin Persona)
- Q&A

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Speaker Introduction



NAME: Jeffrey Gore

TITLE: Director of HR Product Management

FUNCTION: Product Strategy and Customer Success

COMPANY: ServiceNow

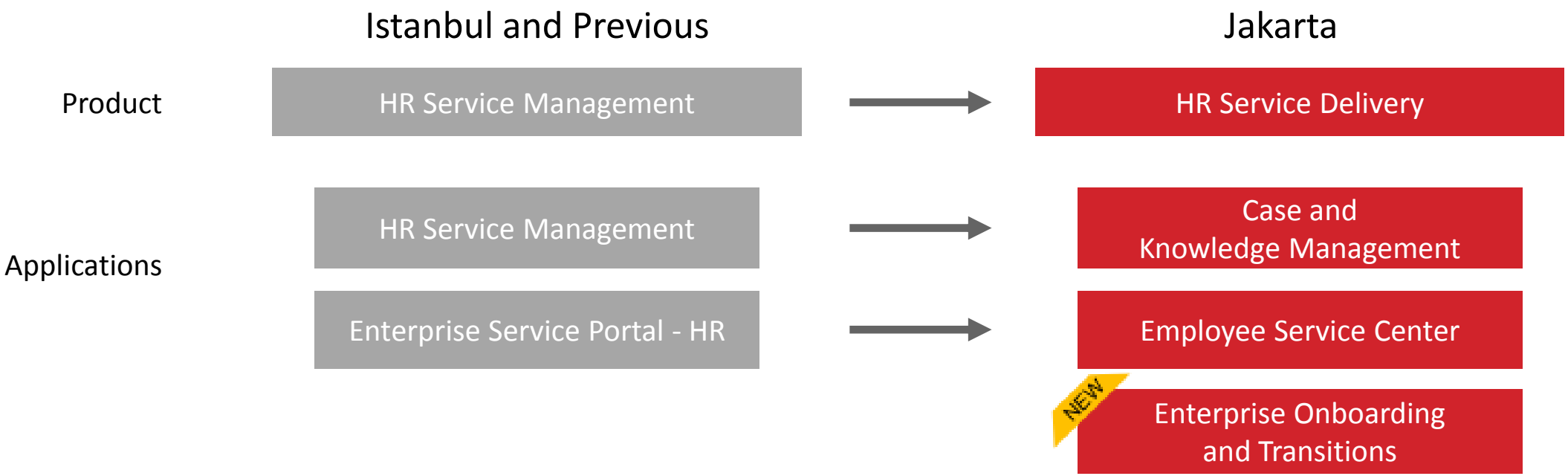
EXPERIENCE: ~2 Years at ServiceNow, 15 Years in Service Delivery

EXPERTISE: HR Service Delivery, HR Shared Services, Product Strategy

CURRENT INITIATIVES : Customer Value Realization, Customer Adoption, Fostering HR Community, Long Term Product Vision and Strategy

