knowledge17

http://clabs.link/lab131973

http://bit.ly/LAB131973

WORK at LIGHTSPEED

HR Service Management Overview: Configuring Your Instance to Support HR

Gary Kenyon-Leigh
HR Advisory Solution Consultant
ServiceNow

Matt Reinfeldt
Sr. Solution Consultant
ServiceNow

© 2017 ServiceNow All Rights Reserved

servicenow

Agenda

- Introductions & Objectives
- Lab Overview
- Lab Exercises
- Lessons Learned
- Q&A

© 2017 ServiceNow All Rights Reserved

Speaker Introduction



Name: Gary Kenyon-Leigh

Title: HR Advisory Solution Consultant

Function: HR Business Unit

Company: ServiceNow

Experience: 16 years experience working in HR technology at a global management consultancy

Expertise: HR technology, HR transformation, and Business Process Outsourcing

Role: EMEA-based HR professional working with customers to transform their HR service delivery model

Current Projects: In training to run my first half marathon

© 2017 ServiceNow All Rights Reserved

Speaker Introduction



Name: Matt Reinfeldt

Title: Senior Solution Consultant

Function: Pre-sales for MED/SLED in Wisconsin & Illinois

Company: ServiceNow

Experience: 1.5 years as ServiceNow SC, 17+ years in Service Management; various roles

Expertise: ITSM, Security, HR, ITOM

Achievements: Second year presenting at Knowledge, customer advocate

Current Projects: Working to identify Healthcare-, Goverment-, and Education-specific use cases and solutions

© 2017 ServiceNow All Rights Reserved

Objectives and What You Will Learn

Objectives

- How to configure your instance to support an initial implementation of HRSM

What you will learn

- How to configure your HR Department
- Create and publish Knowledge articles
- Create HR Service Catalog definitions
- The employee experience via the HR Service Portal

© 2017 ServiceNow All Rights Reserved

8 – 10 Weeks

© 2017 ServiceNow All Rights Reserved



© 2017 ServiceNow All Rights Reserved

Lab Scenario

- HR team at Hogwarts
- Configure new Groups and Skills for Potions department
- Publishing Potions Knowledge Articles
- Create a ‘Request a Veritaserum Potion’ HR Service Catalog item
- Publish and test via the HR Service Portal
- Review the configured case template for the HR representative

© 2017 ServiceNow All Rights Reserved

Lab Exercises

Lab 1 - The Basics: HR Profiles, Groups, and Roles
Lab 2 - HR Company Setup
Lab 3 - HR Knowledge Management Setup
Lab 4 - HR Service Catalog Setup
Lab 5 - HR Service Configuration Setup
Lab 6 - Review Guided Setup
Lab 7 - Test New HR Service
Bonus Lab - Customize HR Service Portal

© 2017 ServiceNow All Rights Reserved

Lab 1 - The Basics: HR Profiles, Groups, and Roles

NOTE: When enabling the application picker make sure you select – Human Resources: Core

© 2017 ServiceNow All Rights Reserved

Top Takeaways

1

HR Profiles

2

Guided Setup

3

HR Groups

© 2017 ServiceNow All Rights Reserved

Lab 2 - HR Company Setup

© 2017 ServiceNow All Rights Reserved

Top Takeaways

1

Departments

2

Positions

3

Skills

© 2017 ServiceNow All Rights Reserved

Lab 3 - HR Knowledge Management Setup

NOTE: Download the word document article being imported from bit.ly/LAB131973

© 2017 ServiceNow All Rights Reserved

Top Takeaways

1

Knowledge Bases

2

Knowledge Articles

3

Importing Knowledge

© 2017 ServiceNow All Rights Reserved

Lab 4 - HR Service Catalog Setup

© 2017 ServiceNow All Rights Reserved

Top Takeaways

1

HR Service Categories

2

HR Service Catalog Items

3

Linking HR Service Catalog Items to Knowledge articles

© 2017 ServiceNow All Rights Reserved

Lab 5 - HR Service Configuration Setup

© 2017 ServiceNow All Rights Reserved

Top Takeaways

1

HR Topic

2

HR Template

3

HR Service

© 2017 ServiceNow All Rights Reserved

Lab 6 - Review Guided Setup

© 2017 ServiceNow All Rights Reserved

Top Takeaways

1

Chat & Email Configuration

2

Application Configuration

3

HR Service Definitions

© 2017 ServiceNow All Rights Reserved

Lab 7 - Test New HR Service

NOTE: You will need to reset the password for the employee user first

© 2017 ServiceNow All Rights Reserved

Top Takeaways

1

HR Service Portal

2

HR Service Catalog Requests

3

HR Service Catalog Cases

© 2017 ServiceNow All Rights Reserved

Bonus Lab - Customize HR Service Portal

@gkl | @mreinfeldt | #Know17 | http://clabs.link/lab131973

© 2017 ServiceNow All Rights Reserved

Top Takeaways

1

ServiceNow Share

2

Update Sets

3

HR Service Portal Customization

© 2017 ServiceNow All Rights Reserved

Lessons Learned

1. How to manage your HR Department team structure
2. How to publish knowledge articles
3. How to configure and publish HR Service Catalog Items
4. How employees can become self-reliant
5. How HR can better manage interactions with employees
6. How you can configure HR Service Management without writing any code

© 2017 ServiceNow All Rights Reserved



@gkl | @mreinfeldt | #Know17 | http://clabs.link/lab131973

© 2017 ServiceNow All Rights Reserved

Thank You

Lab Sponsored by Amazon Web Services



Gary Kenyon-Leigh
HR Advisory Solution Consultant
ServiceNow

Matt Reinfeldt
Sr. Solution Consultant
ServiceNow

@gkl | @mreinfeldt | #Know17 | http://clabs.link/lab131973

© 2017 ServiceNow All Rights Reserved