An independent government entity improves HR systems across the company with ServiceNow HRSD

The Customer's Challenge

Without a centralized system to track HR inquiries, an independent government entity faced challenges with predominantly email-based manual processes which strained internal resources and caused frustration among employees. The customer sought a user-friendly tool to access HR knowledge and submit requests for complex issues, and overall to efficiently organize, manage and enhance the HR service experience.

Windward's Solution

Windward addressed these challenges by implementing ServiceNow's Human Resources Service Delivery (HRSD) application. The solution comprised a multi-pronged approach, which:

- Ensured employees had a simple solution for creating, viewing, and tracking HR requests, known as cases.

- Established HR catalog items for the most frequently requested HR services.

- Created enterprise-spanning workflows (e.g., onboarding, offboarding) using ServiceNow's Lifecycle Events.

- Configured Agent Workspaces and Dashboards for the HR team to gain visibility into cases and the records they managed.

Windward emphasized the use of Out of the Box (OOTB) features and leveraged 25 years of consulting experience and ServiceNow's NowCreate project methodology to ensure efficiency and containment of scope.

Results Achieved

HR Services were offered to employees, including benefits enrollment, direct deposit setup, and requests for relocation assistance.

HR Fulfillment Instructions provided focused and targeted information on completing HR cases faster and more efficiently using Agent Workspace and traditional HR Case Management.

HR Flows were created in Flow Designer, utilizing natural language to automate approvals, tasks, notifications, and record operations without professional coding.

The HR Dashboards & Reports application provided visual representations of accountability, progress, performance metrics, employee satisfaction monitoring, and HR case status.

HR Workspace served as the central location for HR agents to interact with employees, respond to inquiries, and resolve issues quickly.

The Employee Service Center offered a unified experience by presenting all HR catalog items and knowledge base articles.

HRSD Security controls were robust and best in class, ensuring that only authorized personnel had access to data and records.

HR Profiles enabled our customer to access and track sensitive employee information throughout employment and beyond, with records stored confidentially and not publicly viewable.

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