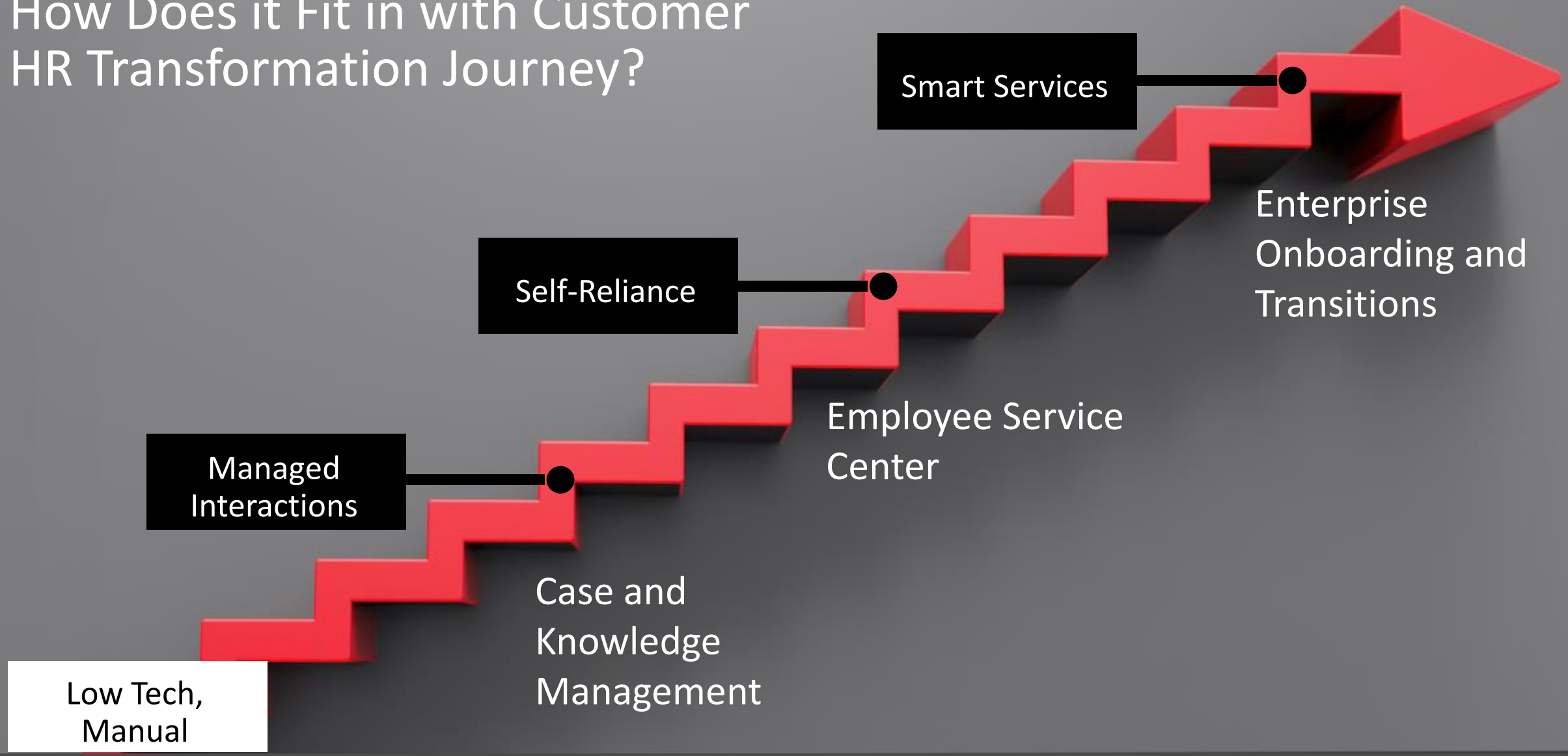
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Introducing ServiceNow Enterprise Onboarding and Transitions



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How Does it Fit in with Customer HR Transformation Journey?



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What is Included in Enterprise Onboarding and Transitions?

Case and Knowledge Management

Originally Called HR Service Management

Includes:

- Basic Case Management for General Inquiries
- Advanced Case Management for HR Request Fulfillment
- Knowledge Management
- Reporting

Employee Service Center

Originally Called Enterprise Service Portal - HR

Includes:

- Prebuilt HR Service Portal
- Submit and Track Case
- Search and Browse
- Targeted Communications Management
- Mobile, Collaboration
- Tasking and Surveys
- Employee Based Tasking

