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# HR Gateway for Federal Government

“Moments that matter” are defined as exceptional experiences that spark deep relationships and generate lasting value. Employee workplace perceptions are reflected in their daily experiences—not just what they do, but how they do it. Yet many of the moments that employees remember most about their work life are not always positively recalled:

- Logging into multiple systems
- Completing repetitive paper forms
- Entering data manually
- Conducting time-consuming data searches

Convolved processes and cumbersome systems often create frustration for federal employees and HR management alike. In today’s world of nearly instant access to everything online, employees expect streamlined HR experiences that mirror those they are accustomed to outside of the workplace.

## Shift to cloud

Deloitte and ServiceNow® Gateway for Federal HR delivers an employee experience platform that modernizes Federal HR Service Delivery (HRSD) and creates an intuitive and engaging experience for employees with a single access point for efficient, personalized HR services.

## Gateway from Deloitte

Gateway extends the powerful HRSD platform to incorporate Federal content and functionality.

- Automates manual agency processes with OPM forms that help reduce paperwork
- Automates the most high-volume PAR actions with pre-packaged questionnaires and workflows
- Gives employees a more personalized HR experience that can result in time savings

## EXTENDING HRSD TO MEET FEDERAL NEEDS

### Onboarding:

Delivers a personalized first day experience by automating the entire onboarding supply chain including user IDs, desk space, supplies, and technology. User-specific checklists and workflows add personalization and facilitate data collection. Paperless output includes digitized Office of Personnel Management (OPM) Federal and integration with Symmetry™ to automate Federal and State tax withholding.

### Personnel Action Requests (PARs):

As employees experience life events that require interaction with HR information, they are able to take the necessary action from a predetermined, intuitive list. Gateway gathers all PAR data in alignment with the OPM Guide for Processing Personnel Actions, and presents them in natural, jargon-free language. An integrated chatbot, available 24/7, can be configured to reduce the amount of HR cases and provide employees with accurate and consistent answers quickly.

### Performance Management:

An environment for real-time recognition and feedback, Performance Management automates the capture of employee performance through ongoing “snapshots,” a set of concise close-ended questions that help to isolate and succinctly measure performance.

### Permanent Change of Station (PCS):

Federal-focused capabilities to standardize an employee’s relocation process by defining and managing entitlements and standard PCS profiles, and automatically calculating per diem amounts and airfares. Employees can view their entitlements and submit reimbursement requests electronically, with full visibility as well as access to HR help throughout the process.



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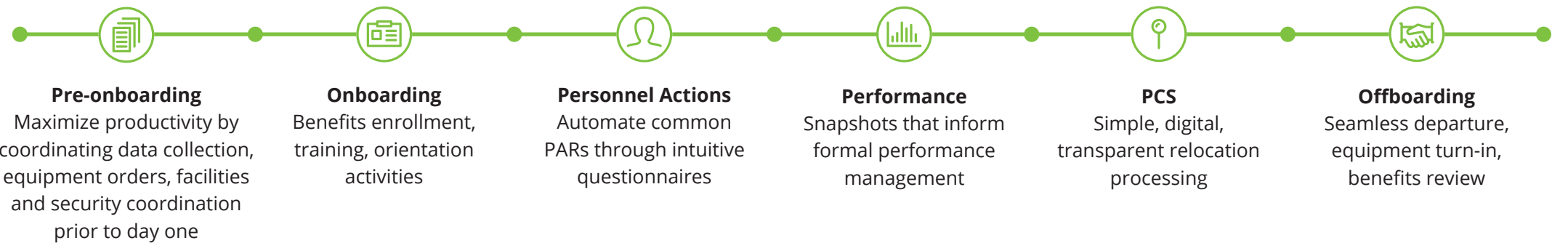
# ORCHESTRATE WORK ACROSS DEPARTMENTS AND PERSONALIZE EMPLOYEE EXPERIENCES

The ServiceNow HRSD solution helps manage employee lifecycle events from onboarding to offboarding that often span multiple departments. The solution can help to increase efficiencies and improve employee satisfaction during the moments that matter most to employees.

### Key Benefits:

- 1** Pre-configured OPM forms and PAR request guides to speed time to value for Federal customers
- 2** Deliver a lower-friction experience for managers and employees without the need to navigate multiple HR systems
- 3** Increase transparency and improve collaboration between HR, their customers, and support functions
- 4** Utilize insights and analytics to provide predictive, personalized, and guided employee HR interactions
- 5** Reduce time spent on manual processes, data entry, and cross-enterprise collaboration

## EMPLOYEE JOURNEY MAP



## WHY DELOITTE AND SERVICENOW?

Deloitte is one of the world’s largest professional services firm with deep experience transforming HR throughout the federal government. From analysis and strategy to implementation, deployment and ongoing operations, Deloitte can help federal organizations function more efficiently while delivering improved employee experiences. The ServiceNow HRSD solution provides comprehensive HR functionality built on the NOW Platform® to transform how work gets done to improve the employee HR experience.

Combining Deloitte’s proven thought leadership and methodologies with ServiceNow’s next-generation cloud platform, clients can experience a new level of HR performance across the enterprise. Together we offer an innovative HR service delivery solution with a single mission—to make government work more efficiently and to improve employee experiences.

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