

ServiceNow Human Resources (HR) Fundamentals

Duration: 2 Days **Course Code: SNHRF** **Delivery Method: Company Event**

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.

Target Audience:

HR Administrators, ServiceNow Administrators, and consultants who need to implement, configure, and administer ServiceNow HR Service Management.

Objectives:

- **After you complete this course you will be able to:**
 - 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
-

Prerequisites:

Attendees should meet the following prerequisites:

- ServiceNow Fundamentals
 - SNSAF - ServiceNow Administration Fundamentals
-

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 avoidanc

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.

Further Information:

For More information, or to book your course, please call us on Head Office 01189 123456 / Northern Office 0113 242 5931

info@globalknowledge.co.uk

www.globalknowledge.com/en-gb/

Global Knowledge, Mulberry Business Park, Fishponds Road, Wokingham Berkshire RG41 2GY UK