

ServiceNow Human Resources (HR) Fundamentals

Durée: 2 Jours Réf de cours: SNHRF

Résumé:

Learn the role of an HR Administrator in ServiceNow. During this two-day interactive training course, you access the ServiceNow platform in your own student instance, which is a “safe sandbox” loaded with demo and test data. You will perform the duties of an HR Administrator working for a fictitious company. Lab exercises throughout the course allow you to work through real world, relevant scenarios to complete your duties. The class features lecture and group discussions, as well as extensive hands-on practice and reinforcement delivered in a variety of labs.

Public visé:

The audience for this class includes HR Administrators, ServiceNow Administrators, and consultants who need to implement, configure, and administer ServiceNow HR Service Management.

Objectifs pédagogiques:

- Review the ServiceNow HRSD solution and its capabilities
 - Explore Skills and how HR Cases are automatically assigned based on Skills and location
 - Configure HR Criteria, User criteria, HR Case templates, document templates, and HR Profiles
 - Learn about the security constraints that determine access to HR data
 - Define and manage HR Services, HR Service Catalogs, and Catalog Items
 - Gain practical knowledge of HR Case Management and HR surveys
 - Manage content on the Employee Service Center and define which employees may access the content
 - Drill into results using Performance Analytics, reporting, and dashboards
 - Create HR Knowledge articles and learn about the Knowledge Management lifecycle
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Pré-requis:

Participants are encouraged to complete **ServiceNow Fundamentals** courses prior to attending this course. Completing the prerequisite allows participants to immediately be successful in class since it provides a common vocabulary and standard practical experience with the ServiceNow platform.

- SNF - ServiceNow Fundamentals
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Contenu:

Module 1

provides an overview of the HR Service Delivery (HRSD) application and how it is integrated in the ServiceNow platform. Participants will also learn about key features of the HRSD application. Optionally, participants may choose to review essential concepts of the ServiceNow platform.

Module 2

explores how groups, users, and roles provide contextual security in ServiceNow. Participants explore HR Skills in depth and discuss how Skills are used to automatically assign HR Cases. They also generate HR Profiles for multiple employees.

Module 3

participants learn about HR Cases, HR table structure, HR Document Templates, HR Services, and Bulk Cases. HR Services are the starting point for HR Case creation and define the table and the entire HR process for HR request fulfillment.

Module 4

details how employees engage with HR using the Employee Service Center, HR Service Catalog, and HR Knowledge bases. HR Knowledge bases allow employees to locate answers to their questions or find forms needed before asking HR for assistance. This reduces the amount of time HR spends answering routine questions and increases Case avoidance. Employees can also use the HR Catalog to submit requests directly from the Employee Service Center rather than calling or emailing HR. HR may also share targeted information with employees on the Employee Service Center using the Content Automation application.

Module 5

explores how to track HR progress using HR Dashboards, Reports, Performance Analytics, and HR Surveys. Participants explore ServiceNow's reporting capabilities and initiate the data collection jobs needed for Performance Analytics. Participants also learn how to update and trigger surveys which allow employees to rate their satisfaction with HR.

Autres moyens pédagogiques et de suivi:

- Compétence du formateur : Les experts qui animent la formation sont des spécialistes des matières abordées et ont au minimum cinq ans d'expérience d'animation. Nos équipes ont validé à la fois leurs connaissances techniques (certifications le cas échéant) ainsi que leur compétence pédagogique.
- Suivi d'exécution : Une feuille d'émargement par demi-journée de présence est signée par tous les participants et le formateur.
- Modalités d'évaluation : le participant est invité à s'auto-évaluer par rapport aux objectifs énoncés.
- Chaque participant, à l'issue de la formation, répond à un questionnaire de satisfaction qui est ensuite étudié par nos équipes pédagogiques en vue de maintenir et d'améliorer la qualité de nos prestations.

Délais d'inscription :

- Vous pouvez vous inscrire sur l'une de nos sessions planifiées en inter-entreprises jusqu'à 5 jours ouvrés avant le début de la formation sous réserve de disponibilité de places et de labs le cas échéant.
- Votre place sera confirmée à la réception d'un devis ou "booking form" signé. Vous recevrez ensuite la convocation et les modalités d'accès en présentiel ou distanciel.
- Attention, si vous utilisez votre Compte Personnel de Formation pour financer votre inscription, vous devrez respecter un délai minimum et non négociable fixé à 11 jours ouvrés.