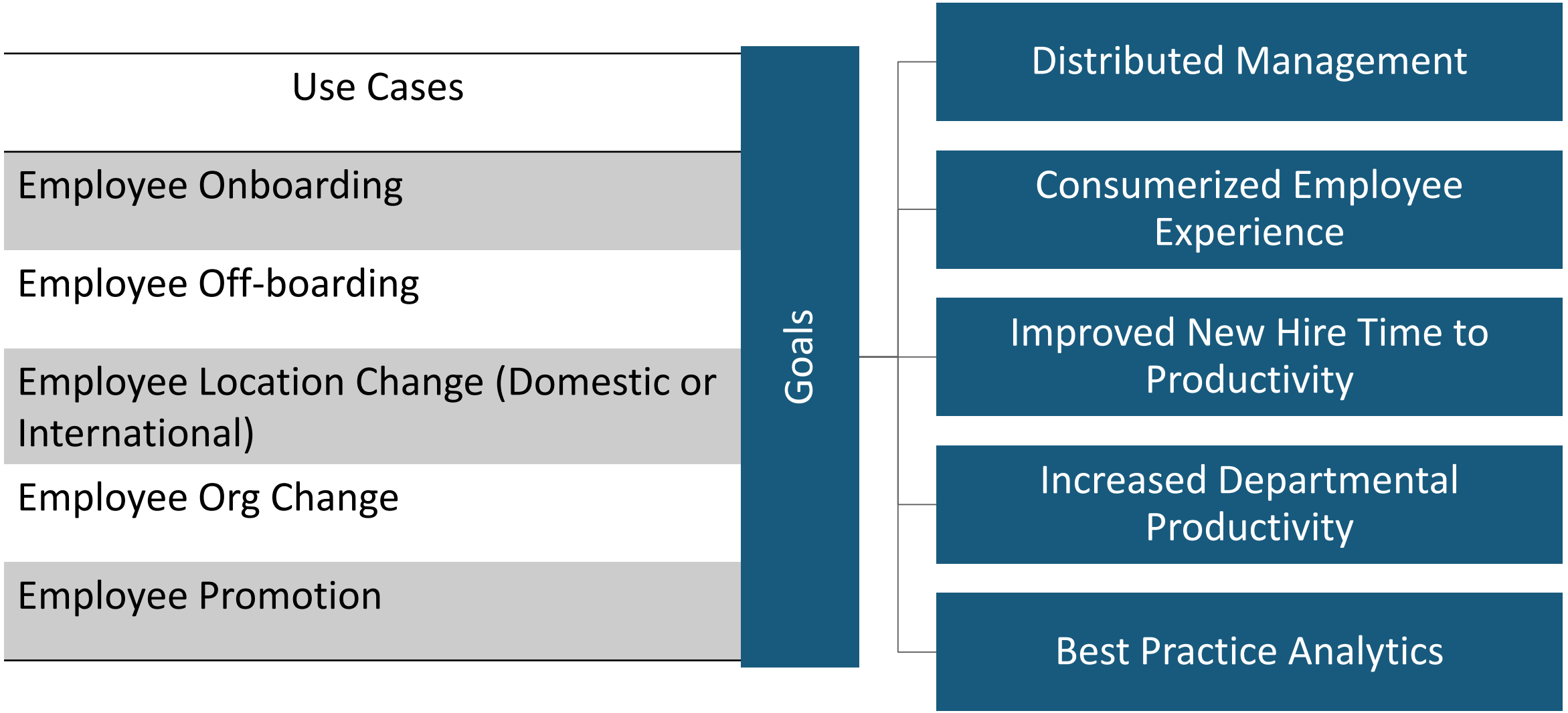
Enterprise Onboarding and Transitions

Includes:

- Configuration of Lifecycle Events (e.g., Onboarding, Transfers, Promotions, etc.)
- Visibility of Activities Across Lifecycle Events on Employee Service Center including Advanced Employee Based Tasking
- Reporting for Lifecycle Events

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Enterprise Onboarding and Transition Goals



