

Human Resources Service Delivery (HRSD) Implementation

Course Duration : 24 Hours

Course code : HRSD-IMP

1. Course Overview

The Human Resources Service Delivery (HRSD) Implementation course is designed to help professionals configure, deploy, and manage HR services using a structured and scalable service management approach. This course focuses on implementing HRSD solutions to streamline employee services, automate HR workflows, and improve employee experience across the organization. Learners gain hands-on knowledge of HR case management, employee service portals, knowledge management, and workflow automation.

2. What you'll learn?

- HR Service Delivery concepts and architecture
- HR case and lifecycle management
- Configuring employee service portals and catalogs
- Automating HR workflows and approvals
- Knowledge management for HR services
- Reporting, analytics, and continuous improvement

3. Target Audience

- HR Technology and HR Operations Professionals
- HR Service Delivery Managers
- ServiceNow HRSD Administrators and Implementers
- ITSM Professionals supporting HR platforms
- Consultants involved in HR digital transformation

4. Pre-Requisites

- Basic understanding of HR processes and workflows
- Familiarity with service management concepts is recommended
- Prior experience with ServiceNow or HR systems is beneficial but not mandatory

5. Course Content (Modules)

Module 1: Introduction to HR Service Delivery

- HRSD overview and business value
- HR service models and architecture

Module 2: HR Case and Lifecycle Management

- Case types and workflows
- Employee interactions and task management

Module 3: Employee Service Portal and Catalog

- Configuring HR service catalogs
- Employee portal customization

Module 4: Knowledge and Workflow Automation

- HR knowledge base management
- Workflow automation and approvals

Module 5: Reporting, Analytics, and Optimization

- HR performance metrics and dashboards
- Continuous service improvement