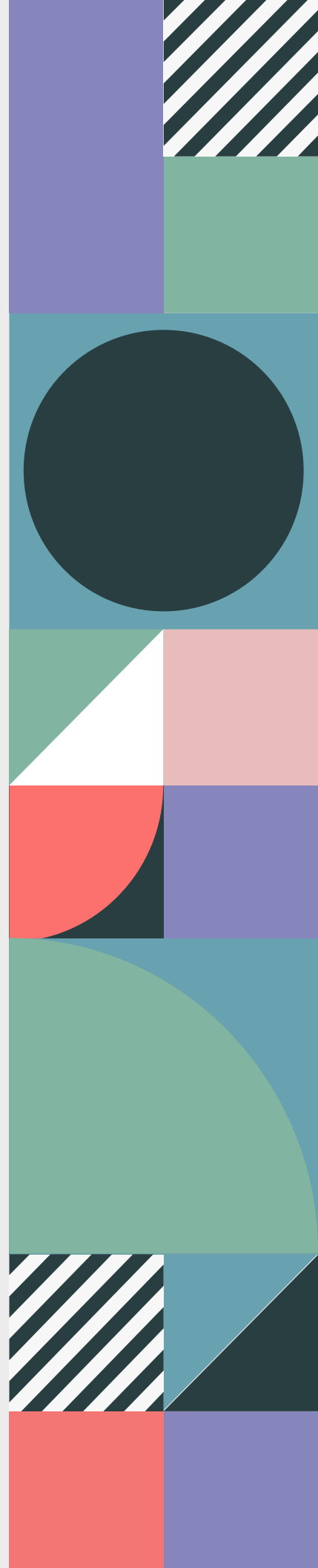


Reference Architecture

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.

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

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

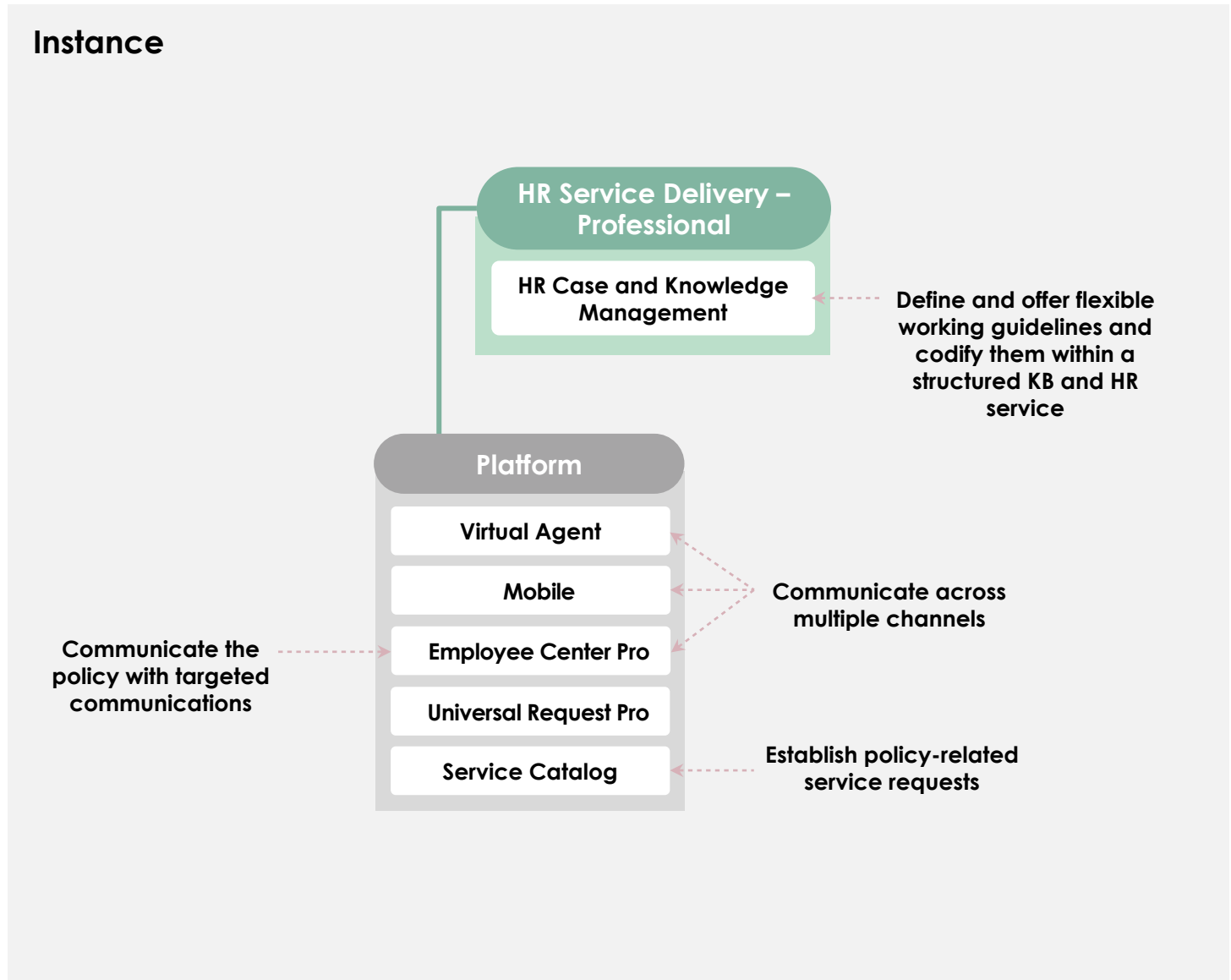
Establish and communicate flexible working guidelines

