

ServiceNow QuickStart for HR Service Management

Overview

The ServiceNow QuickStart for HR Service Management is a guided approach to implement ServiceNow HR Service Management application quickly and easily. It provides a pre-defined package designed to enable customers to start transforming their HR case management capabilities, leveraging ServiceNow best practices.

The package focuses on providing a workflow based case management system, allowing HR Case Users to create; track and close queries related to HR – such as compensation, onboarding and learning & development questions. Common answers and information can be stored in a HR Knowledge Base, enabling HR Case Users to be faster, more accurate and more efficient in handling the queries.

For customers using the Geneva version of ServiceNow, the Self-Service HR portal is also activated. This allows employees to quickly search the HR Knowledge Base and submit cases to the HR team. The Self-Service HR portal provides the storefront to the end-to-end system of engagement for HR, while enabling employees to manage their basic HR needs.

This package is available for customers using the Eureka, Fuji, Geneva or later versions of ServiceNow, to enable the HR Service Management application. Setup of the Self-Service HR portal is only available for the Geneva or later versions of ServiceNow. Additionally, the ServiceNow platform must already be in use for other applications, such as the ServiceNow ITSM suite.

Package Description and Aim

The ServiceNow QuickStart for HR Service Management provides a prescriptive, best practice based implementation of HR Case Management.

The package is designed to provide enablement of the customer's team, and, in conjunction with the ServiceNow System Administrator course available (sold separately), to provide the skills and knowledge to successfully manage the HR application once in production. The customer's HR System Administrators will be part of the implementation activities to facilitate knowledge transfer.

Unless otherwise agreed by ServiceNow and the customer, the majority of services are delivered remotely, to maximize flexibility of all resources. The workshops can be delivered onsite, if agreed to by the ServiceNow Engagement Manager and the Customer Project Manager.

System Administrator Training Requirements

Prior to the first day of the project, the customer shall designate an administrator who has successfully completed the appropriate System Administrator training courses (sold separately). Having the basic understanding of how to administrate ServiceNow is critical for effective knowledge transfer, allowing the customer to better align ServiceNow Case Management to their business and process goals.

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ServiceNow provides a single system of engagement for enterprise Service Management activities. The coordination with other users of the platform is important, and the HR System Administrator role may be shared with or part of the same team as the existing ServiceNow System Administrators.

Implementation Methodology

The QuickStart uses the StartNow implementation methodology, created from ServiceNow's experience of working with thousands of ServiceNow customers. The methodology utilizes ServiceNow's best practices and recommendations to achieve a rapid implementation, while delivering world-class results.

StartNow uses an iterative configuration approach managed with the ServiceNow Project Portfolio Management (PPM) and Software Development Lifecycle (SDLC) products. With the customer's purchase of the QuickStart, both ServiceNow and the customer project team use these applications to manage the implementation. It provides instant access on the status of implementation, whilst also storing configuration decisions to act as a record of the deployment.

Package Materials and Configurations

ServiceNow will provide the following Materials and Configurations:

Materials and Configurations	Description
HR Case User training materials	<ul style="list-style-type: none"> Training content that is personalized to the customer's HR Case Management implementation
StartNow configuration, decisions and project RIDAC (Risks, Issues, Decisions, Actions and Changes)	<ul style="list-style-type: none"> As jointly populated by the ServiceNow and customer project teams, the StartNow PPM and SDLC products will contain a record of the implementation

StartNow Implementation Methodology

ServiceNow's StartNow Implementation Methodology includes:

Phase	Activities	Description
Plan	Kick-off	<ul style="list-style-type: none"> Initial discussions to confirm project objectives, project plan and customer resources
Discover	Workshops and functionality discussions	<ul style="list-style-type: none"> Running 3 workshops to review the HR Case Management, Knowledge Base applications and to discuss data security. Topics include how data is protected, reviewing the HR Case Management forms and data elements, how a case is managed, and how to leverage the Knowledge Base
Prepare	HR Activation and System Setup	<ul style="list-style-type: none"> Prepare the instance by activating the plugin Perform a data load of groups, departments, location and job profile information, provided in pre-defined templates. This is

