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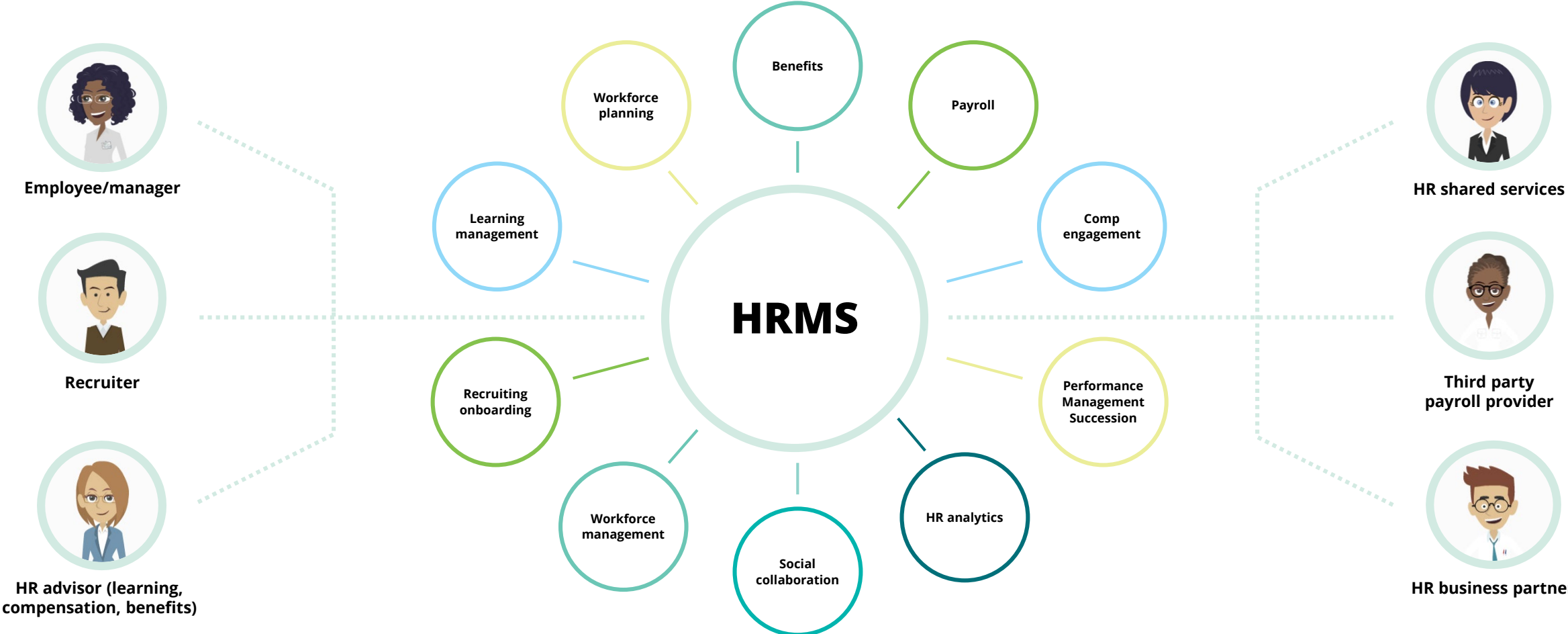
ServiceNow and Cloud HCM Platforms

Better together

June 2020: ServiceNow Orlando Release &
Cloud HCM (Workday 2020 R1, Oracle xx, SAP SuccessFactors H12020)

