

ServiceNow Human Resources Service Delivery (HRSD) Fundamentals

Course Description: The ServiceNow Human Resources Service Delivery (HRSD) application improves the employee experience by automating standard HR processes within an organization to eliminate the number of checklists, email exchanges, and phone calls performed by HR professionals. In this course, participants work as HR Administrators to gain in-depth knowledge and practice in configuring and using the ServiceNow Human Resources Service Delivery (HRSD) application.

Audience Profile: This course is designed for HR professionals, administrators, and IT personnel who are responsible for HR service delivery and want to leverage ServiceNow HRSD to streamline and automate HR processes.

Prerequisite:

- Basic understanding of HR processes and concepts
- Familiarity with ServiceNow fundamentals is beneficial

Course Objectives: By the end of this course, participants will be able to:

- Recognize the ServiceNow Human Resources Service Delivery (HRSD) application and its capabilities
- Define core HRSD roles in ServiceNow, including access considerations for employees
- Identify skills and auto-assign HR cases based on skills
- Describe and configure HR profiles, HR criteria, and user criteria
- Review the HR Case Management process and configure HR case templates
- Determine use cases for document templates and the necessary configuration
- Generate HR services that are used to manage HR cases
- Build content on the Employee Center and define which employees can access the content
- Create an HR catalog item that can be accessed on the Employee Center
- Create HR knowledge articles and review the knowledge management lifecycle
- Create HR reports and surveys
- Describe and configure HR Performance Analytics

Table of Contents (TOC):

eBook Help

- ServiceNow HRSD

Human Resources in Organizations

- Overview
- Overview Demo
- Key Features
- Lab: HRSD Overview
- Summary: ServiceNow HRSD

Manage HR Access

- HR Groups and Roles
- HR Groups and Roles Demo
- Lab: Manage HR Groups and Roles
- Knowledge Check: HR Groups and Roles
- HR Skills
- HR Skills Demo
- Lab: Manage HR Skills
- Knowledge Check: HR Skills
- HR Profiles
- HR Profiles Demo
- Lab: Generate and Manage HR Profiles
- Knowledge Check: HR Profiles
- Summary: Manage HR Access

HR Case Management

- Employee Center Pro
- Employee Center Pro Demo
- Lab: Manage Content on the Employee Center Pro
- Knowledge Check: Employee Center Pro
- HR Cases

- Lab: HR Document Templates
- Lab: Create HR Criteria and Bulk HR Cases
- Lab: Create PDF Document Template (Optional)
- Knowledge Check: HR Case
- HR Services
- Lab: HR Service and HR Case Template
- Knowledge Check: HR Services
- Summary: HR Case Management

Employee Engagement

- HR Knowledge Management
- HR Knowledge Management Demo
- Lab: HR Knowledge Management
- Knowledge Check: HR Knowledge Management
- HR Catalog
- HR Catalog Demo
- Lab: Manage HR Catalog
- Knowledge Check: HR Catalog
- Summary: Employee Engagement

Track HR Progress

- HR Dashboards and Reports
- Lab: HR Reporting and Dashboards
- Knowledge Check: HR Reporting and Dashboards
- Performance Analytics
- Lab: Performance Analytics
- Knowledge Check: Performance Analytics
- HR Surveys and Listening Posts
- Lab: HR Surveys
- Knowledge Check: HR Surveys and Listening Posts
- Summary: Track HR Progress

