

Streamlining HRSD: Effective Implementation Strategies for Success

Live on ServiceNow 360 Exchange

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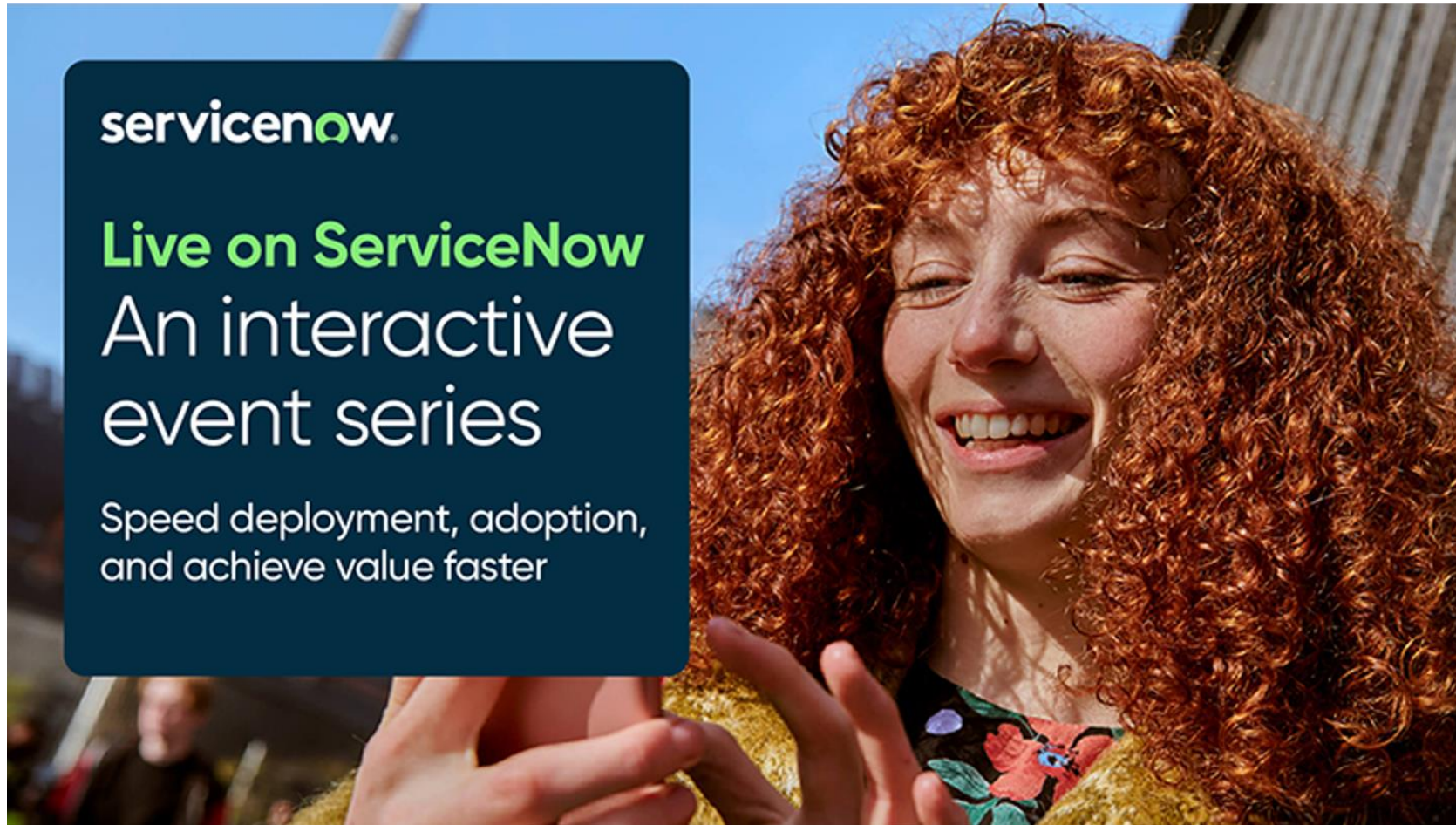
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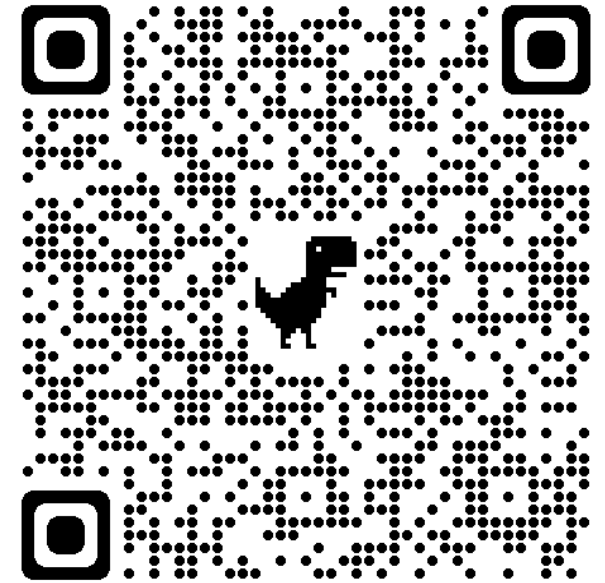
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Join us at future webinars and 360 Exchanges



