HR Service Delivery Fundamentals

Explore HR Skills, groups and roles, Case Management, and more

Summary

The ServiceNow® Human Resources Service Management (HRSM) application automates standard HR processes within your organization to eliminate the number of checklists, email exchanges, and phone calls performed by the HR team. Learn how to configure and administer the ServiceNow Human Resources Service Management (HRSM) application.

During this two-day interactive training course, attendees will gain in-depth knowledge and practice in configuring and using the ServiceNow HRSM application. A combination of course content and lab work will help attendees learn to:

- Review the ServiceNow HRSM solution and its capabilities
- Configure HR properties, criteria, document templates, and managed lists
- Define and manage HR Services, Categories, HR Service Catalogs, and Items
- Create HR Knowledge articles and learn about the Knowledge Management lifecycle
- Explore skills and auto-assign HR Cases based on skills
- Learn about employee Profiles and the security constraints that determine access
- Gain practical knowledge of HR Case Management and HR surveys
- Drill into results via reporting and dashboards

Who Should Attend

This course is designed for HR Administrators, ServiceNow administrators, and consultants who need to implement, configure, and administer ServiceNow HR Service Management.

Prerequisites

- The ServiceNow Foundations eLearning course – six modules that introduce the ServiceNow platform and interface.
- Familiarity with basic ServiceNow platform features, such as:
  - ServiceNow user interface (UI), iconography, and user settings

- UI navigation
- List management
- Platform security model that explain how ServiceNow roles determine what a user can access, create, update, and delete.
- Successful completion of CodeAcademy's JavaScript course is recommended
- Scripting in ServiceNow is highly recommended

Certification

- This course does not offer certification.

Class Schedule

- Class Schedule (includes 1-hour lunch break)
- Two days (9:00am – 5pm)