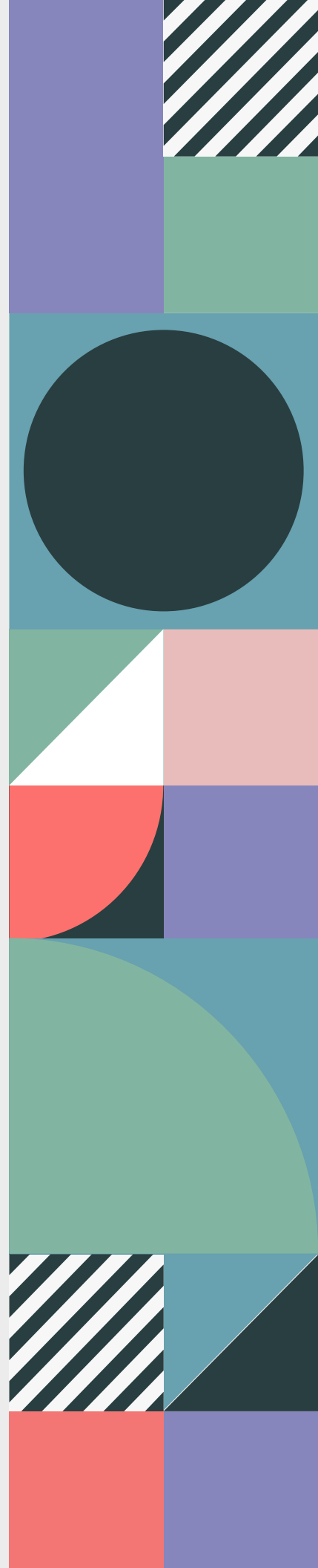


# Reference Architecture

# Employee journeys

## 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 with ServiceNow to transform employee journeys
- Definitions of included Now Platform® capabilities and licensing



## Business Capabilities and Key Performance Indicators (KPIs)

Below are business capabilities that transform the employee experience and supporting KPIs. View high-level ServiceNow product architecture associated with each business capability by clicking on the listed business capability.

Business capability	Example KPI
<b><u>Deliver workflows to support complex cross-departmental journeys</u></b>	Number of journeys configured; employee productivity improvements
<b><u>Provide flexibility to support variances in process and exception handling</u></b>	Accelerating deployment of process variances and exceptions (increased productivity)
<b><u>Involve managers or departmental leads in defining and supporting journeys</u></b>	Amount of manager self-service utilization; improve manager response time
<b><u>Embed listening and learning in the moment within the journey</u></b>	Increased employee and manager productivity by moment; and survey result/satisfaction by role