See the schedule



Link will be shared
in today's chat

Housekeeping



This is a virtual round table – we would like to have a great conversation with you



Unmute yourself to ask a question or share an idea. You can also use the Q&A button on the button on your screen.



Today's session will not be recorded to safeguard privacy and keep conversations intimate



After the event, you will be prompted to fill out a short survey. Thank you for your feedback!

Thanks for joining us today!



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Today's Focused Topics

1

Plan your Journey for HSRD

- Key Considerations- Before you start your HRSD project

2

Onboarding Journey Readiness

- Introduction & Guiding Principles
- Set-up Lifecycle Event/Journey
- New hire Access to ServiceNow Before Day1

3

Now Assist HRSD Readiness

- Preparing for NowAssist in HR Service Delivery

Joining the breakout rooms

- Live on ServiceNow shares a new Zoom link in the chat. Please click on that link and join the Zoom.
- You are brought into a new meeting and will be asked to answer a poll with 3 options:
 - 1 – Plan your Journey for HRSD
 - 2 – Onboarding Journey Readiness
 - 3 – Now Assist HRSD Readiness
- Select the option you prefer, and you will be brought into the corresponding breakout room

Happy exchanging!

Your HRSD Journey

Prepare for success

Ashok Kanani

Principal Product Success Manager

Discussion points

Some things to look at before starting an HRSD project

1

Plan your journey

2

Define your services

3

Security

Plan your journey

- Implementation Sequence
- Business priorities
- Big bang vs. phased rollout
- Employee experience
- Project team
 - SME Training
- Platform Governance





Products are placed based on when implementation may start. Mature customers continuously enhance their initial implementations.



Realize incremental value with every product deployed.



Your maturity path is unique. This guidance helps maximize platform potential to achieve business outcomes.



Before you start

- [Understand HR Service Delivery](#)
- [Determine the vision and desired outcomes](#)
- [Select the right products with Solution Planner](#)
- [Calculate business value](#)
- [Build a Phased Program Plan](#)
- [Establish Organization Change Management Plan](#)
- [Complete the Readiness Checklist](#)
- [Support your journey with the HRSD Success Map](#)