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

ServiceNow licenses:

HRSD – Pro

Instance



Business capability #2

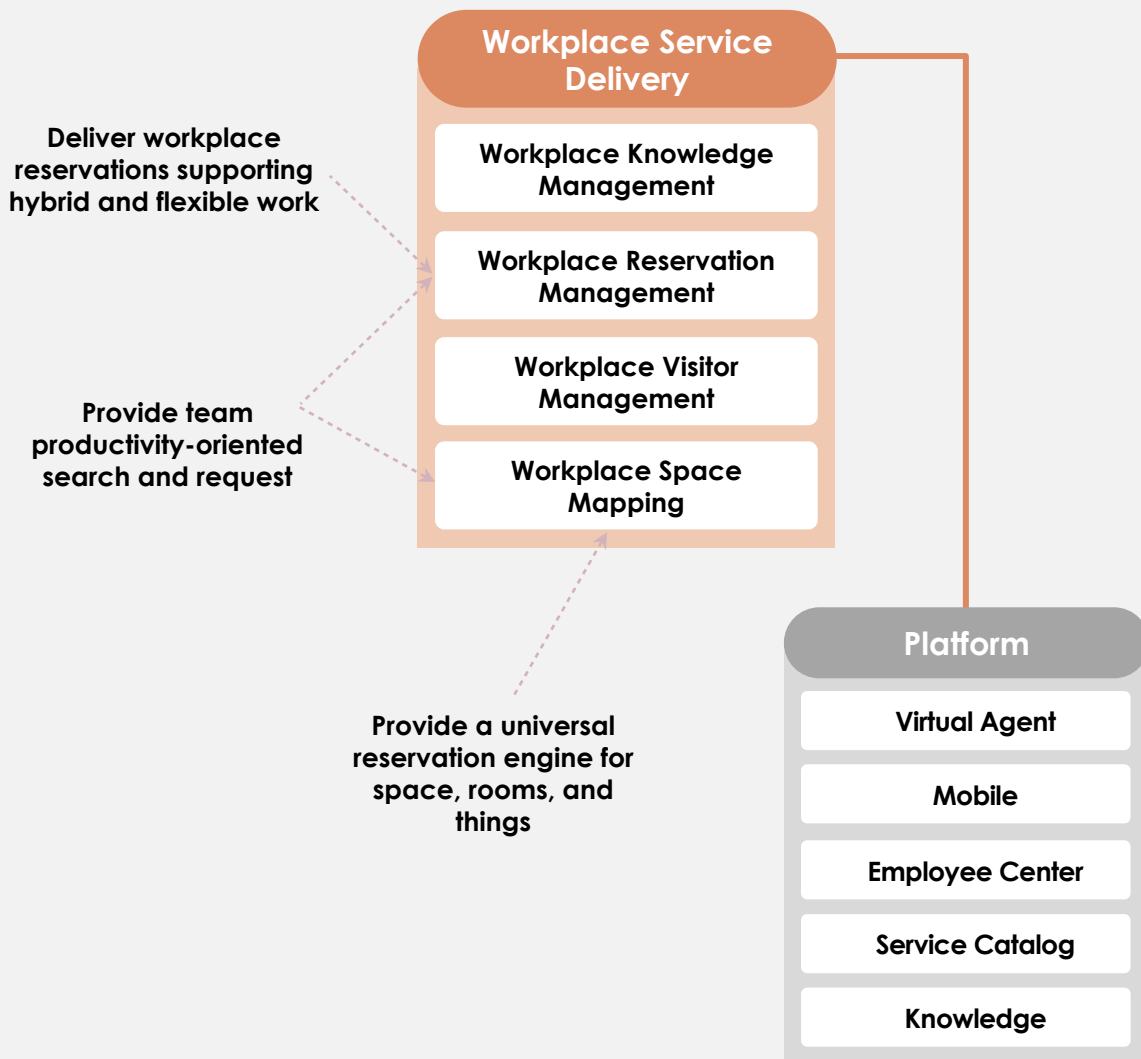
Provide workplace reservations supporting team collaboration

