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Useful tips to Succeed in your ServiceNow HR Project

ServiceNow HR project is not a technical project

Create a vision and roadmap consistent with your organization maturity and current processes. ServiceNow HR is powerful and flexible enough to support you in your evolution. Don't skip steps just because the tool allows it: follow a plan that will let you gain operational efficiency while ensuring the adoption of transformations.

Get to know the tool before you start

Train 1 or 2 people in the basics of the application before starting the project. This will allow you to challenge your current processes in light of the standard proposals of the tool.

Favor the standard over the specific

Resist the temptation to tailor-make that Will pressure you in the medium term. If you do decide to customize at any price, be sure that developments follow ServiceNow best practices to avoid surprises during later version upgrades!

Introduce your teams to the agile method

Think iteration, not perfection! Set up regular testing with key users and review the initial processes and configuration based on their feedback, so that as you approach the finish line you won't have to question the choices made.

Arbitrate

Are users asking for changes after the final test scenarios? Arbitrate by using a method that allows you to measure the impact of these changes and choose with full knowledge of the facts.

Test

Test, test, test! Don't put the burden on a few people who will be overwhelmed, but organize the testing scenarios to involve end users.

A ServiceNow HR project is a transformation project

Set up change management that will onboard your employees in the transformation and digitalization of their practices. Use all the possibilities offered by the ServiceNow platform: multi-device portal, collaborative tool, knowledge base promoting self care, dematerialization of documents, electronic signature, etc. Keep in mind that ServiceNow is more than an HR management tool.

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Involve stakeholders and key users

Identify every functional group that will be impacted by ServiceNow HR and involve them as soon as the project starts. Even though the application is called ServiceNow HR, don't neglect other groups such as IT or General Services.

Build a cohesive project team

The SaaS technique and the Rapid method make it possible to save time and boost efficiency but, as with any project, external obstacles can arise to challenge apparent gains. Be sure to create a supportive and strong team spirit to meet the challenges. Celebrate successes and share them with stakeholders and key users.

Maximize workflow features

ServiceNow RH contains dynamic workflow features to automate recurring processes. Take the time to audit your current practices and map the processes eligible for automation. This will remove imitates for your HR managers and allow them to better control their recurring activities, eliminate redundant tasks and streamline approval cycles.