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WORK at LIGHTSPEED

Enterprise Onboarding:
Benefits and How to Configure Our New Enterprise Onboarding Solution to Meet Your Organization's Process

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New hires are increasingly expecting a **consumer-grade UX** that can be accessed by a **variety of devices**, provides **access to desired content**, and **delivers guidance** on both completed and remaining process steps.

The existing enabling technologies may not meet this emerging standard.

Gartner

Improve Organizational Performance by Evolving From 'Onboarding Employees' to 'Managing Worker Transitions', 2016

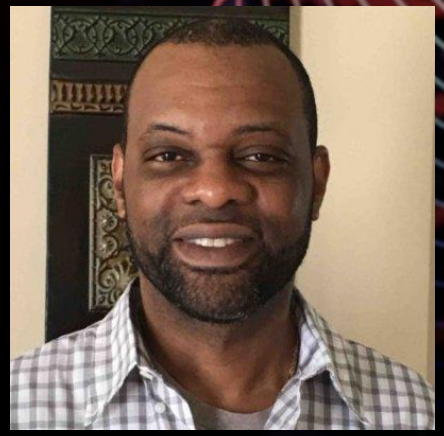
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Agenda

- Speaker Introductions
- Introduction of Enterprise Onboarding and Transitions
- What makes this solution different?
- How did we do it?
- Overview of Configuration Steps for the Lab
- Lab Execution

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Speaker Introduction



Name: Quentin Mackey

Title: Director, HR Product Management

Function: HR

Company: ServiceNow

Experience: 20 years experience in IT, 10 years in the HR Service Delivery space

Expertise: HR Service Delivery, Product Management, Implementation Best Practices

Achievements: Successfully got my daughter through high school; graduating end of May 2017

Current Projects: Working on getting said daughter through College

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Speaker Introduction



Name: Stephanie Goos

Title: Solutions Consultant

Function: Entire Platform

Company: ServiceNow

Experience: Six years as a Solutions Consultant with SaaS technology solutions *(Five with Benefits Administration technology, Businessolver; 16 months with ServiceNow)*

Expertise: ITSM, HR, Facilities, and CSM

Achievements: Rookie of the Year Solutions Consulting at ServiceNow, 2016

Current Projects: Working with customers and prospects to make their enterprise work at lightspeed!

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Objectives and What You Will Learn

