

ServiceNow HRSD Training

COURSE CONTENT

GET IN TOUCH



Multisoft Systems
B - 125, Sector - 2, Noida



(+91) 9810-306-956



info@multisoftsystems.com



www.multisoftsystems.com

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

The ServiceNow HR Service Delivery (HRSD) Training by Multisoft Systems is designed to equip HR and IT professionals with the skills to streamline HR processes using the ServiceNow platform. This training provides in-depth knowledge of configuring and managing HR workflows, case management, employee self-service portals, and automation tools, ensuring efficient and seamless HR service delivery.

Module 1: Understanding HR Service Management

- ✓ Understanding HR Service Management

Module 2: Human resources getting started

- ✓ Human resources getting started

Module 3: HR implementation guide

- ✓ HR and IT implementation team
- ✓ HR implementation decisions
- ✓ State flows vs. workflows,
- ✓ How HR cases and tasks are assigned
- ✓ HR implementation information required
- ✓ Human resources configuration

Module 4: Roles

- ✓ Roles

Module 5: Activate HR Service Management

- ✓ Tables Installed with HR Service Management ServiceNow
- ✓ Roles Installed with HR Service Management ServiceNow
- ✓ User groups Installed with HR Service Management ServiceNow
- ✓ Data policies Installed with HR Service Management ServiceNow
- ✓ The script includes Installed with HR Service Management ServiceNow
- ✓ Client scripts Installed with HR Service Management ServiceNow
- ✓ Business rules Installed with HR Service Management ServiceNow
- ✓ Email notifications Installed with HR Service Management ServiceNow
- ✓ Events Installed with HR Service Management ServiceNow
- ✓ HR skills Installed with HR Service Management ServiceNow
- ✓ HR catalogue items Installed with HR Service Management ServiceNow

- ✓ Activate Human resources connect

Module 6: Activate HR performance analytics

- ✓ Installed with HR performance analytics
- ✓ Tables modified with HR performance analytics

Module 7: Configure HR Service Management

- ✓ HR profile editable field configuration

Module 8: Automated HR processes

- ✓ Workflow-based HR process design
- ✓ Employee Onboarding HR Workflow
- ✓ Employee Offboarding HR Workflow
- ✓ Employee change HR Workflow
- ✓ Customized profile information

Module 9: Human resources administration

- ✓ Define an organization position
- ✓ View a location
- ✓ View a department
- ✓ HR skills management
- ✓ Create or modify an HR skill a) Assign an HR skill to a group b) Assign an HR skill to a user
- ✓ Assignment rules in HR
- ✓ Create an HR assignment rule
- ✓ Test an assignment rule
- ✓ HR catalog management
- ✓ Manage HR catalog categories
- ✓ Add a new HR catalog category to the HR catalog

- ✓ Create an HR catalog item
- ✓ Modify an HR catalog item
- ✓ Modify an HR case template
- ✓ Modify an HR task template
- ✓ View or modify HR case categories HR case categories
- ✓ Configure the employment verification letter
- ✓ HR profile records
- ✓ HR profile security
- ✓ Customized profile information
- ✓ Create or modify an HR profile
- ✓ Update your HR profile a) Add your emergency contact b) Add your employment history c) View the user directory
- ✓ HR surveys
- ✓ Create or modify an HR survey
- ✓ Create or modify HR survey categories and questions
- ✓ Publish a new HR survey
- ✓ Create a trigger condition for an HR survey
- ✓ Manage the HR chat queue

Module 10: Human resources knowledge management

- ✓ Attach a knowledge article to an HR case

Module 11: HR cases

- ✓ Self-service HR portal
- ✓ Submit a request from the HR portal
- ✓ Request employment verification
- ✓ Request tuition reimbursement
- ✓ View your open HR cases
- ✓ Use the HR knowledge base

- ✓ Chat with HR
- ✓ Attach documentation to an HR case
- ✓ Create an HR case
- ✓ HR cases for VIPs
- ✓ Approve an HR case
- ✓ Monitor the HR chat queue
- ✓ Work on an HR case
- ✓ View and update an HR task
- ✓ Suspend and resume an HR case
- ✓ Approve an employee change request
- ✓ Request user documentation
- ✓ Complete an employment verification request
- ✓ Approve a tuition reimbursement request
- ✓ Process a tuition payment
- ✓ Escalate an HR case

Module 12: Human resources management

- ✓ Manage HR cases by category
- ✓ Use the HR manager Dashboard
- ✓ Monitor HR onboarding cases
- ✓ Run HR reports
- ✓ Available HR reports
- ✓ HR case SLAs
- ✓ View the SLA of an HR case
- ✓ View HR performance analytics
- ✓ Evaluate HR survey responses

Module 13: Workday integration

- ✓ Set up the workday integration