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WORK at LIGHTSPEED

Improving Employee Engagement, Productivity and Business Efficiency through HR Metrics and KPI's

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Agenda

- Data Disruption: Why are Performance Analytics Revolutionizing HR?
- How can Performance Analytics help HR to improve the Employee experience?
- How can Performance Analytics help HR contribute to Company performance?

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Speaker Introduction



Name: Rob Daniels (@RobDSNOW)

Title: HR Advisory Solution Consultant

Function: HR Technology/Strategy

Company: ServiceNow, Inc.

Experience: 20+ years across multiple HR functions, HR Technology

Expertise: Leadership, Compliance, Training, Analytics, HR Software

Achievements: Helped organizations of all sizes to revamp their HR processes and deploy automation to achieve efficiency. Implemented supported HRIS systems to improve HR department performance across multiple industries.

Current Projects: Driving process efficiencies. Automating HR work streams. Evangelizing Performance Analytics in HR.

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Speaker Introduction



Name: Marcelle Goodsell (@MH_Goodsell)

Title: HR Senior Solution Consultant

Function: HR Technology/Strategy

Company: ServiceNow, Inc.

Experience: HR Technology Solution Consultant, HR Customer Success Consultant

Expertise: Talent Management, Core HR, Training, Analytics, HR Software

Achievements: Assisted customers in HCM Cloud systems optimizations. Helped map out future deployment and impact analysis with current solutions. Develped talent retention solutions and internal new release testing.

Current Projects: Driving process efficiencies. Automating HR work streams. Performance Analytics in HR. HR as a People Science.

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Objectives and What You Will Learn

Objectives

- Performance Analytics for HR leverages the power of the Now platform to deliver secure, real-time, and accurate data to drive attainment of business goals. This is especially critical to HR leaders who have responsibility for driving employee engagement and reducing unnecessary turnover and its associated costs.

What you will learn

- Data landscape challenges facing HR Departments
- Meaningful ways to convert mass data into actions that drive company performance
- Why leading KPI Indicators are so important
- Be proactive, not reactive!
- Disrupt the way you think about data going forward

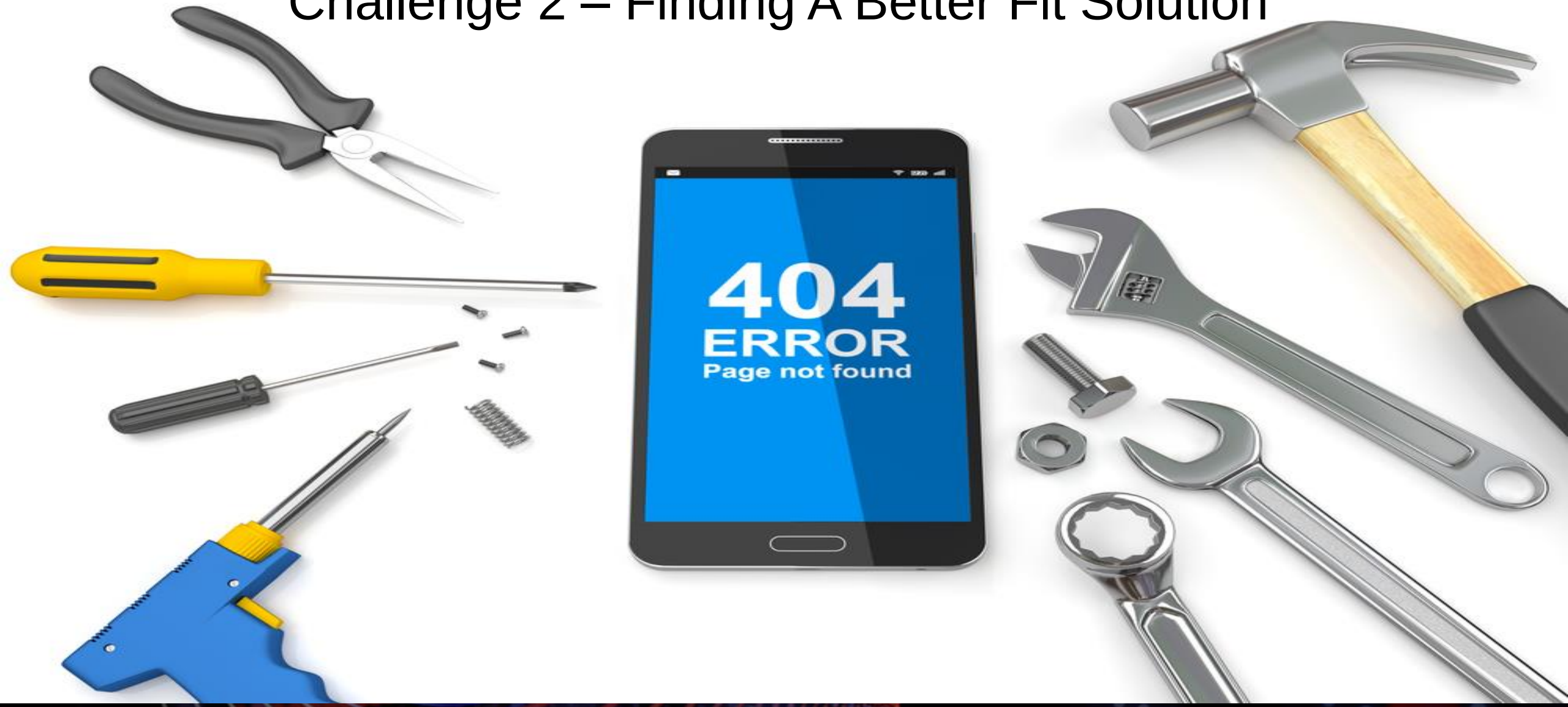
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Challenge 1 – Data, Data, Everywhere!

