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 transaction**
The system where actions occur to enter or modify HR-related data

**System of interaction**
The system for employees and HR to engage via communication, content, and specific HR-provided services

**System of knowledge**
The system for HR information used to address employee inquiries and provide guidance on HR processes

Workforce Experience
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.

**Employee**
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.

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

**Recruiter**
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.

**Technology Components**
- Portal
- Search
- Knowledge base
- Case
- Self-service
- Hyperlinks
- Chat
- Mobile
- Virtual agent/ NLU
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.

System of knowledge (1 of 2): ServiceNow

- 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?
- When should I start preparing my feedback for my team members’ annual performance assessment?
- I can’t remember who needs to provide approval for salary increases over 10%.

**Employee**

**Manager**

**Business**

**TECHNOLOGY COMPONENTS**

- 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.

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

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

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

**TECHNOLOGY COMPONENTS**

- 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)
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.

1. Accessing Information & Leveraging Self-Service Effectively – Sara reaches the ServiceNow landing page and enters “I need to hire a new employee” into the search box. She is brought to a page with Knowledge Article results, with the top article outlining the external hire process with a link to initiate the request.

2. Initiate Request – Sara arrives at the “External Hire Request” form that asks for information from the Manager that will be useful in preparing the Recruiter to best assist with the external hire. The data requested is information with which a manager is familiar. Technically, this form is a ServiceNow “Record Producer” that will create a Case for the Recruiter to fulfill in the ServiceNow console.

3. On-Going Communication – The Recruiter reaches out to the Sara via the case comments, scheduling a phone call to discuss some of the more challenging aspects of the requisition and to discuss sourcing options.

4. Confirm Request – After the phone discussion, the Recruiter records the notes on the case for future reference, confirms key aspects of the Job Posting with Sara via the case comments, and receives approval.

5. Post Job – The Recruiter enters the Job Requisition into the Cloud HCM platform, based on Sara’s input.


7. Track Hiring Process - Sara and the Recruiter track progress in the Cloud HCM platform.
NEXT STEPS
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?

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:

**Next steps: How to move forward**

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.
THANK YOU