HRSD Pro

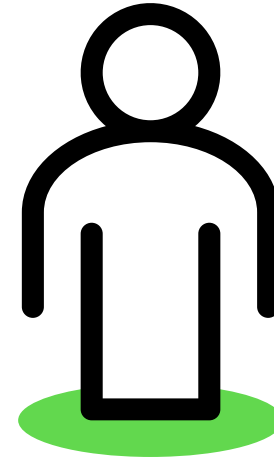
HRSD Enterprise

Add-on product

FOUNDATION		CRAWL		WALK		RUN		FLY	
Case Management	Automate intake and processing of email requests and general inquiries	Case Management	Standardize and automate fulfillment of employee requests and inquiries	Virtual Agent	Simplify self-service and resolution to issues, reduction of cost to support	Advanced Work Assignment	Push work automatically to qualified agents based on availability, capacity, and skills	Machine Learning for HRSD	Reduced efforts using the Automation Engine for intelligent cloud actions
Knowledge Management	Provide on-demand information to help agents efficiently resolve cases	Knowledge Management	Employees can search for information, resulting in case deflection	Journey Designer	Design and automate personalized journeys for employees and managers	HRSD NLU Model for Virtual Agent	Provide employees with a natural, engaging conversational experience	Predictive Intelligence	Artificial intelligence using machine learning decreases the time to resolution
HR Profiles	Confidential employee data that can be associated to HR cases	Document Templates	Automate document generation, filing, signing, and distribution	Lifecycle Events	Streamline cross-enterprise workflows for a frictionless employee experience	Universal Request	Enable cross-department collaboration for a more unified service experience	Issue Auto Resolution for HR	Save time, reduce costs, and improve service by resolving routine HR cases faster with AI-powered automation
Dashboards & Reports	Monitor operational status and visualize business outcomes with KPI reports	Employee Relations	Reduce risk by safeguarding sensitive cases and investigations	Employee Experience Packs	Reduce time, effort, and cost with pre-configured content and workflows	Universal Task	Improve visibility of action items and status during the fulfillment process		
Core Data	Manage essential data that supports case processing, access, and reporting	Anonymous Report Center	Measure employee experience feedback to identify improvement areas	Journey Accelerator	Personalize employee transition plans provide structure and support	Alumni Service Center	Allow former employees to stay connected and engaged via a central hub		
Agent Workspace	Agents can engage with employees and manage cases in one place	Agent Workspace	Guide agents to the right solution with interactive workflows and automatic search results	Listening Posts	Gain actionable insights from employee feedback to improve experience	Process Mining for HRSD	Understand the effectiveness of your service delivery processes and identify areas for improvement		
ESM Integrations Framework	Consistently build third-party integrations using common components	Employee Center	Increase self-service fulfillment and employee engagement with a unified portal experience	Learning Posts	Speed resolution by automatically assigning work to the right agents	Workforce Optimization for HR	Manage and maintain the productivity of your workforce in a single application		
HCM Integration	Sync profile and jobs data, preventing agents from switching systems mid-process	Manager Hub	Enable managers to drive team success through insights and recommended actions	Employee Document Management	Increase efficiency and security using digitized employee documents				
HR Security	Ensure sensitive information is secure, documents and specific fields are encrypted	AI Search for HRSD	Employees can quickly find what they need with modern consumer-grade search engine	Now Assist for HRSD	Accelerate productivity, increase self-service capabilities, and provide real-time guidance				
		Now Mobile for HRSD	Improve employee satisfaction with flexibility to interact with HR on the go	Content Experiences & Publishing	Increase employee engagement with targeted news and communications				
		HCM Advanced Integration	Seamlessly sync tasks, view time off, pay slips, holiday calendars, and total rewards in either system	Performance Analytics	Monitor performance and visualize trends to guide continual improvement				

Define your processes

- Which HR Services will you provided to you employees
- Are the services the same for all your employees
- Who can raise requests



HR security

- What data will be stored in ServiceNow
- How long will the data be retained
- Who will have access to the data
- What are audits requirements
- What regulatory requirements do you need to follow



Onboarding Journey- Readiness

Prepare for success

Swapnil Agrawal

Business Process Consultant

Discussion points

Below themes we would like to discuss with the group

1

Introduction & Guiding Principles

Overview of Employee Journey

Guiding Principles for Onboarding Journey Implementation

2

Set-up Lifecycle Event/Journey

Considerations when designing Journeys for a Global Organization

3

New hire Access to ServiceNow Before Day1

Options for new hire to log-in to your ServiceNow instance before Day1

The employee journey is complex

Journey designer helps managers and employees navigate complex career moments that matter.



Guiding principles



Guiding principles

Define road map for Enhancing Onboarding Experience start with an **Focus experience area** (Emp exp, manager exp or improve productivity)



Use what ServiceNow brings and adjust the business before adjusting the platform. Stick to the **baseline**.



