

## COMMISSION AGENDA ITEM

### Item 8(c) – ServiceNow Human Resources Service Center (HRSC) Implementation Services

#### **APPENDIX**

The processes in the scope of services for the contract with Lume Consulting Group are summarized below:

1. HR Administration
  - a. Digitize Official Personnel File
  - b. Employee Document Management for HR Forms and Timesheets
  - c. Integration of DocuSign with Service Now
2. Workforce Development
  - a. Superior Accomplishment Awards Nomination Form
  - b. Talent Acquisition Assistance Request Form
  - c. Workforce Planning Data Dashboard
  - d. Training Course Curriculum Request Form
  - e. Training Conference Request
  - f. Workforce Risk Assessment Survey
  - g. Mission, Vision, Values Award Nomination
3. Personnel Services
  - a. Range Change, Merit Salary Adjustment and related processes
  - b. Enhancements to Out-of-Class Assignments
  - c. Employee Work Week Schedules (alternate and normal) and requests to change
  - d. Leave Usage Pay
    - i. Represented Leave Cash-out
    - ii. Excluded Leave Buy Back
  - e. Hours Tracking for Intermittent Employees
  - f. Voluntary Personal Leave Program
  - g. Compensatory Time Off Cash Out
4. Labor Relations and Performance Management
  - a. Progressive Discipline Process
    - i. Employee Journey Management
    - ii. Individual Development Plan Process
  - b. State Release Time & Union Leave
  - c. Dills Act Information Requests
  - d. Employee Resignation Tracking
5. Safety
  - a. Incident Reporting and Investigations
    - i. Incident/Injury Reporting
  - b. Safety Data Sheets

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- c. Forklift Training
- d. Facility Walkthrough
- e. Workplace Violence
- 6. Health
  - a. Temporary Light Duty Assignment
  - b. Wellness Center Request
  - c. Catastrophic Time Bank Requests
  - d. Employee Assistance Program
  - e. Annual OSHA Reporting
- 7. Classification & Pay
  - a. Student Assistant Assignments
  - b. Auto Generate/Send Monthly Reports
  - c. Recruitment Difficulties Tracking
- 8. Compliance
  - a. Monthly Reports
  - b. Annual Policy Acknowledgement
- 9. Reporting
  - a. Additional Reports