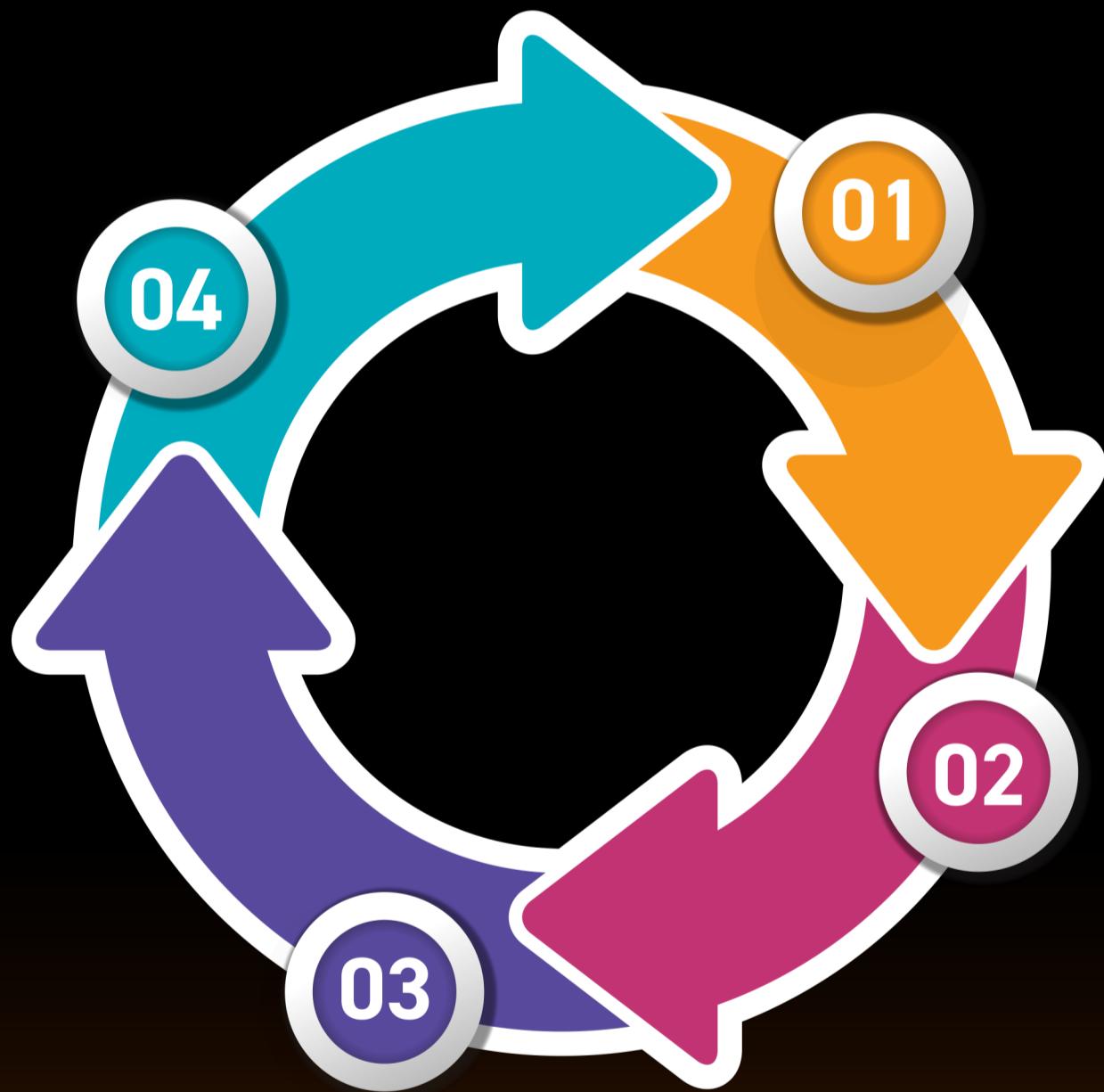


# SERVICENOW

HR CASE

PROCESS FLOW



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# INTRODUCTION

HR staff in many organizations work using emails, calls and spreadsheets for **routine tasks**.

