knowledge17

WORK at LIGHTSPEED™

Building A Best In Class HR Service Portal

EMILY BOARMAN
MANAGER, HR PORTAL & HR OPERATIONS COMMUNICATIONS
Medtronic

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HR TRANSFORMATION LEADER
ServiceNow

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servicenow

Agenda

- Session Introduction
- Session Objectives
- The Need for the HR Portal at Medtronic
- Goals & Challenges
- The Solution to Overcome Multiple Challenges
- Outcomes & Lessons Learned
- Next Steps

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Speaker Introduction



NAME: JEN STROUD

TITLE: HR Transformation Leader & Evangelist

FUNCTION: Customer Success

COMPANY: ServiceNow

EXPERIENCE: 10+ years as an HR Practitioner, ServiceNow Customer, 2.5 years @ ServiceNow in current role

EXPERTISE: Educating HR Leaders on the ART OF THE POSSIBLE with HR Service Management

ACHIEVEMENTS: Implemented ServiceNow at TeleTech enabling a global HR transformation; Employee #1 in HR BU at ServiceNow; Numerous HR seminars; My 5th Knowledge

CURRENT PROJECTS: HR Summits, Blogs, Articles, Art of the Possible Presentations to HR Leaders & Teams

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Speaker Introduction



NAME: Emily Boarman

TITLE: Manager, HR Portal and HR Operations Communications

FUNCTION: HR

COMPANY: Medtronic

EXPERIENCE: 3 years non-profit, 4 years public education, 5 years HR

EXPERTISE: Merging people's needs with IT solutions, building scalable solutions, HR Communications

ACHIEVEMENTS: Launched Medtronic's first HR Portal! For the first time, employees at Medtronic will have one site to go to for their HR needs questions

CURRENT PROJECTS: Driving process efficiencies. Automating all procurements/HR work streams

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My Company



NAME: Medtronic

INDUSTRY: Global Healthcare Solutions

MARKET FOCUS: My company focuses on alleviating pain, restoring health, and extending life

COMPANY'S PRIMARY PRODUCTS/SOLUTIONS: Today, our therapies improve the lives of more than two people every second. Heart & vascular conditions, Movement disorders, Spinal conditions, Diabetes and more…

COMPANY-WIDE INITIATIVES: Create innovations that work well for patients and make sense for the bottom line, Collaborate to create more sustainable, high-quality and lower-cost models of care, Remove barriers to care to make our offerings available to more people around the world

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Session Introduction

Why does an HR Service Portal matter?



amazon

StubHub!

OpenTable®

STARBUCKS COFFEE

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Today's workforce is becoming more global, mobile, social and flexible. Concurrently, workforce expectations for consumer-grade experiences are rising. Meeting the expectations of this modern workforce requires HR and IT leaders to take a fresh look at HR service delivery technologies and models.

Gartner

Modernizing HR Service Delivery for the Digital Workforce, 2016

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"…offerings must now engage and delight a wide range of HR customers in a manner similar to the way in which successful consumer electronics create compelling experiences for their customers.

Bersin by Deloitte.

HR Technology Disruptions for 2017: Nine Trends Reinventing the HR Software Market

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For maximum business transformation impact, make the user experien/ce a high priority to meet expectations set by consumer user experiences,…

FORRESTER®

Create A Business Application Road Map For The Digital Age Road Map: The Business Applications Playbook by Paul D. Hamerman 2016

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Session Overview



Objectives

- Learn why and how to bring your organization* along on your journey to build a best-in-class HR Service Portal!

(*Sure, your small-but-mighty project team can build an HR Service Portal, but your real measure of success is if people use the tool, recommend it to others, and feel empowered to offer more feedback!)



What You Will Learn

- Build an effective governance team
- Leverage data to engage stakeholders and ensure adoption
- Gather and prioritize feedback from end users

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Context – Setting the stage

Our small HR Portal Team…

MANAGER – U.S.

- Sr. Analyst – U.S.
- Analyst – U.S.
- Analyst – Europe

…needed to make a mighty impact!



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Challenges

CHALLENGES

No standard solution for:







Never mind that:

- 100+ HR websites existed
- HR Transformation was underway
- I had personal preferences and pre-formed opinions (my human admission!)

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Goal & Priorities

THE GOAL

Build a one-stop, internal HR website for employees, managers, and HR to find HR information. Link employees to the HR contact center if they need extra support.

