

Employee Service Delivery Success Map

An overview of implementing, maintaining, and getting maximum value from HR Service Delivery (HRSD) applications



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

Vision and value

Outcome – Modernize and improve employee service delivery and enable self-service

Sample KPIs

- Case time to close
- Case backlog/aging
- CSAT scores
- SLA adherence
- Knowledge views
- Content quality

Governance

HRSD is a scoped application that often requires joint governance by IT and HRIT teams

IT responsibilities
Govern configurations that impact global functionality

HRIT responsibilities
Govern HR-only configuration
HR data privacy

Foundational ServiceNow apps*

Applications in scope

- Case and Knowledge
- Virtual Agent
- Performance Analytics
- Document Management
- Employee Service Center

OCM and enablement

Owners, process users, and end users of the HR Service Management application are informed and provided an enablement plan.

Implementation roles

General

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

Trained in HRSD applications

- HR process owners (case, etc.)
- HRSD sys admin
- HRIT sys admin
- HR portal admin

Skills and expertise

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

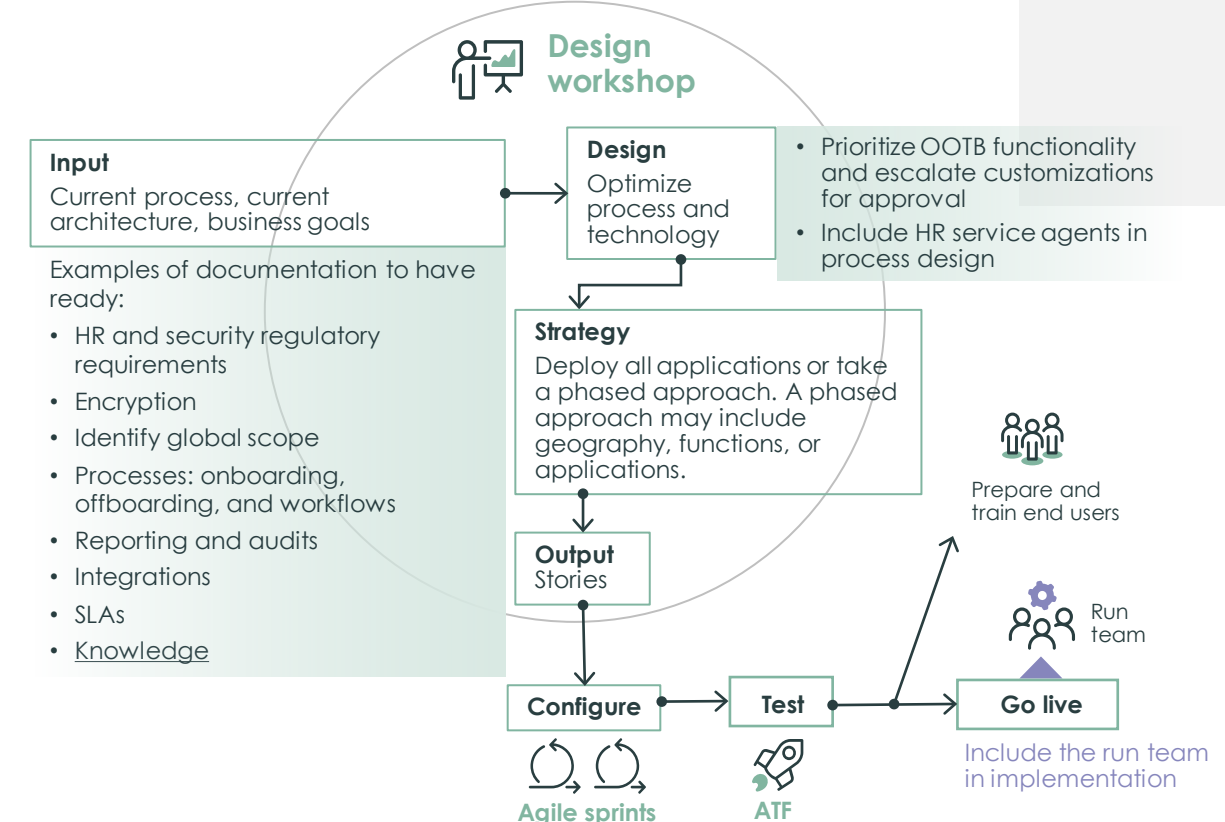
Project planning

- Prepare for agile approach
- Use [HR Service Delivery readiness checklist](#) and [Virtual Agent readiness checklist](#).

Now Value: Create Implement: Implementation activities and best practices

Use **Now Create** to execute your implementation.

Scoped applications require a plan for access and role privileges. Determine the roles and team access during design.



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

Run roles

- HR service owner
- HRSD sys admin
- HRIT sys admin
- HR portal admin

Platform health

- Daily** – Review error logs
- Weekly** – Review HRSD operational dashboards
- Monthly** – Attend CAB meeting

Demand management

Have a process to intake and prioritize new HR services to offer.

Enhancements

Check for new HRSD-related offerings released via the Now Store.

Upgrades

Prioritize OOTB options to ease upgrades.

Assess value

- Are HR services providing a better experience?
- Are HR services more efficient?
- Is the knowledge base deflecting cases?
- Improved CSAT is a good indicator.

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

Consider which HR Service Delivery applications to implement next.

Employee Service Delivery applications

- HRSD Professional – Virtual Agent, Predictive Intelligence
- HRSD Enterprise – Enterprise Onboarding and Transitions
- Integrations not implemented in the first phase (if phased) that enhance value

Consider which Now Platform products to implement next.

- HRSD → IT Service Management (ITSM)**
Improve workplace service delivery by adding IT services to your ServiceNow portfolio.
- HRSD → Legal**
Improve workplace service delivery by adding legal services to your ServiceNow portfolio.
- HRSD → Customer Service Management (CSM)**
Improve workplace service delivery by adding customer services to your ServiceNow portfolio.
- HRSD → Field Services**
Improve workplace service delivery by adding field services to your ServiceNow portfolio.

* Foundational applications are for the listed outcome only, other outcomes enabled by HR Service Delivery applications may require different foundational applications.

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