

# Employee Lifecycle Events Success Map

An overview of implementing, maintaining, and getting maximum value from Employee Lifecycle Events.



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

### Vision and value

**Employee Lifecycle Events outcome** – Improve employee onboarding and offboarding experience.

**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 and transitions
- IT and HR joint accountability** for configurations, functionalities, and SLAs

### Foundational ServiceNow apps

Applications in scope

- Enterprise Onboarding
- HRSD
- Performance Analytics
- Document Management
- Employee Service Center
- Virtual Agent

### OCM and enablement

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

### 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

### Skills and expertise

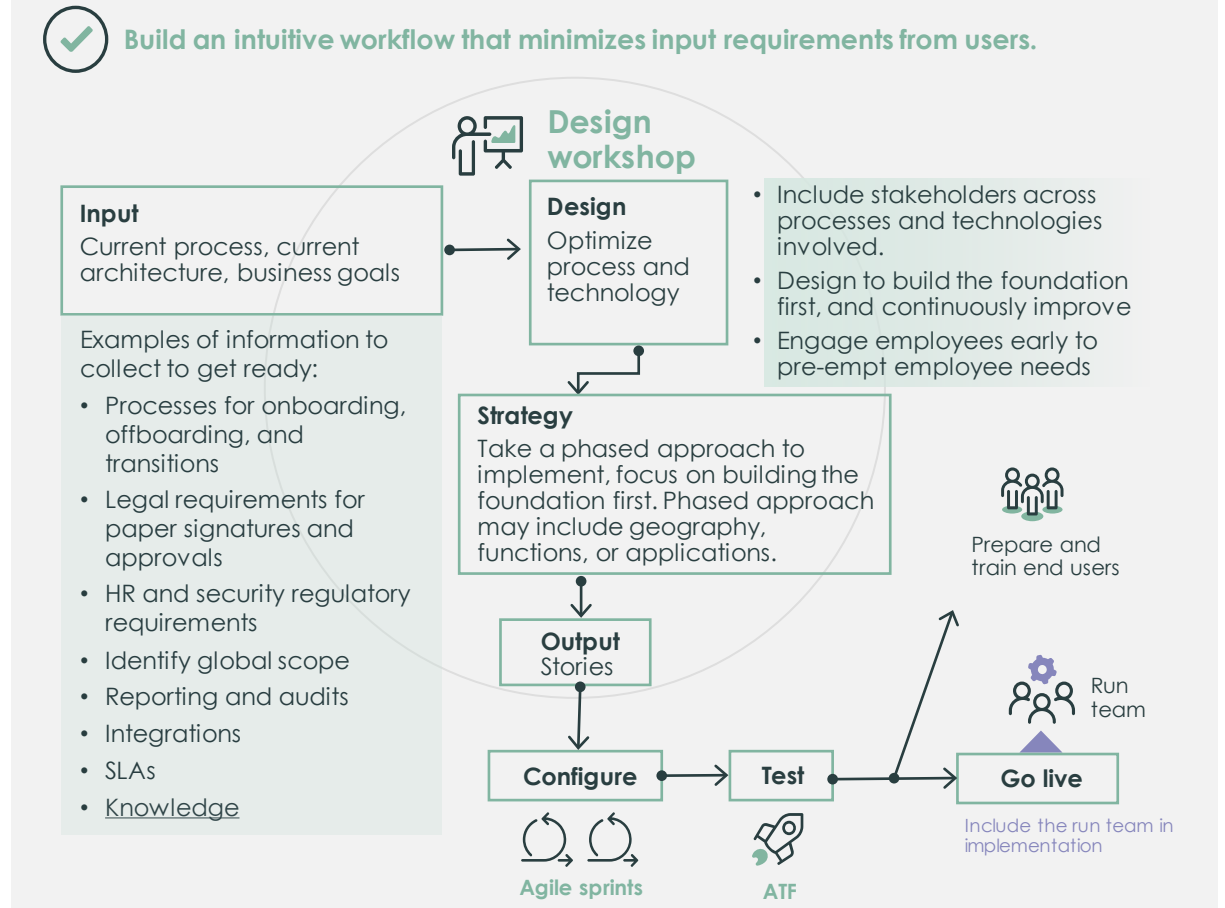
- Learn the applications in scope
- Sources: Now Expert Services, Now-certified HRSD partner, Now-certified internal employees (We recommend a combination of sources.)

### Project planning

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

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

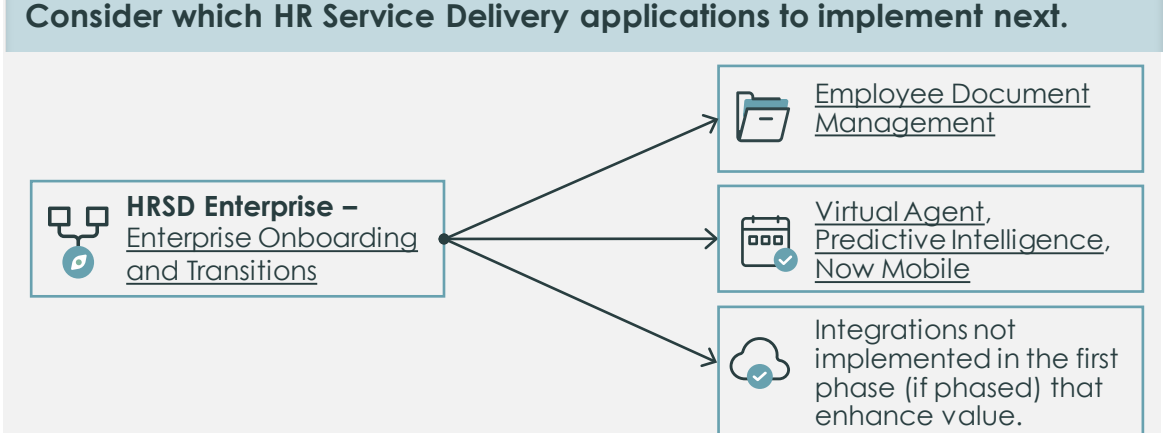
Use [Now Create](#) to execute implementation.



## 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.