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Beyond IT: Applying Service Management to HR and Facilities for a Seamless Return to Work

Enhance productivity, collaboration and user experience whether your team is remote, hybrid or onsite.

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Introduction

The workplace will likely never look the same as it did before the pandemic. The world struggled with an abrupt shift to working from home, but now businesses are adapting to a permanent shift to the Everywhere Workplace. The Everywhere Workplace is a blend of hybrid, remote and in-office work that juxtaposes limitless possibility and unprecedented logistical headaches – including significant security challenges.

Whether your team members are down the hall or spread out around the world, processes must be in place to ensure productivity, collaboration and safety. Depending on your circumstances, these could include:

- Remote productivity monitoring.
- Employee health screening.
- Regulatory compliance.
- Management of shared spaces.

…and that's just the tip of the iceberg. Any plan must consider the sharp rise in ransomware and phishing attacks that have plagued businesses throughout the pandemic, with threats growing in frequency and sophistication daily. According to a recent survey by Ivanti, 74% of respondents said their organization had been the victim of a phishing scheme in the past year. And well over half – 58% – have been hit with a ransomware attack.

The question facing business leaders as they navigate the Everywhere Workplace and its mix of endpoints, locations and user needs: How can we make this employee-friendly, collaborative, efficient and productive all at once – and ensure security on top of everything?

The answer: It's time to extend service management solutions across the enterprise. Many businesses have embraced IT Service Management (ITSM) to streamline ticketing and self-service. With the right platform, the same core principles can be applied to other key areas that are vulnerable to confusion and service gaps in the shift to the Everywhere Workplace.

Two key areas: Human Resources and Facilities. Both of these teams are at the center of business continuity and employee experience. These are the people working behind the scenes to manage many aspects of the employee experience, whether the employees are in the office, hybrid, or remote.

This is a tall order, and the right tools are needed to make it work.

Gartner predicts that by 2023,

75%

of HR service management inquiries will be initiated through conversational platforms

Gartner predicts that by 2023,

60%

of organizations with more than 2,500 employees will have invested in an integrated HR service management solution

HR Service Management: Modern employees demand modern HR service delivery

In today's digital workplace, employees expect human resources (HR) to deliver real-time and on-demand services, but that's easier said than done. HR Service Management (HRSM) solutions provide holistic platforms that organizations can use to manage their physical and/or virtual HR operations. Optimally, these solutions also contextualize the content for each employee so they can see the information that's most applicable to them at any given time.

HRSM is foundational to business operations. Gartner predicts that by 2023, 60% of organizations with more than 25,000 employees will have invested in an integrated HR service management solution. However, many HR teams rely on disparate systems and outdated technology like email, spreadsheets, intranet sites and a patchwork of applications, making it very difficult to deliver a consistent and streamlined experience across the company.

An effective HRSM solution should accommodate the digital business landscape and Everywhere Workplace with modern capabilities and real-time service. It should also unify the employee experience across the enterprise and throughout their entire tenure. That starts before an employee is hired, all the way through their onboarding; training; life events such as marriage and parental leave; promotions; relocations; payroll mishaps; offboarding and becoming an alumnus.

An automated HR Service Management tool offers a number of benefits. Here's a snapshot of what's possible:

- Streamline HR workflows with automated, intuitive tools that increase productivity.
- Gain in-depth, actionable insights using built-in analytics and reporting.
- Elevate HR service delivery while lowering operational costs.
- Increase employee satisfaction and productivity with on-demand self-service assistance.
- Free up more time to focus on strategic development goals.
- Improve time to value with rapid innovation throughout the business

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Ready for an effective Return to Work strategy? Here's where you can leverage an automated tool:

Employee Administration

Employee Administration automates and simplifies complicated employee onboarding and transition processes with intuitive dashboards that prompt HR staff through role-based workflows, thus ensuring streamlined service delivery and a consistent employee experience. Real-time integration with other fulfillment teams, such as IT and Facilities, helps efficiently provision employees – drastically improving operational efficiency across the Enterprise – and employees receive everything they need to move forward in the shortest possible time.

HR Knowledge Base

HR Knowledge Base powers the employee self-service portal, supporting smart HR operations with an always-current source of information and analytics. The Knowledge Base also filters employees' requests for personalized retrieval – by employee status, location and role – so they receive only the information relevant to them. This helps keep employees on the fast track, while making redundant problem-solving a thing of the past.

HR Case Management

HR Case Management resolves most employee inquiries with an automated self-service portal for a consistent, on-demand response. When a request can't be resolved without human interaction, it's routed to the right HR contact to support task ownership and accountability. One-click Limited Access quickly secures highly sensitive cases and service-specific checklists help keep track of all paperwork and case classifications. Alerts notify when an incomplete task is about to violate an SLA; frequently repeated processes are standardized; and transactions are documented for a complete log of employee-to-HR communications.

Employee Self-Service

Employee Self-Service portals deliver on-demand service to employees, allowing them to resolve most requests themselves. Analysis from portal usage can be used to gather valuable employee insights to improve HR services and employee experiences. Insights can be gained from both solicited feedback (like survey results) and unsolicited feedback, like the relative importance employees place on various programs, identification of hot topics for which no content is available, and which programs are most important to which segments of the workforce.

Return to Work

Return to Work features support the organization's return to work, whether that's a remote, in-person, or hybrid model. Employee Readiness Surveys can gauge how primed employees are for a specific work model. Requests to Return can support employees who are ready and willing. Health Information can help you protect the health and safety of all employees. And Remote Employee Status can help you keep track of which employees are working remote.

Facilities Service Management: Navigating complex and changing needs in the Everywhere Workplace

Facilities teams are facing unprecedented fluctuation and uncertainty. The emergency protocols followed throughout the pandemic are shifting to a long-term solution that accommodates the Everywhere Workplace. Health and safety will remain a key focus for the long term, as well as navigating employee preferences for work location and structure.