Follow the **80/20 rule**. What decisions will accommodate 80% of your situations. Don't let exceptions derail the entire discussion and process.



Set realistic **definition** for **MVP** and **align expectation** within Organization



Security - Carefully consider who needs access to sensitive information & specially what **New Hire can access**.



Change management Don't ignore or avoid difficult decisions. Escalate when needed. Embrace change.



Challenge current practice and drive value by eliminating pain points.



Strive for **standardization**. Focus on **configuration**, not customization. Exceptions should be approved.



Defining a Lifecycle Event



Defining a Lifecycle Event

Defining activities

Each Lifecycle Event is all about the who, what and when:

Who needs to do the activity?

- The employee, their manager, HR or IT agents?

What needs to be done?

- Documents signed, a notification sent, a form filled out?

When does it need to be done?

- X days from the case creation, or on a specific date?



Create Simplified Overveiw of List of activties Per activity Set

Below activities are for illustration purpose only.

New Hire	IT	HROPS	Manager	WPS	Recruiter	Gobal Mobility	Automated	Learning
Pre hire	Preboarding	Prepare for day1	Day1	Rescind	Week1	Month1	Month2	Month3
Start Onboarding	Bank account details	Badge Creation	Update HCM Profile	Rescind activities	Acknowledge policies	Discover learning platform & Trainings	How to register Visitor	Update HCM profile
Emp Information	IT Device request	Manager Prep task	Watch Videos	Stop relocation services	Order WFH Furniture	Talent ambassador	Resources	Share your onboarding exp.
Send Employment contract	WPS task		Find your way	Block access badge	Virtual induction program	Training	Useful Workplace groups	Employee refferal
Relocation details	Prepare onboarding plan		Manager New hire checkin	Collect IT equipment back	Most useful portal			
Process relocation request								

Do you have a well defined
standardized Onboarding
Process?



Our customers commonly follow one of three models for onboarding Lifecycle event Configuration for Global Rollouts

Three distinct models to reach successful implementation



Country Specific

Lifecycle event is configured specific to each country. Implemented mostly for the companies where Processes are not mature (no global roadmap/service lines available) and significant legal requirements per country in addition to every country have their own way of working, which cannot be adapted in first roll out.



Region Specific

Lifecycle event is configured specific to each region. Implemented mostly for the companies where Processes are moderately matured and regions/department works closely with each other, region specific activities are configured in respective lifecycle event activity set.



1 Global Lifecycle event

1 Lifecycle event is configured globally. Global Processes are aligned across departments. Regional variation is less than 10-15%

Country Specific

Pros:

- Most of the country specific requirements can be accommodated
- Less change management efforts
- Country specific reporting on HR services & Departments

Cons:

- Inconsistent employee experience per country
- High Maintenance efforts
- Lesser chances of centralizing and defining global process in future.
- Difficult to get global picture.

Region Specific

Pros:

- Regional specific requirements can be accommodated
- Lesser change management effort compared to Global L.E.
- Better streamlined process that can be potentially globalized in future with time and change management
- Better Regional overviews in reporting and drill down of services per region

Cons:

- Inconsistent employee experience per region
- Moderate Maintenance efforts and significantly less than Country specific
- More efforts in defining reports globally (3 regions data to be merged into 1 report)

1 Global Lifecycle Event

Pros:

- Unified employee experience company wide
- Less maintenance in ServiceNow
- Single Global Overview and drill downs to regions & Countries

Cons

- High change management efforts for future enhancement and changes
- Higher implementation efforts for building reports and drilldowns for regions, departments.
- Higher Testing efforts for the teams when new

Will you new hires interact
with process digitally ?