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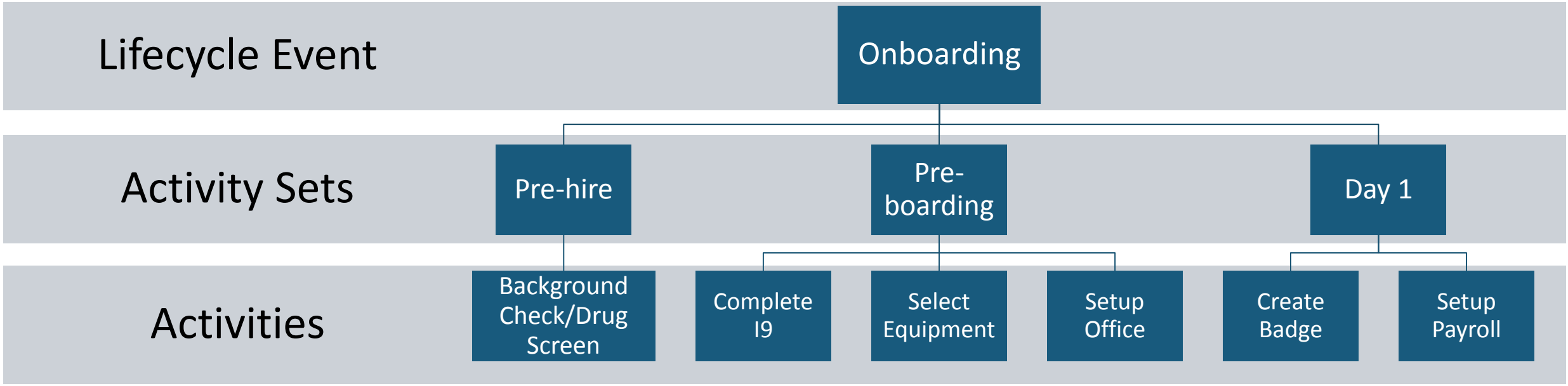
Enterprise Onboarding Design Partnership



- Event Defined as Activity Sets and Activities
- No Customer Defined These Services as a Process Map

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Enterprise Onboarding and Transitions Event Definition



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Activities (To Do's) – Applying HR Criteria