Studies show that about **30 % of HR time** is devoted to **repetitive tasks** like:

- answering same **benefit questions**
- **manually updating employee data**



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# INTRODUCTION

Lets see how typical **HR Case Process Flow** looks in ServiceNow...

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# SCENARIO

Lets say you are **employee** of **company** that implemented **HRSD** and you have a **payroll issue**.

You go to **Employee Service Center**, as it is a **portal** for all company **employees** where you can: **request HR Services**, **Chat Agents**, **Search Articles** and many more...



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# EMPLOYEE SERVICE CENTER

Then you select **topic** and **category** which describes your issue:

The screenshot shows the ServiceNow Employee Center - Home Page. At the top, there is a navigation bar with 'Employee Center - Home' and a search bar. Below the navigation bar, the page title is 'HR'. A large image of two women in an office setting is displayed, with the word 'HR' overlaid on it. Below the image, a section titled 'HR topics' lists several categories: Pay and Time, Onboarding, Benefits, Employee Conduct, Career Development, HR Systems, Employment Information, Travel and Relocation, Retirement and Separations, and Policies and Procedures. The 'Pay and Time' button is circled in red, and a red arrow points from the text 'Then you select topic and category which describes your issue:' to this circled button.

Topic	Category
Pay and Time	Onboarding
Career Development	Benefits
Travel and Relocation	Employee Conduct
Retirement and Separations	HR Systems
Policies and Procedures	Employment Information

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# EMPLOYEE SERVICE CENTER

You fill out the **form** and **submit** the HR Case.

## Payroll Discrepancy

Report an issue with your paycheck

---

\* Specify where in your pay stub you have a discrepancy

Gross Wages

Overtime / Hourly Pay

Tax

Deductions

Employer Paid Benefits

Other

\* Describe the discrepancy

My overhours weren't extra paid

---

Is the pay stub attached?

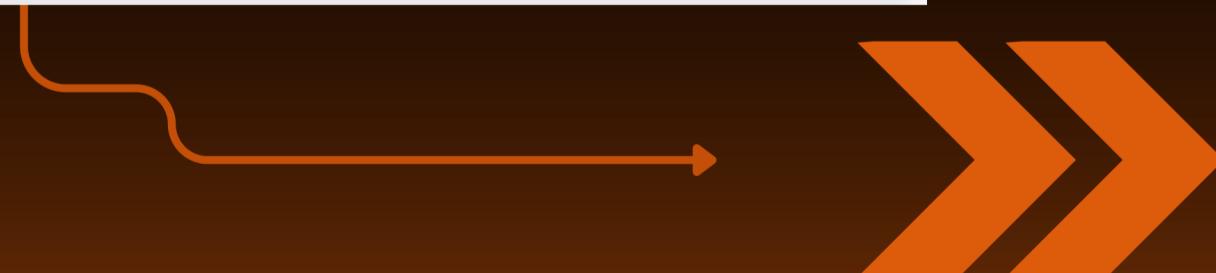
---

 Add attachments



**Submit**

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# 1. HR CASE IS INITIATED

This **form** is actually starting a **HR case**, which is like a **help ticket that tracks the problem**.



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## 2. COE DETERMINED BY THE HR SERVICE

As soon as the **case** is **created**, ServiceNow **figures out** which team **should handle it**.

This is called **determining the Center of Excellence (COE)**.

If it's a **payroll issue**, the case **goes** to the **teams** that **knows** about **pay and benefits**.



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### **3. HR TEMPLATE APPLIED BASED ON HR SERVICE**

Once the correct **COE** is **identified**, next **HR Template** can be applied based on **HR Service**.

It is used to fill some needed fields on the **Case** form.