Our customers commonly follow one of three approach for allowing new hire to Access ServiceNow before day 1

Three distinct models which allows New hire access ServiceNow before they become Employee



Local Account

OOTB: When the Onboarding case is created, ServiceNow creates a user profile and HR profile in ServiceNow for new hire. This user profile is referred as Local account, wherein NH can login into ServiceNow with local account credentials those are shared to new hire via SN



Temporary Customer's SSO

Customer creates identity of the user in there IAM system and grants access to NH via temporary SSO system (for e.g. Prehire Okta) so that new hire can access ServiceNow securely with limited applications access on Okta. Credentials of Temporary SSO is shared by IAM team to new hire in this case.



Corporate Okta

Customer creates identity in IAM system and grants access to there Application landscape via Corporate SSO (for e.g. Corporate Okta). New hire is treated as employee as they get corporate credentials via SSO system (corporate email address and password)

Local Account

Pros:

- OOTB- No additional set-up required.
- 2-factor authentication can be added & password policy can be set-up within ServiceNow.

Cons:

- Access is limited to ServiceNow application only – in case multiple application access is needed for new hire before day1 it wont be possible without separate local accounts for each application
- Different Login credentials as new hire and employee

Temporary Customer's SSO

Pros:

- Single username and password for accessing different applications as part of Temporary SSO
- More secured as customer is liable for maintaining security for customer's application accessibility

Cons:

- Higher implementation & Maintenance effort
- Identity deletion/deactivation should be done in different systems
- Different Login credentials as new hire and employee

Corporate Account

Pros:

- Unified experience as employee gets only 1 credentials irrespective of what stage of onboarding journey they are.
- Lesser implementation effort

Cons:

- Risk of exposing data and applications of the organization to new hire who is not employee yet
- User Account deletion process needs to be defined in case of no shows.
- Corporate account ID will consumed if new hire decides to withdraw before day1

Thank you

Good luck with your Onboarding journey!

NowAssist for HRSD Readiness

Gagandeep Jutley
Senior Technical Consultant

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Introduction



In today's discussion, we'll cover key areas to help you understand and leverage this innovative technology in your organization:

- **Introduction to Generative AI and NowAssist:** What is Generative AI, and how does NowAssist use it?
- **NowAssist in HR:** Discuss how NowAssist can streamline and transform HR processes.
- **Assessing Your Readiness:** How to evaluate your organization's preparedness for NowAssist
- **Live Demo & Roadmap Overview:** Get a hands-on look at NowAssist's capabilities and a glimpse into its future.

Generative AI and NowAssist



- **Objective:**

To generate human-like responses and content, enhancing the user experience.

- **How Does It Work?**

Leverages advanced LLM models, similar to ChatGPT, to deliver intelligent, context-aware interactions.

- **Why It Matters for HRSD:**

As a people-centric solution, HR Service Delivery can greatly benefit from this capability, offering a powerful tool for employee engagement and support.

