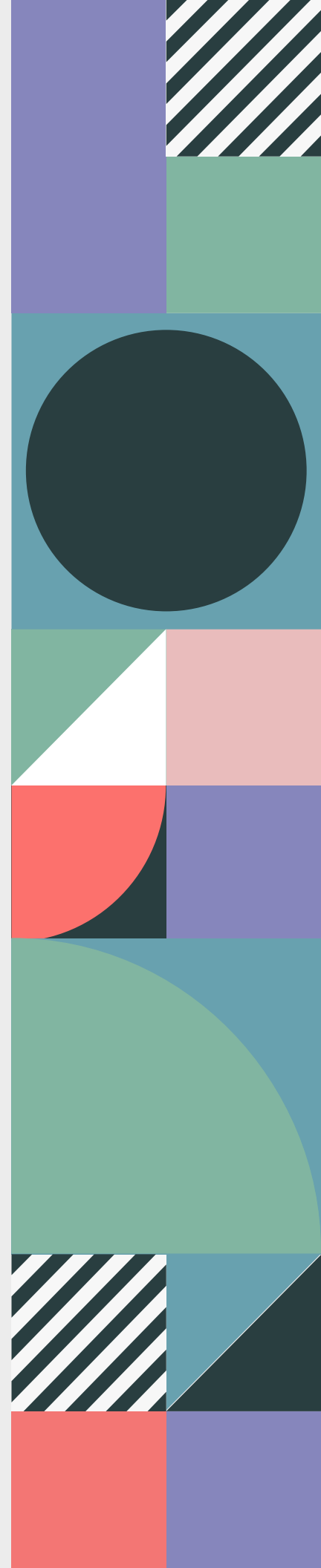


Reference Architecture

Employee productivity

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 boost employee productivity and organizational efficiency
- Definitions of included Now Platform® capabilities and licensing



Business capabilities and key performance indicators (KPIs)

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

Business capability	Example KPI
<u>Deliver unified, personalized employee experiences</u>	Number of employee interaction channels and departments supported
<u>Meet employees where they are with the right interface</u>	Amount of self-service utilization by role AND/OR repeat contact (call, case, chat) by role; channel utilization metrics
<u>Provide HR service agents with artificial intelligence to resolve employee requests efficiently</u>	Amount of cases escalated to next tier/support level
<u>Create unique role-specific employee experiences</u>	Accelerating deployment of new experiences (increased productivity)
<u>Provide visibility into employee focus, compliance, and productivity</u>	Reduced time to create standard and ad hoc reports

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 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

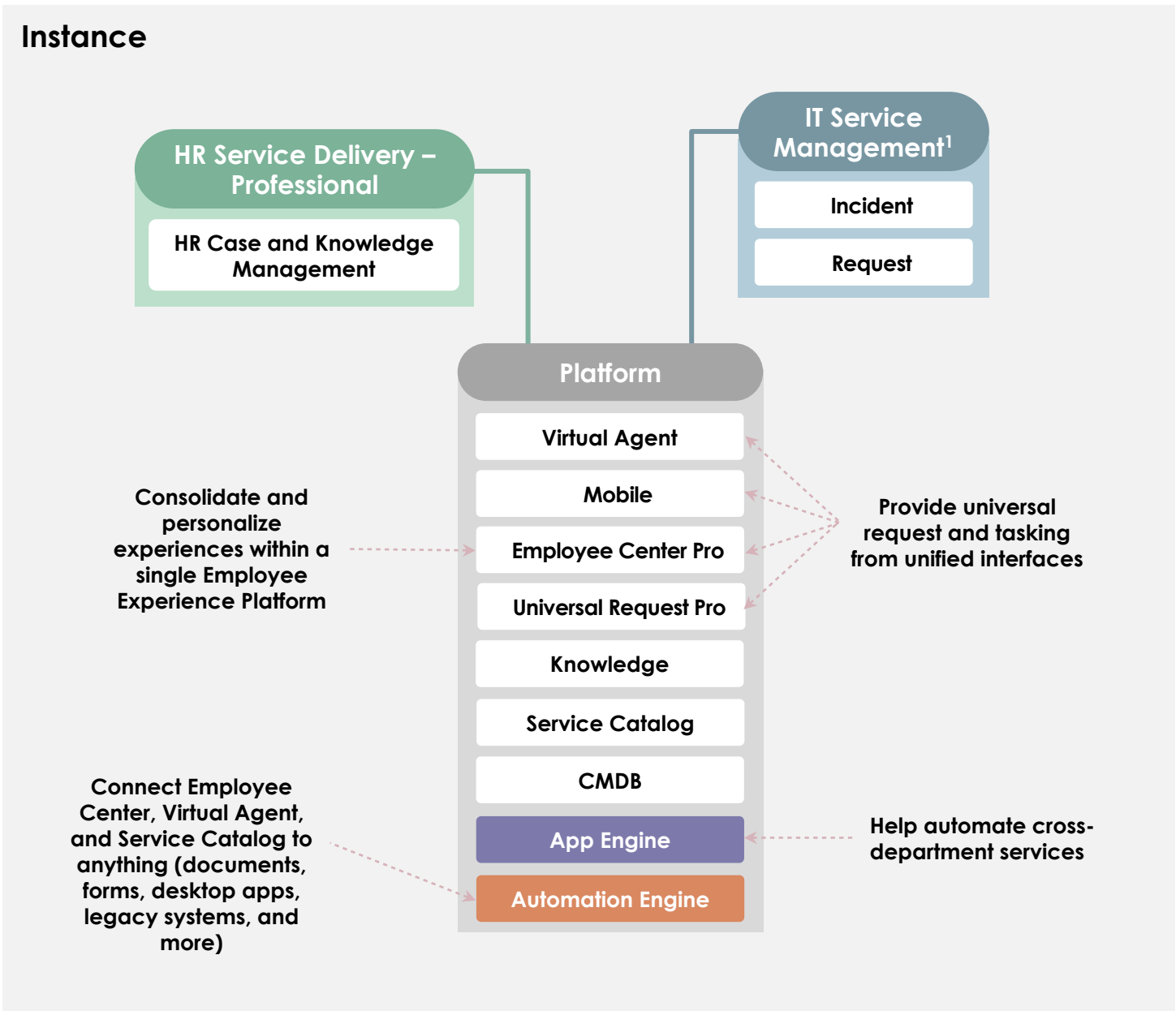
Deliver unified, personalized employee experiences