**Fields like:**

- **Priority**
- **Short Description**
- **Assignment type** (For example assign to a group which has Skill “Payroll”)



### 3. HR TEMPLATE APPLIED BASED ON HR SERVICE

Here is how template could look like:

The screenshot shows the configuration of an HR Case Template. The template is named "Payroll Discrepancy" and is set to be active. It is associated with the COE "HR Payroll Case [sn\_hr\_core\_case\_payroll]". The owning group is set to "Select group". The short description is "Payroll discrepancy" and the priority is "3 - Moderate". Under the "Assignment type" section, the "Skills/Assignment group" option is selected. The skills assigned are "Skills" and "Payroll". The assignment group is set to "Select group".

HR Case Template

\* Name: Payroll Discrepancy

Active:

COE: HR Payroll Case [sn\_hr\_core\_case\_payroll]

Owning Group: Select group

Short Description: Payroll discrepancy

Priority: 3 - Moderate

Assignment type:

- Named user
- Skills/Assignment group

Skills: Payroll

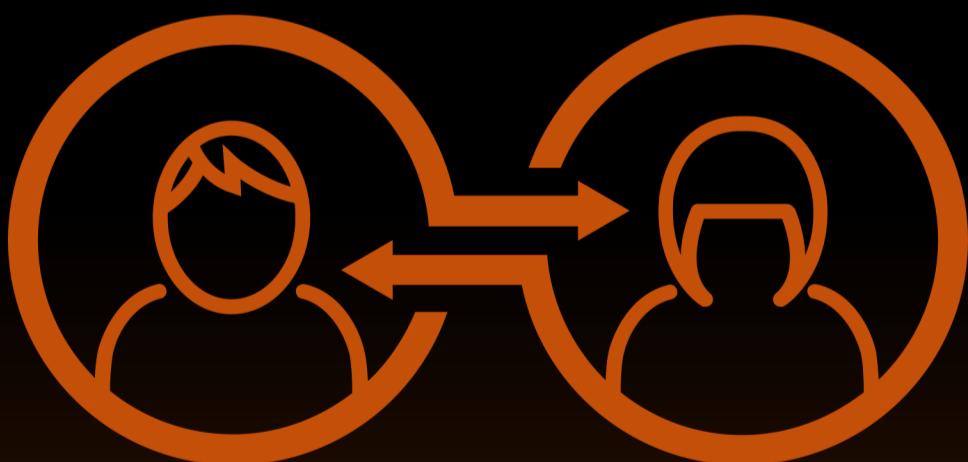
Assignment Group: Select group

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## 4. MATCHING AND ASSIGNMENT RULES ARE TRIGGERED

The final step involves figuring out **who exactly should handle your request.**

In ServiceNow, after all the information is in place, the system uses **configured rules** to match the case to the right **HR agent** or **team**, making sure it goes to **someone** who is **best equipped** (**skills**, **location**, **workload**) to handle it **effectively**.



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# ENTIRE PROCESS:

**1. HR Case is Initiated**

**3. HR Template applied based on HR Service**

**2. COE Determined by HR Service**

**4. Matching and Assignment Rules are Triggered**

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# WHY THIS PROCESS MATTERS?

This process helps ensure that every request for help is handled **efficiently** and by the **right people**.

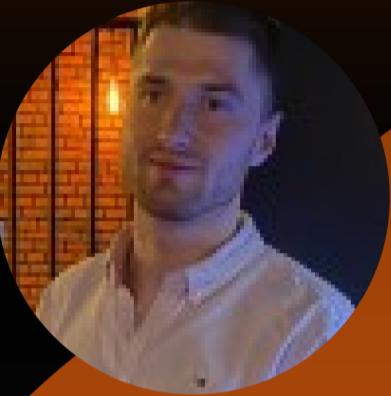
It **prevents issues** from being **overlooked** and **helps employees feel supported at work**.

**Well-run HR Case Management** system in a company makes sure that **employees'** needs are met **promptly** and **correctly**.



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**Lukasz Szumilas**  
**@szumilas\_lukasz**

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