knowledge17

WORK at LIGHTSPEED™

Product Roadmap: New HRSM Features & Functions Deep Dive

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Speaker Introduction



NAME: Lucinda Foss

TITLE: Director, HR Product Management

FUNCTION: Product Roadmap & Strategy

COMPANY: ServiceNow

EXPERIENCE: 18 months at ServiceNow, 12+ years in product management

EXPERTISE: HR Application Development, Product Strategy

CURRENT INITIATIVES: Product Development, Roadmap, Product Vision and Strategy, Product Advisory Counsil

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Agenda

- HR Product Line-Up
- Case & Knowledge Management Features & Roadmap
- Employee Service Center Features & Roadmap
- Enterprise Onboarding & Transitions Introduction & Roadmap
- Why ServiceNow for HR?

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Safe Harbor

This presentation contains “forward-looking” statements that are based on our management’s beliefs and assumptions and on information currently available to management. We intend for such forward-looking statements to be covered by the safe harbor provisions for forward-looking statements contained in the U.S. Private Securities Litigation Reform Act of 1995. Forward-looking statements include information concerning our possible or assumed strategy, future operations, financing plans, operating model, financial position, future revenues, projected costs, competitive position, industry environment, potential growth opportunities, potential market opportunities, plans and objectives of management and the effects of competition.

Forward-looking statements include all statements that are not historical facts and can be identified by terms such as “anticipates,” “believes,” “could,” “seeks,” “estimates,” “expects,” “intends,” “may,” “plans,” “potential,” “predicts,” “projects,” “should,” “will,” “would” or similar expressions and the negatives of those terms, although not all forward-looking statements contain these identifying words. Forward-looking statements involve known and unknown risks, uncertainties and other factors that may cause our actual results, performance or achievements to be materially different from any future results, performance or achievements expressed or implied by the forward-looking statements. We cannot guarantee that we actually will achieve the plans, intentions, or expectations disclosed in our forward-looking statements and you should not place undue reliance on our forward-looking statements.

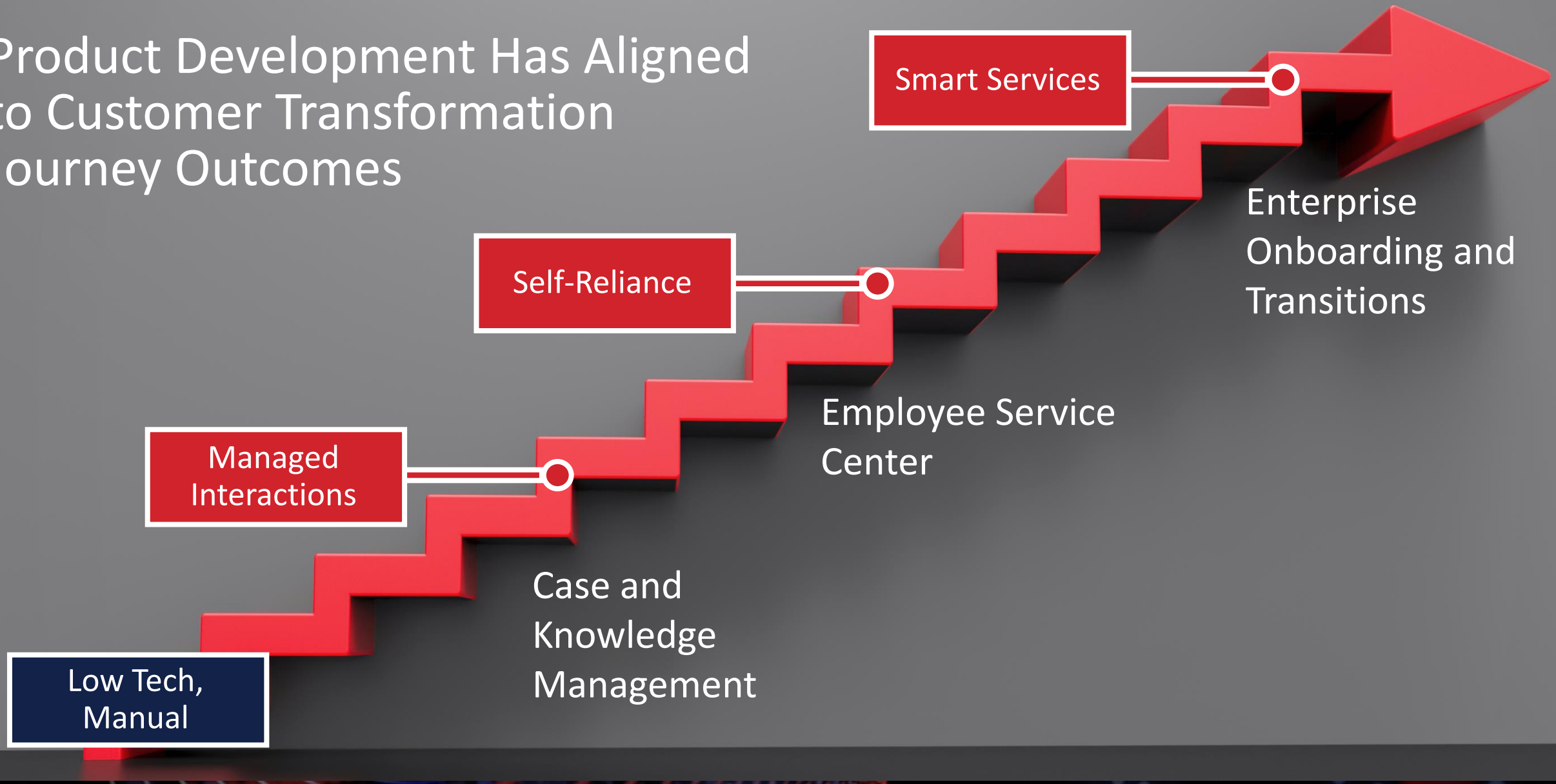
Forward-looking statements represent our management’s beliefs and assumptions only as of the date of this presentation. We undertake no obligation, and do not intend to update these forward-looking statements, to review or confirm analysts’ expectations, or to provide interim reports or updates on the progress of the current financial quarter. Further information on these and other factors that could affect our financial results are included our filings we make with the Securities and Exchange Commission.

This presentation includes certain non-GAAP financial measures as defined by SEC rules. We have provided a reconciliation of those measures to the most directly comparable GAAP measures in the Appendix.