PRIORITIES



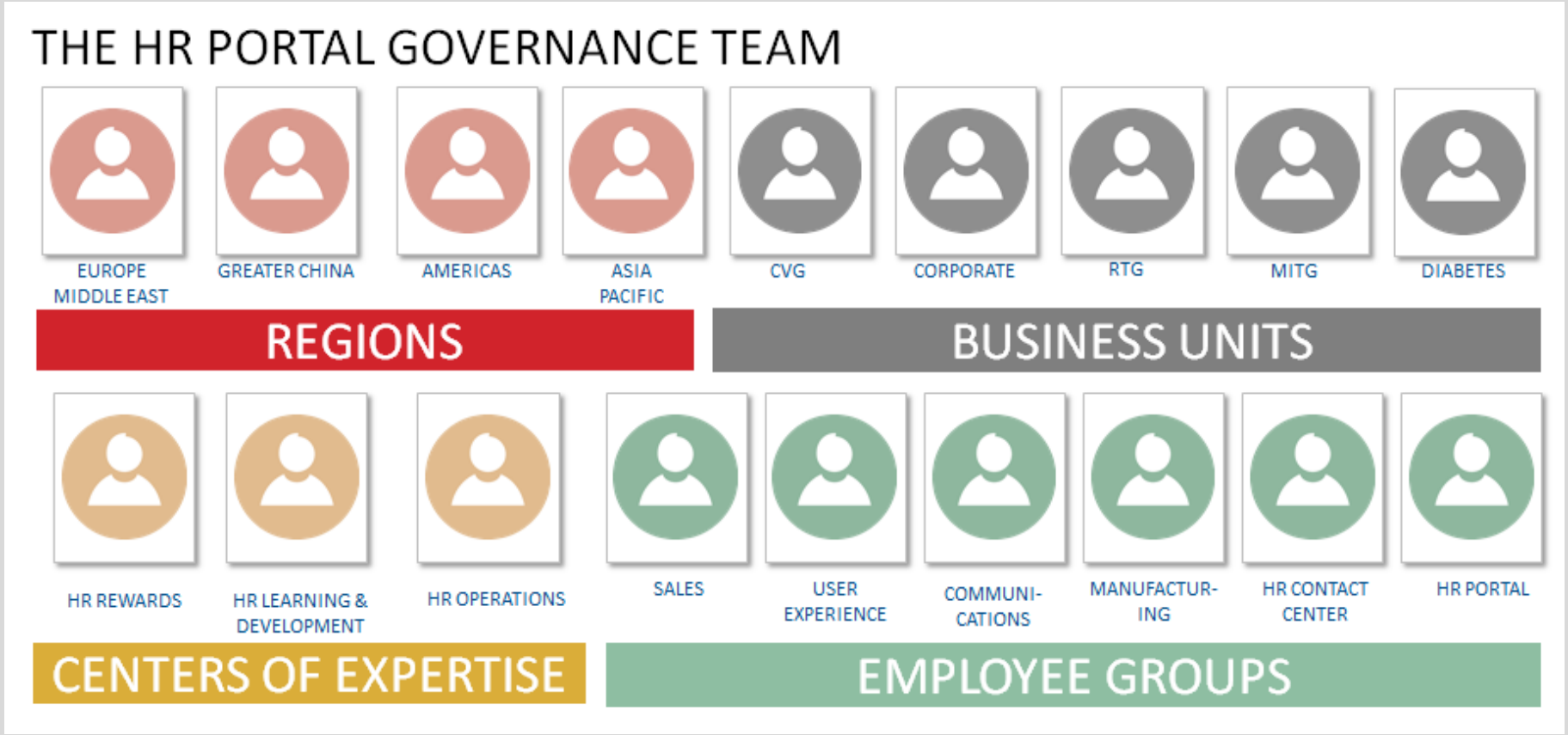




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Solution: The Global HR Portal Governance Team!

The REAL stars of the show!



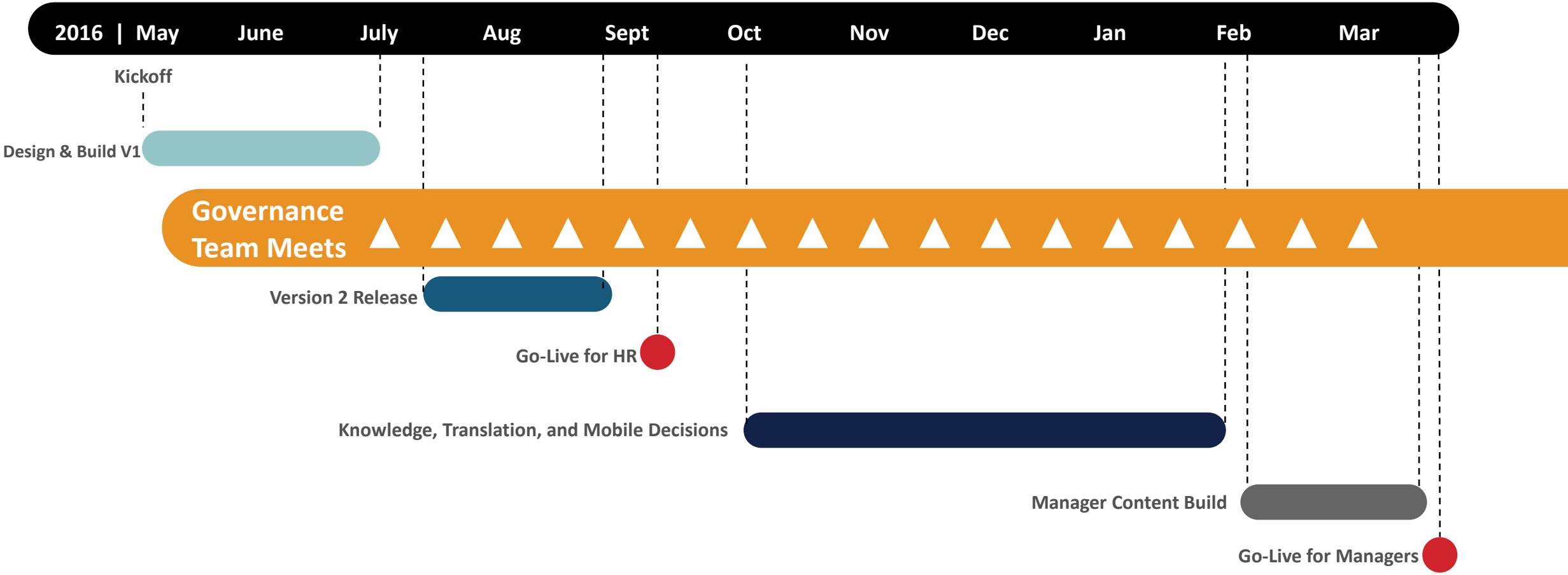
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The Governance Team's Approach

