

## 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