Objectives

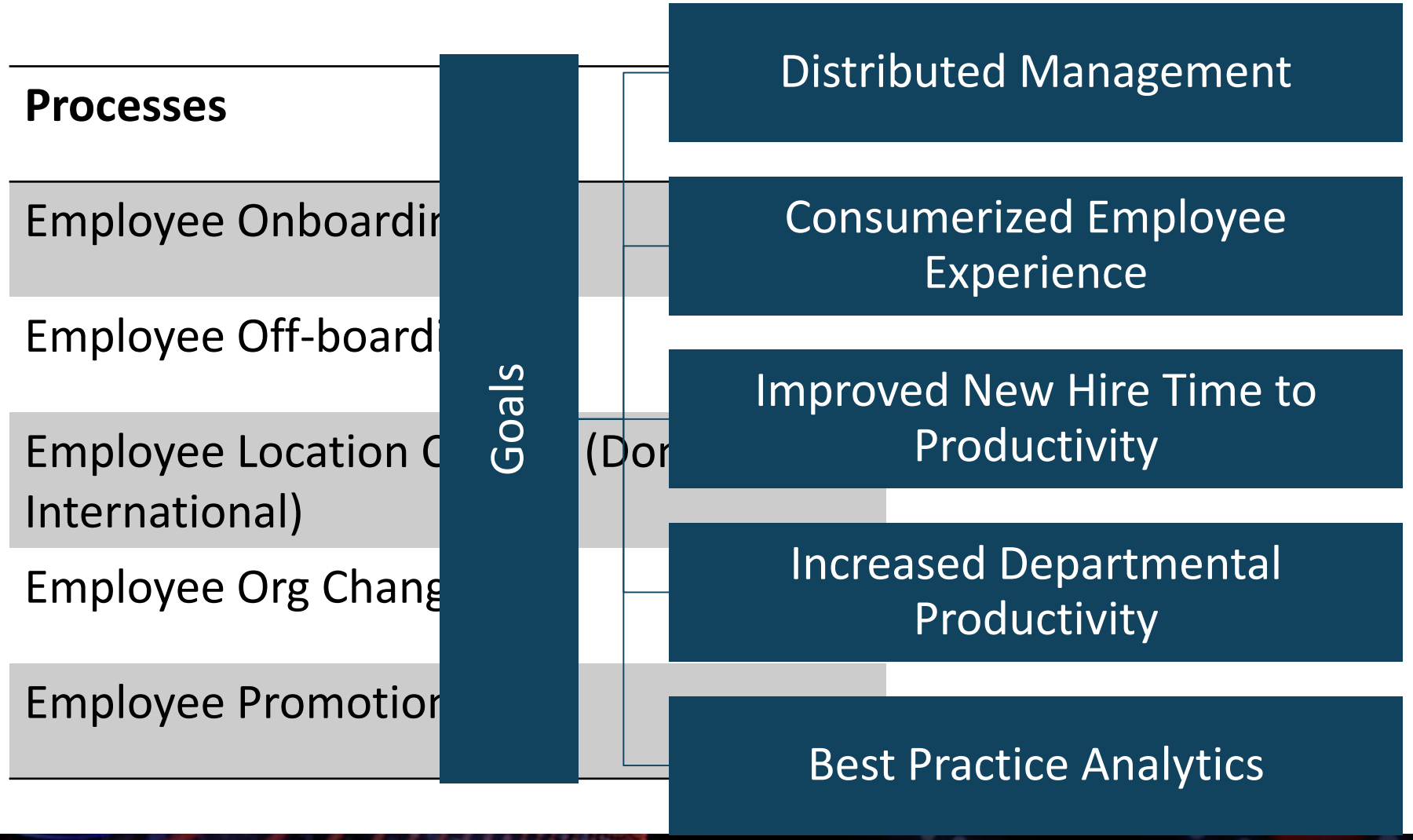
- To leave with a high-level understanding of the new Enterprise Onboarding and the various Transitions and Activities available to configure your onboarding process

What you will learn

- What is Enterprise Onboarding and Transitions
- What makes this solution different?
- How did we tie it all together?
- How to walk through the onboarding process and configure activities

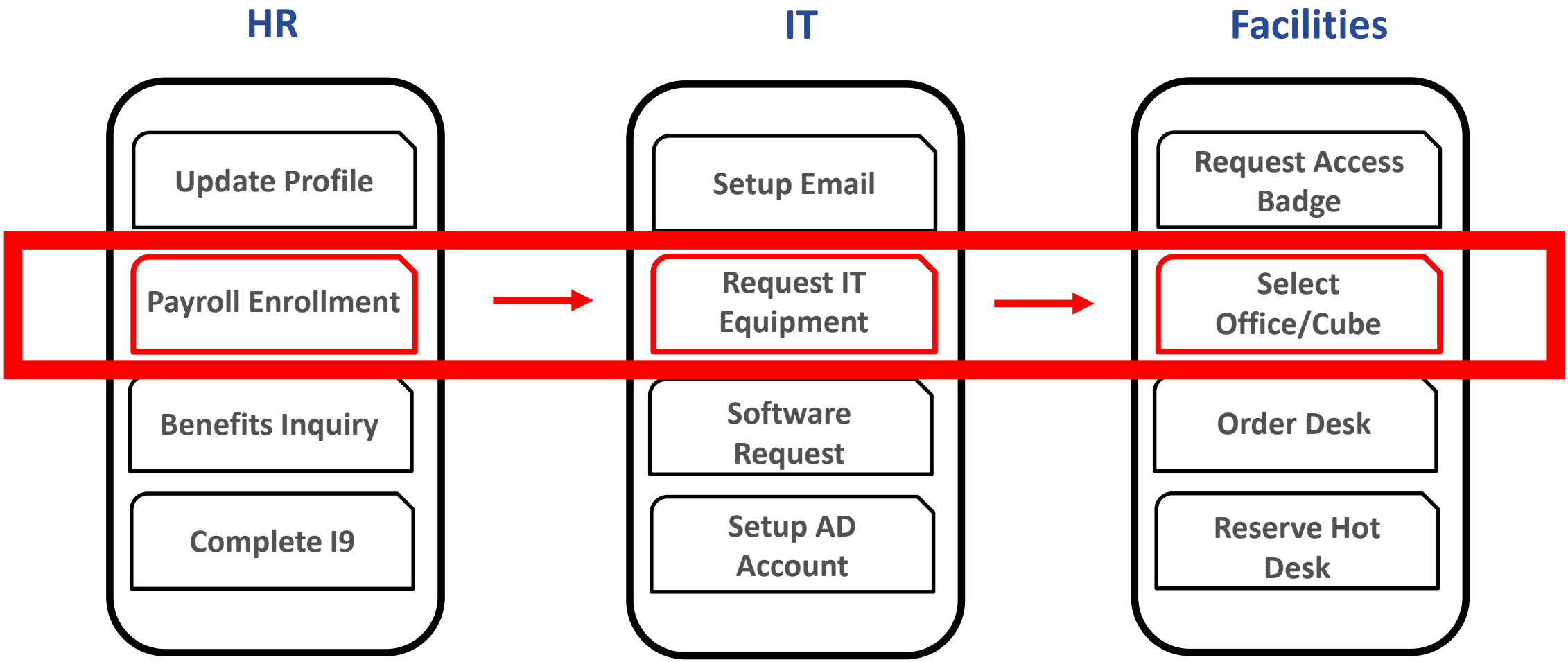
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Enterprise Onboarding and Transitions



