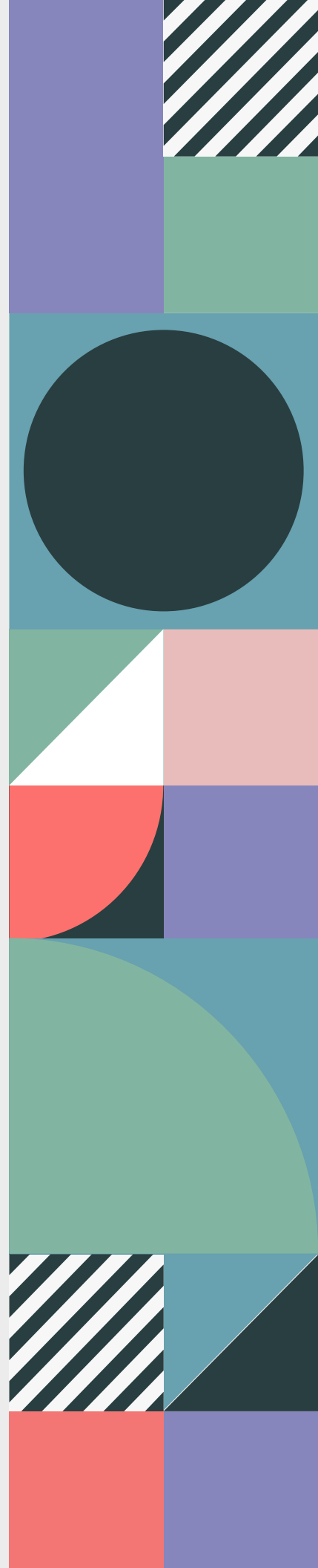


Reference Architecture

Employee experience platform

Included in this Reference Architecture

- Business capabilities and KPIs
- High-level architecture diagrams with ServiceNow® products and platform capabilities that support business capabilities
- Where to start your ServiceNow journey to establish an employee experience platform
- Definitions of included Now Platform® capabilities and licensing



Business capabilities and key performance indicators (KPIs)

These business capabilities establish an employee experience platform and its supporting KPIs. View high-level ServiceNow product architecture associated with each business capability by clicking the listed business capability.

Business capability	Example KPI
<u>Unify employee service experiences connecting systems and departments</u>	<ul style="list-style-type: none"> • Amount of self-service utilization by role/region • Amount of process standardization; # of systems and departments supported
<u>Provide dynamic and personalized content publishing capabilities</u>	<ul style="list-style-type: none"> • # article/page views to case created
<u>Support role-based centers by function, department, or event</u>	<ul style="list-style-type: none"> • Accelerated deployment of configured roles
<u>Deliver connected experiences across disparate systems of record</u>	<ul style="list-style-type: none"> • % repeat contact (call, case, chat) by role • % of cases escalated to next tier of support

Where to start

Your organization's journey toward digital transformation is unique. Work with your ServiceNow Sales or Customer Success team or a ServiceNow-certified partner to determine the business capabilities that best align with your journey and create an implementation and readiness plan based on your goals and environment.

Here are some resources to support the planning process:

1. These reference architecture diagrams outline the ServiceNow products and platform capabilities that align with each business capability. This will help you to determine the platform capabilities you'll need to plan your implementation. The platform capabilities for your implementation may vary depending on your organization's goals and current environment.
2. Our [Transformational Insight](#) provides guidance on how to prepare for the people and process impact of your ServiceNow implementation.
3. The [Customer Success Center](#) provides leading practices for the ServiceNow products associated with business capabilities listed in this document, as well as additional ServiceNow self-service content.
4. [Now Create](#) Success Packs provide product implementation guidance.