These ServiceNow products and capabilities make meeting space reservations easy.

ServiceNow licenses:

WSD

Instance



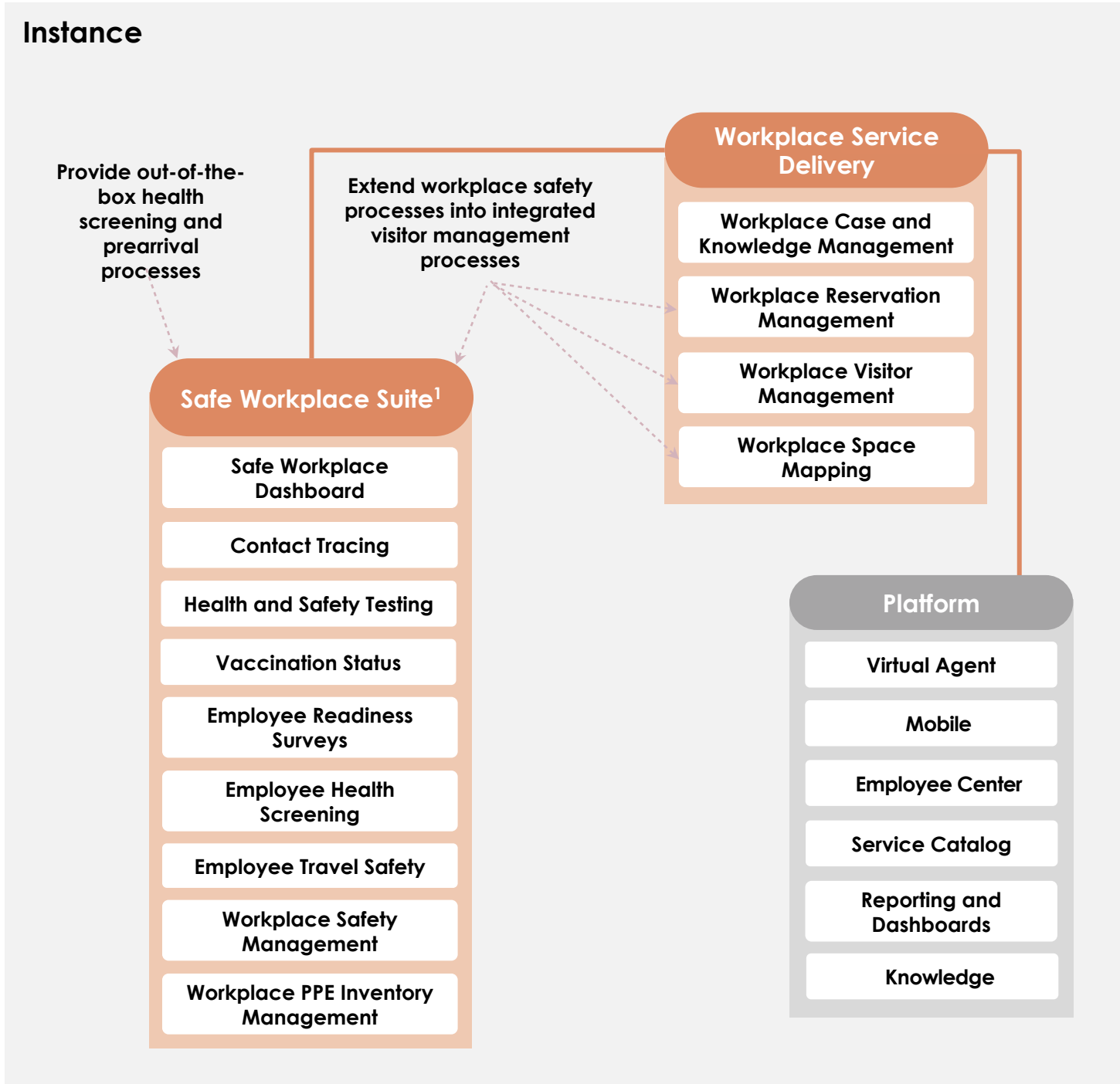
Business capability #3

Support workspace arrival and safety protocols

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

ServiceNow licenses:

WSD



¹WSD includes SWS package; SWS can also be purchased separately.

