

ServiceNow HR Service Automation

Benefits

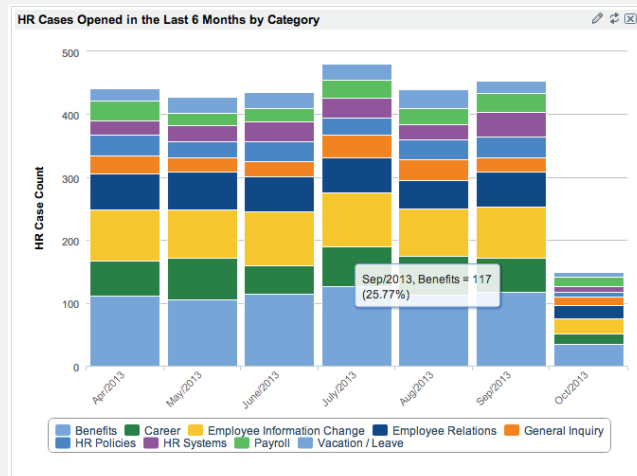
- Increase Productivity**
 Standardize HR request processes by providing employees with a self-service portal that improves responsiveness by automating and routing HR requests to the right specialists, the first time.
- Lower Operational Costs**
 Deliver 24x7 access to HR self-service portal, complete with a knowledge base, reducing inquiries and lowering the operational costs of HR.
- Improve Performance**
 Evaluate HR resource utilization and better understand the volume and types of requests to determine opportunities for increased efficiencies and to drive improvements in service levels.

The IT Challenge

HR fields requests ranging from simple benefits and payroll questions to on-boarding and off-boarding employees or handling complaints. Unfortunately, most HR management products either do not contain an HR case management function, or they are too complex to setup and maintain without assistance and ongoing support from IT. As a result, HR often manages these requests manually using email and phone with little to no accountability. In fact, it is estimated that, for over 50% of companies, HR functions still spend too much time on day-to-day tactical activities that add little to no value to the business. Combine this with limited auditability, tracking, and real-time reporting, and it becomes difficult to understand, measure, or report on HR performance and its impact to the business.

The ServiceNow Solution

The ServiceNow HR Service Automation application streamlines HR service delivery by offering a self-service catalog to users with out-of-the-box request-fulfill process automation. HR Service Automation delivers a consistent end user experience with an employee HR self-service portal that provides 24/7 access. Requests are directed to a specific individual or group via rules that automate case assignments. Cases contain an individual task or multiple tasks depending on the complexity of the HR request, which can be set up manually or created automatically using ServiceNow's graphical workflow engine. Email notifications – both inbound and outbound – are set up for cases and tasks within a case that alert an HR rep or group within HR. HR Information Systems (HRIS) admins can restrict access, control features, and enable privileges within ServiceNow at the level of user accounts, groups, or roles to secure confidential employee information. And since the HR Service Automation application runs on the ServiceNow Service Automation Platform, ServiceNow IT admins are already familiar with the setup, configuration, and maintenance required to support the HR organization. This greatly reduces the cost of ownership compared to standalone tools. HR specialists and management can run standard reports or create their own custom reports to determine areas for improvement or opportunities for operational efficiencies.



HR cases opened over the past six months by type/category

HR Storefront for the Business

HR Service Automation delivers a consistent end user experience with an employee HR self-service portal that provides 24/7 access. The portal can be customized to speed up adoption and facilitate usage by matching existing corporate look and feel. Organizations populate the integrated knowledge base with corporate-specific HR information including policies, benefits, travel and expenses, job openings, and training. The HR-specific service catalog presents this information to employees. This facilitates searching for HR policies and information and also makes it easy for employees to submit HR requests. Once requests are submitted through the catalog, cases are automatically assigned to a designated HR specialist or team for fulfillment. Using this process significantly reduces the number of cases, lowers resolution time, and automates workflow processes to decrease costs.

Automatic Case Assignment

Once a case has been submitted, employees can check the status of their open cases by accessing their queue of HR requests. In fact, since the HR Service Automation application resides on the ServiceNow Service Automation Platform, end users (as well as HR specialists) can manage their cases on their Android and Apple mobile devices. HRIS administrators define auto-routing rules – based on specified category types – to quickly get cases assigned to the appropriate groups or individuals the first time, improving responsiveness. This automatic assignment allows cases to be delegated based on attributes like the category of a case or information about the user that submitted the case. HR management can view all the cases by assignment and current status and drill down into individual records to see additional details including recent activities.

Simplified Task Creation and Management

Just like change tasks related to change requests, HR can create sub-tasks or leverage workflow to automatically create and assign new tasks. Using ServiceNow's graphical workflow engine, admins can break down complex case types into smaller working tasks and approvals that can be delegated and tracked as a component of the overall case. HR management can define as many tasks and approvals as they need for each type of case. HR specialists view tasks assigned to them and view additional cases submitted by the same employee.

Security Controls to Protect Confidentiality

HR Service Automation has a variety of security and filtering options. User accounts, groups, and roles are primary components of the ServiceNow security architecture. HRIS admins can use these elements to restrict access, control features, provide contextual security, and enable privileges within ServiceNow. Each customer can leverage these features to develop workflow as well as enhance the security of fields and functions within forms. Employees only have access to cases they have opened themselves or cases that were opened on their behalf and any case where they have placed on a watchlist.

Reporting Engine and Custom Dashboards

Reports and dashboards can be easily customized to meet specific user requirements. A simple and flexible reporting engine allows users to quickly generate and save reports directly from a list of records. Users can right click within any list to generate bar charts and pie charts for instant analysis. They can also define their own personal dashboards by simply dragging and dropping the gauges and reports they need to

General HR requests
Request a service from your Human Resources team
▶ More Information

Benefits questions
Ask a question about your benefits
▶ More Information

Vacation / Leave questions
Ask a question about vacation or leave
▶ More Information

Payroll questions
Ask a question about payroll
▶ More Information

Employee relations questions
Ask a question about employee relations
▶ More Information

HR Systems questions
Ask a question about HR systems
▶ More Information

Out-of-the-box HR service catalog options

HR Cases | New | Go to: Number | Search

▶ All > Active = true

Number	Category	State	Short description
HRC0000103	Vacation / Leave	Requested	Holiday days remaining
HRC0000104	Employee Information Change	Work in Progress	Phone number change
HRC0000106	Career	Requested	Current vacancies

Snapshot of the volume, types of HR requests, and request status

their own homepage. This allows management to better understand the volume, types of requests, and individual workloads being handled by HR – so services and resources can be adjusted to meet employee demand and service delivery expectations.



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