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		<p>limited to 16 hours of effort.</p> <ul style="list-style-type: none"> The existing user authentication mechanism (such as Single Sign On) will be leveraged; no new setup will be undertaken
Deploy	Configuration of Case Management and Knowledge Base	<ul style="list-style-type: none"> Configuration of the Knowledge Base for HR, limited to 12 hours of demonstrations, working sessions and remote configuration. Configuration of HR Case Management, limited to 48 hours of demonstrations, working sessions and remote configuration. Configuring the email capabilities of the ServiceNow instance, allowing employees to submit cases via fax or email, limited to 8 hours of configuration.
Operate	Testing, go-live support and training	<ul style="list-style-type: none"> Providing testing support, to facilitate the customer's internal testing and sign-off processes. This is limited to 36 hours of effort. Supporting the go-live with activities such as copying the configuration to the production instance, and providing go-live support. This is limited to 16 hours of effort. Train-the-trainer training, with pre-built training for Case Management, customized to reflect your organizational needs.

ServiceNow Provided Resources

ServiceNow will provide the following resources for the review. The same personnel may fill multiple responsibilities:

ServiceNow resource	Responsibilities
Engagement Manager	<ul style="list-style-type: none"> • Lead project planning, follow the QuickStart project plan, allocate appropriate resources from ServiceNow, and act as a single point of contact • Provide regular status updates to track project status
Technical Consultant	<ul style="list-style-type: none"> • Lead the configuration of the HR Case Management application and the Knowledge Base • Provide implementation assistance to the HR System Administrators
Training Consultant	<ul style="list-style-type: none"> • Personalize the HR Case Working training content and co-ordinate the train-the-trainer delivery

ServiceNow does not guarantee that certain designated ServiceNow personnel will be assigned to the customer's account. ServiceNow may at any time subcontract or delegate in any manner any or all of its obligations hereunder to any third-party.

Required Customer Resources

Customer will provide the following resources and make them available throughout the duration of the review period. Customer participation is critically important for the success of the project. Customer resources must have:

- A thorough knowledge and understanding of customer's existing HR processes
- The authority to make design decisions regarding the ServiceNow HR application

Delay by Customer to provide the below resources may cause delay or preclude ServiceNow's ability to provide the Services. The same personnel may fill multiple responsibilities:

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Customer resource	Responsibilities
Project Manager	Responsible for the project, communicate with the ServiceNow professional services consultant, provide access to the required resources, and drive further actions
Process Owner	Responsible for the overall HR Case Management process. A Process Owner should be a Subject Matter Expert (SME), who can positively influence and affect changes and adaptations and the resulting ServiceNow implementation, can decide upon case performance measurements, and who has the aptitude for process thinking and improvement. The Process Owner provides the authority to release the product into production after testing is complete.
System Administrator	Responsible for the continued maintenance and upkeep of the HR product. Modifies forms, workflows and categorizations within the platform. Must work in conjunction with the current ServiceNow System Administration team, requiring co-ordination with the existing ITSM activities.
SMEs for workflows and Knowledge creation	Provide advice on how HR services are delivered, but with a vision for improvement. SMEs should participate in relevant requirements discussions, and be able to create Knowledge articles on relevant topics
HR Case User Trainers	Up to 10 attendees can receive the one time HR Case User training. For customers with more HR Case Users, the customer must provide attendees who will train further users, in a train-the-trainer approach.

Prerequisites

The QuickStart requires the customer's active participation and coordination for project success. The following requirements must be met. Delay by Customer with respect to the below items may cause delay or preclude ServiceNow's ability to provide the Services:

- The customer must have purchased the appropriate number of ServiceNow HR Service Management licenses.
- The customer must have successfully implemented the ServiceNow platform in production.
- The customer must provide resources that have attended the appropriate ServiceNow System Administrator classes (sold separately).
- The customer must provide user accounts with the 'admin' role to the consultant, on all the ServiceNow instances (typically test and development) running Eureka, Fuji, Geneva or later. Access must also be granted to the production instance for ServiceNow to provide go-live support.
- The customer must provide appropriate remote access to their instances to facilitate remote configuration.