WHAT WE DO…	…AND HOW	
Represent the Voice of Employees & Managers	Create feedback loops within teams	Actively participate in Governance Team meetings
Prioritize HR Portal Enhancement Ideas	Review HR Portal Enhancement ideas	Prioritize the ideas
Support Adoption Efforts Across the Organization	Champion the HR Portal within teams	Model new behaviors (e.g. knowledge lives in the HR Portal)

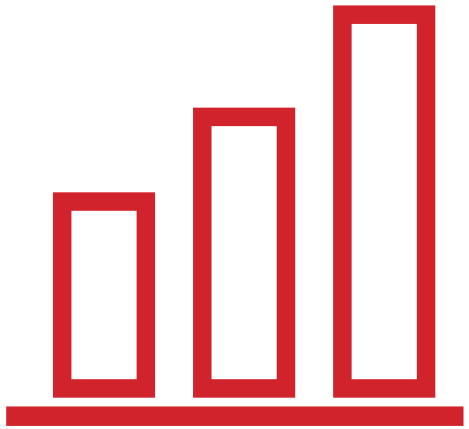
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Solution – Timeline



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Solution – Listen with Data



THE QUANTITATIVE APPROACH

Centralized, meaningful reports for the first time ever, thanks to ServiceNow!

WE'RE MEASURING

- Searched items
- Hits on documents (informing translations)
- Feedback on documents
- And more

AND TAKING ACTION

1. Continuously improving knowledge
2. Building knowledge based on employee priority

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Solution – Listen with Feedback Loops



THE QUALITATIVE APPROACH

1

3 opportunities for feedback on each Knowledge Article

2

Bi-Weekly meetings with our Governance Team

3

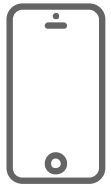
Regular manager feedback sessions

OOO

More!

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Value Outcomes

	Metric	Before	After
	Number of HR Websites	100+	1
	Percent of employees who could not conveniently access HR info	52%	0%
	Employee Feedback Loop on our HR information	Anecdotal, unorganized, non-existent	Qualitative + Quantitative
	Speed to deliver on a “Create a Position” Request	3-4 days	30 minutes

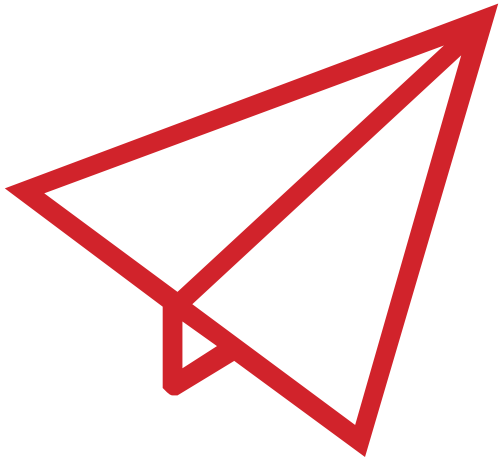
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Lessons Learned

1. It’s not too early to form a Governance Team
2. Leverage reports from ServiceNow to identify trends and understand usability
3. Establish priorities early on
4. Leverage a soft launch + feedback sessions along the way
5. Progress may feel slow, but it’s true progress and rewarding

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Our Next Steps



- Prioritize functionality for future HR Portal phases:
  - Chat
  - Onboarding
- Align Knowledge Articles between the HR Portal and our HR Contact Centers
- Mature and grow our Feedback Loops

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Top Takeaways

1

Check Your Mindset

2

Engage Your Real Stars of the Show – your People!

3

Use Data to Listen to Your People!

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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

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