

ServiceNow Human Resources Service Delivery (HRSD) Implementation

Course Description

Welcome to the "ServiceNow HRSD Implementation" course! In this hands-on training program, participants will delve into the intricacies of configuring the ServiceNow Human Resources Service Delivery application. Through practical exercises and real-world scenarios, attendees will gain comprehensive knowledge and experience in implementing HR solutions for a simulated company.

Audience

This course is designed for technical consultants, administrators, and professionals involved in configuring and managing the ServiceNow Human Resources Service Delivery application.

Pre-requisite Knowledge/Skills

Basic familiarity with ServiceNow platform functionalities and concepts is recommended.

Course Objectives

Upon completion of the course, participants will:

- Understand the capabilities of the ServiceNow Human Resources Service Delivery solution.
- Gain practical knowledge of the HR Service Delivery solution's architecture.
- Configure HR properties, criteria, and user criteria.
- Manage and update the Employee Center.
- Explore skills, routing, assignment rules, advanced work assignment, and HR Agent Workspace.
- Configure Lifecycle Events and Employee Journeys.
- Learn about security options for HR tables and secure HR applications.
- Understand ServiceNow platform localization and internationalization.
- Explore HR integrations.
- Gain insights into ServiceNow's Intelligence applications for HR Service Delivery.

Course Outline

Module 1: HR Service Delivery Overview

- HRSD Overview
- Lab: 01.01 Plugin Verification
- Summary: HRSD Overview

Module 2: Core HR Configurations

- Core Prerequisite Review
- HRSD Tables and Components
- Core HRSD Configuration
- Lab 02.01, 02.02, and 02.03
- Localization / Internationalization
- Summary: Core HRSD Configurations

Module 3: Employee Journey Management

- Employee Journey Management
- Lab 03.01 - Create Voluntary Separation Lifecycle Event and Lab 03.02 - Create a Journey
- Summary: Employee Journey Management

Module 4: Additional HR Concepts

- Content Experiences and Campaigns
- Lab 04.01 - Configure Campaign
- Employee Document Management
- Lab 04.02 - Configure Employee Document Management
- Quick Start Tests
- Summary: Additional HR Concepts

Module 5: Secure HRSD

- Governance Strategies
- Delegated Development
- Lock Down HR Administration

- Lab 05.01 - Secure Access to HR COE
- Summary: Secure HRSD

Module 6: HR Integrations

- HR Integrations
- Summary: HR Integrations

Module 7: Now Intelligence for HRSD

- Now Intelligence for HR Service Delivery
- Summary: Now Intelligence for HR Service Delivery

Module 8: Appendix

- Appendix
- Optional HR Implementation Labs
- Certified Implementation Specialist – Human Resources Voucher Info