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Challenge 2 – Finding A Better Fit Solution



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Challenge 3 – You Have Data But It's All In Silos



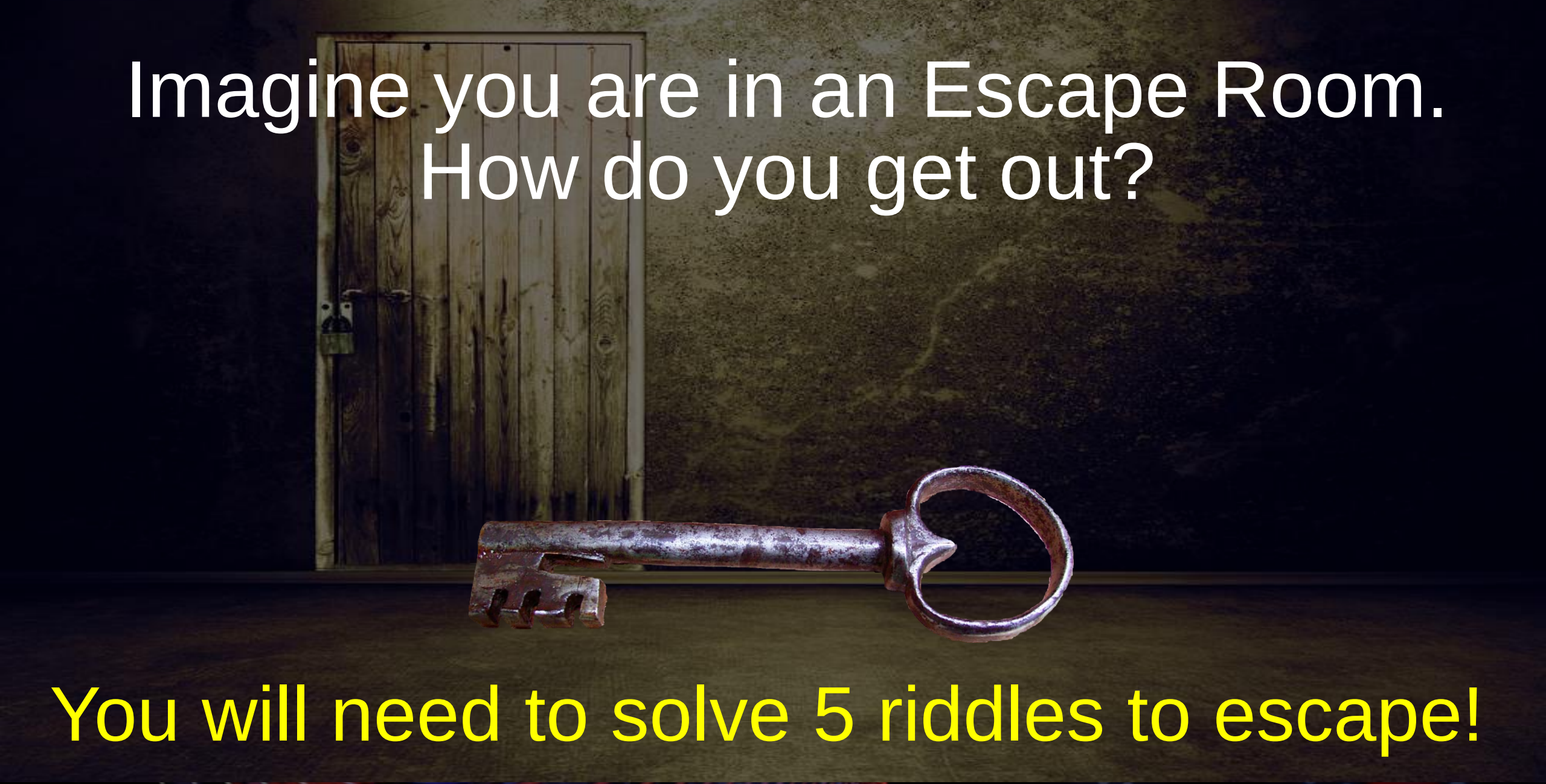
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Bridge The Gap With Successful Analytics Design!



