Reference Architecture

Hybrid workplace

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 enable a hybrid workplace
- Definitions of the included Now Platform® capabilities and licensing
Business capabilities and key performance indicators (KPIs)

Below are business capabilities that enable a hybrid workplace and their supporting KPIs. View high-level ServiceNow product architecture associated with each business capability by clicking the listed business capability.

<table>
<thead>
<tr>
<th>Business capability</th>
<th>Example KPI</th>
</tr>
</thead>
<tbody>
<tr>
<td>Establish and communicate flexible working guidelines</td>
<td>Amount of workplace page visits, knowledge article views/acknowledgements in a specified time frame</td>
</tr>
<tr>
<td>Provide workplace reservations supporting team collaboration</td>
<td>Increased productivity/reduced time spent on workplace service interactions and reservations</td>
</tr>
<tr>
<td>Support workspace arrival and safety protocols</td>
<td>Amount of outbreaks/safety issues in the workplace; # of screened and cleared employees</td>
</tr>
<tr>
<td>Support workspace utilization visibility and space moving management</td>
<td>Amount of room and workspace utilization portfolio</td>
</tr>
</tbody>
</table>

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
Establish and communicate flexible working guidelines

These ServiceNow products and capabilities support creating and managing hybrid work policies.

ServiceNow licenses:

- HRSD – Pro

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Instance

HR Service Delivery – Professional
- Define and offer flexible working guidelines and codify them within a structured KB and HR service

Platform
- Communicate across multiple channels
- Establish policy-related service requests

Communicate the policy with targeted communications
- Virtual Agent
- Mobile
- Employee Center Pro
- Universal Request Pro
- Service Catalog
Business capability #2
Provide workplace reservations supporting team collaboration

These ServiceNow products and capabilities make meeting space reservations easy.

ServiceNow licenses:
Business capability #3
Support workspace arrival and safety protocols

These ServiceNow products and capabilities support in-office health safety.

ServiceNow licenses:

**WSD**

Instance

provide out-of-the-box health screening and prearrival processes

Extend workplace safety processes into integrated visitor management processes

**Safe Workplace Suite¹**

Safe Workplace Dashboard
Contact Tracing
Health and Safety Testing
Vaccination Status
Employee Readiness Surveys
Employee Health Screening
Employee Travel Safety
Workplace Safety Management
Workplace PPE Inventory Management

**Workplace Service Delivery**

Workplace Case and Knowledge Management
Workplace Reservation Management
Workplace Visitor Management
Workplace Space Mapping

**Platform**

Virtual Agent
Mobile
Employee Center
Service Catalog
Reporting and Dashboards
Knowledge

¹WSD includes SWS package; SWS can also be purchased separately.
Business capability #4
Support workspace utilization visibility and space move management

These ServiceNow products and capabilities support space management.

ServiceNow licenses:

Instance

Integrate move management capabilities with the workplace service portfolio

Provide detailed and drillable space utilization analytics

Understand workspace utilization and availability

Workplace Service Delivery

Workplace Case and Knowledge Management

Workplace Move Management

Workplace Space Management

Workplace Space Mapping

Define neighborhoods or other hybrid model workplace taxonomies

Platform

Virtual Agent

Mobile

Employee Center

Service Catalog

Performance Analytics

Knowledge

Offer multiple channels to view and reserve space
### 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.

#### HR Service Delivery (HRSD)

<table>
<thead>
<tr>
<th>Capability</th>
<th>Package</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>HR Case and Knowledge Management</td>
<td>HRSD Standard</td>
<td>Manage HR requests with HR cases and an HR knowledge base.</td>
</tr>
<tr>
<td>Employee Center Pro</td>
<td>HRSD Professional</td>
<td>Provide a service delivery portal capable of multi-department service delivery with enterprise news and events.</td>
</tr>
<tr>
<td>Mobile</td>
<td>HRSD Professional</td>
<td>Allow employees to find answers and get work done from their mobile devices.</td>
</tr>
<tr>
<td>Universal Request Pro</td>
<td>HRSD Professional</td>
<td>Provide a seamless employee experience across enterprise departments.</td>
</tr>
<tr>
<td>Virtual Agent</td>
<td>HRSD Professional</td>
<td>Provide an enterprise conversational experience for employees to resolve issues.</td>
</tr>
</tbody>
</table>

