Human Resources (HR) Fundamentals

1. Provides an overview of the HR Service Delivery (HRSD) application and how it is integrated in the ServiceNow platform. Participants will also learn about key features of the HRSD application. Optionally, participants may choose to review essential concepts of the ServiceNow platform.

2. Explores how groups, users, and roles provide contextual security in ServiceNow. Participants explore HR Skills in depth and discuss how Skills are used to automatically assign HR Cases. They also generate HR Profiles for multiple employees.

3. Participants learn about HR Cases, HR table structure, HR Document Templates, HR Services, and Bulk Cases. HR Services are the starting point for HR Case creation and define the table and the entire HR process for HR request fulfillment.

4. details how employees engage with HR using the Employee Service Center, HR Service Catalog, and HR Knowledge bases. HR Knowledge bases allow employees to locate answers to their questions or find forms needed before asking HR for assistance. This reduces the amount of time HR spends answering routine questions and increases Case avoidance. Employees can also use the HR Catalog to submit requests directly from the Employee Service Center rather than calling or emailing HR. HR may also share targeted information with employees on the Employee Service Center using the Content Automation application.

5. Explores how to track HR progress using HR Dashboards, Reports, Performance Analytics, and HR Surveys. Participants explore ServiceNow's reporting capabilities and initiate the data collection jobs needed for Performance Analytics. Participants also learn how to update and trigger surveys which allow employees to rate their satisfaction with HR.