The information in this presentation on new products, features, or functionalities is intended to outline ServiceNow’s general product direction and should not be included in making a purchasing decision. The information on new products, features, functionalities is for informational purposes only and may not be incorporated into any contract. The information on new products is not a commitment, promise, or legal obligation to deliver any material, code or functionality. The development, release, and timing of any features or functionality described for our products are subject to change and remains at ServiceNow’s sole discretion.

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Product Development Has Aligned to Customer Transformation Journey Outcomes



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Case & Knowledge Management

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Case & Knowledge Management Scope

Istanbul

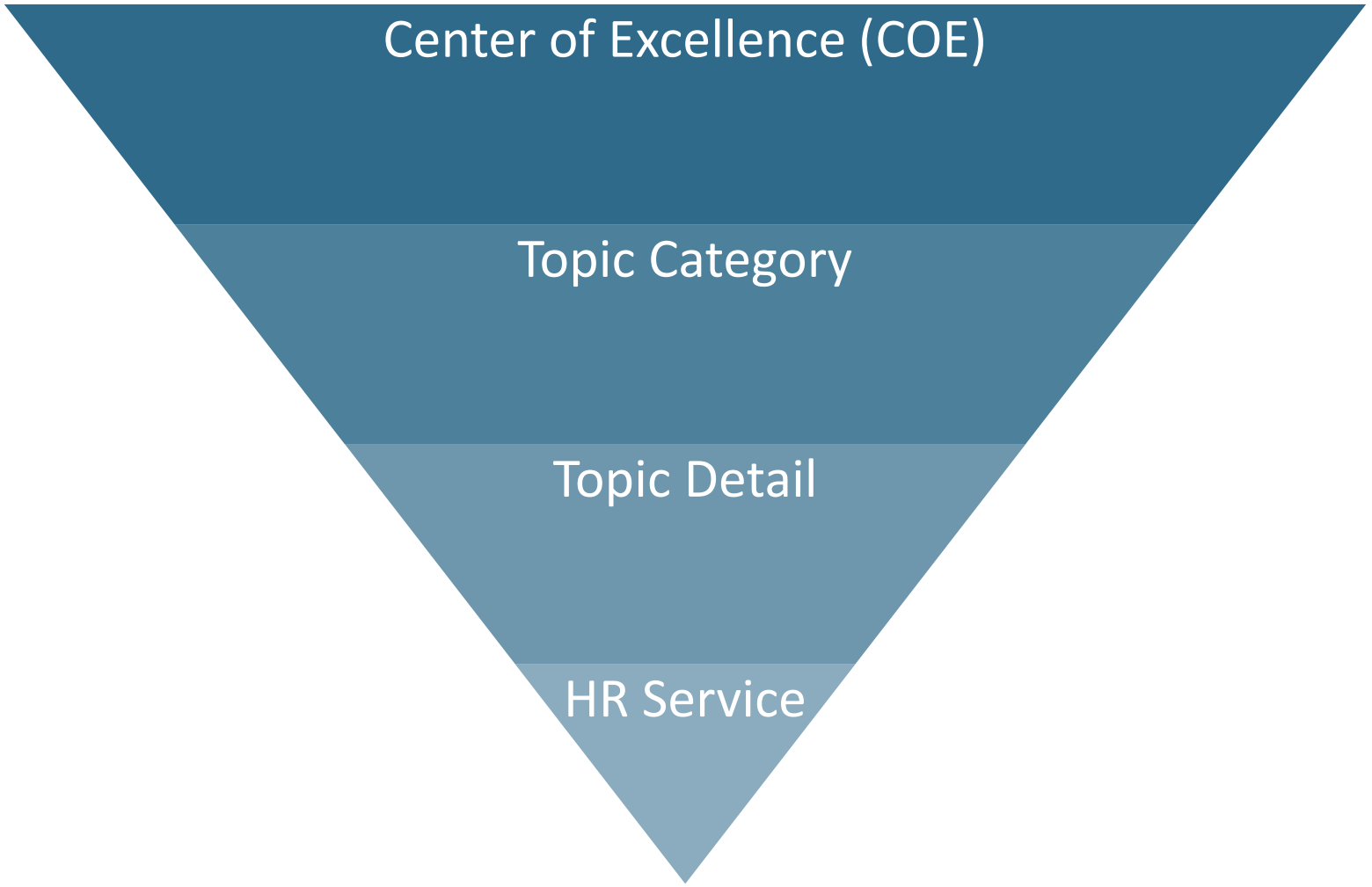
- Scoped application*
- COE architecture
- HR service configuration
  - Fulfillment Instructions
  - Related list configuration
  - Service Specific Case Form Layouts
  - Tier 1, 2, 3 Assignment & Case Escalation Process
- User criteria at knowledge article level (previously at knowledgebase level only)
- Parent-Child case architecture

Jakarta

- Migration plugin to assist customers in moving from Global to Scoped App
- New HR Case and HR Task template designer
  - Guided UI
  - Scriptless task and assignment
- HR service activities as an alternative to workflow
- Bulk case creation
- New OOB Workday integration
- Improved document generation
  - Map fields from multiple tables
  - Parse fillable-PDF documents and map to tables
  - Canvas to map signature location

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COE Architecture



General, Total Rewards, Employee Relations, Workforce Administration, Payroll, HRIT Operations, Talent Management, Lifecycle Events*

Benefits, Compensation, Leaves, Performance, Policy, Reporting, HR Systems, Payroll Administration, Tax