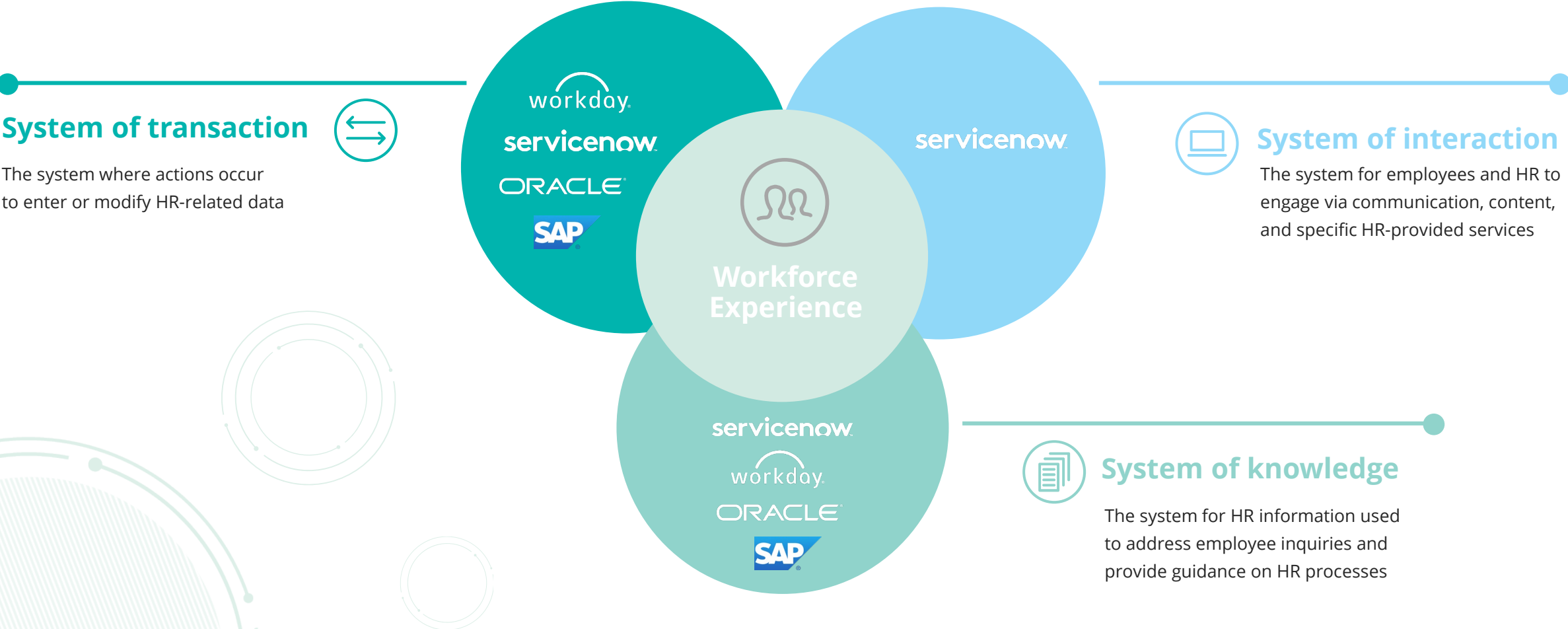
HR service delivery is achieved through a complex ecosystem of people, process, and technology

There is a need for an employee-facing service experience layer to enable seamless interaction with HR regardless of the provider or technology used.



ServiceNow and Cloud HCM: Complementary solutions

Leveraging the capabilities of both technologies can deliver the optimal workforce experience.



System of interaction: ServiceNow

ServiceNow provides a single entry point for employees to “interact” with “HR.” These omni-channel “interactions” have a broad range: searching to find an answer to an inquiry, opening a case to address a more complex question, going to a third-party site to update a beneficiary, and communicating directly with HR via chat.

I'm not going to use all of my PTO days this year, and my colleague Ashley would really benefit from some. I wonder if I can gift her some of my PTO days and how to do it.



Employee

I am working with a low-performing team member, and I am not sure what I need to do.



Manager

A manager has expressed a need to hire a new software developer and is confused on how to define the job and determine the appropriate salary.



Recruiter

TECHNOLOGY COMPONENTS



Portal



Search



Knowledge base



Case



Self-service



Hyperlinks



Chat



Mobile



Virtual agent/ NLU

System of knowledge (1 of 2): ServiceNow

Knowledge is powerful. It is also one of the most essential elements in providing exceptional employee experience, as well as in decreasing the reliance on direct communication with HR professionals to answer questions. ServiceNow provides a robust knowledgebase to deliver direct access to HR information and support in decision making.

