

Human Resources Service Delivery (HRSD) Fundamentals Training

COURSE CONTENT

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About Multisoft

Train yourself with the best and develop valuable in-demand skills with Multisoft Systems. A leading certification training provider, Multisoft collaborates with top technologies to bring world-class one-on-one and certification trainings. With the goal to empower professionals and business across the globe, we offer more than 1500 training courses, which are delivered by Multisoft's global subject matter experts. We offer tailored corporate training; project Based Training, comprehensive learning solution with lifetime e-learning access, after training support and globally recognized training certificates.

About Course

Human Resources Service Delivery (HRSD) Fundamentals training by Multisoft Systems is designed to provide professionals with a comprehensive understanding of HR service delivery processes, tools, and strategies.

Module 1: Overview of HR Service Delivery (HRSD)

- ✓ Introduction to the HR Service Delivery (HRSD) application and its integration within the ServiceNow platform.
- ✓ Key features of the HRSD application.
- ✓ Optional: Review of essential concepts of the ServiceNow platform.

Module 2: Contextual Security and HR Skills

- ✓ Understanding groups, users, and roles for contextual security in ServiceNow.
- ✓ In-depth exploration of HR Skills and their role in automatically assigning HR Cases.
- ✓ Generation of HR Profiles for multiple employees.

Module 3: HR Case Management

- ✓ Introduction to HR Cases and HR table structure.
- ✓ Understanding HR Document Templates and HR Services.
- ✓ Overview of Bulk Cases in HRSD.
- ✓ The process of HR Case creation and how HR Services define the tables and processes for HR request fulfillment.

Module 4: Employee Engagement with HR

- ✓ Engaging with HR via the Employee Service Center, HR Service Catalog, and HR Knowledge Bases.
- ✓ How HR Knowledge Bases help employees find answers to common questions and forms.
- ✓ The role of HR Service Catalog in allowing employees to submit requests directly from the Employee Service Center.
- ✓ Using the Content Automation application to share targeted information with employees.

Module 5: Tracking HR Progress

- ✓ Overview of tracking HR progress using HR Dashboards, Reports, Performance Analytics, and HR Surveys.
- ✓ Exploring ServiceNow's reporting capabilities and initiating data collection jobs for Performance Analytics.
- ✓ How to update and trigger surveys to assess employee satisfaction with HR services.