- The customer must provide all data that should be imported in a supported format. ServiceNow is not responsible for data modification, cleansing or alteration, before or after importing data. Existing data in the ServiceNow production instance must be accurate.

The following services are not provided:

- Transformation projects or strategy services.
- Data collection from third parties, including external systems.
- Customization, configuration or personalization of the ServiceNow platform beyond the hours of assistance provided above, or any work on applications other than Human Resources or Knowledge Base. Specifically excluded is the setup or configuration of Single Sign On (SSO) or integrations to other data systems.
- Limited support, as provided above, is given for the customers running their own UAT. ServiceNow will provide remediation inline with the timescales provided.
- Performance, security, integration or other testing beyond unit testing.
- Services not expressly stated herein.

General

ServiceNow is in the business of providing IT service management applications and other applications on the ServiceNow platform and consulting services drawing upon the knowledge, understanding and expertise ServiceNow has gained in the course of working with many other customers. Nothing in this Service Description shall assign rights in or limit ServiceNow's use of any know-how or knowledge pertaining to the ServiceNow intellectual property rights or technology. ServiceNow shall have a fully-paid, royalty-free, worldwide, non-exclusive, transferable, sub-licensable, irrevocable, perpetual right to use any suggestions, enhancements, recommendations or other feedback provided by Customer and its users relating to the ServiceNow product or services.

LIMITED PROFESSIONAL SERVICES WARRANTY. ServiceNow warrants that the Services will be performed in a competent and workmanlike manner in accordance with accepted industry standards and practices and all material requirements set forth in this Service Description. Customer shall notify ServiceNow in writing of any breach within thirty (30) days after performance of the non-conforming Services. Upon receipt of such notice, ServiceNow, at its option, shall either use commercially reasonable efforts to re-perform the Services in conformance with these warranty requirements or shall terminate the affected Services and refund to Customer any amounts paid for the non-conforming Services. This Section sets forth Customer's exclusive rights and remedies (and ServiceNow's sole liability) in connection with this warranty.

DISCLAIMER OF WARRANTIES. EXCEPT FOR THE WARRANTIES EXPRESSLY STATED IN THIS SERVICE DESCRIPTION, THE SERVICES PROVIDED HEREUNDER AND ANY ACCOMPANYING DELIVERABLE ARE PROVIDED "AS-IS" WITHOUT REPRESENTATION OR WARRANTY OF ANY KIND AND, TO THE MAXIMUM EXTENT ALLOWED BY LAW, SERVICENOW DISCLAIMS ALL WARRANTIES OF ANY KIND, EXPRESS OR IMPLIED, ORAL OR WRITTEN, INCLUDING WARRANTIES ARISING UNDER STATUTE, WARRANTIES OF MERCHANTABILITY, ACCURACY, TITLE, NON-INFRINGEMENT OR FITNESS FOR A PARTICULAR PURPOSE

OR ANY WARRANTIES ARISING FROM USAGE OF TRADE, COURSE OF DEALING OR COURSE OF PERFORMANCE. WITHOUT LIMITING THE GENERALITY OF THE FOREGOING, SERVICENOW SPECIFICALLY DOES NOT WARRANT THAT THE SERVICES AND ANY ACCOMPANYING DELIVERABLES WILL MEET THE REQUIREMENTS OF CUSTOMER OR OTHERS OR THAT THEY WILL BE ACCURATE OR OPERATE WITHOUT INTERRUPTION OR ERROR.

LIMITATIONS OF LIABILITY. TO THE EXTENT PERMITTED BY LAW, THE TOTAL, CUMULATIVE LIABILITY OF EACH PARTY ARISING OUT OF OR RELATED TO THIS SERVICE DESCRIPTION OR THE SERVICES PROVIDED HEREUNDER WHETHER BY CONTRACT, TORT (INCLUDING NEGLIGENCE) OR ANY OTHER LEGAL OR EQUITABLE THEORY, SHALL BE LIMITED TO THE AMOUNTS PAID BY CUSTOMER FOR THE SERVICES GIVING RISE TO THE CLAIM DURING THE TWELVE (12) MONTH PERIOD PRECEDING THE FIRST EVENT GIVING RISE TO LIABILITY. THE EXISTENCE OF MORE THAN ONE CLAIM SHALL NOT ENLARGE THIS LIMIT. THE FOREGOING LIMITATION OF LIABILITY SHALL NOT APPLY TO: (1) BODILY INJURY OR DEATH; (2) INFRINGEMENT BY A PARTY OF THE OTHER PARTY'S INTELLECTUAL PROPERTY RIGHTS; AND (3) CUSTOMER'S OBLIGATION TO PAY AMOUNTS OWED FOR SERVICES PROVIDED HEREUNDER OR TAXES APPLIED THERETO.