I'm planning a vacation to San Diego in August. Will I have accrued enough PTO by then to go on a two-week trip?



Employee

When should I start preparing my feedback for my team members' annual performance assessment?



Manager

I can't remember who needs to provide approval for salary increases over 10%.



Business

TECHNOLOGY COMPONENTS



Knowledge Base

- HR taxonomy
- Categories, sub-categories, and tags
- Reusable knowledge blocks
- Integrated with live chat and case
- Knowledge governance and maintenance workflows
- Usability analytics



Note

Even with a well-designed knowledge base, employees will be frustrated if, upon accessing an article, it is not written in a consumable manner. Technology does not replace the need for well-written content.

System of knowledge (2 of 2): Cloud HCM

Cloud HCM platforms often offer a Knowledge Base functionality in their releases, but it is not currently as comprehensive as ServiceNow. Cloud HCMs do, however, have other knowledge related capabilities that are important to understand in order to provide a holistic knowledge experience for employees.

I just got married and am changing my legal name in the Cloud HCM platform.
Do I need to provide proof of my marriage?



Employee

I want to enter my feedback for Mike in the Cloud HCM platform.
Will it be confidential?



Manager

I want to provide some simple instructions to employees on how to use Anytime Feedback.



Talent Partner

TECHNOLOGY COMPONENTS



Knowledge Base

- Business Process Help Text
- Instruction Text
- Related Links (to ServiceNow Knowledge Content)
- Guided Tours (Field Level or "Pop-Up" Help)
- Custom Work Lists



Note

Supporting knowledge or content in the Cloud HCM platform should be defined based on the employee experience as they are in the midst of transactional activity and should not be duplicative to content in ServiceNow.

System of transaction (1 of 2): Cloud HCM

For the scope of functionality deployed in the Cloud HCM platform (e.g. Core HR, Talent Acquisition, Payroll) on a given client implementation, it is the primary system for transactions related to those functions as well as their related HR data.

I just moved and need to update my address. I accessed the portal to understand potential other relevant changes (W-2) as well as to access the link to the Cloud HCM platform for this change.



Employee

It is year-end and I need to determine compensation increases for my team. I accessed the portal for guidance on the process as well as to find the link to the Cloud HCM platform to provide recommendations for my team.



Manager

An employee has changed jobs from one legal entity to another and I need to adjust their PTO accrual. I directly access the Cloud HCM platform to make this change.



HR Shared Services

TECHNOLOGY COMPONENTS



Reporting



Business process framework



System of record
(data and integrations)



Self-service

System of transaction (2 of 2): ServiceNow

Although Cloud HCM platforms are generally the system where transactions take place, there are a few key categories of services or processes that benefit from delivery leveraging both the Cloud HCM platform and ServiceNow.

Transactions unsupported by the Cloud HCM Platform

EXAMPLE: TUITION REIMBURSEMENT

Certain HR processes are not supported by the Cloud HCM platform's business process framework

Functionality

- ServiceNow is used for initiation (self-service) and workflow (e.g. approvals)
- Data may be integrated to other applicable systems (e.g. tuition reimbursement sent to the Cloud HCM platform)

Complex or high-touch transactions

EXAMPLE: NEW JOB REQUISITION

Certain HR processes require high-touch attention from HR due to their sensitivity (e.g. Leaves) or are complex in nature and require unfamiliar data (e.g. Job Profile Selection)

Functionality

- ServiceNow is used to initiate the interaction (vs. the transaction) with HR for employees to receive these services
- Case management is used to track progress and as a single source of communication between HR and the employee
- Portal and knowledge management also enhance the employee experience
- The Cloud HCM platform remains the transactional system of record