These ServiceNow products and capabilities consolidate and personalize experiences within a single Employee Experience Platform.

ServiceNow licenses:



Instance



¹Start with an existing ITSM implementation for the fastest time to value.

Business capability #2

Meet employees where they are with the right interface

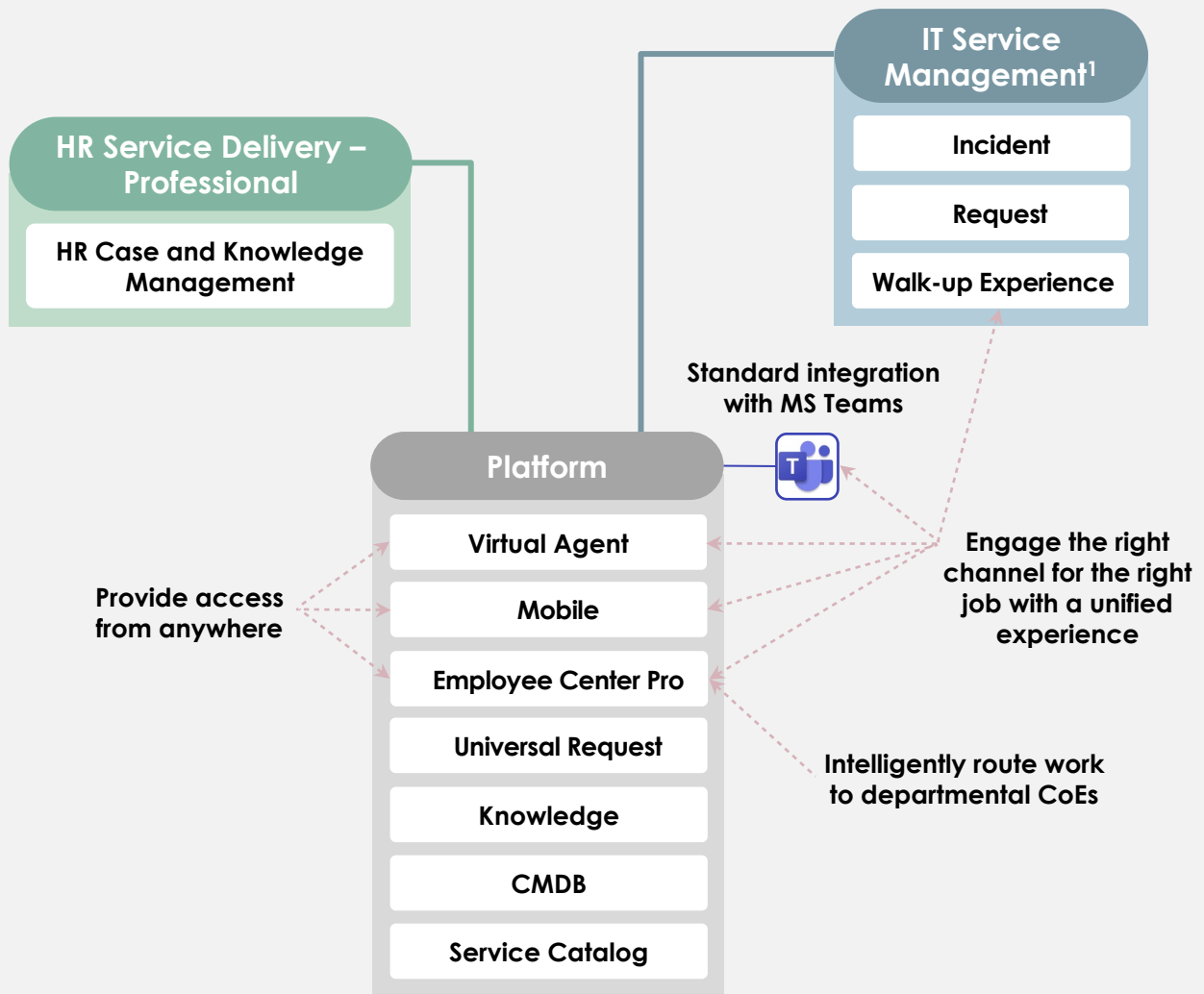
These ServiceNow products and capabilities enable a unified experience across multiple interfaces.