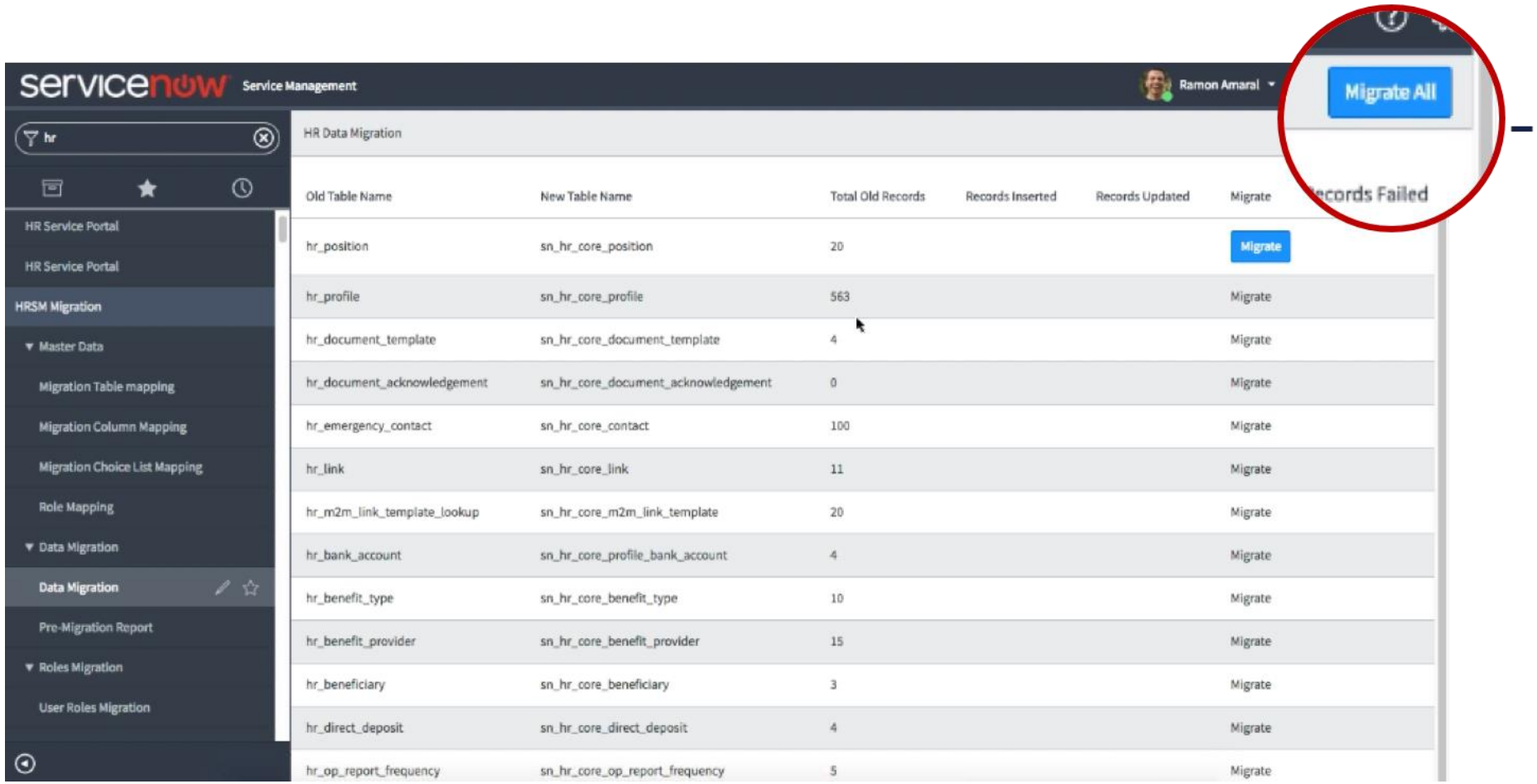
Retirement Plans, Medical Benefits, Continuing Education, Voluntary Separation, Employee Referrals, Global Mobility, Direct Deposit

401(k) Enrollment, HSA Inquiry, Tuition Reimbursement, Disciplinary Action, FMLA, Paycheck Discrepancy

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Assisted Migration to Scoped HR Service Delivery Product

Get All the New HR Capabilities by Migrating to the Scoped Product with New Plug-In

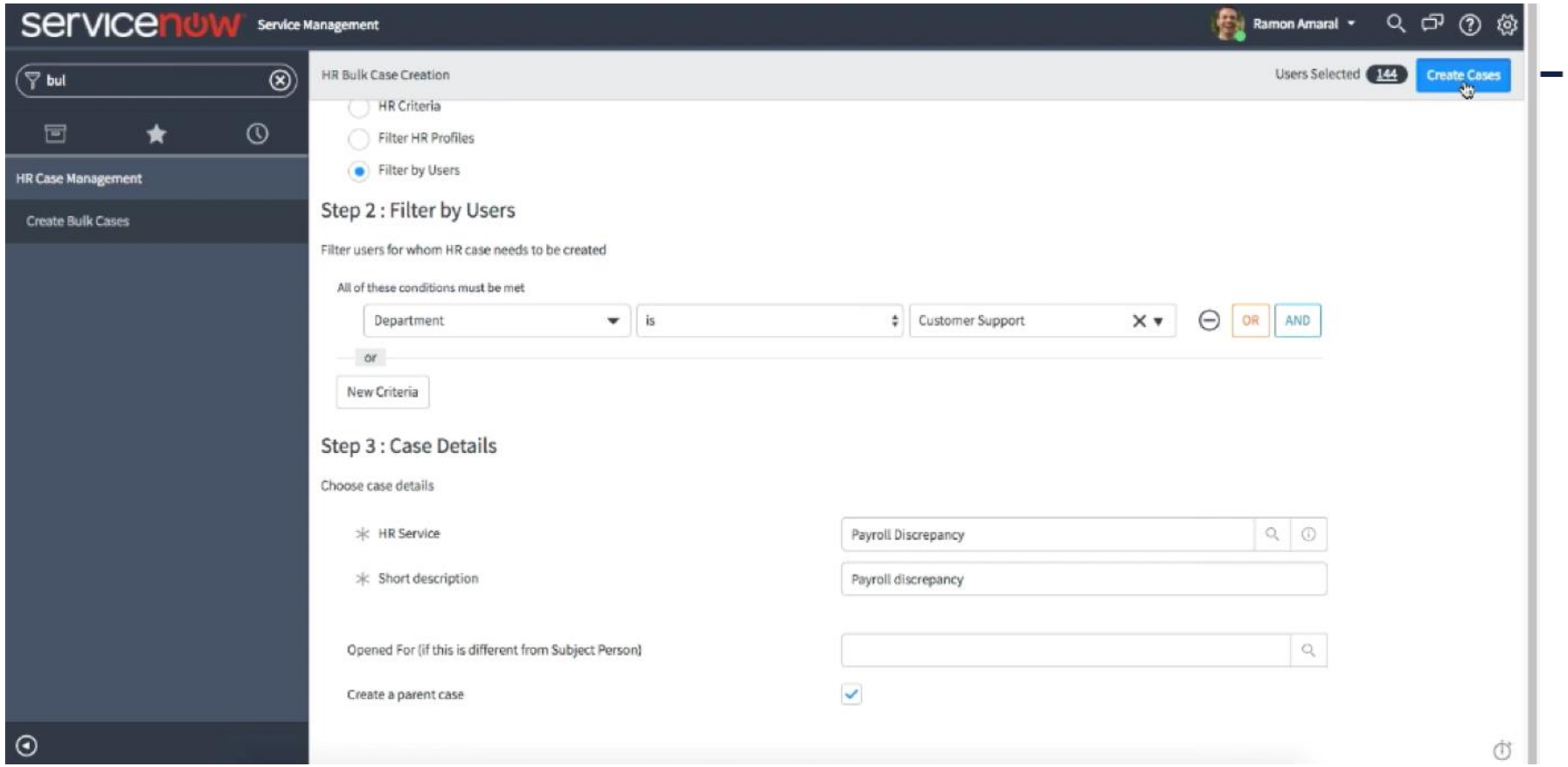


Easily migrate all your existing HR data

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Bulk Case Creation

Allows HR to Create Multiple Cases with One-Click



Click to create

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Case & Knowledge Management Roadmap*

