knowledge17

WORK at LIGHTSPEED™

Transforming HR Service Deliveryv – Q&A with INPEX

MODERATOR:
TRACEY FRITCHER
ServiceNow

CUSTOMER:
ANGELA ERASMUS
MANAGER IT SERVICES

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servicenow

Speaker Introduction

NAME: Angela Erasmus

TITLE: Manager IT Services

FUNCTION: Information Management and Technology

INDUSTRY: Oil and gas

EXPERIENCE: Angela has been in the Service Management field for the past 18 years working across a range of ITSM and Service Delivery roles. In recent years she has focused on process automation and platforms to gain efficiencies in Service Delivery.

EXPERTISE: All things ITSM

CURRENT PROJECTS: Facilities Space Management and Service Portal Improvements

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What were some of the HR-related business challenges your company was facing, before implementing ServiceNow?

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Our Challenges

1. Difficulty tracking HR Cases
2. Inconsistent notification methods
3. Paper trail tracking for manual forms and wet signatures
4. Multiple entry points to find knowledge articles and FAQs
5. Variable response times which were not measurable

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As result of these challenges, what effect do you think that had on the business and the employees service experience?

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myHR query

Search the HR Knowledge Base

Managing resources

Hire request
Workforce planning
Onboarding enquiries

New starters

Induction
Probation

Managing people

HR Standards, Procedures & Guidelines enquiries
HR data change
Organisational change management
Diversity and inclusion
International assignment (employee)
Domestic and inbound relocation (employee)
Australian work permit (employee)
Rewards and recognition

Managing competency and learning

myLearning
myCapability
Graduate and vacation program
Leadership

Managing performance

myAppraisal
Performance

Remuneration and benefits

Remuneration
Benefits
Payroll
Short Term Incentive Plan

Exit and termination

Managing separation
Separation checklist

HR service and support

Log a HR request
HR system support
HR reporting request
myHR knowledge base

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Prior to selecting ServiceNow, did you have vision in mind for how you planned to improve your HR Service Delivery across the organization?

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The Quick Answer Is NO! However…We Knew We Wanted to:

- Create a faster way for our Employees to access the information and tools they needed from Human Resources
- We wanted to improve response times and did so by providing an automated response to our Employee enquiries
- We wanted to offer a ‘Google’-like search functionality on the HR portal to quickly and easily locate HR Standards, Procedures and other information
- The introduction of myHR represents a move towards a greater reliance on self-service and is part of preparing our business for the transition to operations
- Using the myHR portal ensures the relevant INPEX HR team member receives your request and can process it as efficiently as possible



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Why did you ultimately choose ServiceNow for transforming your HR Service Delivery over any other vendor?

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Why ServiceNow?

1

SECURITY

The ability to deploy standard built-in functionality of HR module which allows for segregation from other modules and database tables

2

FUNCTIONALITY

The ability to use the standard functionality of the HR module which catered for our requirements for forms, task and work flows as they matched our high level activities

3

CONFIGURATION

Ease of configuration and time to value

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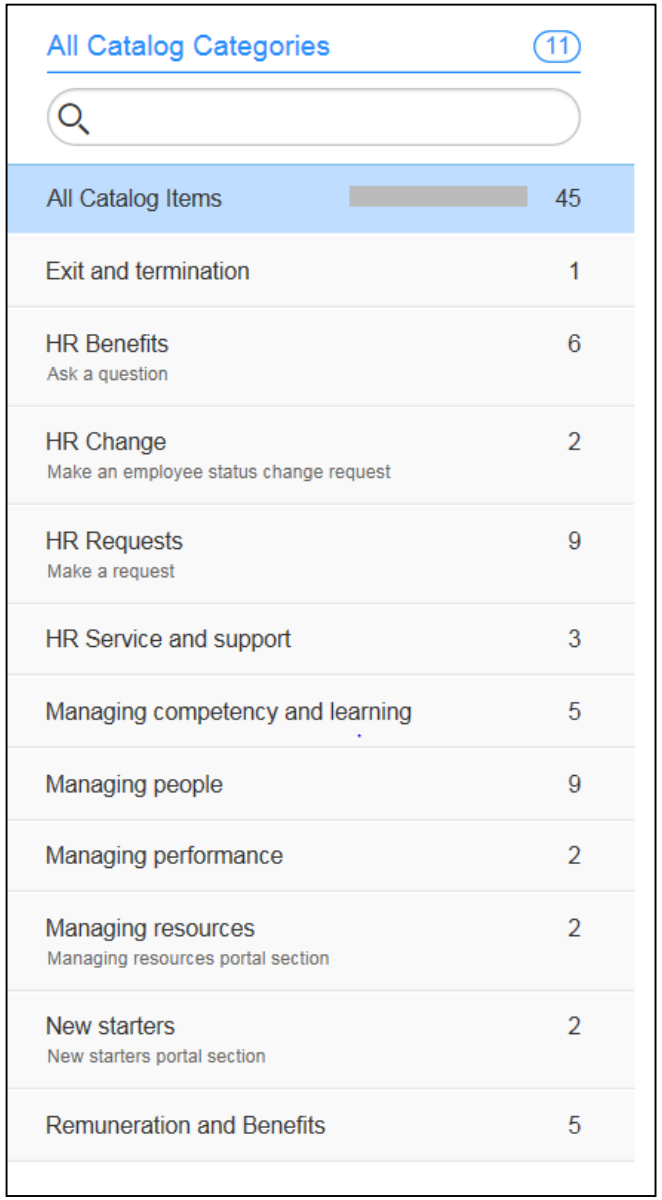
What was your planned measure of success after going live with ServiceNow across the organization?