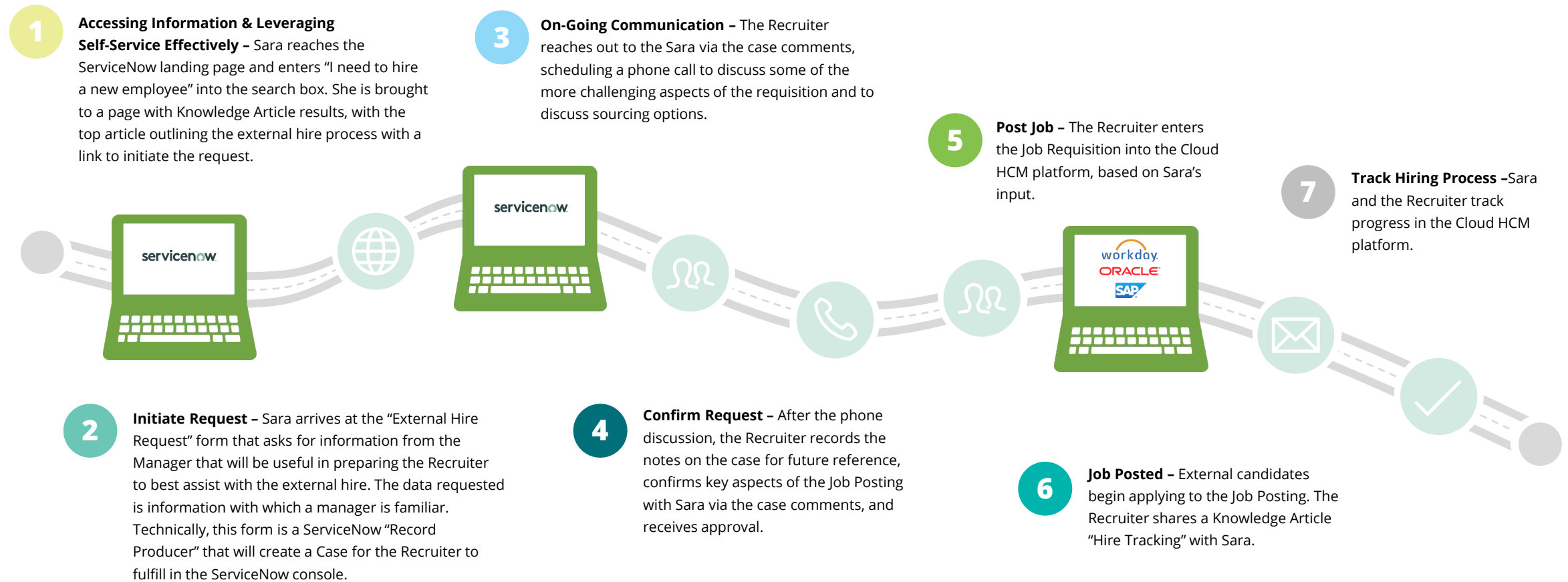
Other Potential Examples

- Leave of absence
- Global mobility
- Employee relations
- HR compliance (GRC)

Connecting the Puzzle

Example Path of a New Job Requisition

SCENARIO: Sara, a manager, realizes that her team is working over capacity, so she decides that an external hire is required to help her team with their software development projects. She is unsure of which team to contact for support – general HR, recruiting, finance? It has been two years since she last needed a new hire. She searches the ServiceNow Portal with “request external hire” and the following process occurs.





NEXT STEPS

Next steps: How to move forward

Develop a comprehensive digital experience that utilizes ServiceNow and a Cloud HCM platform to deliver moments that matter—whether technology or human related—and will also enable you to optimize your HR service delivery. **Here's how you can get started:**

Before diving into any process or technology related activities, spend time to define the digital experience you want to cultivate for your workers. What does an exceptional experience look like? Where is technology an enabler? Where are human elements required? What components of that experience do you already have in place?

Design end-to-end processes that consider not only process activities, but also essential human interactions. Depending on your deployment plan for the Cloud HCM platform and for ServiceNow, ensure alignment at key milestones within the implementation.

Understand the strengths and weaknesses in each platform. How can you leverage the strengths of each platform to deliver a unified and complete experience to your workers?

Don't be afraid to be agile. Work on getting a solution out to workers quickly and improving the experience and adding functionality on a regular basis. You will get feedback faster and the end project will be better.

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