

HR Service Delivery (HRSD)

Enhancing ServiceNow for teams managing People & Culture



What is HR Service Delivery (HRSD)?

HR service delivery (HRSD) encompasses the processes that facilitate and develop the employee experience from the time they are hired, to the time they resign or retire. The services involved include onboarding, offboarding, performance reviews, employee relations, distribution of payroll and benefits, answering managerial and executive requests, and much more.

HR teams in most companies are often very small, consisting of 2 people per 100 employees, which means they are often pulled in many directions in their day-to-day work. Employees expect consistent communication and transparency regarding all aspects of their employment, and in today's competitive environment, companies must deliver in order to retain talent and keep employees engaged.

HRSD in ServiceNow

ServiceNow delivers scalable HRSD products that streamline the hybrid employee service experience, keeping them engaged, productive, and connected. Most importantly, HRSD in ServiceNow was designed from the ground-up with input from actual HR professionals. ServiceNow's key HRSD applications focus on onboarding, case management, and offboarding.

These applications are accessible through the Employee Center, where company intranets can be built on. The ServiceNow Employee Center creates a unified, role-based experience for managers (Manager Hub) and team members alike. It streamlines the employee experience by connecting departmental services, content, and systems in one centralized portal. The Employee Center gives users the ability to customize and streamline content for specific roles, job types, and locations. It also integrates with Microsoft Teams for quicker and easier communication, requests, submissions, and notifications.

How do the key Human Resource Service Delivery (HRSD) applications in ServiceNow operate within the Employee Center?

Enterprise Onboarding and Transitions

- + Tools to automate onboarding workflows and processes across departments.
- + Gives end-to-end visibility of work being done.
- + Provides step-by-step guidance to help new hires acclimate, complete tasks and paperwork, obtain laptops, navigate email and Active Directory setup, etc.

Case (and Knowledge) Management

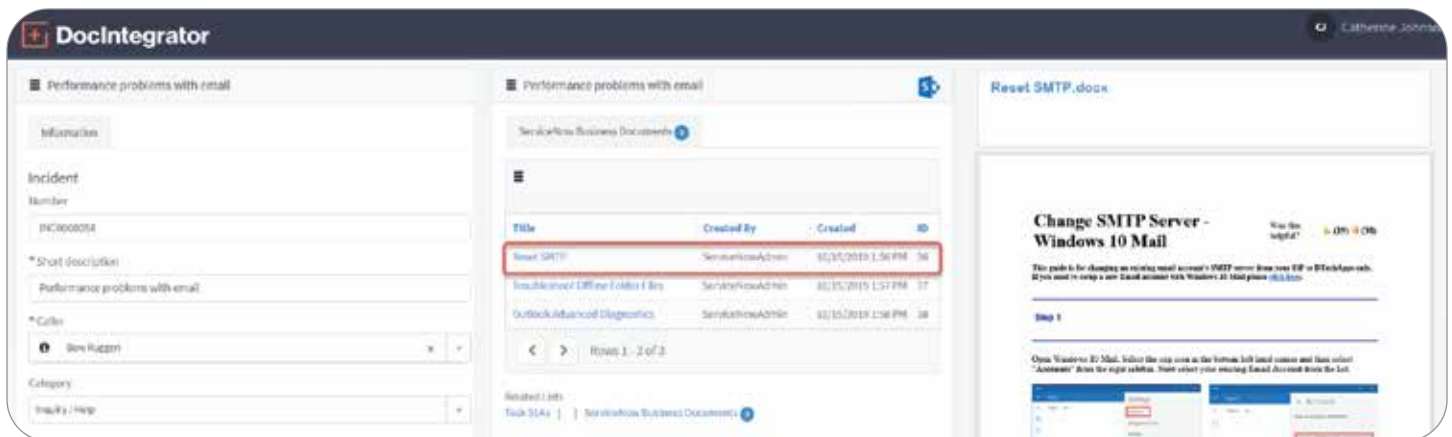
- + Centralized HR workspace for documentation, interaction, and fulfillment of employee inquiries and requests.
- + Automated workflows/processes enable case creation and review in response to requests and inquiries.
- + Inquiry and request topics include benefits, payroll, employee relations, HR systems, talent management, and more.

Offboarding

- + Under the same application as Enterprise Onboarding and Transitions.
- + Provides same tools to automate offboarding workflows/processes across departments when employees resign, are let go, or retire.
- + Streamlines processes involving communication plans, legal paperwork, equipment/laptop return, account deactivation, etc.

Why is DocIntegrator crucial to HRSD in ServiceNow?

DocIntegrator connects ServiceNow to Microsoft® SharePoint. DocIntegrator is not a standalone application; it integrates with other ServiceNow applications, and Tasker, to enhance and extend their content management and search capabilities. DocIntegrator greatly improves the HRSD experience in onboarding, case management, and offboarding by making it easier for employees to access critical content and resources containing the knowledge and information they need.



DocIntegrator replaces ServiceNow's standard HR Document Management System with the "HR Documents" tab in the Employee Center. Using the HR Documents tab, users can create, edit, review, and approve documents directly in SharePoint (even those in different SharePoint environments or site collections). With a direct link from ServiceNow to SharePoint, all edits and changes update in real-time without users having to duplicate, download, and upload files from disparate sources in different windows. Users are always pointed to the correct version of their files.

By leveraging the organization's existing SharePoint permissions, DocIntegrator enables HR teams to work with peace-of-mind knowing that all existing confidential employee data and content (PII and PHI) remains secure, accurate, and protected. DocIntegrator removes the steps and pathways it takes to migrate and access content. From the viewpoint of the user, they are simply managing content and collaborating in ServiceNow with just a few clicks.

DocIntegrator also delivers enterprise federated search to any ServiceNow application. The federated search function works with ServiceNow HRSD applications and can be utilized by HR teams to conduct filtered and refined searches that return relevant results. These results are pulled from anywhere the user has permission to access, including SharePoint, Teams, email, knowledge bases, etc. Just type what you need into any ServiceNow content search bar and watch the magic unfold.

Enterprise Onboarding and Transitions

Employee onboarding, transitioning, and offboarding processes require candidates, employees, hiring managers, supervisors, and HR staff to manage numerous forms containing confidential PII/PHI for an abundant number of individuals. Content must be stored for a minimum number of years and easily retrievable when a change or new form is required to be completed. DocIntegrator automates and simplifies content management with ServiceNow through form automation, seamless and secure integration to Microsoft SharePoint for accessing content, and enhanced search for ServiceNow's Global Search expanding search sources to include SharePoint, Teams, email, file servers, and more.

Workforce Administration Case Management

For many organizations new hires may be required to pass a number of background and verification checks. In certain roles where Employment Verification Letters are required from a prior employer this process frequently is completed outside of ServiceNow HRSD via email. Due to the risks of various phishing attacks on human resources departments going to email to complete a step is a huge risk. Leveraging Tasker and DocIntegrator forms can be created and sent out to required parties via Tasker for completion through the HR case. Forms can be reviewed and digitally signed, stored in SharePoint, and tracked in ServiceNow without any security risk.

Employee Relations Case Management

While there are routine HR cases, there are many that require special care ensuring only select HR team members and management have access to the case files. With DocIntegrator, HR managers can organize these case files in SharePoint, restrict access, and share them in the HR Agent Workspace. Documents in SharePoint remain isolated from each other based on case type and HR employee. Critical details of the report such as involved parties, date, evidence, etc. can be recorded in the correct document at the same time to avoid inconsistencies in accounts.