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ServiceNow Performance Analytics for HR Service Delivery

The HR service delivery challenge

Being an employee in today's organization is hard. Employees must navigate a maze of policies and procedures, disconnected technologies, and siloed departments. Getting simple things done can often be a chore, leaving employees feeling stuck, frustrated, and overwhelmed.

In order to improve employee satisfaction and HR efficiency, businesses need a way to seamlessly identify and remediate employee service delivery issues — before they turn into large-scale problems. Modern HR organizations require real-time visibility into HR service delivery performance to continuously optimize service delivery and align with overall business goals.

The ServiceNow solution

ServiceNow® Performance Analytics for HR Service Delivery is an easy-to-use, integrated application designed for reporting and analyzing HR service delivery performance and quality in the ServiceNow enterprise cloud. It taps into the world's largest library of key performance indicators (KPIs) and comes with pre-defined, best practice dashboards and KPIs for HR service delivery.

The responsive, interactive canvas provides access to real-time trends with the flexibility to drill into performance results and answer questions on the spot. The app also empowers employee-centric businesses to increase satisfaction and reduce HR inefficiencies by identifying opportunities for employee self-service, improving HR service delivery, and providing deep insights for proactive service delivery.
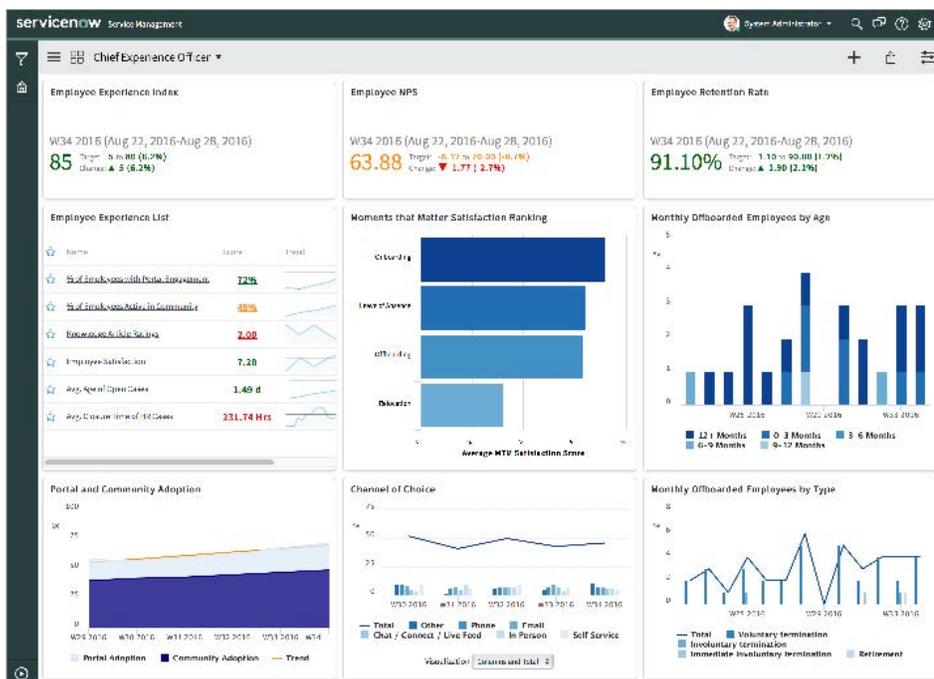
Performance Analytics dashboards provide HR service delivery managers with deep insights into areas for investigation, improvement, and action.

Benefits

Anticipate trends
Continuously monitor HR service delivery performance to identify areas for improvement and detect service bottlenecks before they occur.

Prioritize resources
Bring clarity to what matters, and reallocate resources to mitigate any service delivery issues.

Drive self-service experiences
Easily identify or predict common employee requests, and put self-service measures in place so employees can easily find answers themselves.

Guide continual service improvement
Advocate for progress and take action on KPIs using Analytics Hub, time charts, forecasts, breakdowns, and dashboards.

Act with confidence
Enhance the employee experience and support strategic business objectives with real-time visibility into HR performance.

Extensible Library of KPIs and Dashboards

KPIs are quantifiable values that enable companies to measure how effectively they are progressing toward key business objectives. In HR, KPIs might include metrics such as average case close time, volume and types of employee service requests, number of open cases, and self-service effectiveness. Performance Analytics for HR service delivery provides out-of-the-box dashboards and KPIs based on best practices and our service industry experience.

Analytics Hub

Organizational objectives and metrics (KPIs) are automatically tracked in Analytics Hub, an immersive studio for analyzing, comparing, and predicting progress toward defined targets. For example, if a company is tracking toward a goal of more effective incident resolution, they may choose to measure:

• Orientation completion time

• First week training completion rate

• Training cost per employee

• New hire attrition rate

Performance Analytics automatically creates an Analytics Hub for each KPI's performance trend using both current and historical performance data. Through Analytics Hub, HR teams can track KPIs in real-time and compare performance against targets.

Analytics Hub can be accessed using mobile devices to check the latest results and analyze their trends anytime, anywhere.

Responsive, Interactive Dashboards

Dashboards provide a graphical view of performance trends and real-time results, allowing executives and business service owners to make quick, informed decisions at a glance.

Performance Analytics delivers flexible and interactive dashboards for clear performance visualization and easy customization. Navigation is intuitive and familiar, with dashboards accessed from within the ServiceNow interface using drop-down menus and tabs.

From a dashboard, HR service delivery owners can access Analytics Hub, drill into breakdowns, and directly access the underlying operational records. Interactive analysis and filters guide users towards meaningful patterns and trends. Dashboards can be shared with groups or individuals, ensuring there is a single version of truth driving operational improvement.

Embedded, contextual analytics

Performance Analytics includes powerful, in-platform analytics for ServiceNow HR Service Delivery. This empowers employees with self-service intelligence based on secure, real-time data — while retaining the business context needed to turn insights into action.

Embedded analytics provide faster, more secure, and more reliable results than traditional business intelligence or third-party tools, and make data discovery more accessible to stakeholders at all levels of the business.

Using in-form analytics, HR service managers and reps can access

context-sensitive trend data instantly and use that knowledge to set user expectations, triage escalations to the resources best suited to handle the request, or alert peers and management about developing situations that can cause service breaches.

In-platform analytics also facilitates compatibility with any changes or customizations across the Now Platform®, making upgrades a seamless experience while delivering fast time-to-value for users across the enterprise.

Find out more

Visit **servicenow.com/products/hr-performance-analytics.html**
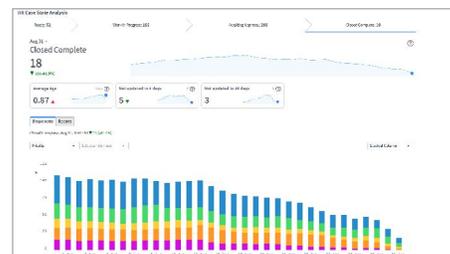
Workbench widgets provide end-to-end transparency into KPI trends, breakdowns, and influencing factors.

KPI predictions enable stakeholders to make quick decisions based on emerging trends

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