



ServiceNow HRSD

 Training Agenda

Overall Agenda - 15 hours

- HR Basics and HR Users
- HR Company
- HR Chat and Email Configuration
- HR Application Configuration
- HR Service Catalog
- HR Knowledge Management
- HR Service Configuration
- HR Service Definitions
- HR Lifecycle Events



HR Users

Setup your HR Team's groups, roles and tier escalation definitions to enable where HR cases get delivered in the HR application, rules of escalations and define role assignments.

Setup groups and manage who is in them, and what skills assignments can be handled by group



Setup HR roles to control access to functions in the HR application

Setup group's roles

Setup individual user's roles

Setup client role rules for non HR team users to be able to access HR Services

Setup HR tier escalation rules

HR Users

HR Group

HR Roles

HR Group Has Roles

HR User Has Roles

HR Client Role Rules

HR Tier Escalation Rules



HR Company

Setup your Company's departments, locations, positions and skills to use within HR application and generally to be set in a User's profile.

Setup departments for user's profiles

Setup locations for offices, and user's profiles

Setup positions for user's profiles

Setup skills for user's profiles in order to route specific HR cases to the correct group or individual



HR Company

Departments

Department Import

Locations

Positions

Skills



HR Chat and Emails

Setup your HR Notifications, email and Chat settings

Setup HR chat queue so that users can communicate to HR staff via chat

Setup email notifications to define who, receives what content when process related changes occur

Setup email templates used in notifications

Setup email scripts used by templates

HR Chat and Emails

HR Chat Queue

HR Notifications

HR Emails



HR Application Configuration

Setup your applications with components that define the operation and available data groupings:

Setup Criteria to define groups of users based on conditions, allows for pre defined group actions

Setup Document Templates to define text and formats that can be used for HR application functions like signed documents and employee verification letters

Setup External Links to manage URL based content available to users

Setup Properties that adjust runtime behavior of the HR application

Setup Relationships between users

Setup Surveys to define who receives and what type of information is captured from users during case management

HR Application Configuration

HR Criteria

HR Document Template

HR Properties

HR Relationships

HR Surveys



HR Knowledge Mgmt

Knowledge Management helps capture and share the ideas, experience, and information that your users collectively possess. Effective use of Knowledge Management improves efficiency, quality of service, and customer satisfaction. Complete the activities in this category to configure your organization's knowledge management process. Setup your Knowledge bases and articles



Setup your Knowledge bases to add in HR Content

Setup your Knowledge articles that serve as your HR Content

Setup your knowledge articles as an import to pull in a library of content into articles



HR Knowledge Mgmt

HR Knowledge Bases

HR Knowledge Articles

Import Knowledge Articles



HR Service Catalog

Service catalog helps to present the services that your organization offers to employees. Complete the activities in this category to structure and build the services that the employees can request through the service catalog.



Setup service catalog categories to help categorize the HR cases and requests

Setup service catalog items that collect information from users of your application

Setup links between service catalog items and knowledge articles and attachment forms displayed in the service portal



HR Service Catalog

HR Service Catalog Categories

HR Service Catalog Items

HR Catalog to KB Link



HR Service Config

HR Services are a collection of user selectable Service Catalog items, but they contain behavior options, categorizations, prefill templates for HR case management and other attributes. Use these management links to: Setup service catalog categories to help categorize the HR cases and requests



Setup HR service definition, including links to Service Catalog Record Producers, templates, case options, fulfillment instructions, etc.

Setup Service Options that defined case creation behavior options for use in this service

Setup Topic Detail for classifying this service

Setup Topic Category for classifying this service

Setup Service Templates for what fields will get pre-filled for a service during case creation



HR Service Config

HR Service

HR Service Options

HR Topic Detail

HR Topic Category

HR Template



HR Service Definitions

HR Service Definitions tables that contain data used by the HR Services. Use these management links to:

Setup Benefit Providers used by your company

Setup Benefit Types used by your company

Setup Disciplinary Issue Types used by your company

Setup Disciplinary Warning Types used by your company

Setup Operational Report Frequency values used by your company

Setup Operation Report Types used by your company



HR Service Definitions

Benefit Provider List

Benefit Types

Disciplinary Issue Types



Disciplinary Warning Types

Operational Report Frequency

Operation Report Types



HR Lifecycle Events

HR Lifecycle Events tables contains data used by the HR Lifecycle Events plugin. Use these management links to:

Manage Lifecycle Event Activity Configuration

Manage Lifecycle Event Types

Manage Lifecycle Event Activity Sets

Manage Lifecycle Event Activities

Manage Lifecycle Event Owner Groups

Manage Lifecycle Event Roles



HR Lifecycle Events

Lifecycle Event Activity Configuration

Lifecycle Event Types

Lifecycle Event Activity Sets



Lifecycle Event Activities

Lifecycle Event Owner Groups

Lifecycle Event Roles