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- Agent experience
  - New case creation flow
  - First call resolution optimization
  - Reduce duplicate information
- Predefined responses
- New and improved out of the box reports and PA pack
- Document templates improvements

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- New Agent UI
- Chatbots
- Benchmarking

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Employee Service Center

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Employee Service Center Scope

Istanbul

- New Ticket page
  - Supports three-level cases (Parent-child-grandchild)
  - Embedded task support
- Employee Tasks
  - Credential
  - E-signature
  - URL
  - HR Service
  - Catalog Item
  - Mark when complete
- Personalized Content Widgets
  - Suggested Reading
  - Information

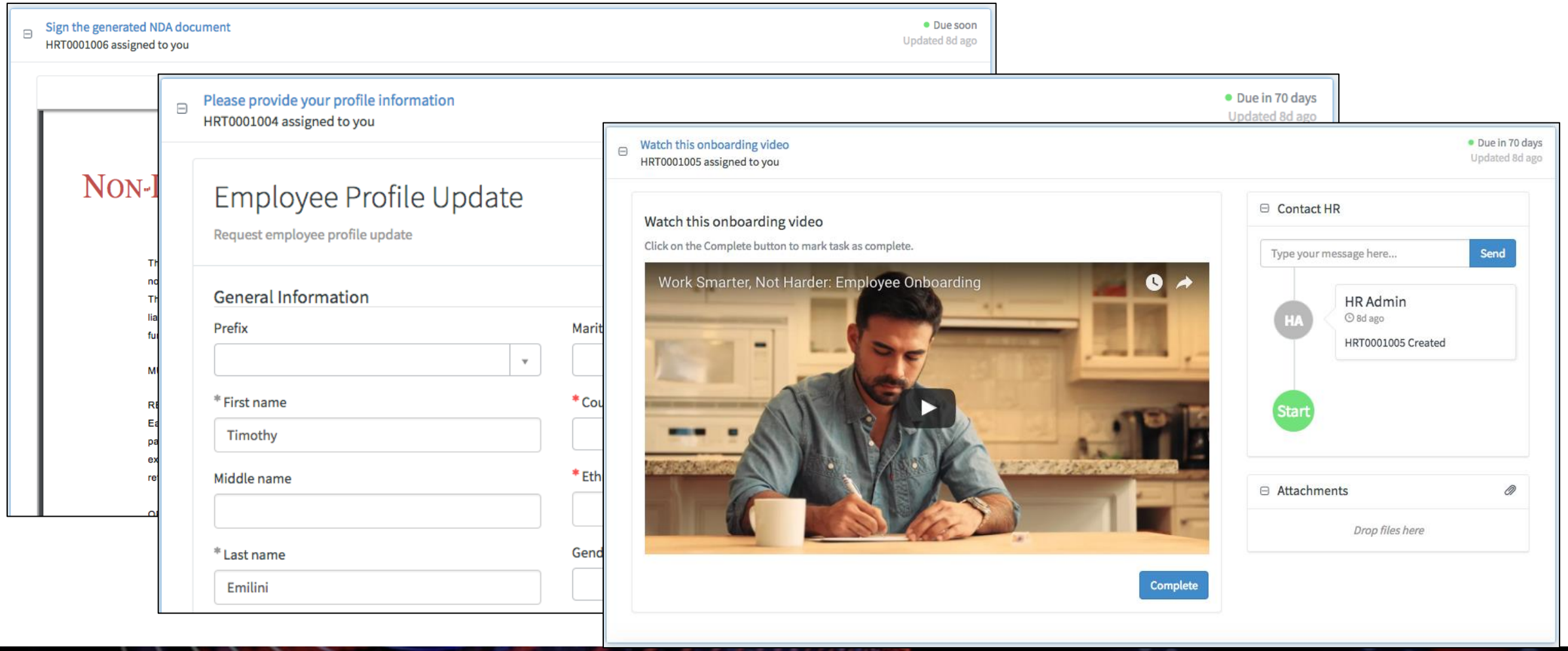
Jakarta

- Complete Redesign of Task/Case/Approvals
  - All to-dos rolled based on case
  - Card-based design – one card per case
- New Employee Task Types
  - Order guide
  - Video
  - Survey
  - Signed document (similar to esignature except that signature is posted on mapped to field on document)
- Personalized Content Widgets
  - Announcements
  - Events
  - Videos
  - Holiday Schedule