Complete I9

- HR Task

US Employees



Setup Equipment

- IT Request

All Employees



Setup Office

- Facilities Request

Office Based Employees



Setup Payroll

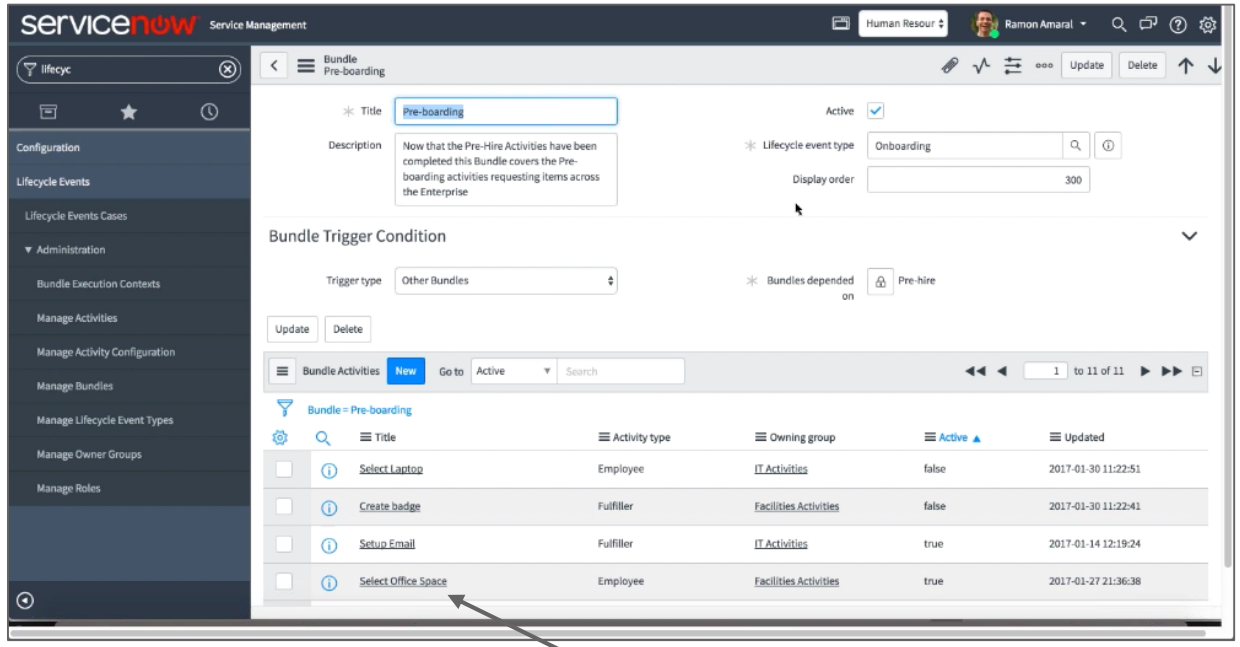
- Finance Request

Employees

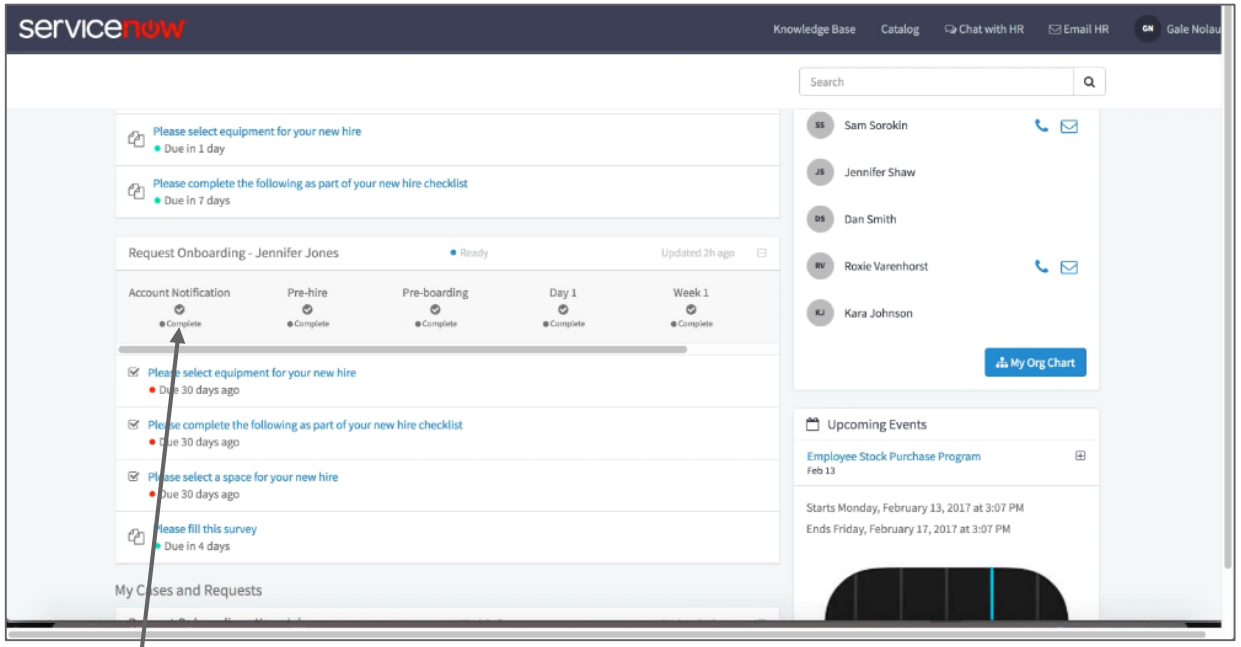
HR Criteria

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Enterprise Onboarding and Transitions Configuration