NowAssist in HRSD



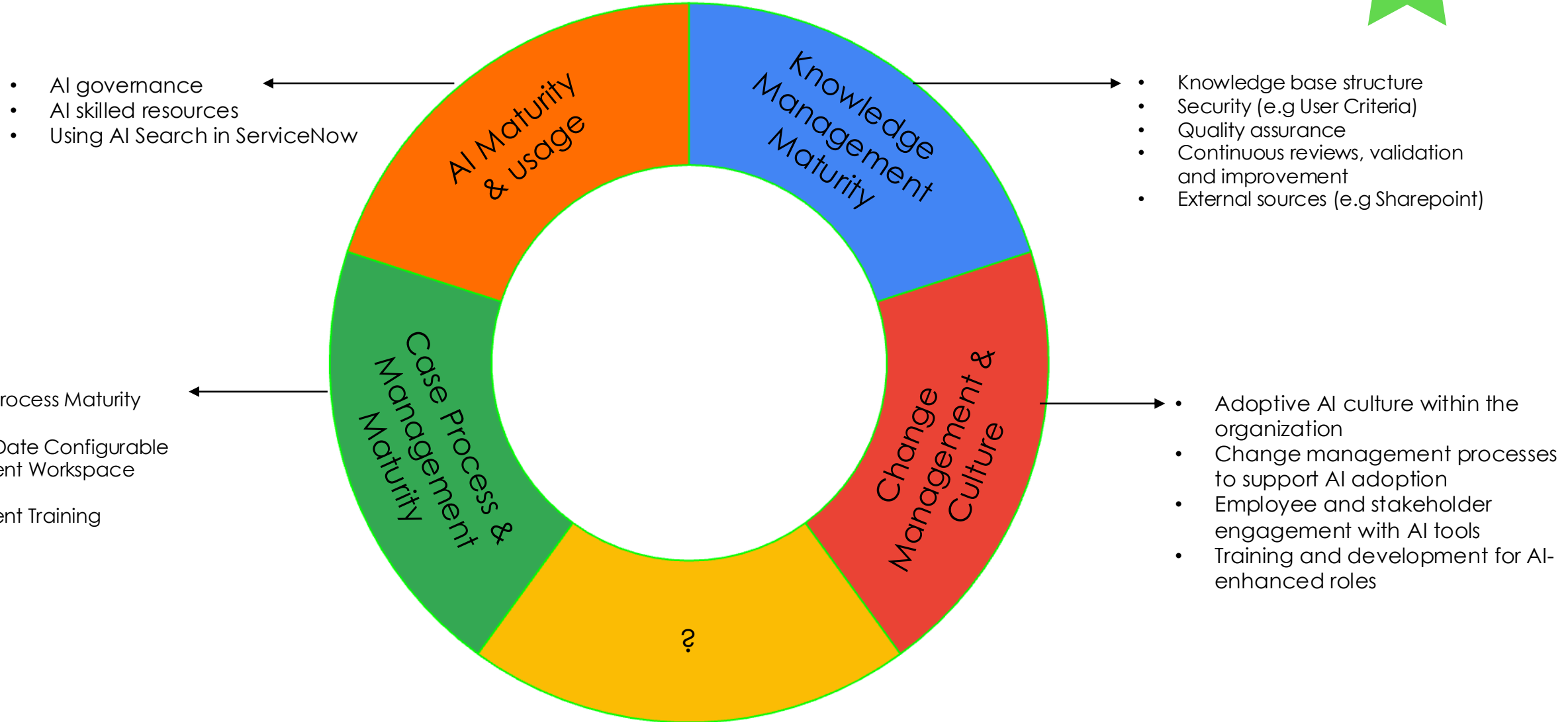
- NowAssist are the ServiceNow specific generative AI capabilities
- Persona driven skills to optimize experience and productivity
- Features and skills
 - Case summarization **(demo)**
 - Resolution notes generation
 - Chat summarization
 - KB generation **(demo)**
 - Q&A in portal & VA search **(demo)**

Assessing your readiness



- **Who has already started their NowAssist journey?**
- **What factors influenced your decision to move forward with NowAssist?**
- **What should we consider when assessing our readiness for NowAssist?**

