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SERVICENOW HUMAN RESOURCES (HR) FUNDAMENTALS

Course Code: 821274

Learn the role of an HR Administrator in ServiceNow.

During this two-day interactive training course, you access the ServiceNow platform in your own student instance, which is a “safe sandbox” loaded with demo and test data. You will perform the duties of an HR Administrator working for a fictitious company. Lab exercises throughout the course allow you to work through real world, relevant scenarios to complete your duties. The class features lecture and group discussions, as well as extensive hands-on practice and reinforcement delivered in a variety of labs.

What You'll Learn

- Review the ServiceNow HRSD solution and its capabilities
- Configure HR Criteria, User criteria, HR Case templates, document templates, and HR Profiles
- Define and manage HR Services, HR Service Catalogs, and Catalog Items
- Manage content on the Employee Service Center and define which employees may access the content
- Create HR Knowledge articles and learn about the Knowledge Management lifecycle
- Explore Skills and how HR Cases are automatically assigned based on Skills and location
- Learn about the security constraints that determine access to HR data
- Gain practical knowledge of HR Case Management and HR surveys
- Drill into results using Performance Analytics, reporting, and dashboards

Who Needs to Attend

The audience for this class includes HR Administrators, ServiceNow Administrators, and consultants who need to implement, configure, and administer ServiceNow HR Service Management.

Prerequisites

Participants are encouraged to complete ServiceNow Fundamentals courses prior to attending this course. Completing the prerequisite allows participants to immediately be successful in class since it provides a common vocabulary and standard practical experience with the ServiceNow platform.

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CLASSROOM LIVE	$1,900 USD	2 Day

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VIRTUAL CLASSROOM LIVE	$1,900 USD	2 Day

Virtual Classroom Live Outline

Module 1 provides an overview of the HR Service Delivery (HRSD) application and how it is integrated in the ServiceNow platform. Participants will also learn about key features of the HRSD application. Optionally, participants may choose to review essential concepts of the ServiceNow platform.

Module 2 explores how groups, users, and roles provide contextual security in ServiceNow. Participants explore HR Skills in depth and discuss how Skills are used to automatically assign HR Cases. They also generate HR Profiles for multiple employees.

In **Module 3**, participants learn about HR Cases, HR table structure, HR Document Templates, HR Services, and Bulk Cases. HR Services are the starting point for HR Case creation and define the table and the entire HR process for HR request fulfillment.

Module 4 details how employees engage with HR using the Employee Service Center, HR Service Catalog, and HR Knowledge bases. HR Knowledge bases allow employees to locate answers to their questions or find forms needed before asking HR for assistance. This reduces the amount of time HR spends answering routine questions and increases Case avoidance. Employees can also use the HR Catalog to submit requests directly from the Employee Service Center rather than calling or emailing HR. HR may also share targeted information with employees on the Employee Service Center using the Content Automation application.

Module 5 explores how to track HR progress using HR Dashboards, Reports, Performance Analytics, and HR Surveys. Participants explore ServiceNow's reporting capabilities and initiate the data collection jobs needed for Performance Analytics. Participants also learn how to update and trigger surveys which allow employees to rate their satisfaction with HR.

Sep 14 - 15, 2026 | 9:00 AM - 5:00 PM CDT

Dec 3 - 4, 2026 | 9:00 AM - 5:00 PM CST

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ON-DEMAND	$0 USD

On-Demand Outline

ServiceNow HRSD

- Human Resources in Organizations
- Overview
- Overview Demo
- Key Features
- Summary: ServiceNow HRSD

Manage HR Access

- HR Groups and Roles
- HR Groups and Roles Demo
- Knowledge Check: HR Groups and Roles
- HR Skills
- HR Skills Demo
- Knowledge Check: HR Skills
- HR Profiles
- HR Profiles Demo
- Knowledge Check: HR Profiles
- Summary: Manage HR Access

HR Case Management

- Employee Center Pro
- Employee Center Pro Demo
- Knowledge Check: Employee Center Pro
- HR Case
- Knowledge Check: HR Case
- HR Services
- Knowledge Check: HR Services
- Summary: HR Case Management

Employee Engagement

- HR Knowledge Management

- HR Knowledge Management Demo
- Knowledge Check: HR Knowledge Management
- HR Catalog
- HR Catalog Demo
- Knowledge Check: HR Catalog
- Summary: Employee Engagement

Track HR Progress

- HR Dashboards and Reports
- Knowledge Check: HR Reporting and Dashboards
- Performance Analytics
- Knowledge Check: Performance Analytics
- HR Surveys and Listening Posts
- Knowledge Check: HR Surveys and Listening Posts
- Summary: Track HR Progress

On-Demand Labs

- Lab: HRSD Overview
- Lab: Manage HR Groups and Roles
- Lab: Manage HR Skills
- Lab: Generate and Manage HR Profiles
- Lab: Manage Content on the Employee Center Pro
- Lab: HR Document Templates
- Lab: Create HR Criteria and Bulk HR Cases
- Lab: Create PDF Document Template [OPTIONAL]
- Lab: HR Service and HR Case Template
- Lab: HR Knowledge Management
- Lab: Manage HR Catalog
- Lab: HR Reporting and Dashboards
- Lab: Performance Analytics
- Lab: HR Surveys

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PRIVATE GROUP TRAINING	2 Day

Visit us at www.globalknowledge.com or call us at 1-866-716-6688.

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