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Employee Tasking

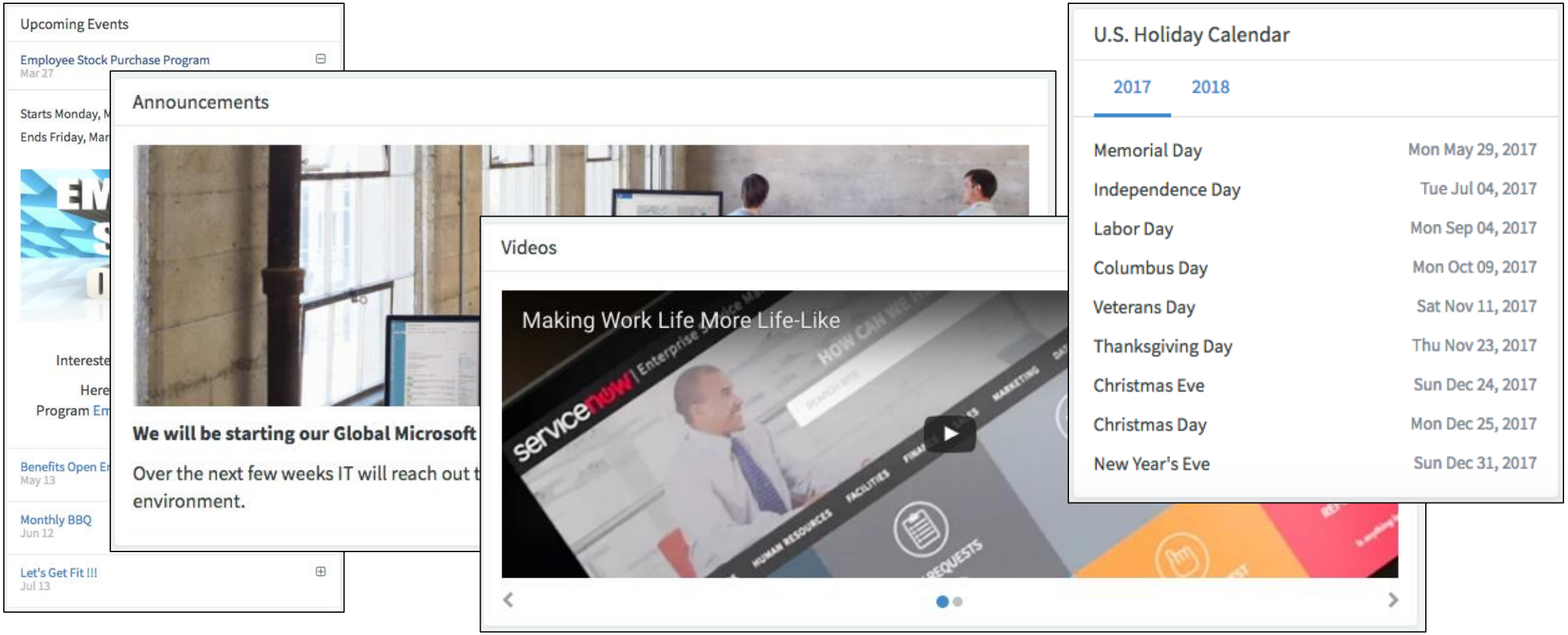
Task Employees to Electronically Sign Documents, Watch Videos, Complete Forms, etc.



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Personalized Portal Content

Easily Personalize the Content for Every Employee



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Employee Service Center Roadmap*

Kingston

- UI improvements
  - Reduce clicks
  - “Hide” closed cases
- Global search knowledge and catalog
- Personalized content widgets
  - Banners
  - News
- Content templates – multiple templates for each content type
- Reporting
  - Deflection reports
  - Content reports
- New and improved org chart
- Bulk requests*

Beyond K

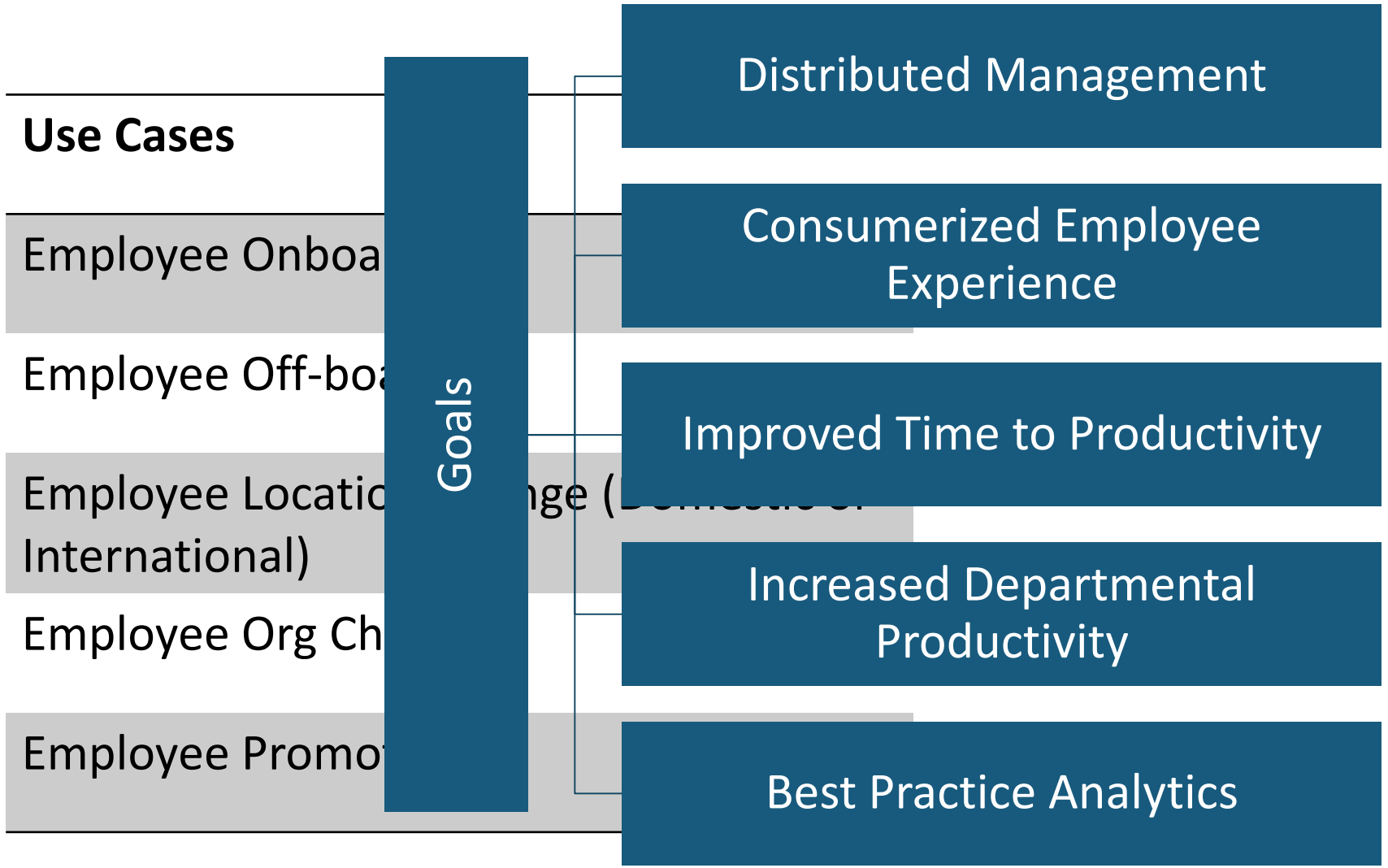
- Community
- Multiple out of the box themes
- Campaigns
- Bulk case management*

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Enterprise Onboarding & Transitions