NowAssist readiness





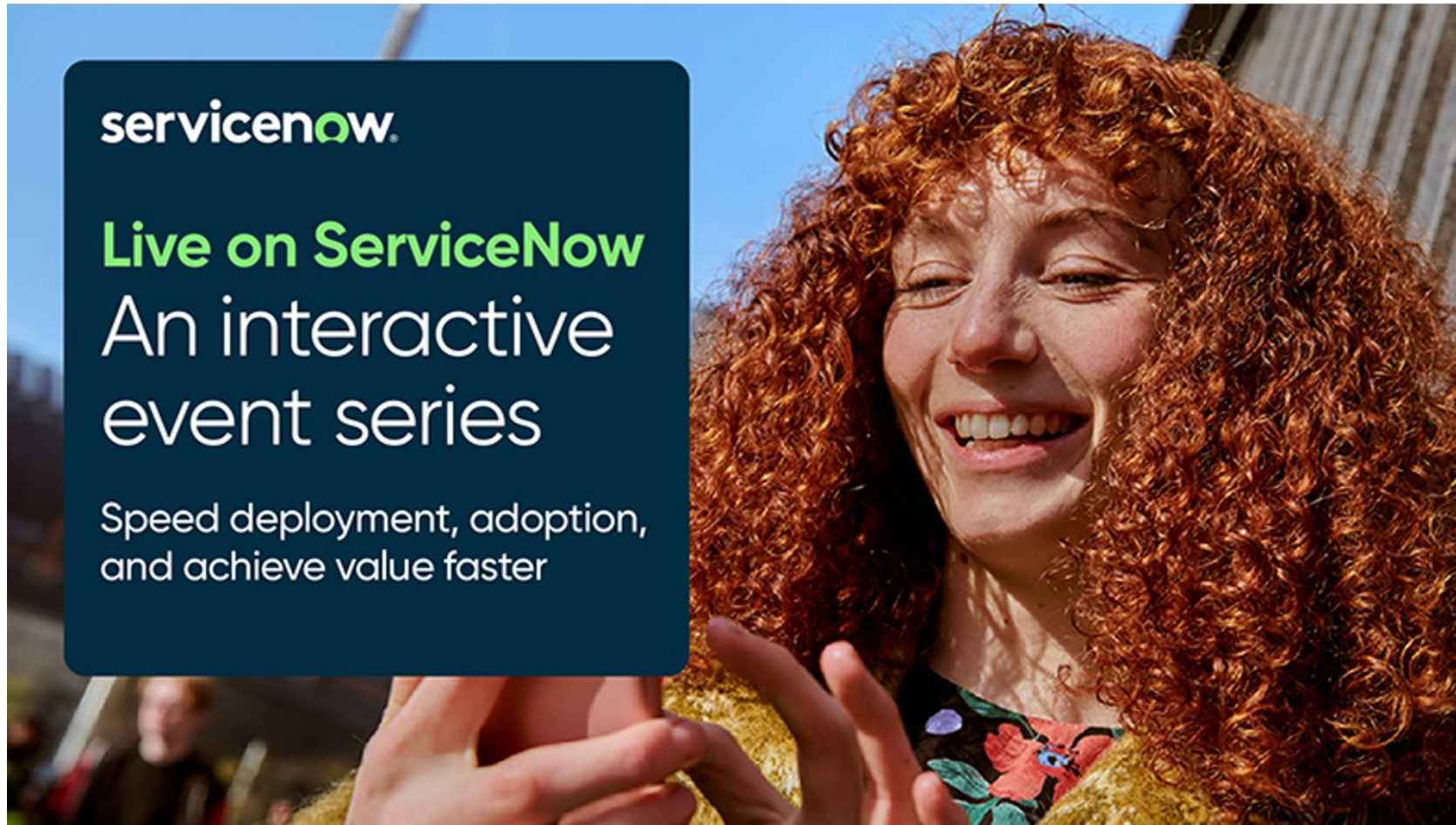
Demo

NowAssist skills for HRSD

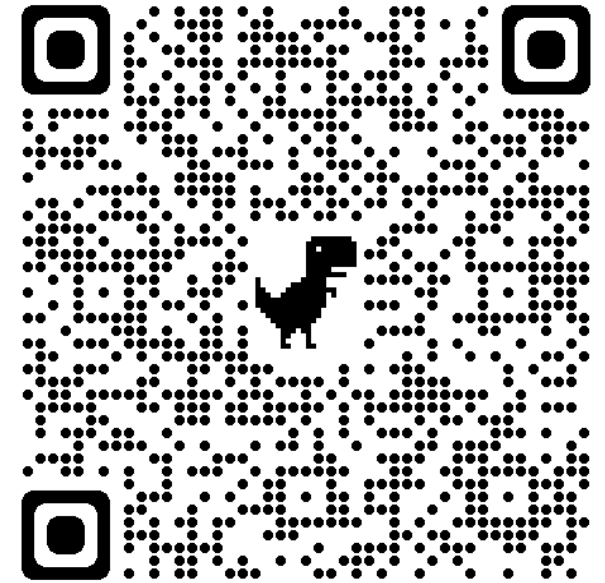
Thank you

Good luck with your NowAssist journey!

Join us at future webinars and 360 Exchanges



See the schedule



Link will be shared
in today's chat

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Review the [Technical Training Guide](#)



Expert Services

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Thank you



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