EXCLUSION OF DAMAGES. TO THE EXTENT PERMITTED BY LAW, NEITHER SERVICENOW NOR CUSTOMER SHALL BE LIABLE TO THE OTHER OR ANY THIRD PARTY FOR LOST PROFITS (WHETHER DIRECT OR INDIRECT) OR LOSS OF USE OR DATA, COVER, SUBSTITUTE GOODS OR SERVICES, OR FOR INCIDENTAL, CONSEQUENTIAL, PUNITIVE, SPECIAL OR EXEMPLARY DAMAGES (INCLUDING DAMAGE TO BUSINESS, REPUTATION OR GOODWILL), OR INDIRECT DAMAGES OF ANY TYPE HOWEVER CAUSED, WHETHER BY BREACH OF WARRANTY, BREACH OF CONTRACT, IN TORT (INCLUDING NEGLIGENCE) OR ANY OTHER LEGAL OR EQUITABLE CAUSE OF ACTION, EVEN IF SUCH PARTY HAS BEEN ADVISED OF SUCH DAMAGES IN ADVANCE OR IF SUCH DAMAGES WERE FORESEEABLE. THE FOREGOING EXCLUSIONS SHALL NOT APPLY TO: (1) BODILY INJURY OR DEATH; AND (2) INFRINGEMENT BY A PARTY OF THE OTHER PARTY'S INTELLECTUAL PROPERTY RIGHTS.

Packaged Service Terms and Conditions

Customer agrees to pay the total fee amount on the related Order Form. ServiceNow will provide the Packaged Services as described herein limited to those ordered on the Order Form: (i) if Customer is purchasing directly from ServiceNow, on the terms and conditions in the Order Form and the underlying master agreement executed by the parties, if any ("Agreement"); or (ii) if Customer is purchasing from a ServiceNow authorized reseller ("Reseller"), on the terms and conditions in the use authorization as issued by ServiceNow and the Subscription Service Agreement incorporated by reference herein from <http://www.servicenow.com/schedules.do>. In the event of any inconsistency or conflict between the Agreement or the Subscription Service Agreement and this Service Description, the terms of this Service Description shall control with respect to the Packaged Services set forth herein.

ALL ORDERS ARE NON-CANCELLABLE, NON-REFUNDABLE, CANNOT BE USED FOR SERVICES OTHER THAN FOR THOSE PURCHASED, AND NOT SUBJECT TO ACCEPTANCE. ALL SERVICES WHEN ORDERED MUST BE CONSUMED WITHIN 12 MONTHS FROM THE ORDER FORM EFFECTIVE DATE. SERVICES ARE NOT INCLUDED IN THIS OFFERING UNLESS SPECIFICALLY IDENTIFIED AS INCLUDED IN THIS DOCUMENT. ANY UNUSED SERVICES SHALL EXPIRE WITH NO FURTHER CREDIT OR REFUND AND SHALL HAVE NO VALUE THEREAFTER. Customer shall reimburse ServiceNow or Reseller for all authorized, reasonable and verifiable travel expenses incurred during the performance of the Packaged Services, including training and other services.

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For scheduled Service days that are canceled or rescheduled by Customer with fewer than ten (10) business days' prior written notice to ServiceNow, Customer shall be charged and pay for (a) any travel expenses that cannot be canceled or refunded, and (b) the canceled/rescheduled Service days if ServiceNow is not able to reassign the personnel to another project. For the purposes of this section, an email to the ServiceNow project manager will be considered sufficient written notice.