knowledge17

http://clabs.link/lab131977

WORK at LIGHTSPEED

Maximizing the Employee Experience with HRSM and Becoming the System of Engagement

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Agenda

- Introductions & Objectives
- Market Overview and Challenges
- Solutions
- Labs
- HR Transformation Journey

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Introductions

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Speaker Introduction



Name: Karlo Parulan

Title: Advisory Solution Consultant

Function: Development/Design/IT/HR/Services

Company: ServiceNow

Experience: 17 years in Service Management, 4 years as a Solution Consultant at ServiceNow

Expertise: Service Management, Shared Services, Customer Service Management

Current Projects: Driving user adoption through intuitive user interfaces and producing ServiceNow roadmaps for customers

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Speaker Introduction



Name: Sarah Means

Title: Solution Consultant – HR & Facilities

Function: HR Practice - AMS

Company: ServiceNow

Experience: 3 years experience working with ServiceNow as an SC

Expertise: HR, Shared Services, Project Management

Current Projects: Creating great content and deliverables for our Jakarta release

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Speaker Introduction



Name: Jamie Bellman

Title: Senior Solution Consultant

Function: HR Practice- EMEA

Company: ServiceNow

Experience: 3.5 years experience HR Management, 4 years experience HR Technology Consulting

Expertise: HR, Shared Services, HR technology, I/O Psychology

Current Projects: Enable ServiceNow EMEA to provide greater HR consultation to our prospects and clients

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Objectives and What You Will Learn

Objectives

- Learn how to provide an engaging experience for your employees

What you will learn

- Understand the environment and challenges facing employers when introducing new employees to their organization
- Learn about how ServiceNow addresses these challenges
- Get hands-on experience on how to leverage tools like the knowledge base and surveys to enhance user experience
- How to build out your own personalized portal with new engaging interfaces for users
- Understand how you can apply what you have learned in your own organization

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Market Overview and Challenges

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4% 20% 66%

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4%

will leave after a bad first-day experience

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20%

turnover in the first 45 days

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66%

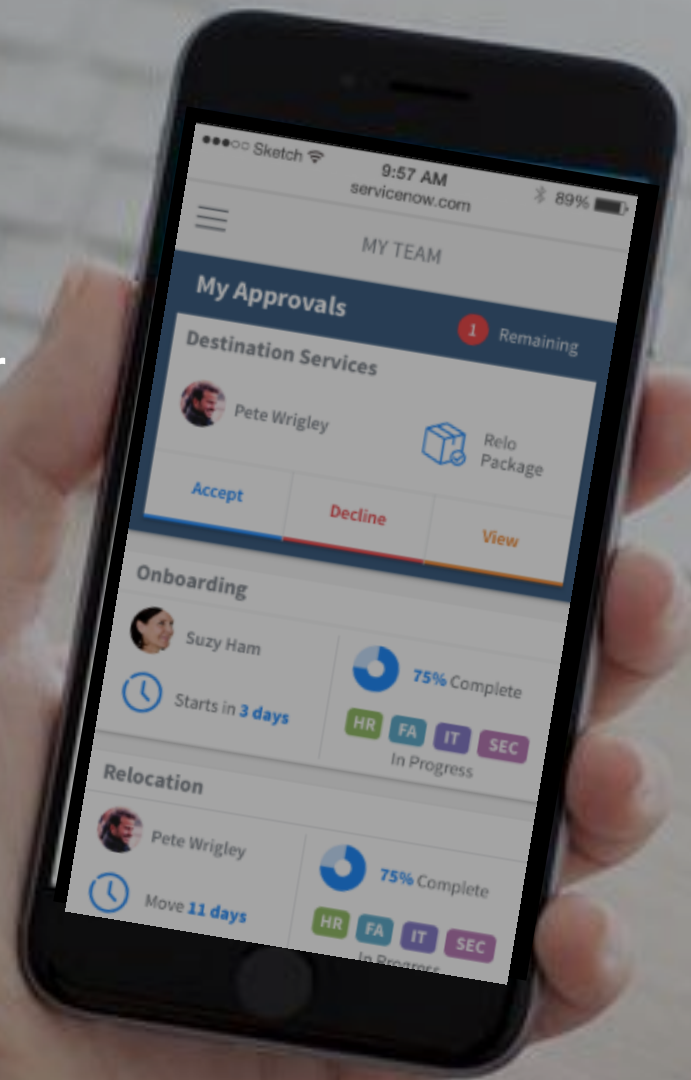
will stay longer than 3 years, having taken part in a structured onboarding process

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Employee Service Expectations Have Changed

“We seem to be about 10 years behind in creating user-friendly, intuitive solutions online for our employees.”