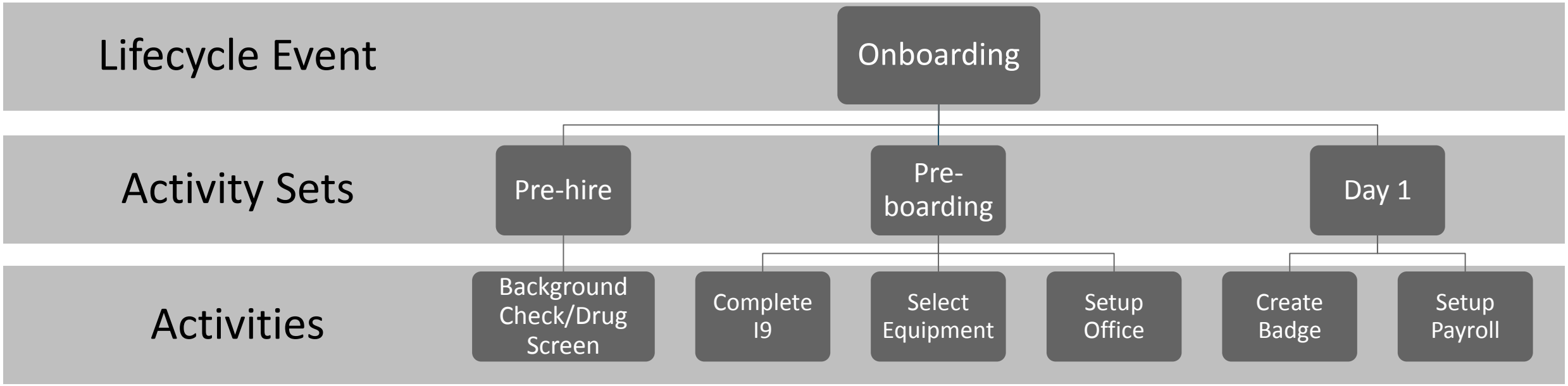
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Enterprise Onboarding and Transitions



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Enterprise Onboarding Example



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Activities (To-Dos)



Complete I9

- HR Task

US Employees



Setup Equipment

- IT Request

All Employees



Setup Office

- Facilities Request

Office Based Employees



Setup Payroll

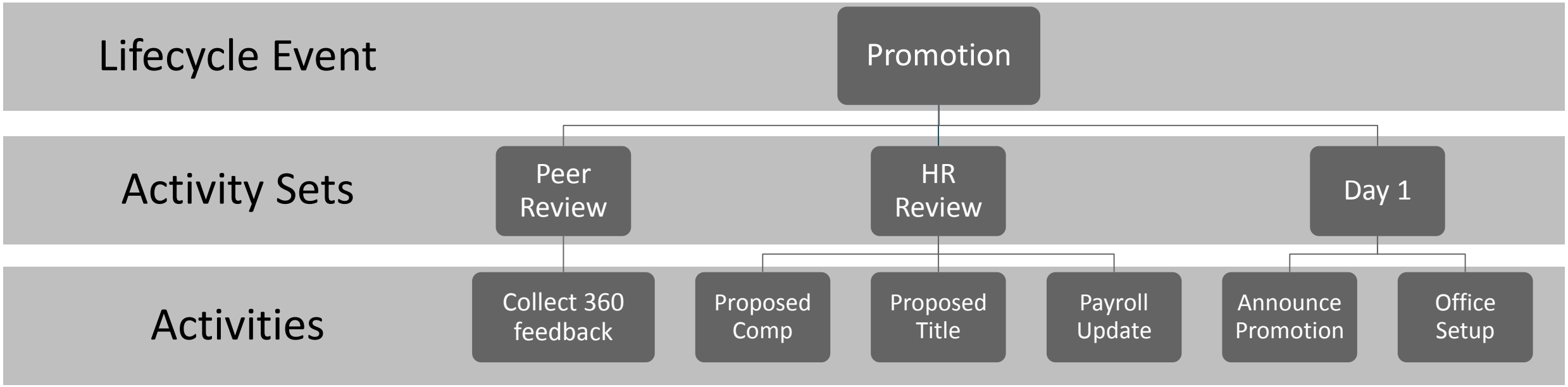
- Finance Request

Employees

HR CRITERIA

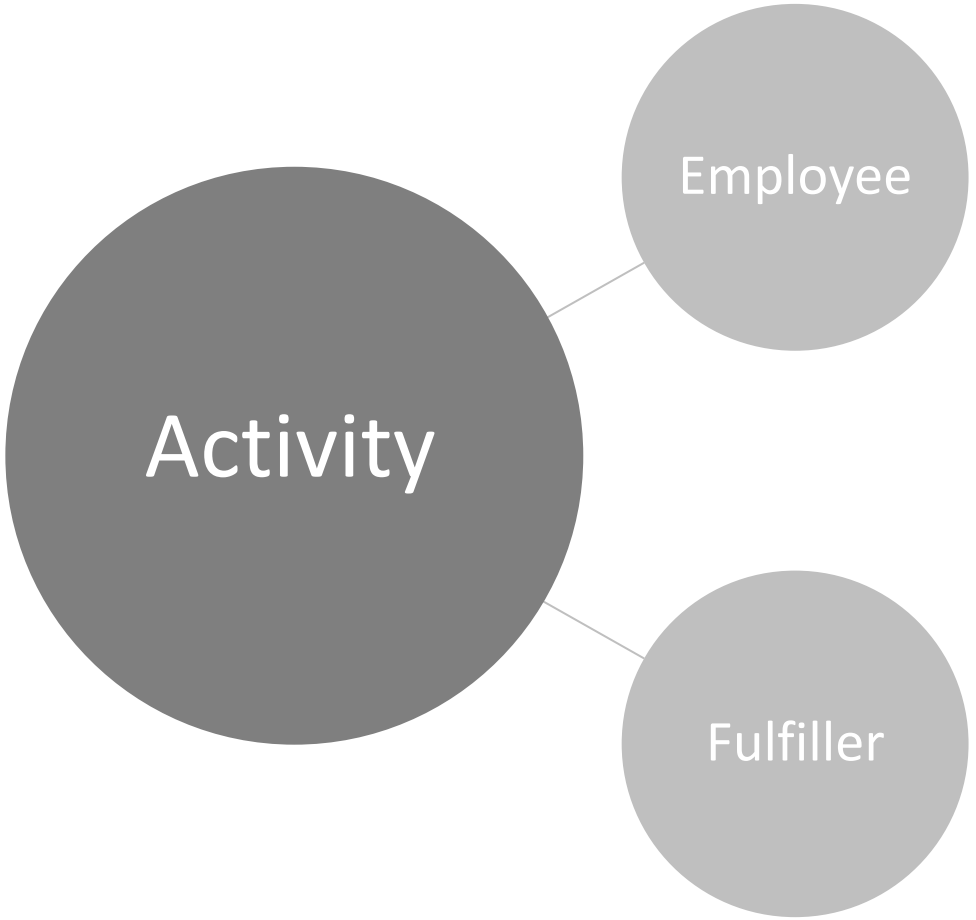
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Transitions Example