ServiceNow licenses:

HRSD – Pro

ITSM

Instance



¹Start with an existing ITSM implementation for the fastest time to value.

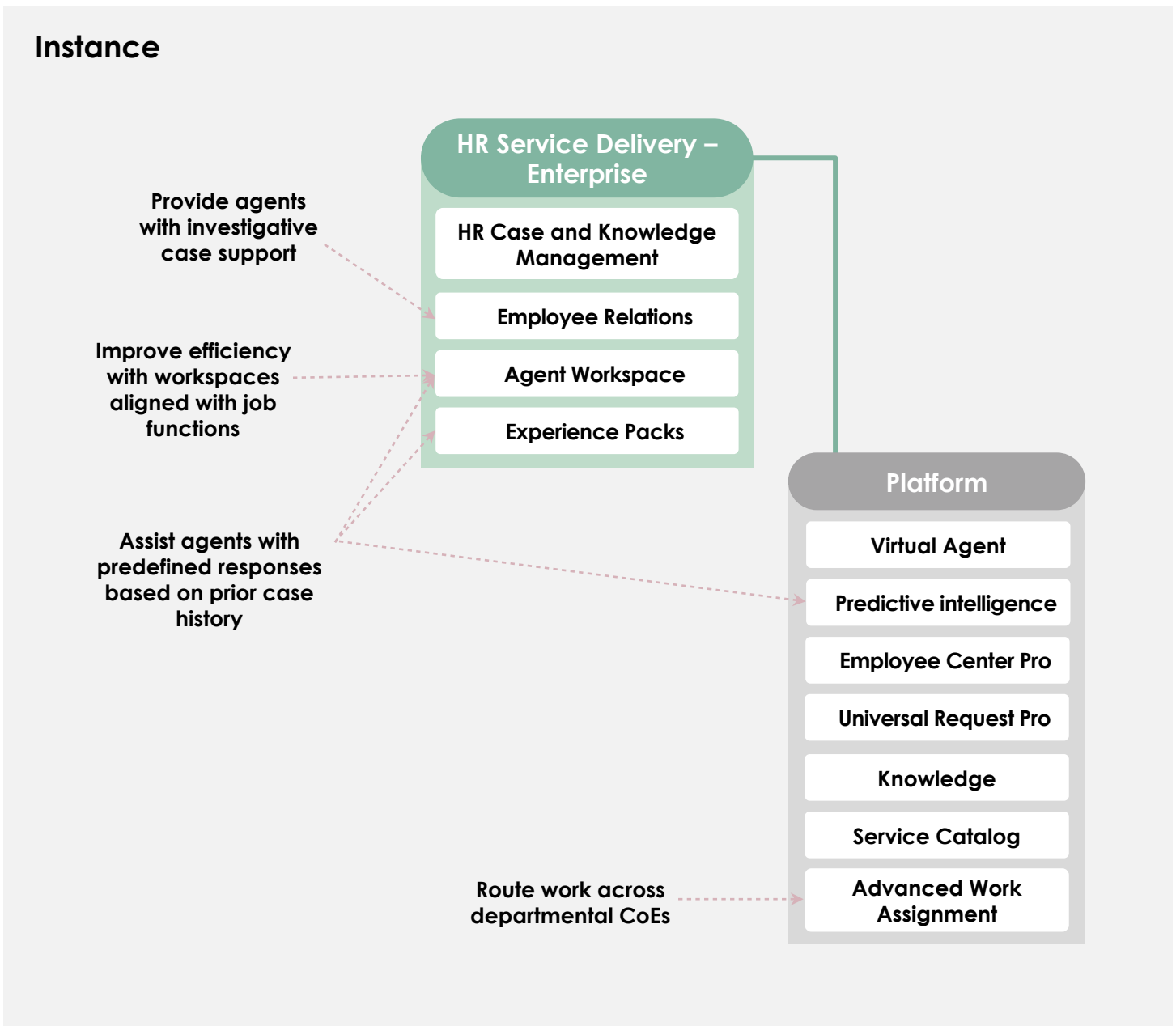
Business capability #3

Provide HR service agents with artificial intelligence to resolve employee requests efficiently

These ServiceNow products and capabilities improve the HR service agent experience and increase effectiveness.

ServiceNow licenses:

