



The New Law of Attraction: 5 Reasons HR and IT Need to Get Together

Collaborate for faster employee onboarding

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Introduction

Like many business functions, HR consumes more IT bandwidth as it becomes increasingly reliant on technology to improve functionality. This technology can take multiple forms, including an HR solution to track employees' performance, an e-learning platform for training initiatives, or an HR analytics platform to monitor workforce productivity.

However, for HR to continue delivering services to the business over the long term, it will become imperative to develop a closer working relationship with IT. Almost two-thirds of HR leaders believe a closer alignment with IT will be vital in realizing their department's ideas, but just 12 percent currently work closely with IT.¹

5 areas ripe for collaboration

Although challenges exist, the potential is great: IT can use its deep domain knowledge and a bevy of cloud and big data tools to manage business services for HR better than ever.

To deliver greater value to the business, here are five areas that IT and HR can collaborate on:

1. Stop the misuse of email in HR
2. Expand self-service for employee self-reliance
3. Limit shadow IT by mentoring the business on a strong service culture
4. Help HR deliver "data-driven" decisions
5. Move off the HR treadmill and innovate

1. Stop the misuse of email in HR

A big source of pain for organizations is one of the most common practices: using email for requests. Workflow processes in email remain unstructured, invisible, and unmanaged. HR service requests come from across a company and span a huge range of queries – from onboarding for new employees to holiday requests. And email is far from an efficient tool to process everything.

A custom app that automates HR processes, from initial requests to approvals and fulfillment, can replace the never-ending email thread. Plus, the IT team can use it to align workflows onto a single management system that delivers a bird's eye view of operations.

2. Expand self-service for employee self-reliance

People today expect to get what they want, when they want it, and with just one click. It's time to bring that kind of consumer-level convenience into the workplace. IT teams can offer that kind of efficiency to HR departments by launching easy-to-navigate service catalogs that employees can use to order services as seamlessly as they shop online.

¹ Ben Rossi, "HR pros admit IT is vital but still don't talk to CIOs," *InformationAge*, December 2, 2014.

Ultimately, when HR and IT work together, the new bonds can create mutually beneficial outcomes.

A comprehensive service catalog can cater to different needs and provide a one-stop shop for HR services. Employees get 24x7 access to areas including HR benefits, appraisal forms or payroll details. While some people call this self-service, it's also a powerful form of self-reliance.

3. Limit shadow IT by mentoring the business on a strong service culture

HR wants to deliver a strong internal service experience to employees, but many lack the tech know-how to make it happen. As a result, HR teams may be tempted to turn to cloud-based systems and bypass IT altogether. By fostering a closer relationship with the HR director, it's possible for IT to mentor HR teams on the "how-to" and help everyone at the company become more efficient.

To facilitate this, HR needs to share its pain points as a first step and get behind the IT department by cultivating "citizen developers" within the business that can shepherd tech projects and determine what will be a success or failure. Ultimately, the more IT can influence HR, the fewer shadow IT projects it will be wrangling later in the year as unknown technology projects start to appear.

4. Help HR deliver "data-driven" decisions

One example hardly indicates a trend, but a (data) picture tells a thousand words. If IT can help drive initiatives to move unstructured email and phone requests into structured ones, then HR can start to glean greater insight into its operations.

This ability to track case management processes can provide actionable insight. For example, if HR can see that a large percentage of employees are asking questions about employee benefits, then it can promote that information prominently on a portal to preempt future inquiries.

5. Move off the HR treadmill and innovate

Even though most companies tout innovation, most HR teams will tell you that the majority of their time is dedicated to tasks that "just keep the lights on." If IT can automate mundane, repeatable tasks for the HR department, then it will deliver one of the most valuable services to HR – more time to invest in things like talent development or recruitment initiatives. IT should ask how it could impact the business if HR colleagues got 10 percent of their time back, thanks to IT.



Automotive component maker reduces onboarding by up to 80%

Yazaki is one of the world's largest automotive component makers, with over 257,000 employees in more than 40 countries. It's a valued supplier to nearly every major automotive manufacturer worldwide. Yazaki North America plays a pivotal role in the company's continued success, with 90 office and factory locations across the United States, Mexico and Canada.

With dozens of people joining the company every day, employee onboarding activities are a key responsibility for Yazaki's IT team. Yazaki's IT organization was committed to providing responsive and accurate employee onboarding services. At the same time, it knew that its existing labor-intensive manual onboarding processes were not up to the challenge.

Yazaki had recently evaluated ServiceNow as its platform of choice for ITSM, and decided to tackle employee onboarding as its first ServiceNow initiative. With ServiceNow, Yazaki has dramatically enhanced the efficiency, quality, and security of its employee onboarding process. IT staff members no longer have to log in to multiple systems to set up a user's services. Instead, ServiceNow automates the complete process.

As a result, Yazaki has:

- Reduced employee onboarding time by between 66 and 80 percent
- Saved over 800 hours per year in onboarding effort by IT service desk staff
- Dramatically increased onboarding accuracy, reducing rework and employee complaints
- Increased security, as IT service desk staff no longer need to use passwords to log into individual systems

Creating mutually beneficial outcomes

As HR departments seek to automate routine admin tasks to focus on strategic initiatives, successful organizations will find that there is a new law of attraction for IT and HR. In the long term, greater collaboration between the two divisions will help boost employee engagement and save the organization time and money. Ultimately, when HR and IT work together, the new bonds can create mutually beneficial outcomes.

About ServiceNow

ServiceNow is changing the way people work. With a service-orientation toward the activities, tasks and processes that make up day-to-day work life, we help the modern enterprise operate faster and be more scalable than ever before. Customers use our service model to define, structure and automate the flow of work, removing dependencies on email and spreadsheets to transform the delivery and management of services for the enterprise.

ServiceNow provides service management for every department in the enterprise, including IT, human resources, facilities, field service and more. We deliver a "lights-out, light-speed" experience through our enterprise cloud – built to manage everything as a service.

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Bob Dell Isola

SVP, Global Services

+1 (603) 636-7211

BobD@Spencer-Thomas.com



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