

# Human Resources (HR) Fundamentals (HRF)

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

## Important notes for the booking of ServiceNow trainings

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](#).

## Course Overview

Attend Human Resources Fundamentals to learn how to automate standard HR processes within your organization to eliminate the number of checklists, email exchanges, and phone calls performed by the HR team. The ServiceNow® Human Resources Service Delivery (HRSD) application automates standard HR processes within your organization to eliminate the number of checklists, email exchanges, and phone calls performed by the HR team. Learn how to configure and administer the ServiceNow HRSD application. During this two-day interactive training course, attendees will gain in-depth knowledge and practice in configuring and using the ServiceNow HRSD application.

## 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

# About Fast Lane



Fast Lane is a global, award-winning specialist in technology and business training as well as consulting services for digital transformation. As the only global partner of the three cloud hyperscalers- Microsoft, AWS and Google- and partner of 30 other leading IT vendors, Fast Lane offers qualification solutions and professional services that can be scaled as needed. More than 4,000 experienced Fast Lane professionals train and advise customers in organizations of all sizes in 90 countries worldwide in the areas of cloud, artificial intelligence, cyber security, software development, wireless and mobility, modern workplace, as well as management and leadership skills, IT and project management.

## Fast Lane Services

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## Training Methods

- ✓ Classroom Training
- ✓ Instructor-Led Online Training
- ✓ FLEX Classroom – Classroom & Online Hybrid
- ✓ Onsite & Customized Training
- ✓ E-Learning
- ✓ Blended & Hybrid Learning
- ✓ Mobile Learning

## Technologies & Solutions

- ✓ Digital Transformation
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