

## ServiceNow Human Resources (HR) Fundamentals

**Duration: 2 Days**    **Course Code: SNHRF**    **Delivery Method: Virtual Classroom**

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### Overview:

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.

### Virtual Learning

This interactive training can be taken from any location, your office or home and is delivered by a trainer. This training does not have any delegates in the class with the instructor, since all delegates are virtually connected. Virtual delegates do not travel to this course, Global Knowledge will send you all the information needed before the start of the course and you can test the logins.

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### Target Audience:

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

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### Objectives:

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

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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## Content:

### 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.

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## Further Information:

For More information, or to book your course, please call us on 00 966 92000 9278

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