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Imagine you are in an Escape Room. How do you get out?



You will need to solve 5 riddles to escape!

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5 Pillars of Successful Analytics Design

Identify the big picture goal.

What kind of problems do we face when attempting to achieve this goal?

What is the right way to track our progress against these problem areas?

What data in our platform provides the basis for tracking our progress?

For each problem how can we build a page that highlights our progress?

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Identify the big picture goal.



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Two Fathers and Two Sons Riddle

Two fathers and two sons sat down to eat eggs for breakfast. They ate exactly three eggs, each person had an egg.

The riddle is for you to explain how is this possible?

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Three Lawyers At A Hotel Riddle

Three lawyers rent a hotel room for the night. When they get to the hotel they pay the $30 per night fee, then go up to their room. Soon the bellhop brings up their bags and gives the lawyers back $5 because the hotel was having a special discount that weekend. So the three lawyers decide to each keep **one** of the $5 dollars and to give the bellhop a $2 tip.

However, when they sat down to tally up their expenses for the weekend they could not explain the following details:
Each one of them had originally paid $10 (towards the initial $30), then each got back $1, which meant that they each paid $9. Then they gave the bellhop a $2 tip.
HOWEVER, 3 * $9 + $2 = $29

The guys couldn't figure out what happened to the other dollar. After all, the three paid out $30 but could only account for $29.

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What is the right way to track our progress against these problem areas?



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How Old Are Your Children?

Thomas and Peter are playing a full round of golf.

Thomas asks Peter (a math nerd), “How old are your children?”

Peter says “Well, Thomas, there are three of them and the product of their ages is 36, guess how old they are.”

Thomas says, “That is not enough ...”

Peter then says “The sum of their ages is exactly the number of beers we have drunk today…cheers to #13!”

Thomas: “That is still not enough.”

Peter: “OK, the last thing is that my oldest child wears a **green** cap.”

How old were each of Peter's children?

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What data in our platform provides the basis for tracking our progress?

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Four Liters of Beer

You live in Orlando and have an infinite supply of beer and a 5 liter and 3 liter bottle.

How could you measure exactly 4 liters (using the minimum number of steps)?

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For each problem, how can we built a page that highlights our progress?



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Now Recap the 5 Pillars to Successful Analytics



Identify the big picture goal.

What kind of problems do we face when attempting to achieve this goal?