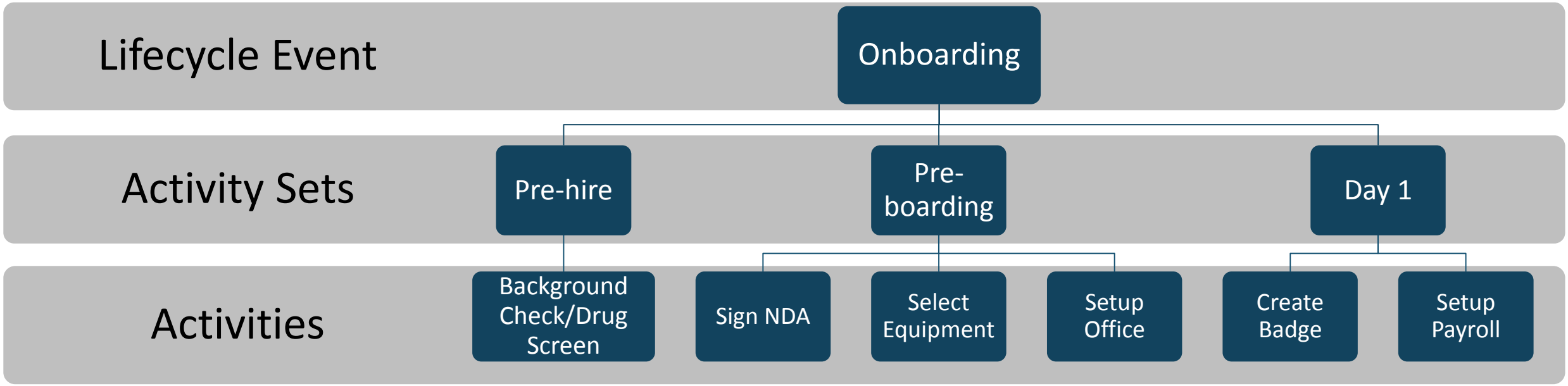
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What Makes This Solution Different?



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How Did We Do It?



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Activities (Tasks)



Sign NDA

- HR Service

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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Overview of Configuration Steps for the Lab

1

Create two Activities in the Pre-hire Activity Set in the Onboarding Lifecycle Event for each Task

2

Create two HR Task Templates:

1. One to trigger a Catalog Item Request
2. One to open an External URL Link

3

Test your work

Bonus Lab: Apply the HR Criteria – US Employees Only to your Benefits Enrollment Activity

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Thank You

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