Create Custom Onboarding Activities



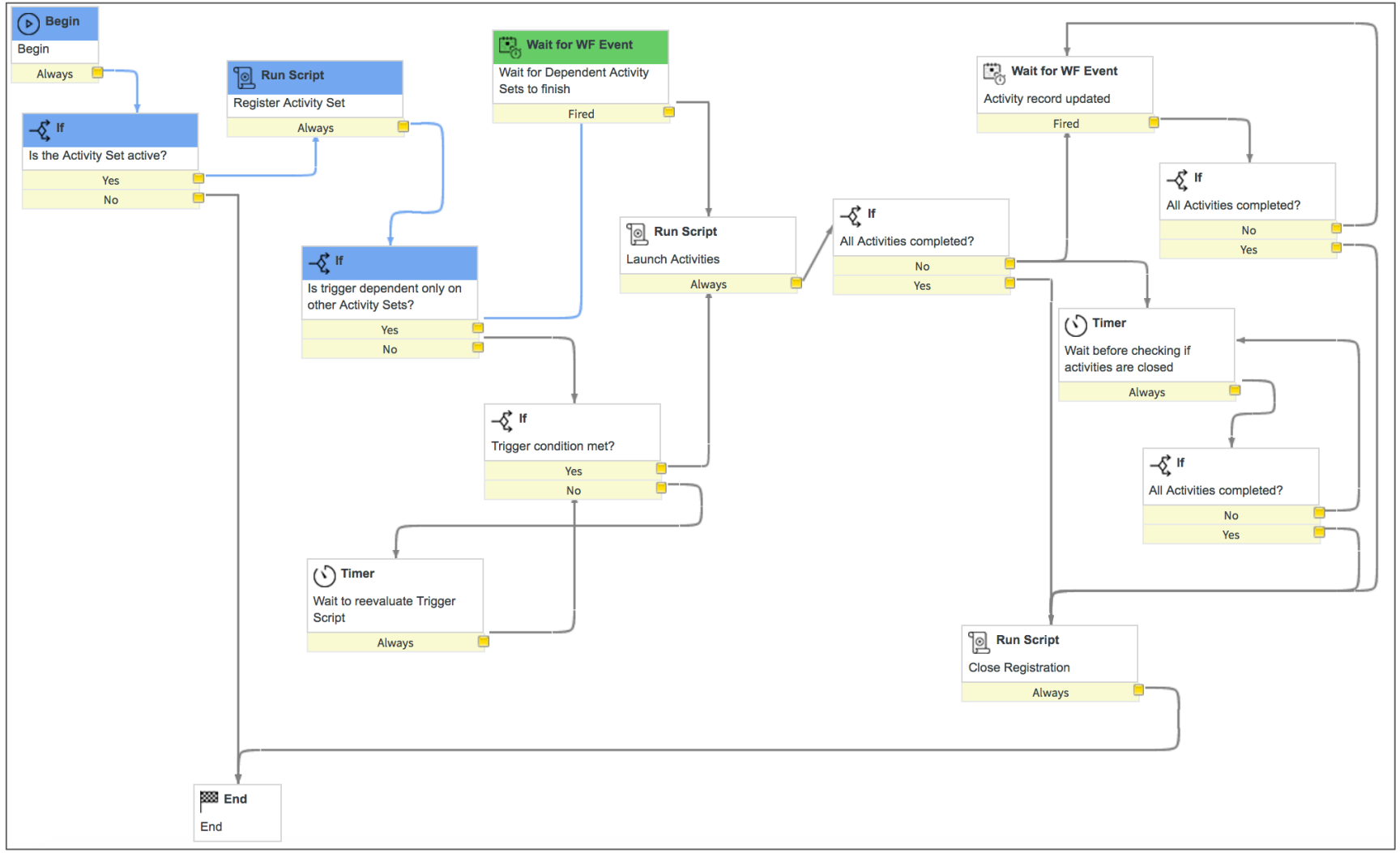
Admin Dashboard

Monitor Onboarding Activities

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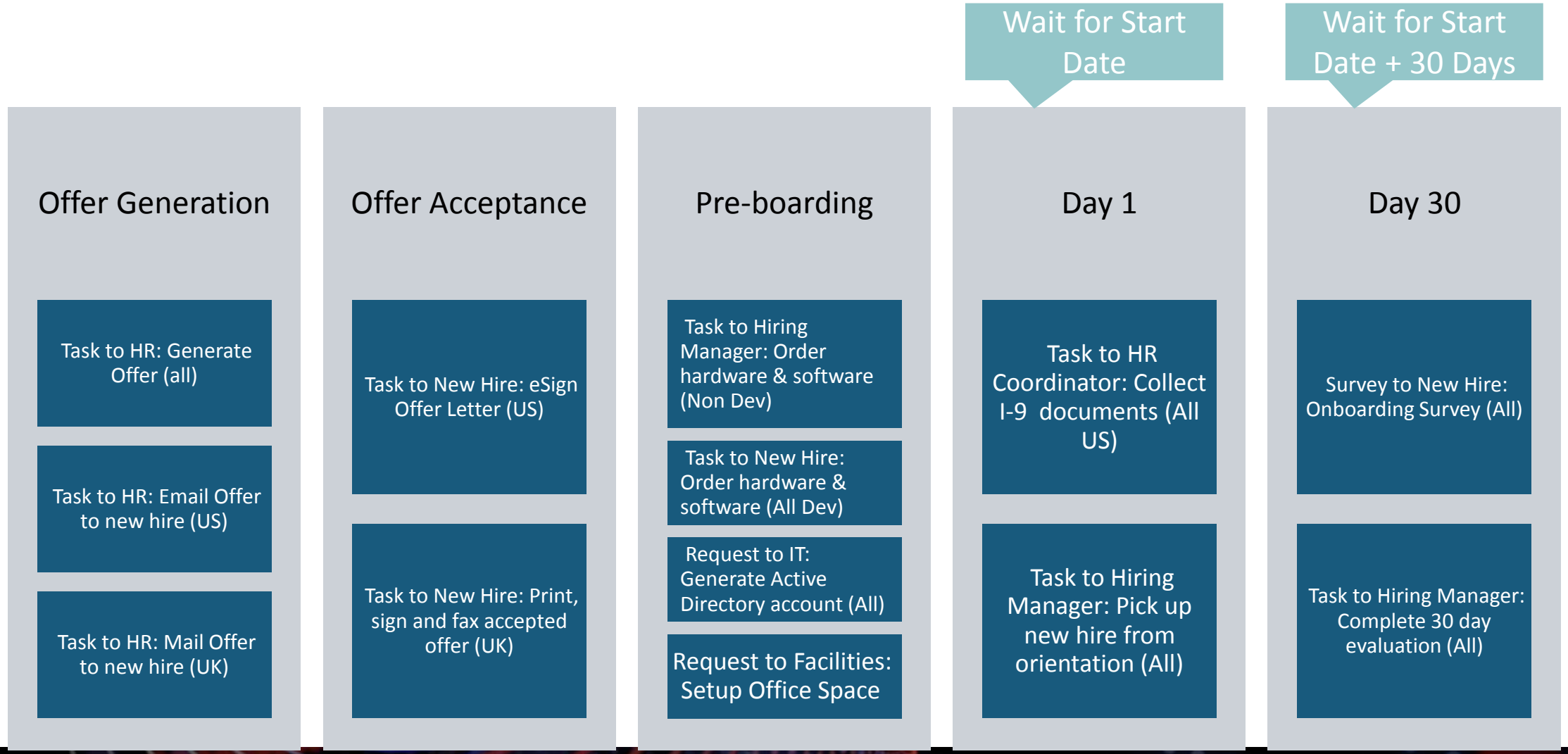
Lifecycle Event Dynamic Workflow

- One generic workflow for all lifecycle events
- Accepts Lifecycle Event as Parameter
- Triggers Activity Sets
- Targets Activities to Subject Person