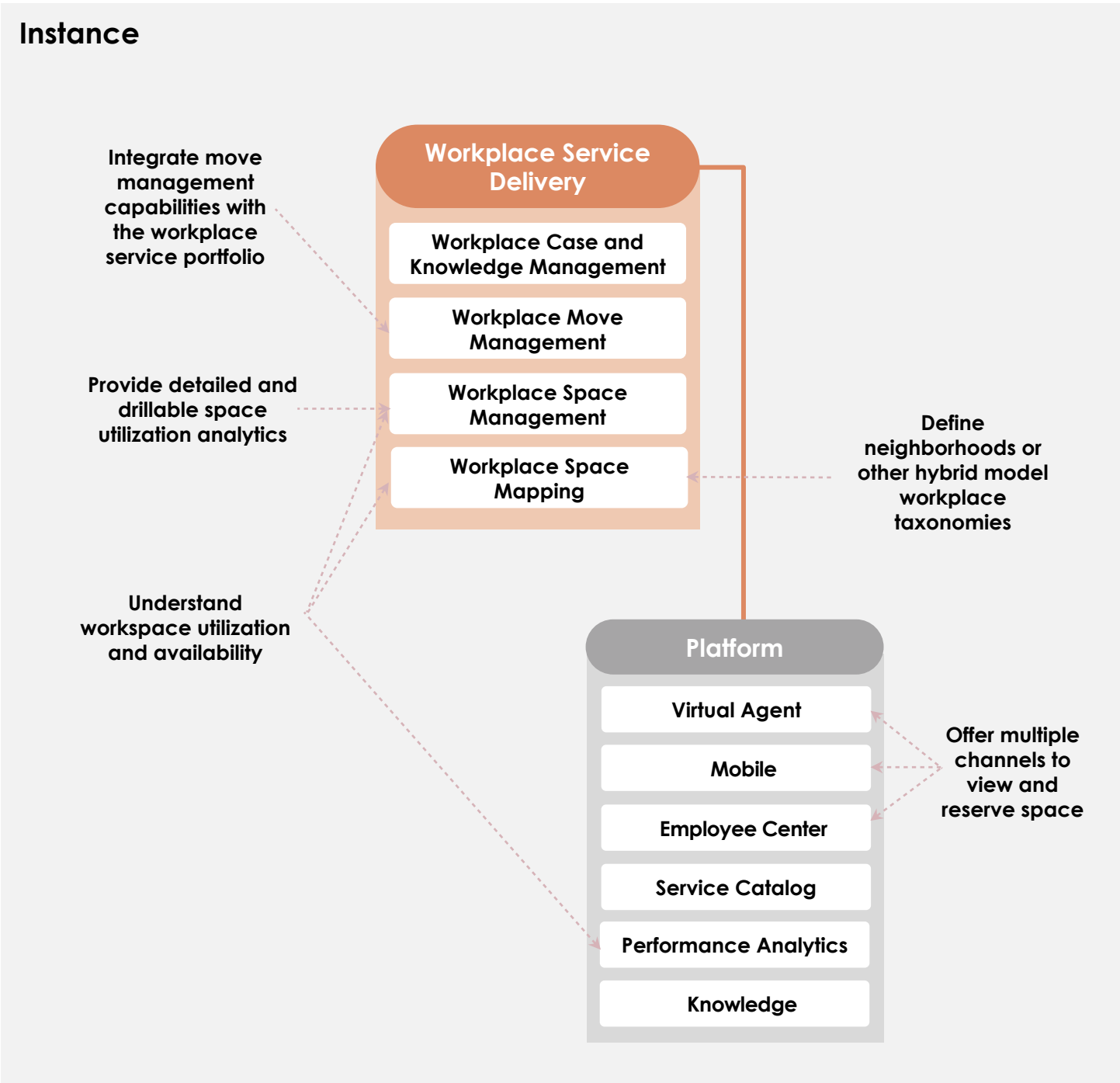
Business capability #4

Support workspace utilization visibility and space move management

These ServiceNow products and capabilities support space management.

ServiceNow licenses:

WSD



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 multi-department service delivery with enterprise news and events.
Mobile	HRSD Professional	Allow employees to find answers and get work done from their mobile devices.
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.
Workplace Service Delivery (WSD)		
Capability	Package	Description
Performance Analytics	WSD Standard	Apply data analysis with industry leading metrics and benchmarks to improve organizational performance and successful service delivery.
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.
Workplace Case and Knowledge Management	WSD Standard	Standardize the documentation and fulfillment of employee inquiries and requests to deliver a better service experience.
Workplace Reservation Management	WSD Standard	Let employees reserve workspaces using visual floor maps that show services and availability.
Workplace Space Management	WSD Standard	Manage workspace with better insights to optimize floor space, room usage, and spend.
Workplace Space Mapping	WSD Standard	Provide indoor mapping experiences with interactive floor maps to navigate the workplace.
Workplace Visitor Management	WSD Standard	Register and welcome guests with a simple, automated arrival and communication process.

ServiceNow product capability descriptions (continued)

Safe Workplace Suite (SWS)		
Capability	Package	Description