Business capability #1

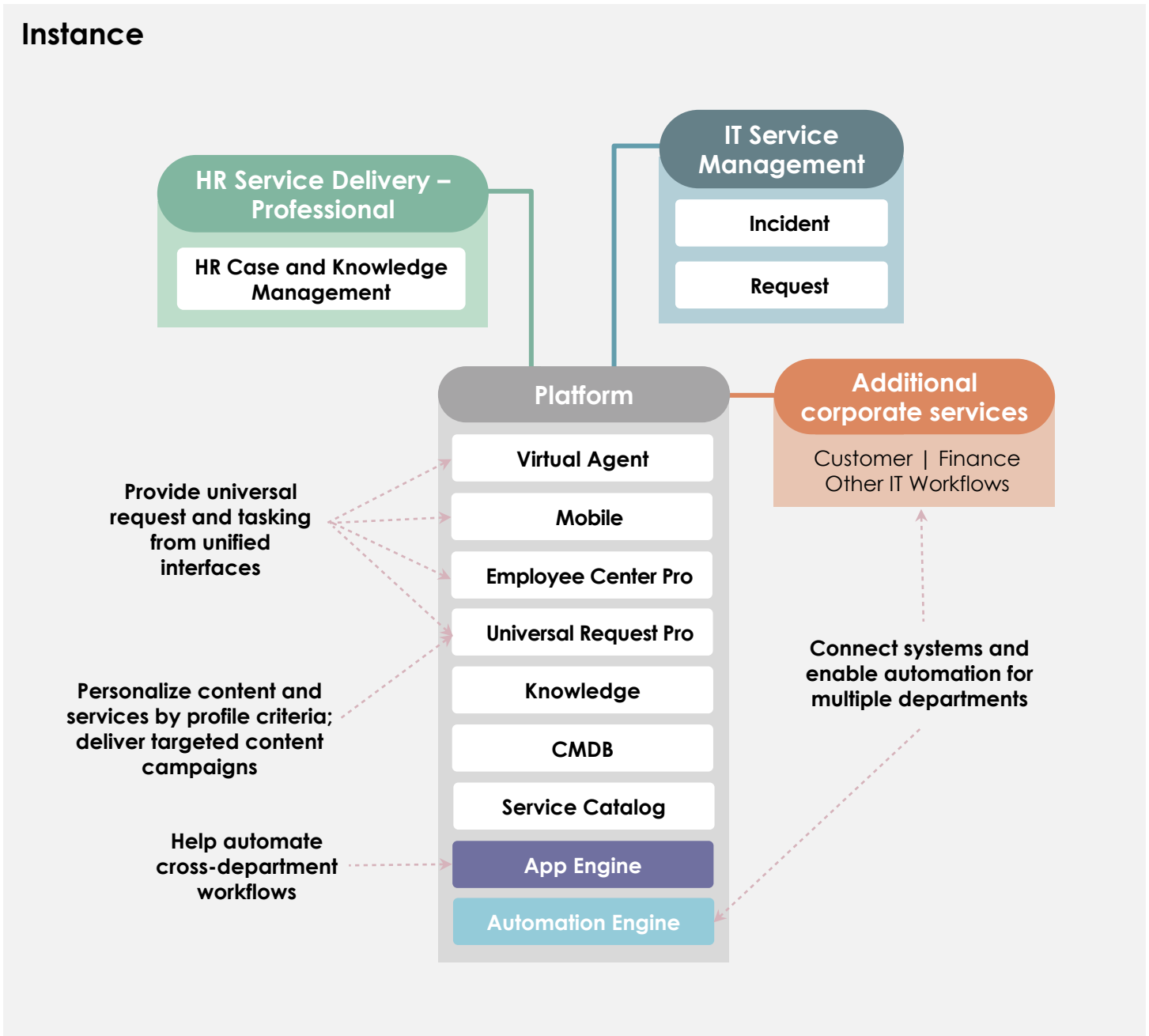
Unify employee service experiences connecting systems and departments

These ServiceNow products and capabilities increase self-service utilization.

ServiceNow licenses:



Instance



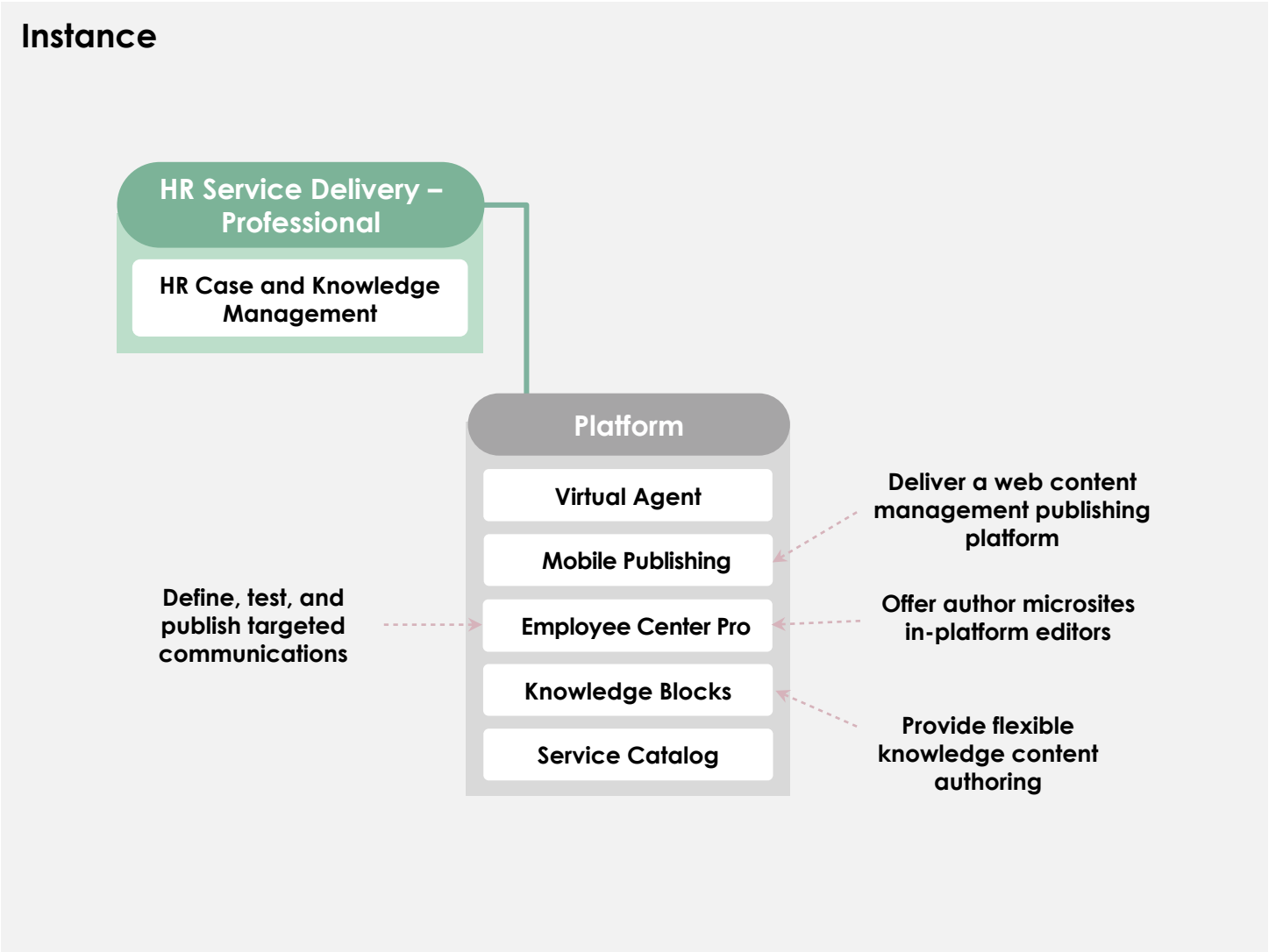
Business capability #2

Provide dynamic and personalized content publishing capabilities

These ServiceNow products and capabilities accelerate the deployment of configured roles.

ServiceNow licenses:

HRSD – Pro



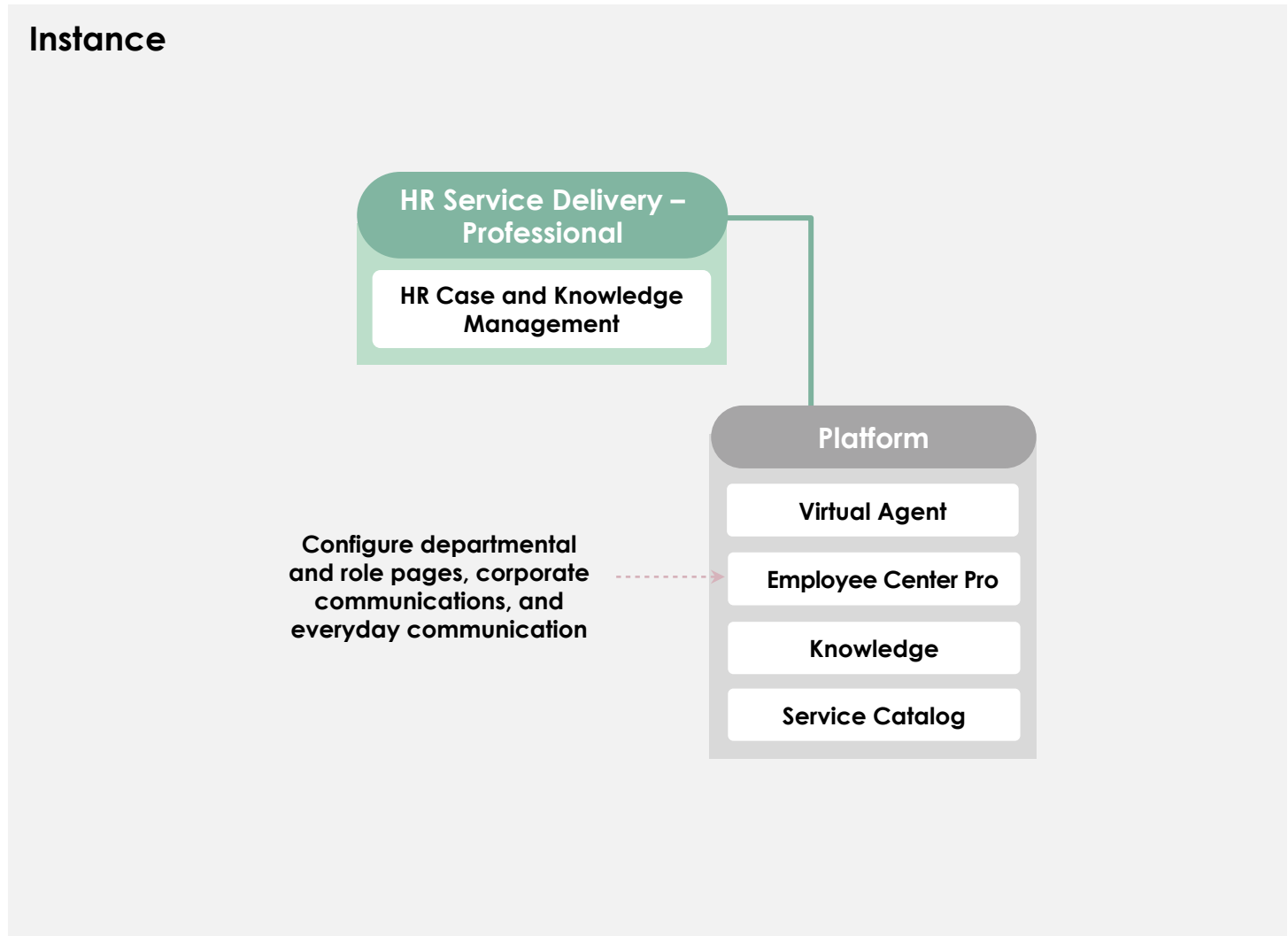
Business capability #3

Support role based centers by function, department, or event

These ServiceNow products and capabilities accelerate deployment of configured roles.

ServiceNow licenses:

HRSD – Pro



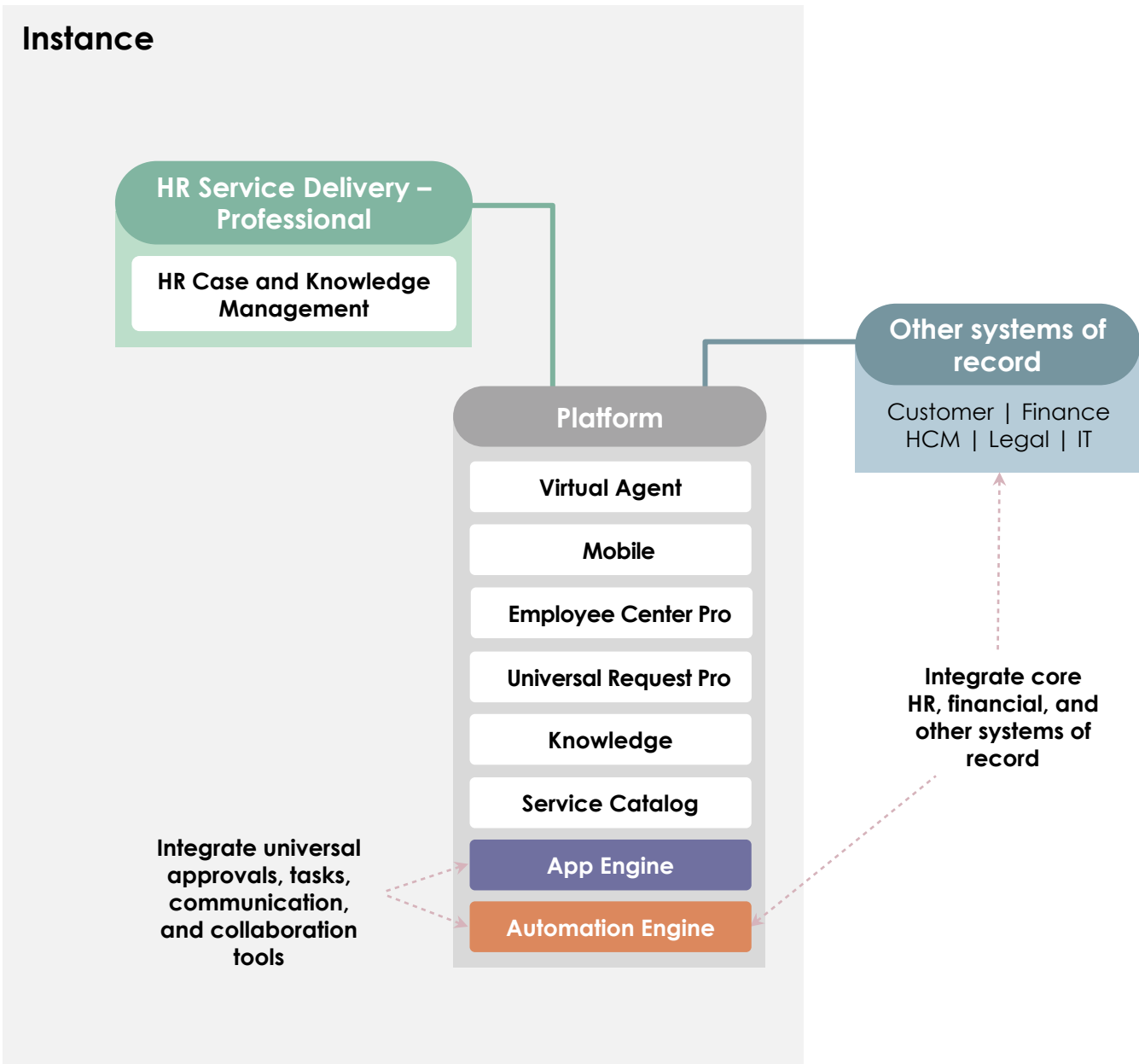
Business capability #4

Deliver connected experiences across disparate systems of record

View ServiceNow products and capabilities that connect systems across the enterprise and unify the employee experience.

ServiceNow licenses:

- HRSD – Pro
- App Engine
- Automation Engine



ServiceNow product capability descriptions

These descriptions of the ServiceNow product capabilities support the business capabilities covered in this document. **For full lists of product capabilities and license packages, refer to [Servicenow.com](https://servicenow.com).**

HR Service Delivery (HRSD)		
Capability	Package	Description
HR Case and Knowledge Management	HRSD Standard	Manage HR requests with HR cases and an HR knowledge base.
Employee Center Pro	HRSD Professional	Provide a service delivery portal capable of multidepartment service delivery with enterprise news and events.
Mobile	HRSD Professional	Allow employees to find answers and get work done from their mobile devices.
Mobile Publishing	HRSD Professional	Manage custom mobile apps.
Universal Request Pro	HRSD Professional	Provide a seamless employee experience across enterprise departments.
Virtual Agent	HRSD Professional	Provide an enterprise conversational experience for employees to resolve issues.
App Engine		
Package	Description	
App Engine Starter	Provide starter tools to create your own apps. Custom table limits.	
App Engine	Provide advanced tools to create your own apps. Unlimited custom tables.	
Automation Engine		
Package	Description	
Automation Engine Starter	Connect with collaboration and communication apps like Slack, Zoom, Microsoft Teams, and Twilio with Starter Spokes, plus RPA capabilities.	
Automation Engine Professional	Connect with DevOps and CI/CD tools like GitHub, Jenkins, and Jira with Professional Spokes, plus RPA capabilities and Orchestration.	
Automation Engine Enterprise	Connect with systems of record like SAP and DocuSign and automate AWS, Azure, and Google Cloud Enterprise Spokes, plus RPA capabilities and Orchestration.	

ServiceNow product capability descriptions (continued)

Standard platform, included with all packages		
Capability	Package	Description
Configuration Management Data base (CMDB)	Included	Offer a cloud-based single system of record.
Knowledge	Included	Increase self-service rates and boost agent productivity with a contextual knowledge base.
Knowledge Blocks	Included	Offer reusable pieces of content secured by user criteria that you can add to knowledge articles in a knowledge base.
Service Catalog	Included	Offer an easy-to-use storefront experience for corporate service requests.