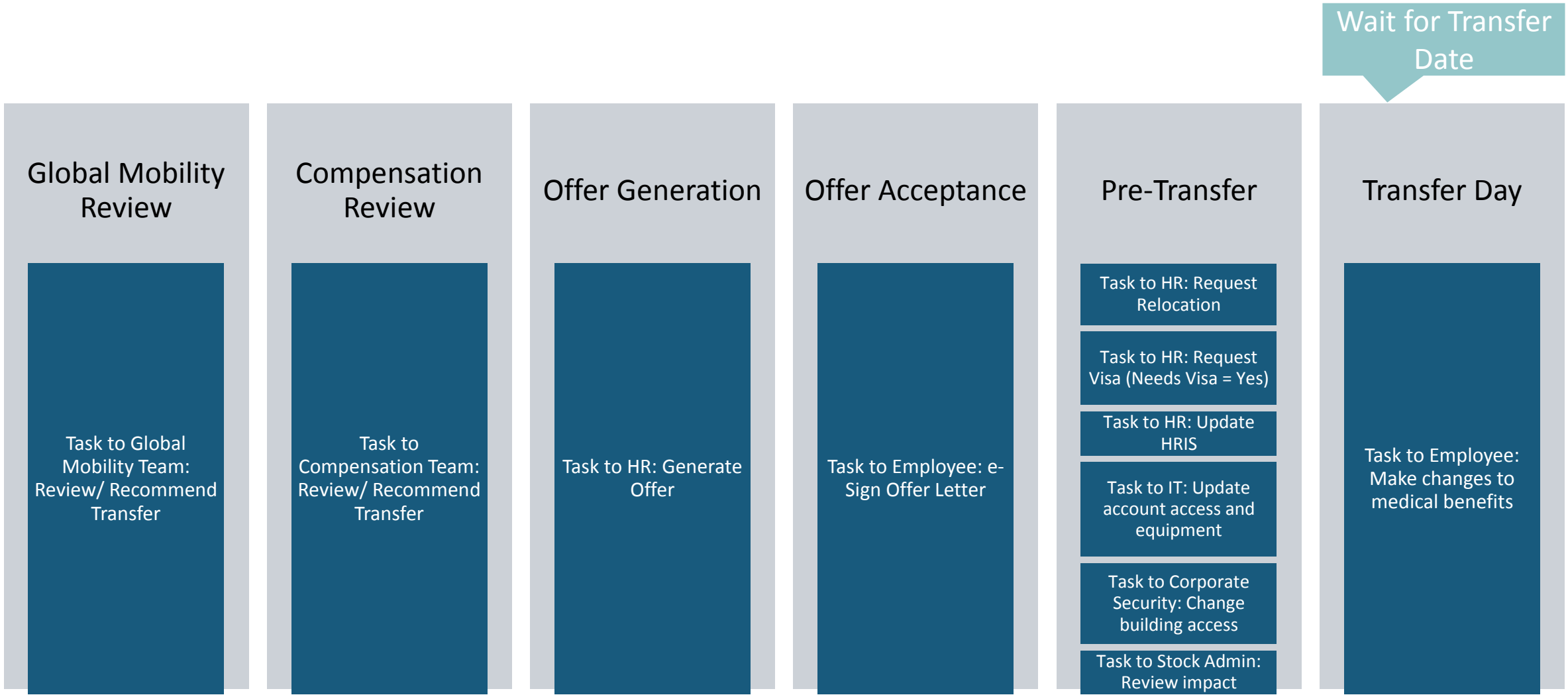
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Enterprise Onboarding Example



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International Transfer Example



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Demonstration

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Top Takeaways

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Enterprise Onboarding

2

Consumerized Employee Service Experience

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HR and Employee Productivity

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Thank You

JEFFREY GORE
DIRECTOR OF HR PRODUCT MANAGEMENT
ServiceNow

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Thank You

Jeffrey Gore

Director of HR Product Management

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