“Should be a frictionless process…should not take away from my ability to do my job.”



“Make it fast and easy… replicate what we deliver for our customers everyday.”

“Empower managers… make our lives easier .”

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HR Must Lead This Transformation

"We see service delivery tools…continuing to expand and change in the next few years, in part due to the need to keep up with workers' expectations for **consumer** and mobile technology …."

Sierra-Cedar

"…The modern workforce expects a **consumer**-grade customer service experience."

Gartner

"A new focus on HR **customer** experience combined with a push toward increasing integration with the business…"

The change is revolutionary—and it's happening now."

Bersin by Deloitte.



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ServiceNow HR Solution

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An HR Service Delivery Solution is Needed

Employees



"When is open enrollment?"

"How do I promote someone?"

"There's an error on my paycheck…"

Poor Experience

Inefficient, Costly

No Visibility

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- **Consumerize the Employee Service Experience**
- **Increase HR Efficiency, Reduce Cost**
- **Gain Visibility to Improve Service**

workday.

successfactors™ An SAP Company

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Ultimate SOFTWARE People first

HR Systems of Record

HR Operations

Payroll

Employee Relations

IT

Facilities

Departments

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Legacy
Service Experience

vs

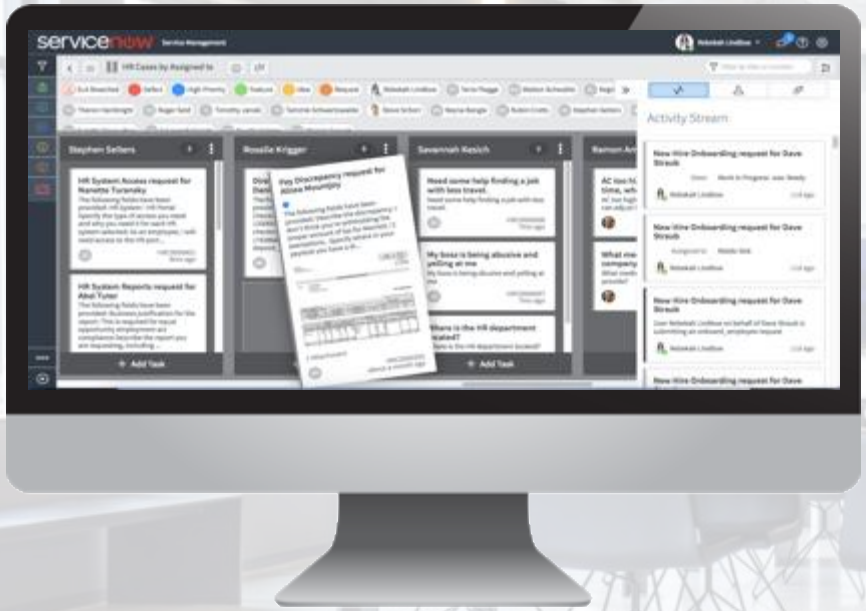
Consumerized
Service Experience

Limited, generic for all workers	Information	Personalized for each worker
Office hours, on desktop / laptop	Access	Anytime, on any device
Search for static check lists	Guidance	Prescriptive, dynamic instructions
Reactive, measured in months, weeks	Timing	Proactive, measured in seconds, minutes
No visibility, search for updates	Status	Instant visibility, push notifications
Frustrated, unproductive employees	Result	Satisfied, energized employees