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Activity Types



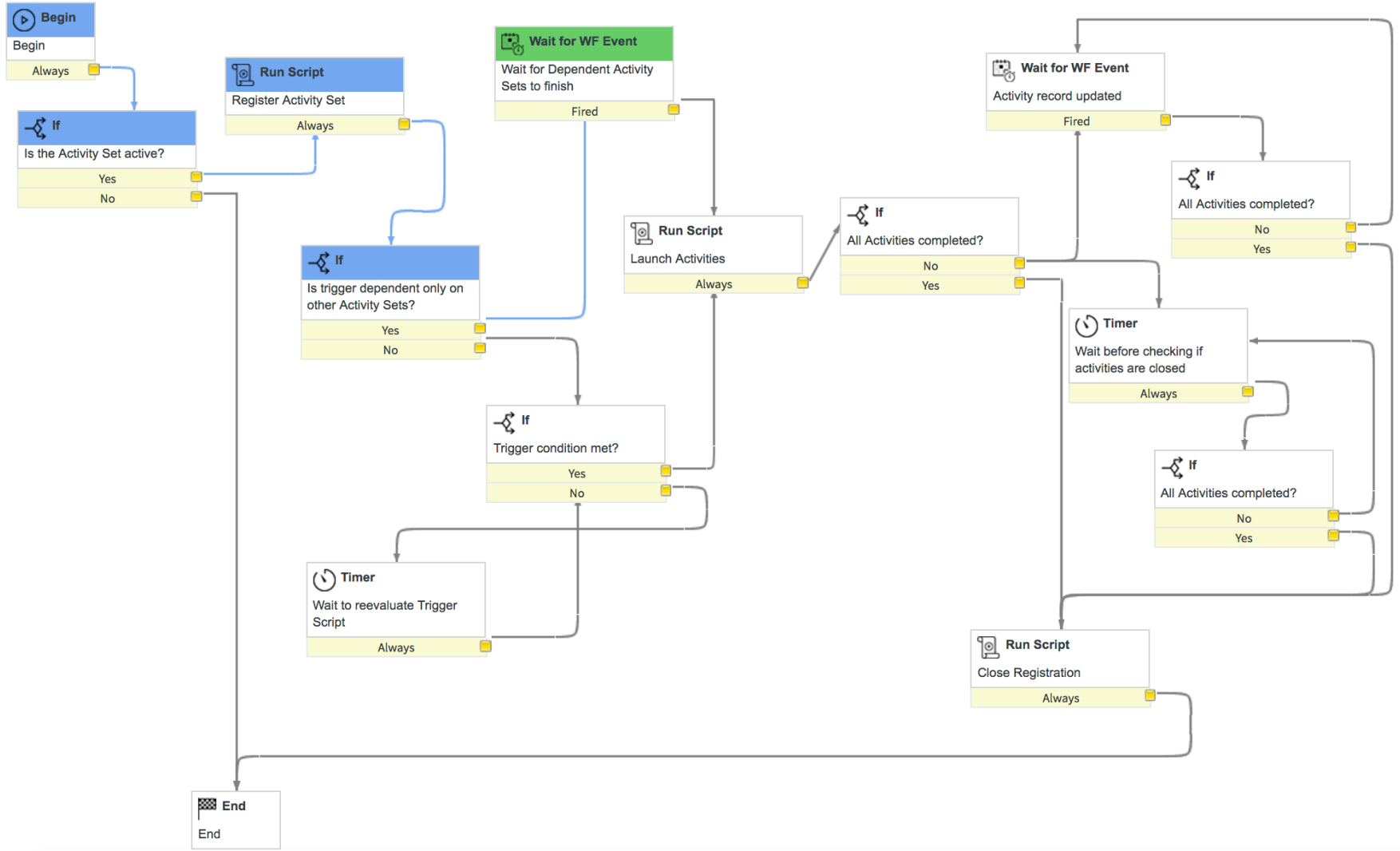
- Sign Document
- Acknowledge Document
- Upload Documents
- Watch Video
- Take Survey
- Submit Order Guide
- Submit Catalog Item

