

# Employee Journey Management Success Map

An overview of implementing, maintaining, and getting maximum value from Employee Journey Management



## Now Value: Envision Success Foundations: Critical inputs for successful implementation and maintenance

### Vision and value

**Employee Journey Management outcome:** Improve employee onboarding, internal transfers, leaves of absence, and offboarding experiences.

**Sample KPIs**

- Employee satisfaction (eNPS\*)
- Cost to onboard employees
- Employee attrition rate
- Time to employee productivity
- SLA adherence

### Governance

Roles and responsibilities required for governance:

- Product owner** for enterprise onboarding, internal transfers, leaves of absence, and offboarding
- IT and HR joint accountability** for configurations, functionalities, and SLAs

### Foundational ServiceNow apps

Applications in scope

- Enterprise Onboarding
- Listening Posts
- Learning Posts
- HRSD
- Virtual Agent
- Employee Center
- Journey Accelerator

### OCM and enablement

- Educate process users and employees on the process changes and use. Build an enablement plan to keep all stakeholders informed.

### now Skills and expertise

- Learn the applications in scope
- Sources: Now Expert Services, Now-certified HRSD partner, Now-certified internal employees (We recommend a combination of sources)

### Implementation roles

**General**

- Executive sponsor
- Project manager
- Process owners (IT and HR)
- Platform owners (business and technical)
- Business process analyst
- Technical resources (sys admin, developer, tester, architect, security)