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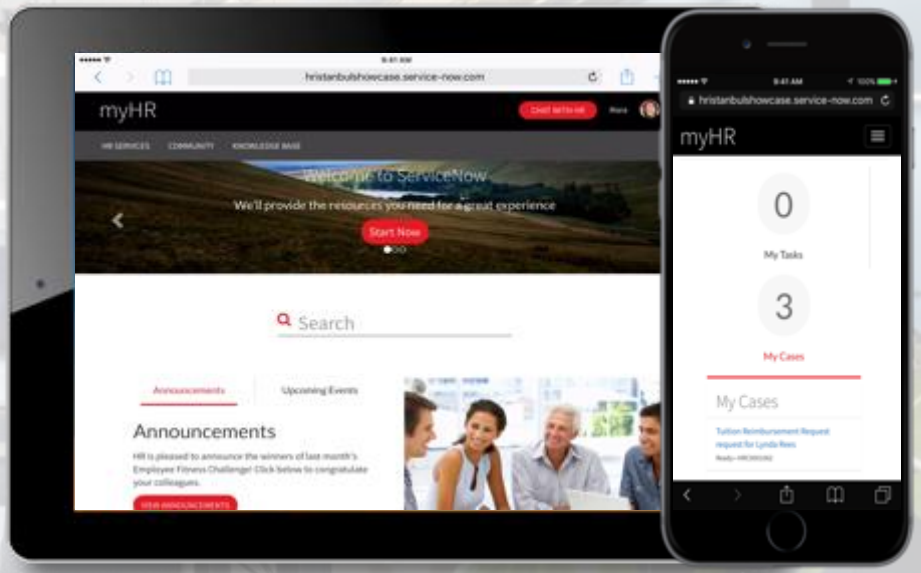
The ServiceNow Solution

Case & Knowledge Management



- Manage the interactions between HR and employees

Employee Portal & Smart Services



- Enable employee self-reliance
- Make HR services employee-centric

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Envision Healthcare Video

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Labs

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Lab Overview

Lab 1: ServiceNow HR Solution
Lab 2: Make HR Portal Your Own
Lab 3: Communicate with Your Employees
Lab 4: Get feedback from Employees
Lab 5 (Optional): Create New HR Services

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Lab 1: ServiceNow HR Solution

1

Demonstration of the Employee Experience

2

Demonstration of the HR Team Experience

3

Become familiar with the ServiceNow HR Solution

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Updates to Lab Instructions

- Page 9 – Step 1: You may need to refresh your browser to re-login into the regular screen.
  ***We strongly recommend you use 2 browsers for this lab to make it quicker.**
- Page 9 – Step 3: Search the navigation bar for “**Dashboards**” under Performance Analytics if no bookmark appears
- Page 10 – Step 3: Filter on ”Development” instead of empty
- Page 14 – Step 3: Search navigation for ”HR Cases” > ”Open” if no bookmark appears

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Lab 2: Make HR Portal Your Own

1

Understand the components of primary components of Service Portal

2

What are the different elements that can be used to enhance the employee experience

3

Make the HR Portal your own

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Updates to Lab Instructions

- Page 19 – Step 1: Use login: **hradmin** password: **hradmink17**
- Page 19 – Step 1: Switch to HR: Service Portal Scope [we will demo]

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Lab 3: Communicate with Your Employees

1

Learn about the different types of methods of communicating with your employees

2

Create and publish a knowledge base article

3

Access the newly created knowledge base articles via your personalized HR Portal

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Updates to Lab Instructions

- Page 48 – Step18: If ”Save” button is not there, right-click the gray header and click Save.

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Lab 4: Get Feedback from Employees

1

Learn about how surveys can help gather feedback from employees

2

Create a survey and publish to all employees

3

Access and complete the newly created survey from your portal

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Updates to Lab Instructions

- Page 53 – Step 1: Log in as **hradmin** NOT admin
- Page 61 – Step 4: Click on “HR Request Satisfaction Survey” instead of New Hire Survey
- Page 66 – Step 3: Click on “HR Request Satisfaction Survey” instead of New Hire Survey

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Optional Lab 5: Expand Your Service Offerings