What's the right way to track our progress against these problem areas?

What data in our platform provides the basis for tracking our progress?

For each problem how can we build a page that highlights our progress?

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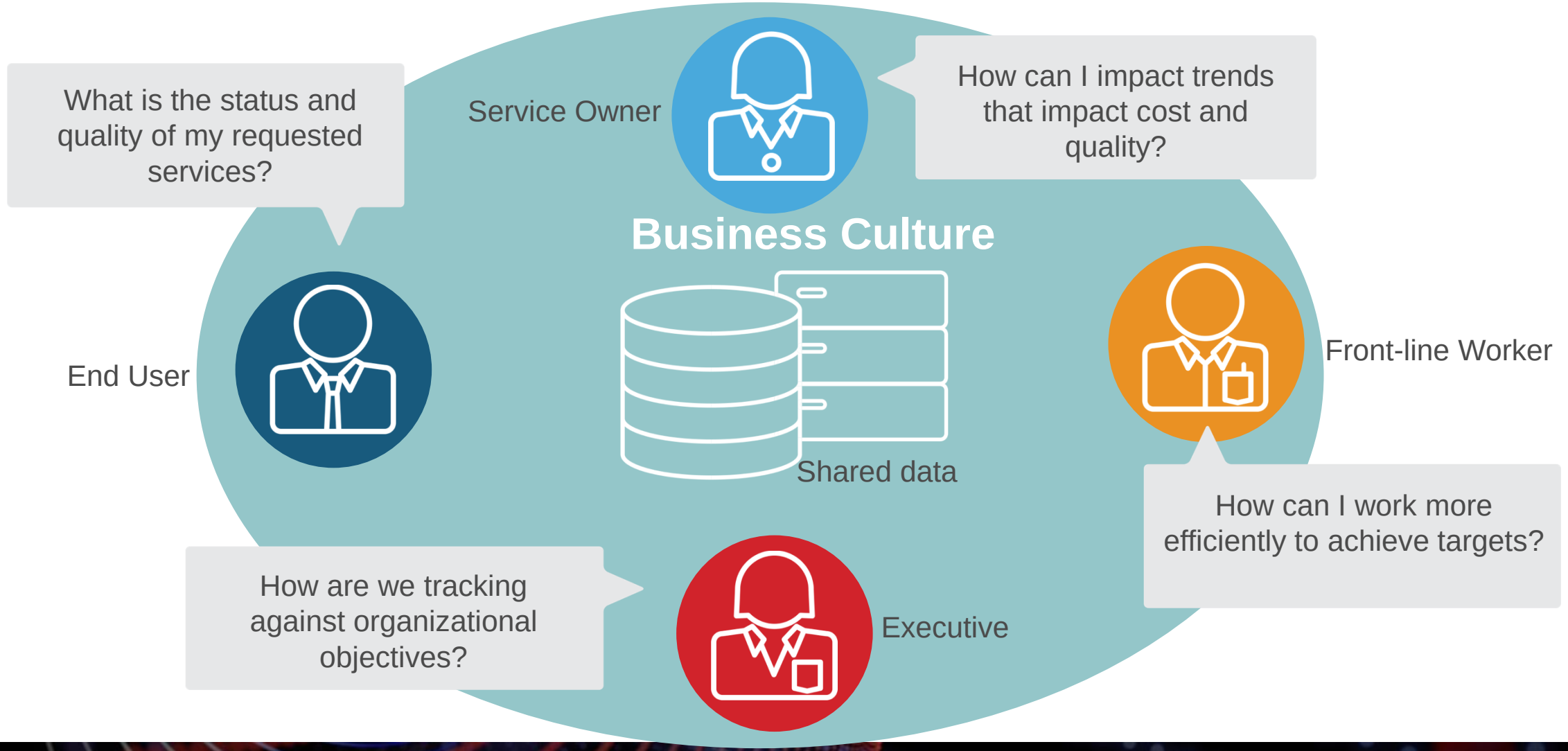
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Congratulations!
You've Escaped!