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Measure of Success

The introduction of myHR represented a move towards a greater reliance on self-service and is part of preparing our business for the transition to operations.

Using the myHR portal ensures the relevant HR team member receives our Employee requests which supports them processing them as efficiently as possible.



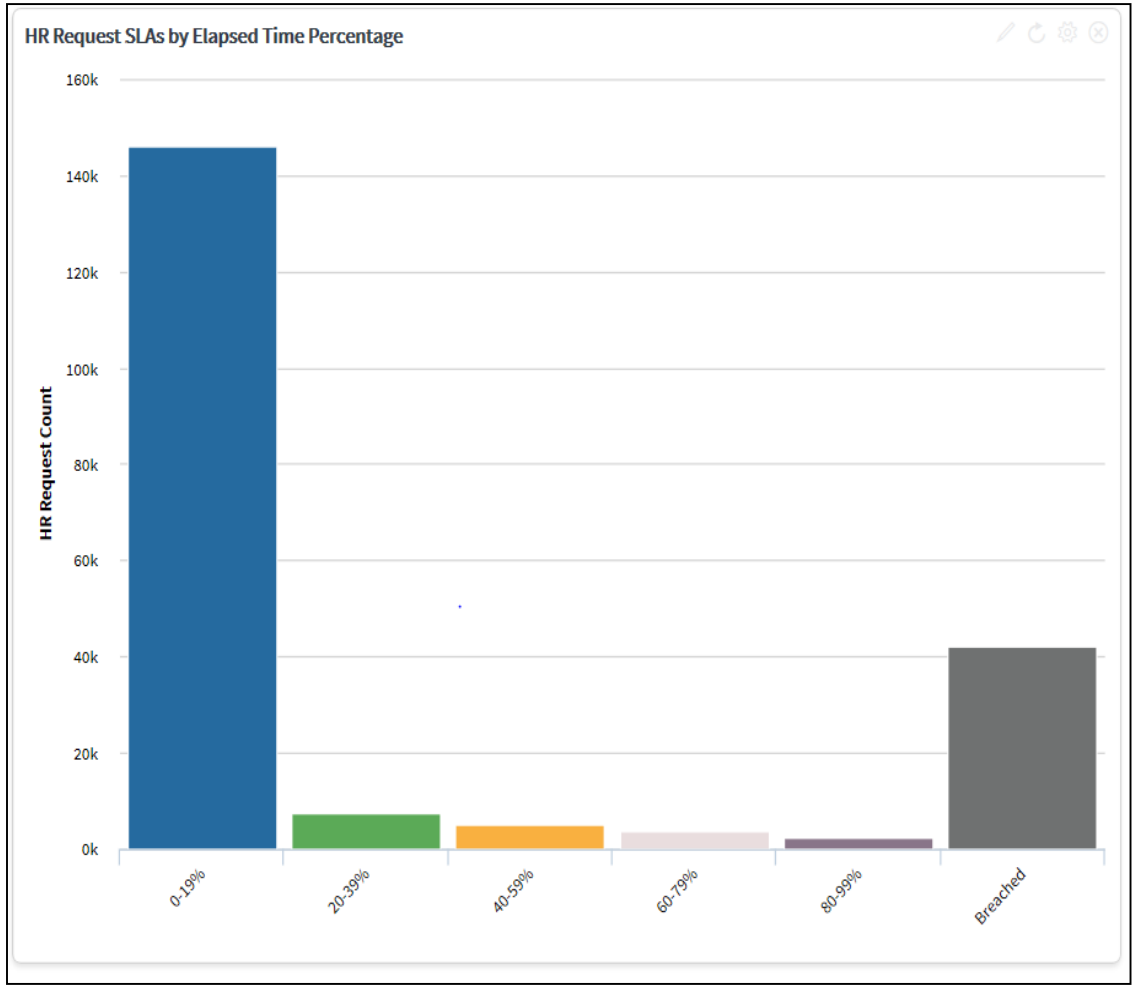
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Since Implementing ServiceNow, how would you say the benefits have materialized?

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Benefits

1. We have an effective way of logging, tracking and measuring HR cases
2. The automated responses keep our Employees informed of the progress updates
3. The portal has allowed for self service any time of the day
4. We can report effectively on the categories of HR Cases



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Are there any plans to expand your ServiceNow solution across other HR areas or departments?

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Expanding ServiceNow Across the Enterprise

1. Further development of workflow approvals and automation
2. Increasing the options on the self service portal
3. Maturing the approval matrix

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Q & A

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Thank You

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Take the Survey

Please take a moment to complete a session survey in the Knowledge17 app.

Thank You

Moderator:

Tracey Fritcher

ServiceNow

Customer:

Angela Erasmus

Manager IT Services

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