

Employee Service Delivery Success Map

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

Success Foundations

Implement

Run

Optimize and Expand

servicenow

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
- Document Management
- Virtual Agent
- Employee Center
- Performance Analytics

OCM and enablement

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

now 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](#).

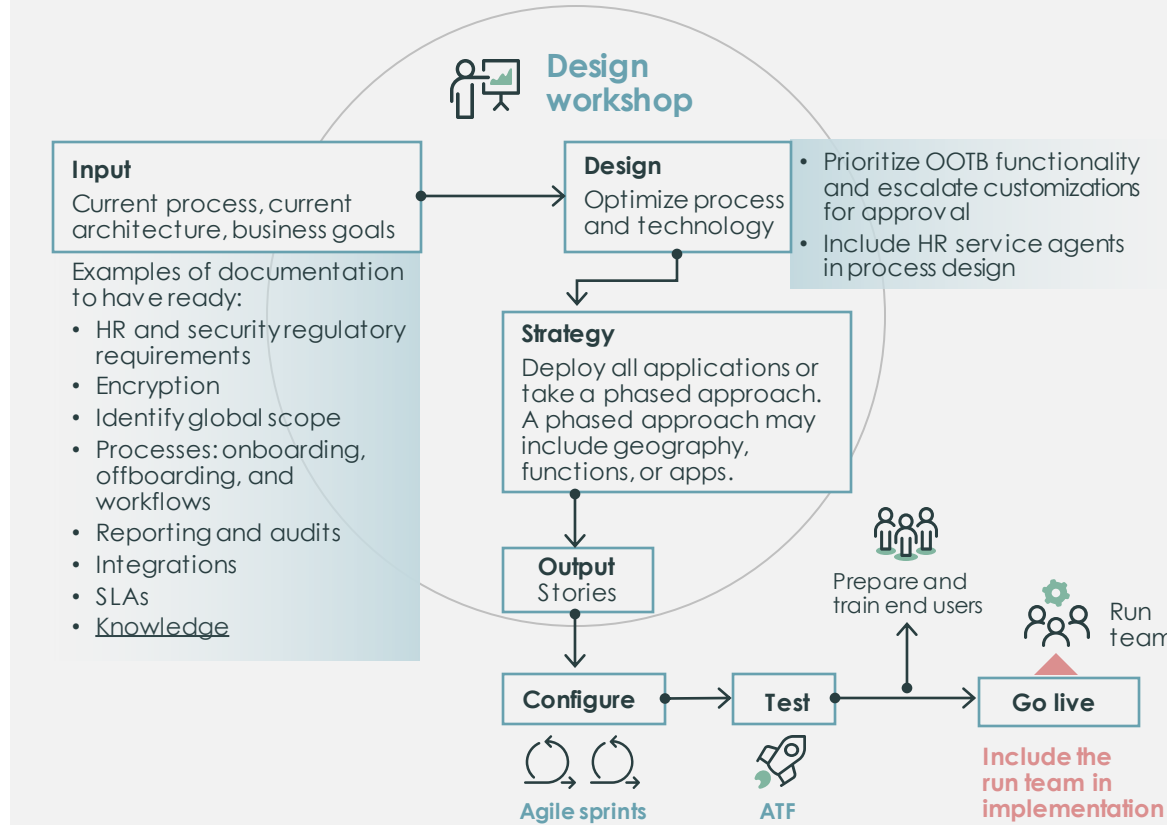
Implementation roles

- 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

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

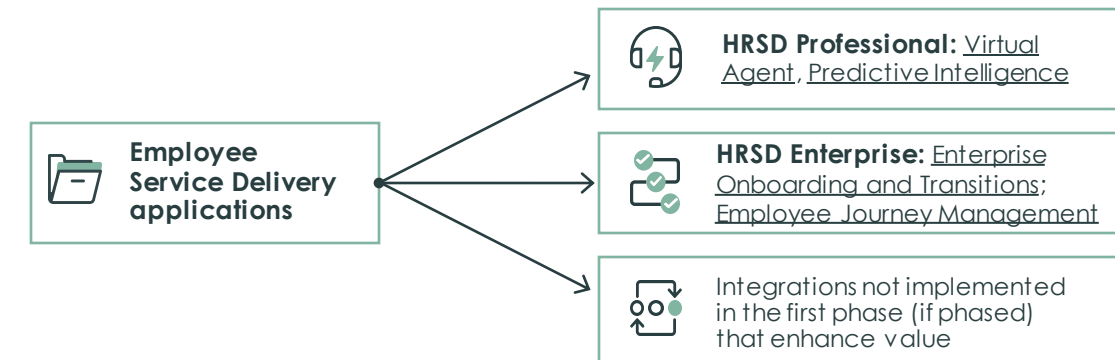
- Prioritize OOTB options to ease upgrades.

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.



Consider which Now Platform products to implement next.



* 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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