#### Workplace Service Delivery (WSD)

<table>
<thead>
<tr>
<th>Capability</th>
<th>Package</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Performance Analytics</td>
<td>WSD Standard</td>
<td>Apply data analysis with industry leading metrics and benchmarks to improve organizational performance and successful service delivery.</td>
</tr>
<tr>
<td>Mobile</td>
<td>WSD Standard</td>
<td>Allow employees to find answers and get work done from their mobile devices.</td>
</tr>
<tr>
<td>Virtual Agent</td>
<td>WSD Standard</td>
<td>Provide an enterprise conversational experience for employees to resolve issues.</td>
</tr>
<tr>
<td>Workplace Case and Knowledge Management</td>
<td>WSD Standard</td>
<td>Standardize the documentation and fulfillment of employee inquiries and requests to deliver a better service experience.</td>
</tr>
<tr>
<td>Workplace Reservation Management</td>
<td>WSD Standard</td>
<td>Let employees reserve workspaces using visual floor maps that show services and availability.</td>
</tr>
<tr>
<td>Workplace Space Management</td>
<td>WSD Standard</td>
<td>Manage workspace with better insights to optimize floor space, room usage, and spend.</td>
</tr>
<tr>
<td>Workplace Space Mapping</td>
<td>WSD Standard</td>
<td>Provide indoor mapping experiences with interactive floor maps to navigate the workplace.</td>
</tr>
<tr>
<td>Workplace Visitor Management</td>
<td>WSD Standard</td>
<td>Register and welcome guests with a simple, automated arrival and communication process.</td>
</tr>
</tbody>
</table>
### Safe Workplace Suite (SWS)

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<tr>
<th>Capability</th>
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<tbody>
<tr>
<td>Safe Workplace Dashboard</td>
<td>WSD Standard or SWS Standard</td>
<td>Provide a centralized view of workforce and workplace readiness.</td>
</tr>
<tr>
<td>Contract Tracing</td>
<td>WSD Standard or SWS Standard</td>
<td>Trace and reach out to employees who may have been exposed to an individual classified as positive for a condition (e.g., COVID-19).</td>
</tr>
<tr>
<td>Health and Safety Testing</td>
<td>WSD Standard or SWS Standard</td>
<td>Streamline the employee health testing process to identify affected employees and help reduce the spread of infectious diseases in the workplace.</td>
</tr>
<tr>
<td>Vaccination Status</td>
<td>WSD Standard or SWS Standard</td>
<td>Track the status of employee vaccinations in the workplace.</td>
</tr>
<tr>
<td>Employee Readiness Surveys</td>
<td>WSD Standard or SWS Standard</td>
<td>Help gauge whether employees are ready to return to the workplace.</td>
</tr>
<tr>
<td>Employee Health Screening</td>
<td>WSD Standard or SWS Standard</td>
<td>Screen employees and visitors before they enter the workplace.</td>
</tr>
<tr>
<td>Employee Travel Safety</td>
<td>WSD Standard or SWS Standard</td>
<td>Preauthorize employees for business travel based on the safety status of the destination area.</td>
</tr>
<tr>
<td>Workplace Safety Management</td>
<td>WSD Standard SWS Standard</td>
<td>Arrange simple, quick configuration of sanitized and socially distanced workspaces for the return of employees to the workplace.</td>
</tr>
<tr>
<td>Workplace PPE Inventory Management</td>
<td>WSD Standard or SWS Standard</td>
<td>Manage and monitor workplace stock for the personal protective equipment provided to your workforce.</td>
</tr>
</tbody>
</table>

### Standard platform, included with all packages

<table>
<thead>
<tr>
<th>Capability</th>
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</thead>
<tbody>
<tr>
<td>Employee Center</td>
<td>Included</td>
<td>Offer a portal experience that easily scales from service delivery to an employee destination site.</td>
</tr>
<tr>
<td>Knowledge</td>
<td>Included</td>
<td>Increase self-service rates and boost agent productivity with a contextual knowledge base.</td>
</tr>
<tr>
<td>Reporting and Dashboards</td>
<td>Included</td>
<td>Display multiple performance analytics, reporting, and other widgets on a single screen.</td>
</tr>
<tr>
<td>Service Catalog</td>
<td>Included</td>
<td>Offer an easy-to-use storefront experience for corporate service requests.</td>
</tr>
</tbody>
</table>