

# Transform Federal Human Resources

Automate Workflows, Increase HR Efficiency, Empower Employee Productivity

Today's Federal workforce expects the same consumer grade service experience they have in their everyday lives. This is especially important when it comes to routine HR tasks – updating information, selecting healthcare, and more. But, legacy systems are not designed to deliver automated, on-demand self-service experiences. As a result, the majority of HR time – sixty to seventy percent – is spent on repetitive, transactional activities.<sup>1</sup>

With the recent signing of the Modernizing Government Technology (MGT) Act into law, Federal agencies are working now more than ever to streamline and modernize their technology infrastructure. At the same time, the Federal workforce is becoming more mobile. Federal missions are evolving – teams need up-to-date knowledge and skill sets. And, agencies compete with the private sector for the best and the brightest – in fact, only 32 percent of Federal employees say their agency is able to recruit people with the right skills.<sup>2</sup> The volume of employee demands, budget constraints, and limited resources is overwhelming for Federal HR teams. Fortunately, agencies have new options to address these challenges.

Automating routine processes will improve employee experiences and ease the burden on HR teams. As a result, HR is empowered to deliver strategic value and develop a workforce ready to meet any mission.



## Improve Team Productivity

Processes that require coordination between multiple departments, such as onboarding – think HR, facilities, IT, procurement – can be automated and streamlined to enable new employees (including part time and contract employees) to quickly become productive, and allow HR to focus on other strategic initiatives.

A positive onboarding experience can significantly increase employee productivity and retention, while a poor experience can negatively impact retention, at significant cost. Gartner research found that employee replacement costs can be more than 200 percent of total annual compensation.<sup>3</sup>

## Put Intelligence to Work

Improving workflow automation empowers agencies to harness analytics for continuous improvement – capturing the trends, anticipating needs, and effectively prioritizing resources. Ultimately, this means HR can support optimal alignment with mission goals.

<sup>1</sup> <https://hrtrendinstitute.com/2016/01/04/6-major-trends-in-hr-shared-service-organizations/>

<sup>2</sup> [https://www.fedview.opm.gov/2017FILES/2017\\_FEVS\\_Gwide\\_Final\\_Report.PDF](https://www.fedview.opm.gov/2017FILES/2017_FEVS_Gwide_Final_Report.PDF)

<sup>3</sup> Gartner Improve Organizational Performance by Evolving from 'Onboarding Employees' to 'Managing Worker Transitions', Ron Hanscome, Melanie Lougee, 11 November, 2016

## Keep HR Data Secure

The ServiceNow platform is Federal Risk and Authorization Management Program (FedRAMP) Joint Authorization Board (JAB) certified to keep Federal information and systems secure.

## ServiceNow HR Applications

ServiceNow® HR Service Delivery is an integrated suite of applications designed to create a consumer like service experience, while increasing HR productivity.

- **Case and Knowledge Management:** Standardize the documentation, interaction, and fulfillment of employee inquiries and requests
- **Employee Service Center:** Provide a single place for employees to quickly and easily access all HR services, in addition to all services they would need from the enterprise
- **Enterprise Onboarding and Transitions:** Easily automate onboarding and other employee lifecycle events that span multiple departments

ServiceNow Professional Services and Education Services teams work side by side with agencies to provide a faster path to success and ROI. Offerings start with Foundation Services, focused on delivering value quickly, and follow a path to Innovate Services, which tackle the most ambitious goals that stretch across the agency. All are delivered by ServiceNow-certified experts, who have led thousands of implementations and have access to additional resources to ensure the ServiceNow solution achieves desired results.

## Fast Forward – Transforming Federal HR

With ServiceNow® HR Service Management applications, Federal HR leaders can deliver automated, personalized, and secure services – ensuring employees are satisfied and productive. As a result, HR Service Management lifts HR efficiency and empowers HR leaders to align with, and stay focused on, the mission.

For more information, visit <https://www.servicenow.com/products/hr-service-delivery.html>

And <https://www.servicenow.com/solutions/hr-service-management.html>.