## 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:

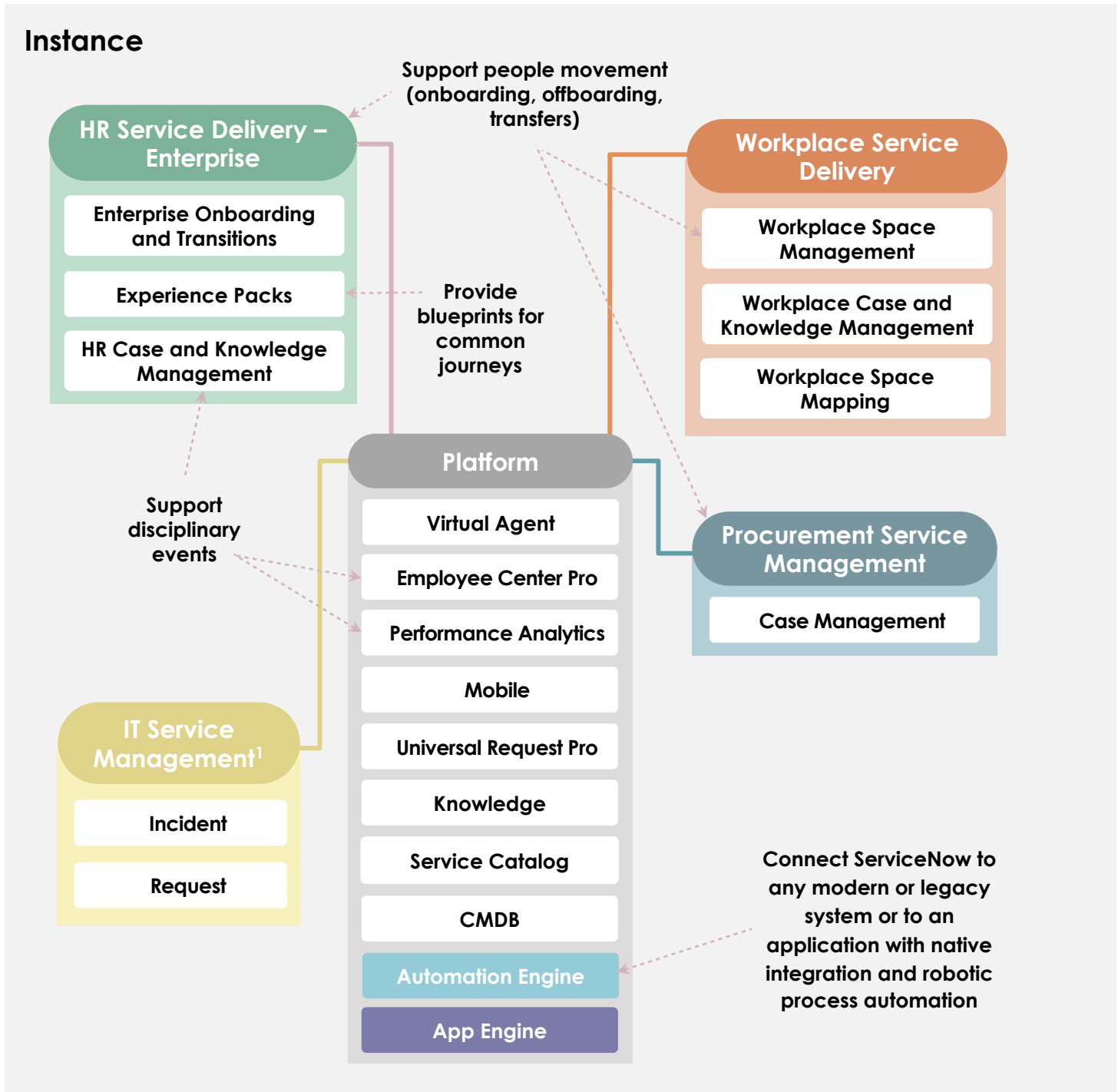
1. These reference architecture diagrams outline the ServiceNow products and platform capabilities that align to each of the business capabilities. This will help you to determine the platform capabilities you'll need to plan your implementation. The platform capabilities for your implementation may 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

# Deliver workflows to support complex cross-departmental journeys

View ServiceNow products and capabilities that increase employee productivity.

ServiceNow licenses:



<sup>1</sup>Start with an existing ITSM implementation for the fastest time to value.

Business capability #2

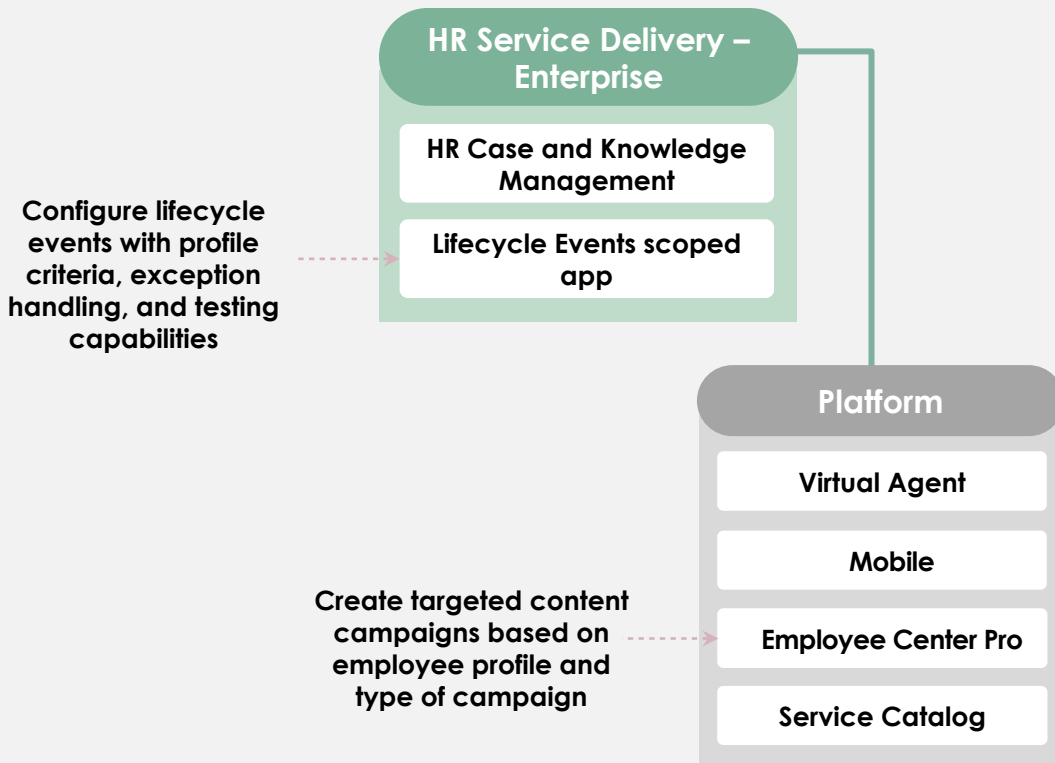
# Provide flexibility to support variances in process and exception handling