1

Understand what services are available to your user base

2

Understand what components make up the HR Solution

3

Become enabled to create and manage a new service

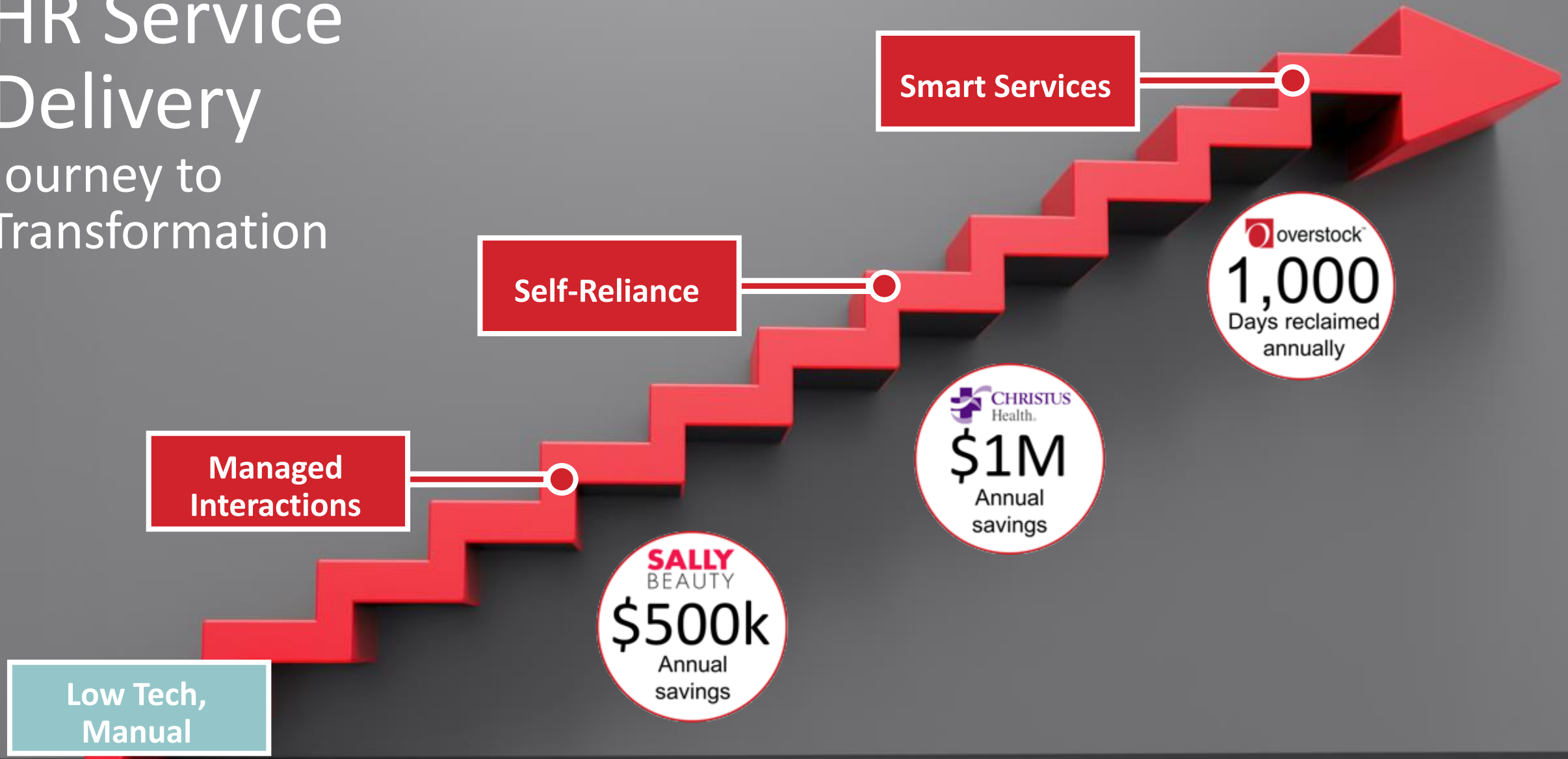
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HR Transformation Journey

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HR Service Delivery

Journey to Transformation



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Top 3 Takeaways

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Top Takeaways

1

The importance of a useful knowledge base

2

Promote your HR Portal

3

Start small

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Thank You

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Q & A

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