In today's climate, facilities managers need a modern approach to service management more than ever before. Not only does business continuity rely on facilities, but so does the organization's return to work strategy. Facilities managers spend their days outfitting employees across the company with the tools and services they need to function at their best, not to mention administering workplace policies, building regulations and government statutes. The scope of a facilities team is incredibly wide, and with such an intense balancing act, they cannot afford inefficient use of time. Why? Because when it comes to business, time lost is money lost.

An effective Facilities Service Management Solution integrates people, place and process and improves the quality of life of employees while facilitating productivity of the entire organization. Technology is a key element of facilities service management. Adoption rates for seat reservation systems are expected to grow 146% between 2021 and 2022.

Utilization tracking applications are expected to grow 111% between 2021 and 2022. Another supportive technology is room scheduling, with adoption rates expected to reach as high as 90% by the end of 2022.

An automated tool for facilities can deliver critical business continuity. Here's how:

- Automate workflows with pre-configured tools tailored to facilities' everyday needs.
- Streamline the request process with an omni-channel self-service portal.
- Increase productivity and drive down overhead with work order management and recurring maintenance tools.
- Analyze project costs, operational performance, and more with robust reporting tools.
- Optimize operations from anywhere, anytime via a mobile app or web browser (or, for technophobes, with print outs and e-mail that are tracked in the system).
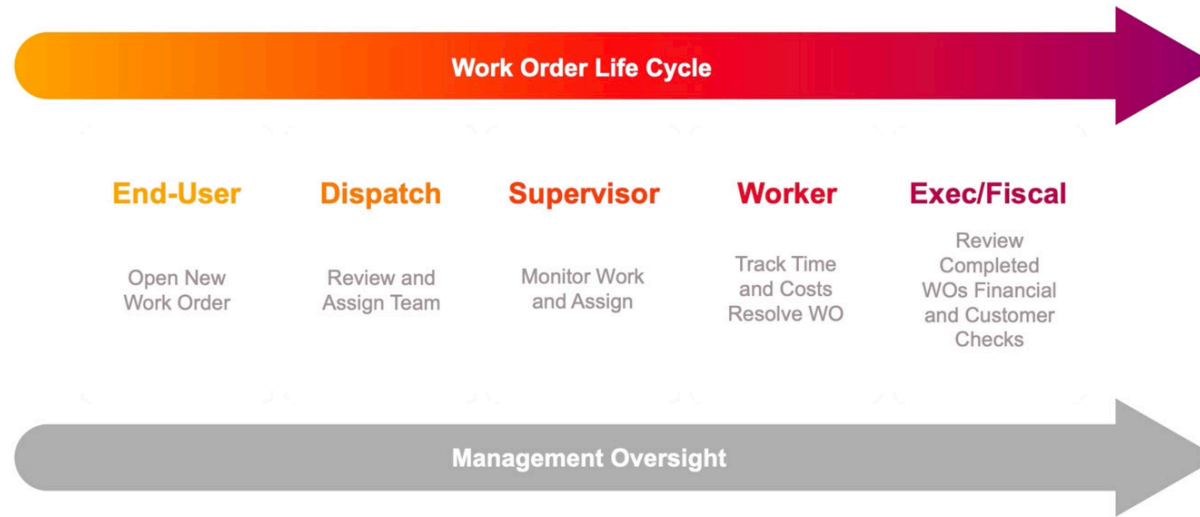
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Work Order Life Cycle

End-User	Dispatch	Supervisor	Worker	Exec/Fiscal
Open New Work Order	Review and Assign Team	Monitor Work and Assign	Track Time and Costs Resolve WO	Review Completed WOs Financial and Customer Checks

Management Oversight

To make the most of your automated tool for facilities service management, focus on:

Work Order Management

Work Order Management supports the full lifecycle of work orders from end user request to dispatch and team and worker assignments. Employees' requests can be logged and managed by site — even by floor area. Facilities techs can also log time, cost and receipts associated with complete work. Role-based dashboards provide real-time visibility to managers and technicians regarding work order volume and status, as well as site and location status.

Facilities Knowledge Base

The Facilities Knowledge Base powers the employee self-service portal, guiding employees to answers to common questions, policies and protocols without having to engage facilities team members for help. This helps keep employees on the fast track, while making redundant problem solving a thing of the past.

Employee Self-Service

Employee Self-Service portals deliver on-demand service to employees, allowing them to resolve most requests themselves. Analysis from portal usage can be used to gather valuable employee insights to improve facilities services. Deep insight can be gained from both solicited feedback (like survey results) and unsolicited feedback like the relative importance employees place on various programs, identification of hot topics for which no content is available, and what programs are most important to which segments of the workforce.

Return to Work

Return to Work features support the organization's return to work, whether that's a remote, in-person or online model. Sanitation Scheduling enables effective scheduling of janitorial services. PPE Supply Requests allow employees to easily request any protective equipment needed. Extended Location Options help employees book workspaces including specific floors, areas, cubicles and offices. And Open/Close Access allows facilities managers to manage access to different sites, buildings and floors as needs evolve.

Ivanti Neurons: A streamlined approach to HR Service Management and Facilities Service Management

Ivani Neurons is a game-changing platform that simplifies and automates IT service management—but it's no longer just for IT services. Now, you can extend service and management to other, critical parts of the business.

With Ivanti Neurons for HR and Ivanti Neurons for Facilities, you'll transform business operations, enhance user experience, and promote efficiency, collaboration and productivity.

Click here for more information on Ivanti Neurons for HR.

Click here for more information on Ivanti Neurons for Facilities.

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