Human Resources (HR) Fundamentals (HRF)

ID HRF **Price** 1,786.— €(excl. VAT) **Duration** 2 days

Important notes for the booking of ServiceNow trainings

1. 1. So that we can finally process your registration, you will receive an enrollment request after booking the course. Please carry out the enrollment immediately, at the latest **three** working days before the start of the course, according to the following instructions at ServiceNow: Enrol for Instructor Led Training using Learning Credits
2. Please note that we must receive short-term bookings no later than five working days before the course begins.
3. If you are unable to attend the training date you have booked (e.g. illness, etc.) or if ServiceNow cancels the course, a credit note is not possible under any circumstances. If you cancel, you can name a replacement person. In both cases of cancellation, the validity of your credit remains for 12 months after the order.

For more information, please refer to the **ServiceNow Terms and Conditions**..

Who should attend

This course is designed for HR Administrators, ServiceNow administrators, and consultants who need to implement, configure, and administer ServiceNow HR Service Delivery.

This course is part of the following Certifications

Certified Implementation Specialist – Human Resources (CIS-HR)

Prerequisites

- Foundations
- ServiceNow Fundamentals
- Familiarity with basic ServiceNow platform features

Course Objectives

How to configure and administer the ServiceNow HRSD application

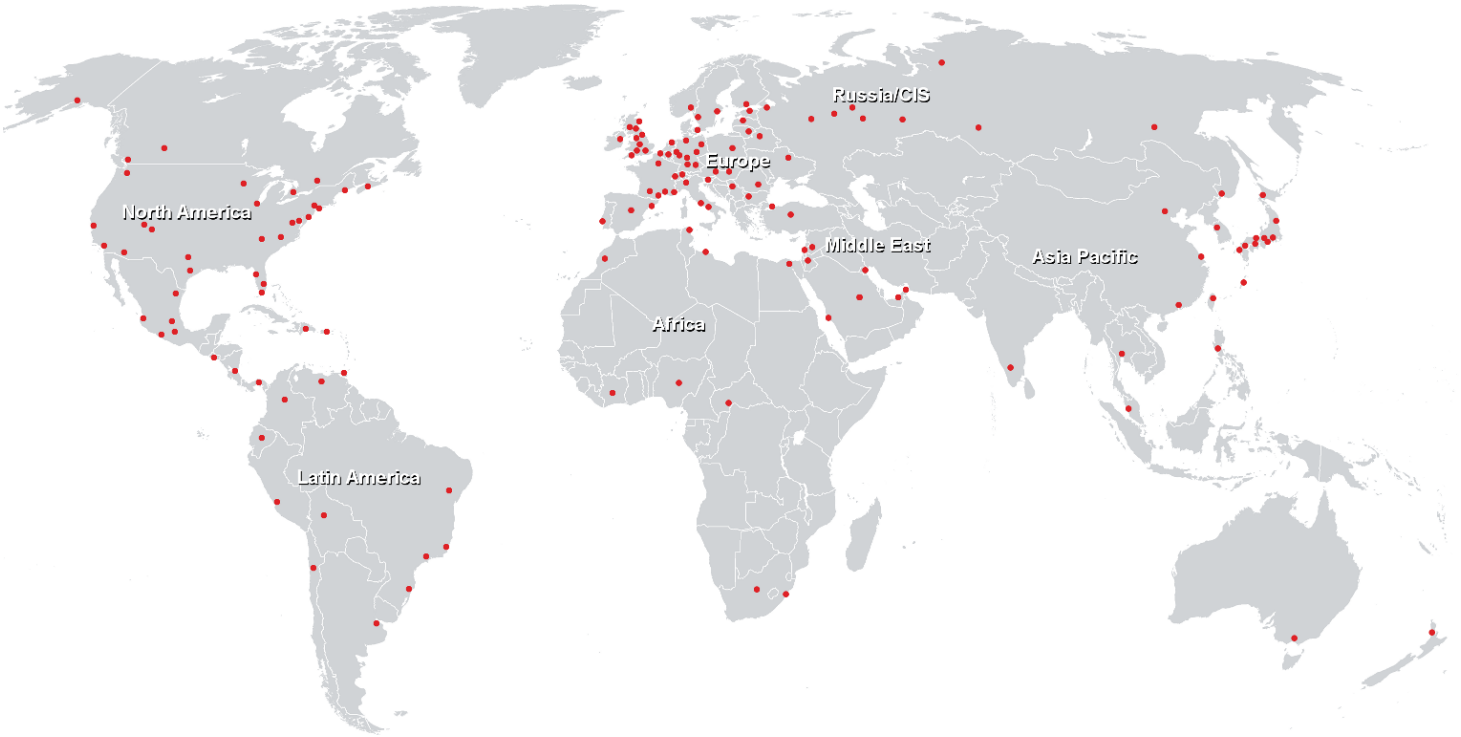
Course Content

A combination of course content and lab work will help attendees learn to:

- 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 Center Pro and define which employees can access the content
- Create HR Knowledge articles and learn about the Knowledge Management lifecycle
- Explore Skills and auto-assign HR Cases based on skills
- 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

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Training Centres worldwide





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