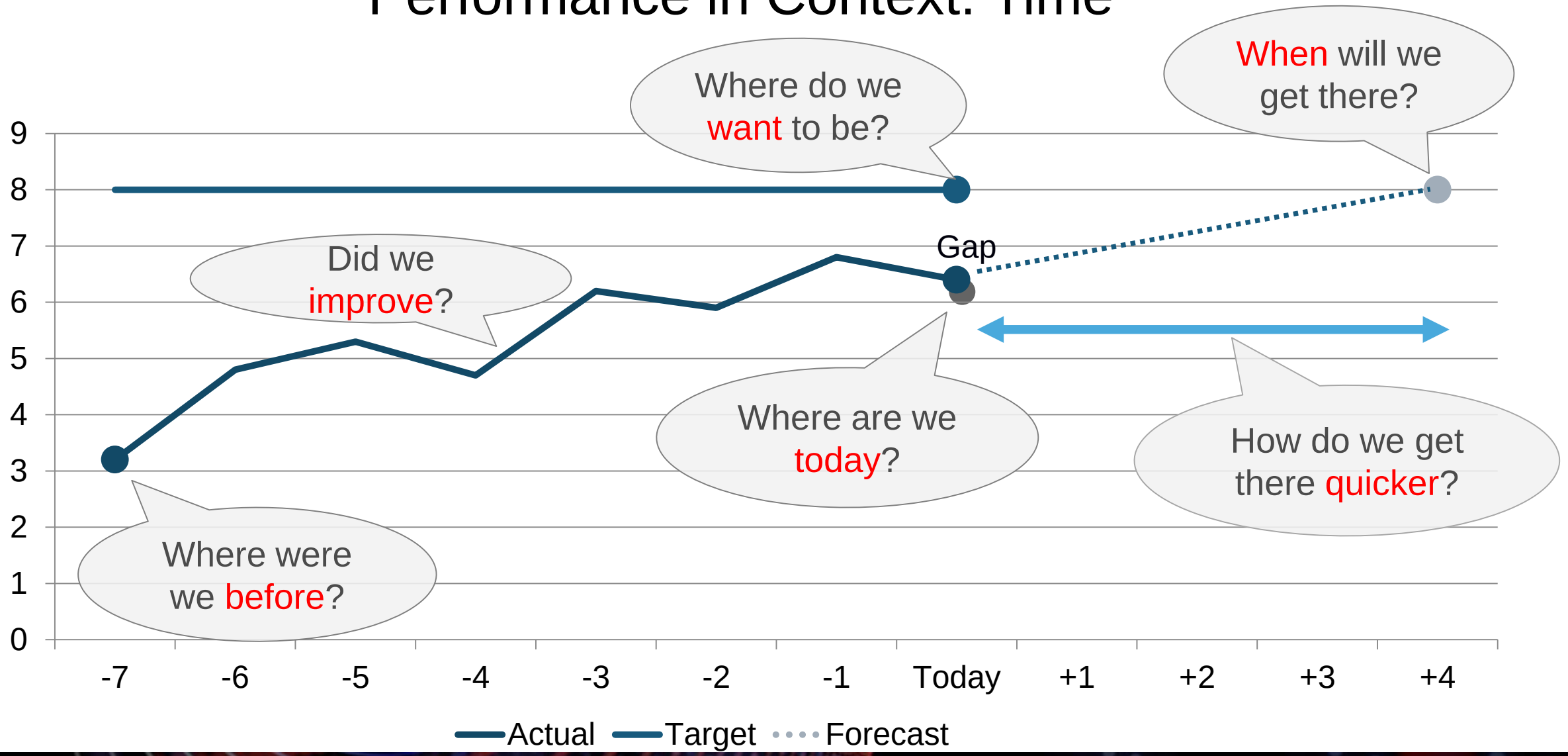
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Performance in Context: People



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Performance in Context: Time



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Performance in Context: Influence



"Data without context is just organized information."

– Albert Einstein

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Solution Demonstration

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Value Outcomes



Contribute To Overall Business Strategy As A Partner



HR Process & Service Optimization



Diagnose & Analyze Root Cause Analyses For HR Challenges

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Q & A

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