Safe Workplace Dashboard	WSD Standard or SWS Standard	Provide a centralized view of workforce and workplace readiness.
Contract Tracing	WSD Standard or SWS Standard	Trace and reach out to employees who may have been exposed to an individual classified as positive for a condition (e.g., COVID-19).
Health and Safety Testing	WSD Standard or SWS Standard	Streamline the employee health testing process to identify affected employees and help reduce the spread of infectious diseases in the workplace.
Vaccination Status	WSD Standard or SWS Standard	Track the status of employee vaccinations in the workplace.
Employee Readiness Surveys	WSD Standard or SWS Standard	Help gauge whether employees are ready to return to the workplace.
Employee Health Screening	WSD Standard or SWS Standard	Screen employees and visitors before they enter the workplace.
Employee Travel Safety	WSD Standard or SWS Standard	Preauthorize employees for business travel based on the safety status of the destination area.
Workplace Safety Management	WSD Standard or SWS Standard	Arrange simple, quick configuration of sanitized and socially distanced workspaces for the return of employees to the workplace.
Workplace PPE Inventory Management	WSD Standard or SWS Standard	Manage and monitor workplace stock for the personal protective equipment provided to your workforce.
Standard platform, included with all packages		
Capability	Package	Description
Employee Center	Included	Offer a portal experience that easily scales from service delivery to an employee destination site.
Knowledge	Included	Increase self-service rates and boost agent productivity with a contextual 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.