These ServiceNow products and capabilities accelerate the deployment of process variances and exceptions.

ServiceNow licenses:

HRSD – Ent

## Instance



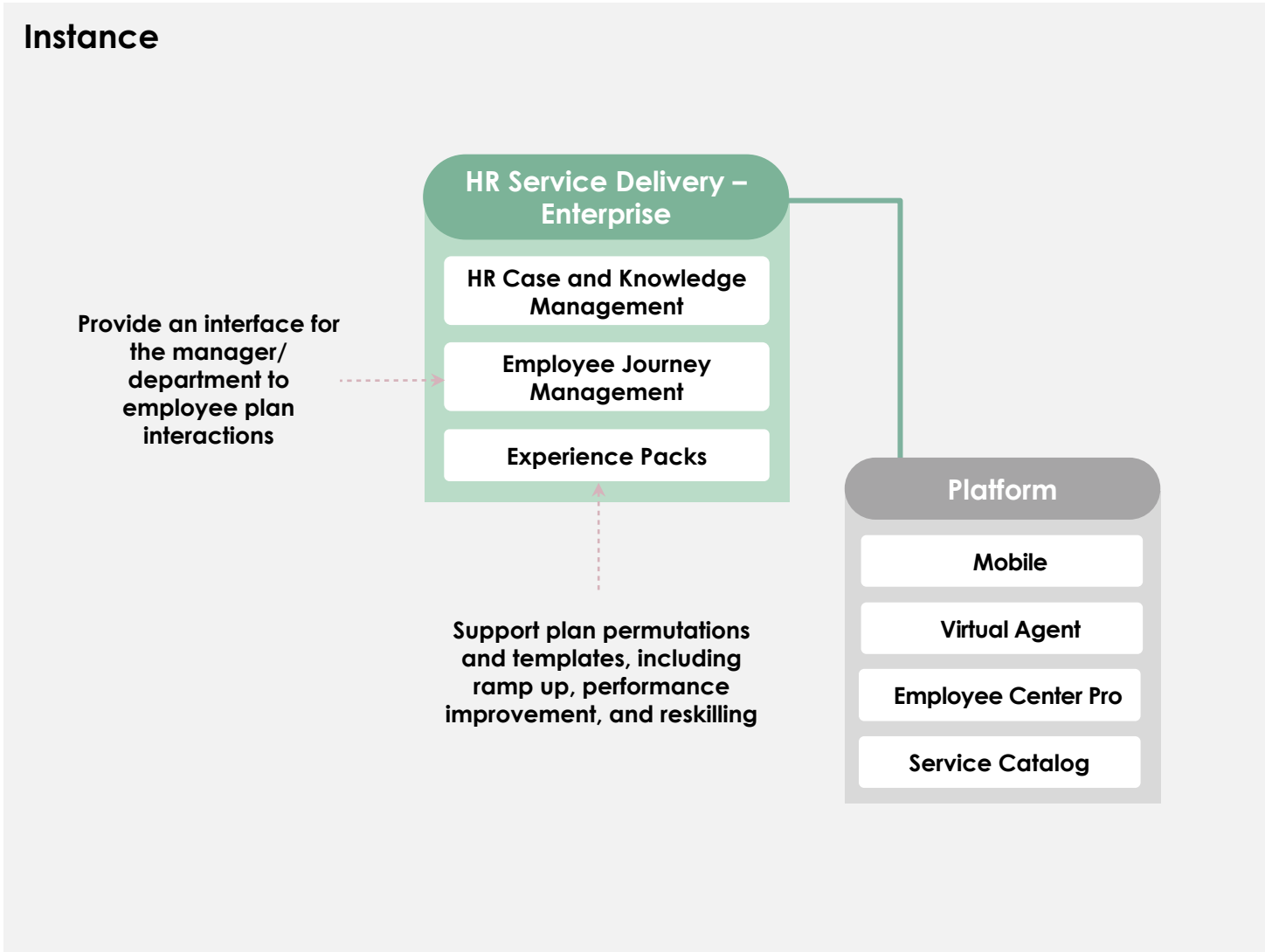
Business capability #3

# Involve managers or departmental leads in defining and supporting journeys

These ServiceNow products and capabilities enhance manager self-service.