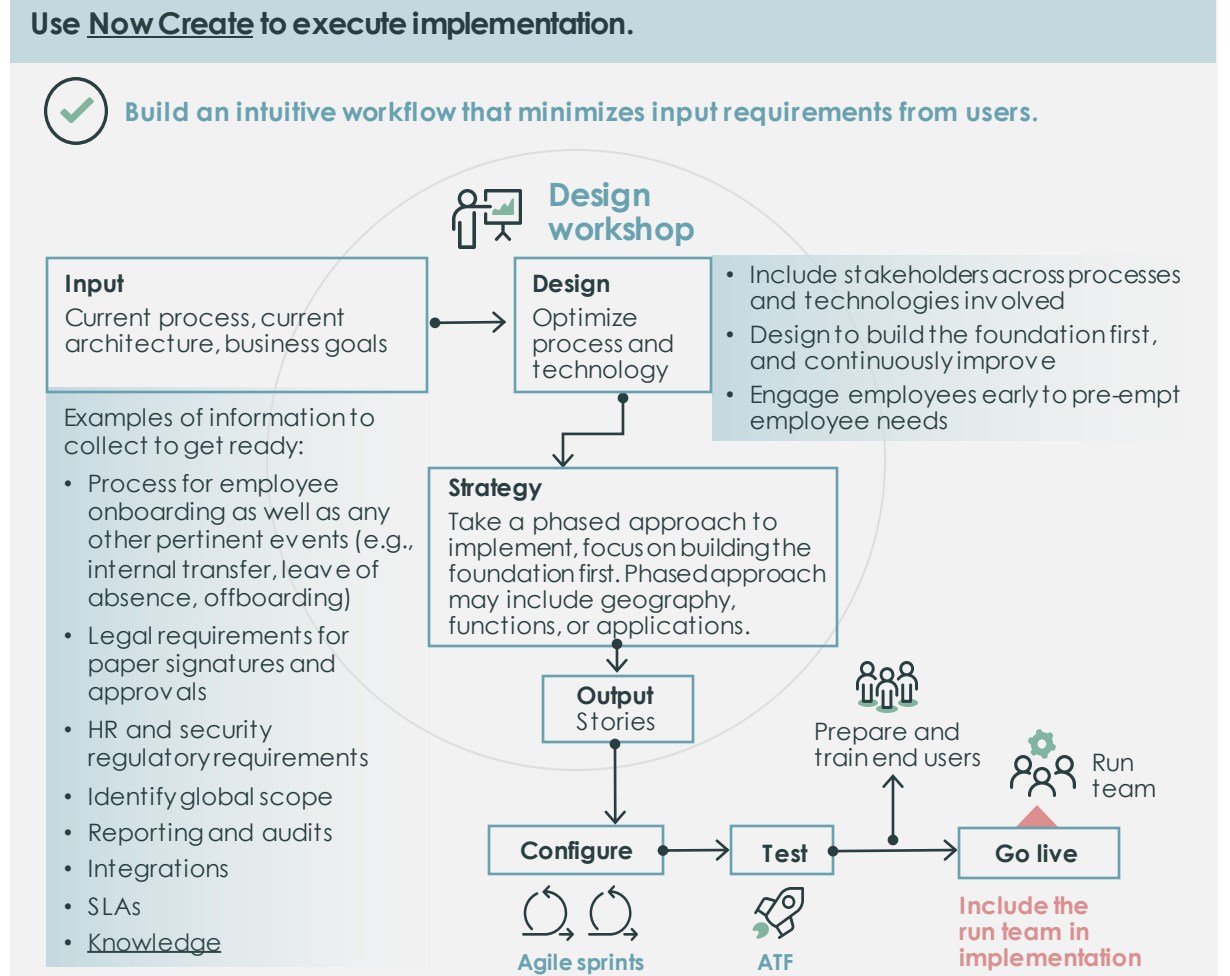
**Trained in HRSD products**

- HR process owners
- HRSD sys admin
- HRIT sys admin
- Lifecycle admin
- HR case agent

### Project planning

- Prepare for an agile approach.
- Refer to the [Enterprise Onboarding Success Playbook](#).

## Now Value: Create Implement: Implementation activities and best practices



## Now Value: Validate Run: Plan and execute Now Platform® maintenance

### Run roles

- HRSD sys admin
- HRIT sys. admin
- Lifecycle admin
- HR case agent

### Platform Health

- Daily:** Review error logs.
- Weekly:** Review employee lifecycle events operational dashboards.
- Monthly:** Attend CAB meeting; review process for resolving bottlenecks and improvement areas.

### Demand management

- Have a process to intake and prioritize requests to automate employee lifecycle events.

### Enhancements

- Deploy Employee Experience Packs available on the Now developer site.
- Check for new HRSD related offerings via the Now Store.

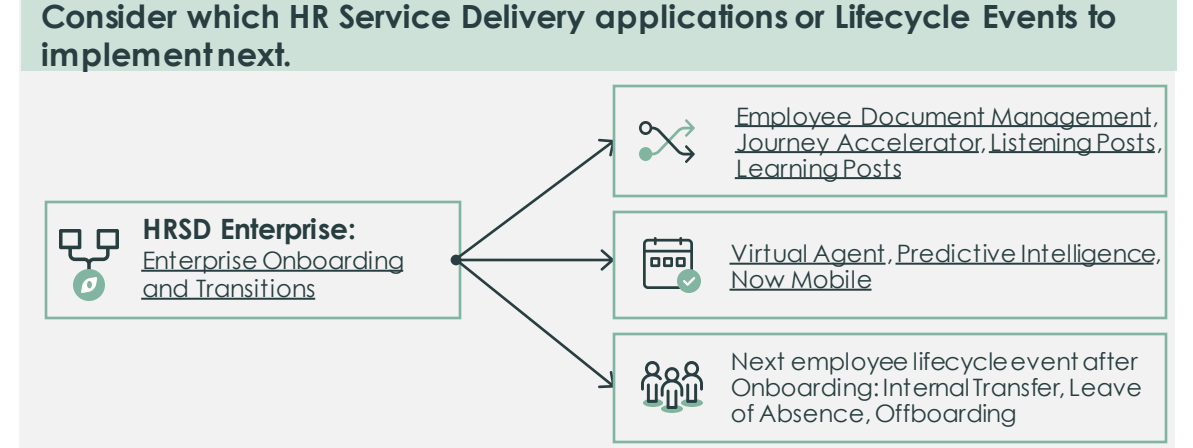
### Upgrades

- Prioritize OOTB options to ease upgrades.

### Assess value

- Are lifecycle events providing a better experience?
- Are lifecycle events more efficient?
- Is the knowledge base supporting lifecycle processes?
- Has CSAT improved for employees?

## Now Value: Champion Optimize and Expand: Maximize value from your HR Service Delivery licenses—increase value from the Now Platform®



**Consider which Now Platform product suites to implement next.**

### Lifecycle Events → IT Service Management (ITSM)

Improve lifecycle processes by adding IT services to your ServiceNow portfolio.

### Lifecycle Events → Legal

Improve lifecycle processes by adding legal services to your ServiceNow portfolio.

### Lifecycle Events → Customer Service Management

Improve lifecycle processes by adding customer services to your ServiceNow portfolio.

### Lifecycle Events → Workplace Service Delivery

Improve lifecycle processes by adding workplace services to your ServiceNow portfolio.

\* Employee Net Promoter Score

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