HRSD – Ent



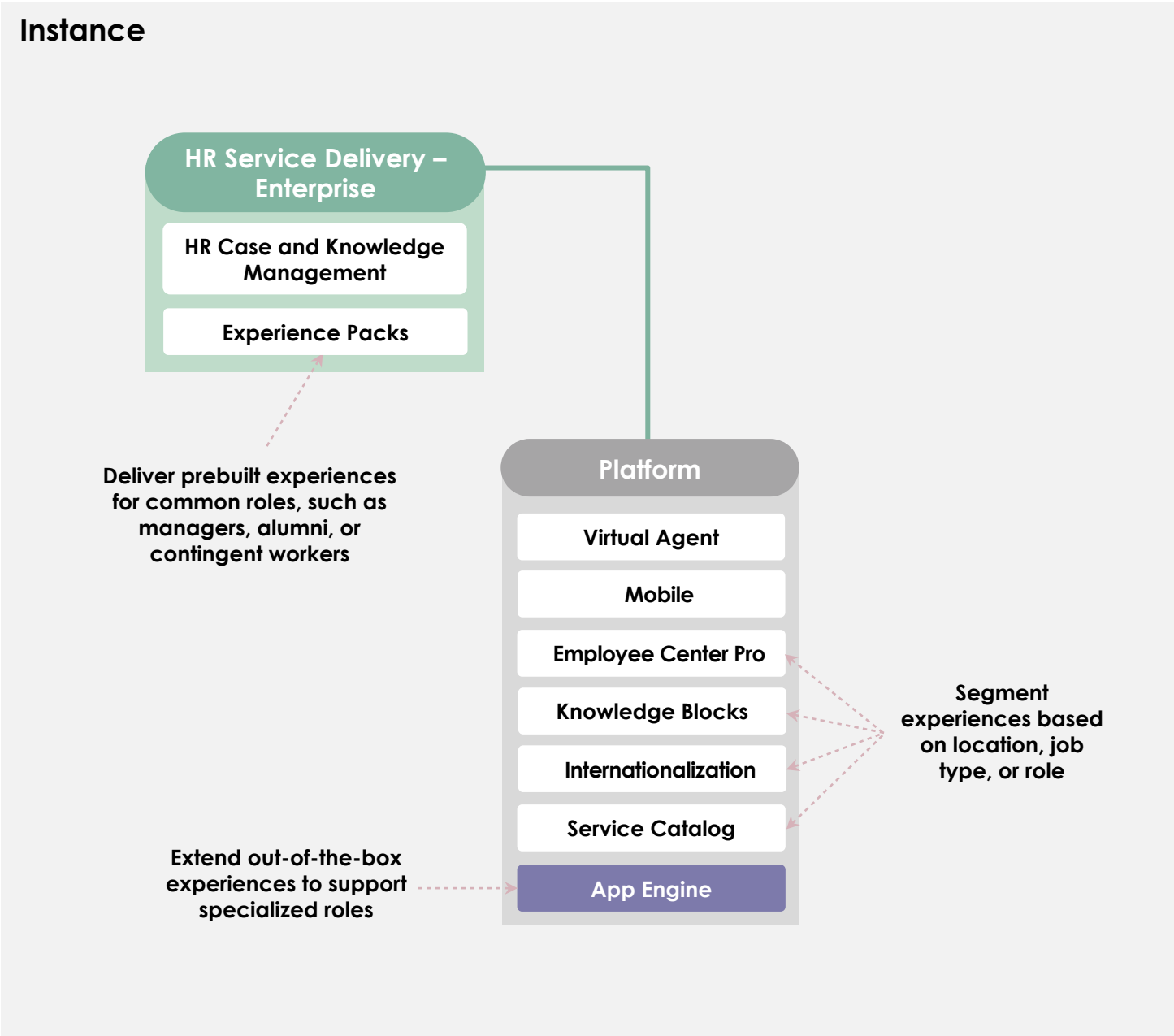
Business capability #4

Create unique role specific employee experiences

These ServiceNow products and capabilities customize the employee experience.

ServiceNow licenses:

- HRSD – Ent
- App Engine



Business capability #5

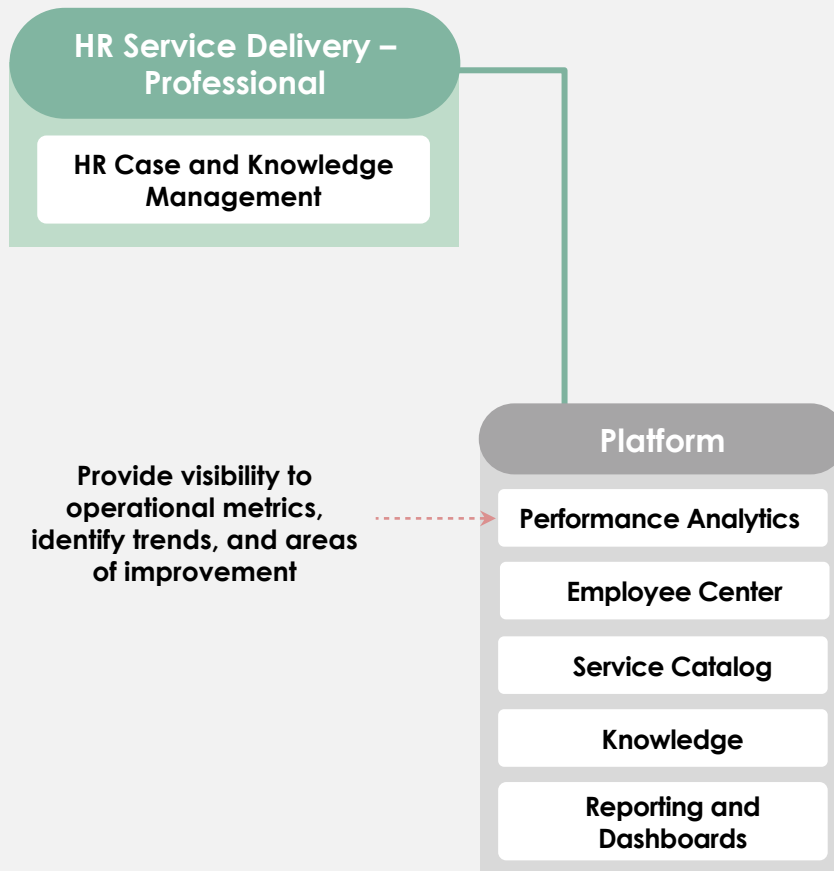
Provide visibility into employee focus, compliance, and productivity

These ServiceNow products and capabilities provide insights to employee effectiveness.

ServiceNow licenses:

HRSD – Pro

Instance



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
Agent Workspace	HRSD Standard	Improve agent efficiency for a better employee experience.
Experience Packs	HRSD Standard	Offer prebuilt experience templates for HR services that include: Modifying 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.
Employee Relations	HRSD Professional	Manage sensitive employee requests and cases.
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	See 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.
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.
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.
Walk-Up Experience	ITSM Standard	Provide an efficient face-to-face IT support experience.

ServiceNow product capability descriptions (continued)

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.	
Standard platform, included with all packages		
Capability	Package	Description
Advanced Work Assignment (AWA)	Included	Automatically assign work items to your agents based on their availability, capacity, and, optionally, skills.
Configuration Management Data base (CMDB)	Included	Offer a cloud-based single system of record.
Employee Center	Included	Offer a portal experience that easily scales from service delivery to an employee destination site.
Internationalization	Included	Enable the knowledge management team to create language-specific knowledge articles.
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.
Reporting and Dashboards	Included	Display multiple performance analytics, reporting, and other widgets on a single screen.
Service Catalog	Included	Offer an easy-to-use storefront experience for corporate service requests.