ServiceNow licenses:

HRSD – Ent



Business capability #4

# Embed listening and learning in the moment within the journey

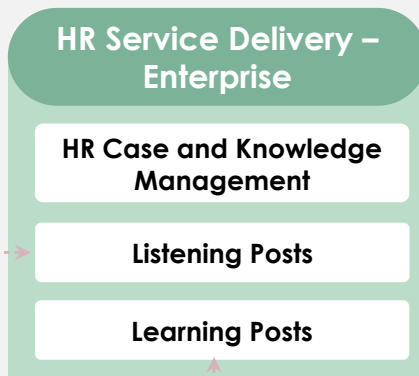
These ServiceNow products and capabilities increase employee and manager productivity.

ServiceNow licenses:

HRSD – Ent

## Instance

Deliver in-moment pulse surveys and provide analytics on employee sentiment trends tied to journeys and service experiences



Provide curated learning in the flow of work



## 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
Experience Packs	HRSD Standard	Offer prebuilt experience templates for HR services that include: Modify direct deposit, HR Knowledge Starter, and LOA topics.
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.
Experience Packs	HRSD Professional	Offer prebuilt experience templates for HR services that include: tax time campaign, health alerts, the company holiday calendar, Virtual Agent work from home, AllJobKeeper payment campaigns, employee vaccine announcements, new HCM rollouts, and laptop refreshes.
Mobile	HRSD Professional	Allow employees to find answers and get work done from their mobile devices.
Performance Analytics	HRSD Professional	Use data analysis with industry leading metrics and benchmarks to improve organizational performance and successful service delivery.
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.
Employee Journey Management	HRSD Enterprise	Craft complete workflows that span the enterprise, connecting disparate processes and siloed systems, with no coding required.
Experience Packs	HRSD Enterprise	Offer prebuilt experience templates for HR services that include: return to workplace, enterprise employee experience, enterprise onboarding and offboarding, getting married, Journey Accelerator, employee re-skilling journey, Earth Day campaign, transfers, alumni experience, performance issue and improvement plan, medical LOA, open enrollment, return from leave, and accommodations request.
Learning Posts	HRSD Enterprise	Deliver learning content in the flow of work.
Lifecycle Events	HRSD Enterprise	Manage employee moments that matter with a scoped app purpose-built for employee lifecycle events.
Listening Posts	HRSD Enterprise	Capture employee feedback with in-the-moment pulse surveys.
Enterprise Onboarding and Transitions	HRSD Enterprise or a la carte	Deliver great experiences across the entire employee journey and accelerate productivity.

## ServiceNow product capability descriptions (continued)

Workplace Service Delivery (WSD)		
Capability	Package	Description
Workplace Case and Knowledge Management	WSD Standard	Standardize the documentation and fulfillment of employee inquiries and requests to deliver a better service experience.
Workplace Space Mapping	WSD Standard	Provide indoor mapping experiences with interactive floor maps to navigate the workplace.
Workplace Space Management	WSD Standard	Manage the workspace with better insights to optimize floor space, room usage, and spend.
Mobile	WSD Standard	Allow employees to find answers and get work done from their mobile devices.
Virtual Agent	WSD Standard	Provide an enterprise conversational experience for employees to resolve issues.
IT Service Management (ITSM)		
Capability	Package	Description
Incident	ITSM Standard	Restore services faster with intelligent routing and built-in collaboration.
Request	ITSM Standard	Provide employees with an intuitive self-service portal.
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.	
Procurement Service Management (PSM)		
Capability	Package	Description
Procurement Case Management	PSM Standard	Resolve common procurement requests.



## ServiceNow product capability descriptions (continued)

Standard platform, included with all packages		
Capability	Package	Description
<b>Configuration Management Data base (CMDB)</b>	Included	Offer a cloud-based single system of record.
<b>Knowledge</b>	Included	Increase self-service rates and boost agent productivity with a contextual knowledge base.
<b>Service Catalog</b>	Included	Offer an easy-to-use storefront experience for corporate service requests.