- HR Service
- IT Request
- Facilities Request
- Any Task

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Dynamic Workflow

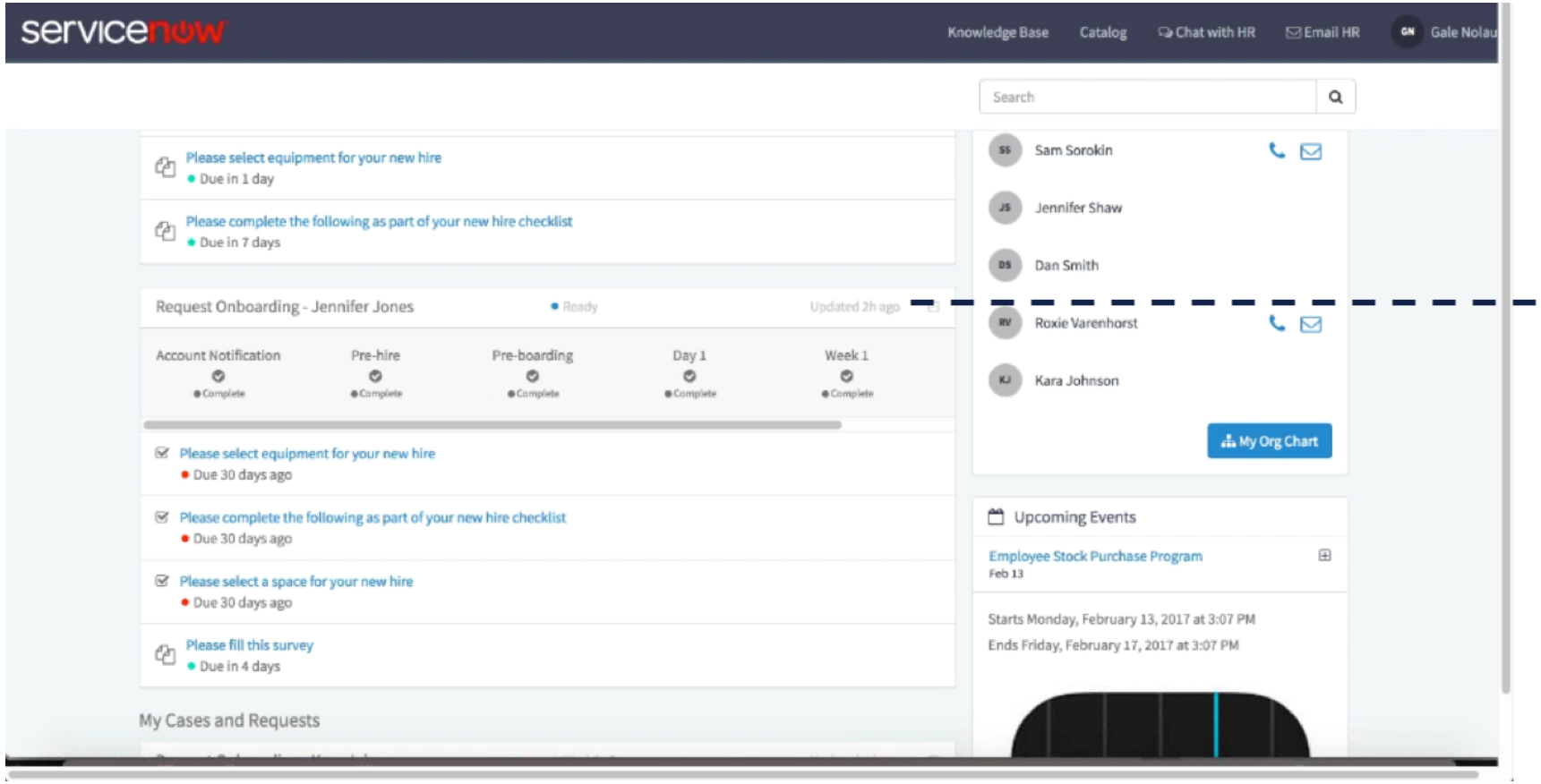
- One generic workflow for all lifecycle events
- Accepts Lifecycle Event as Parameter
- Triggers Activity Sets
- Targets Activities to Subject Person



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Enterprise Onboarding and Transitions

Streamline Employee Onboarding and Other Lifecycle Event Activities Across Departments



Monitor Onboarding Activities

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Enterprise Onboarding & Transitions Roadmap*

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- Approval activities
- Incorporate feedback from usability tests
- Reporting
  - Support reporting based on ‘Owning Group’
  - New out of box reports
- PA content pack
- Convert demo data to out of the box data
- Background check vendor integration*
- Bulk request support for lifecycle events

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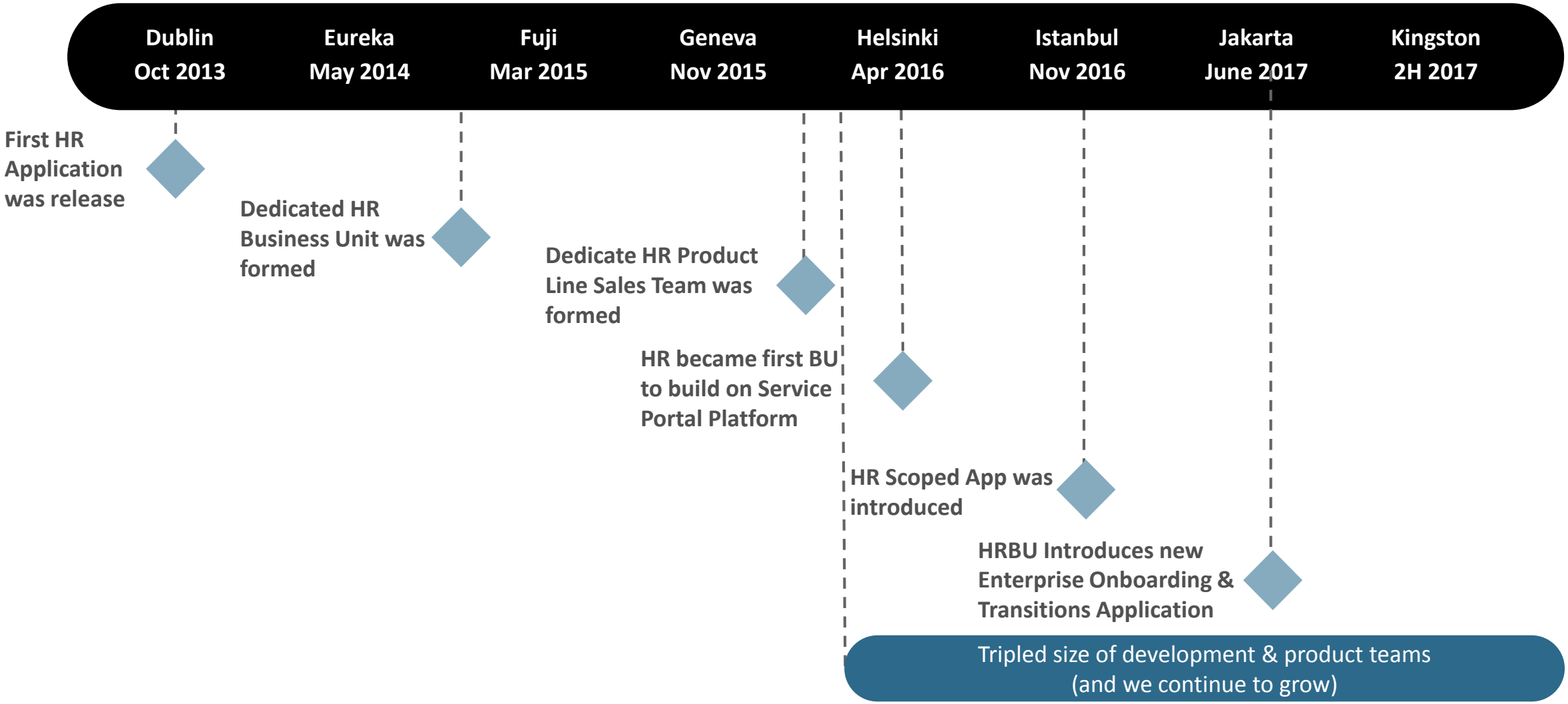
- Bulk case management for lifecycle events
- Employee created tasks

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Why ServiceNow for HR?

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HR Momentum at ServiceNow



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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

Lucinda Foss

Director, Product Management

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