

servicenow™

Digital HR Korea – Covid19 & Beyond

“주 52시간 근무제와 코로나-19사태로 어려움에 직면한 한국 기업들에게 디지털 HR서비스를 통한 해답을 전달 드립니다.”

정도형 영업대표

서비스나우 코리아 전략고객담당

GDP Growth at an annual average rate in percent





Low Labour productivity
traditionally offset **by long
working hours**

*In 2018 South Korean
Government introduced
the 52 hour work week*

50% 이상의 한국 근로자들, 워크플로우 자동화를 통해 보다 '간소화된 업무 프로세스'와 '효율성 강화' 희망

More than half of Korean office workers seeking ways to be more efficient and streamline work processes

아직 업무 효율화는 시작 단계

Yet see workplaces today as being unautomated

IT 종사자 중 62%에 달하는 응답자, 정형화된 업무의 프로세스 간소화 희망

More than 60% of IT workers desire streamlined work processes for structured work

디지털 트랜스포메이션 여정은 IT부문에 국한되지 않고 모든 부문에서 착수 가능

Journey to transformation often starts in IT, but can start anywhere

Digital Transformation Adoption in South Korea

McKinsey Korea on Digital Transformation:

- Adopted by most large conglomerates
- Strong supporting Infrastructure
- Companies lag behind global rivals
- Organisational change the only impediment



Korea widely praised for handling of Covid19

Despite this massive impact to Economy

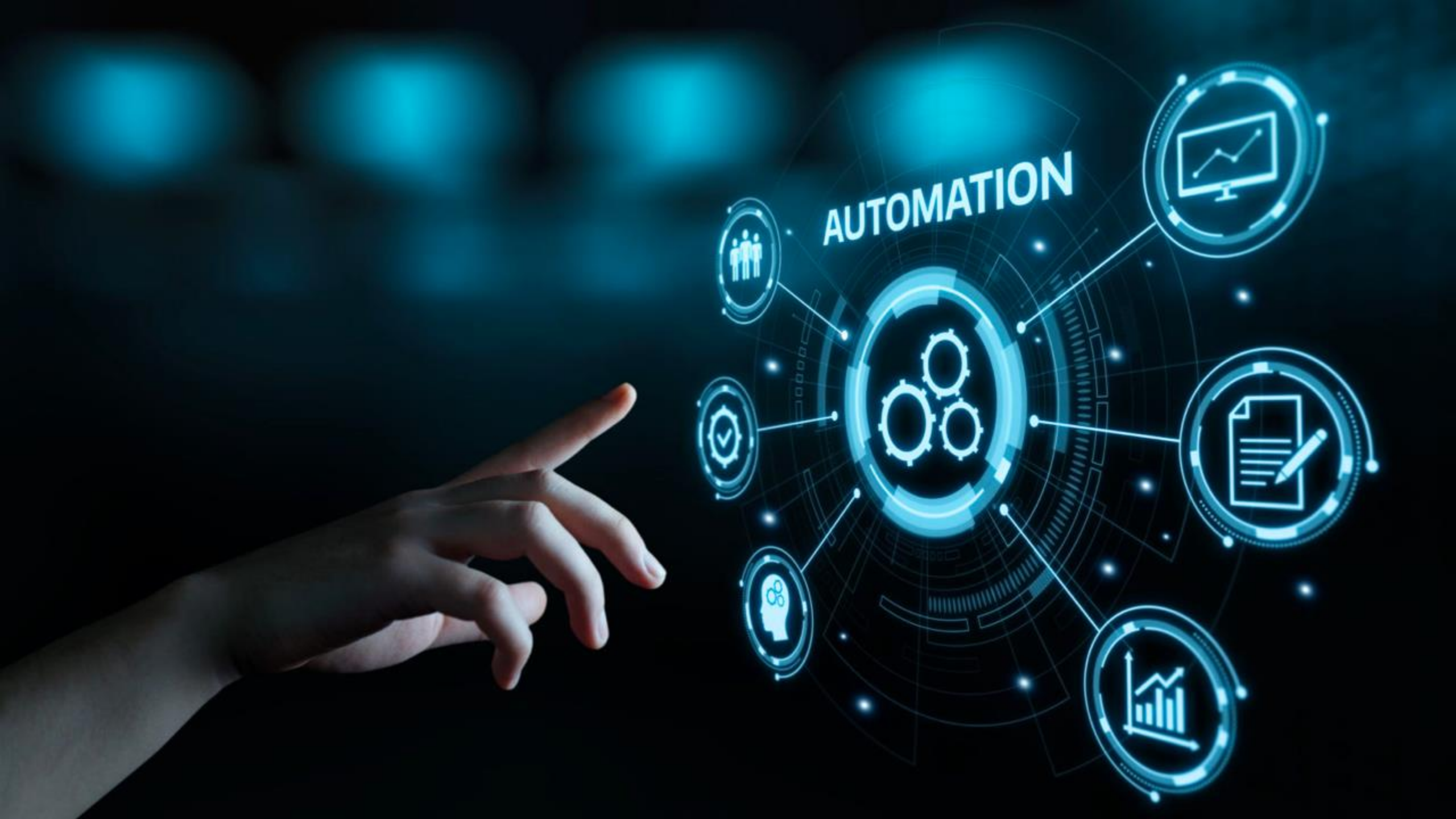
Calls for Government intervention to remove regulations provide aid and tax benefits and reduce interest rates

Subject to upcoming election

MERS and SARS in South Korea

- Growth went down between 0.2-3%
- Hardest hit industries: Travel, distribution and service sectors
- Kia and Hyundai record lows in revenue
- Productivity in Small to Medium businesses hardest hit





AUTOMATION

Impacted Employees



Healthcare



Civil Service



Aviation



Education



Retail



Manufacturing



Small to Med Business



Distribution



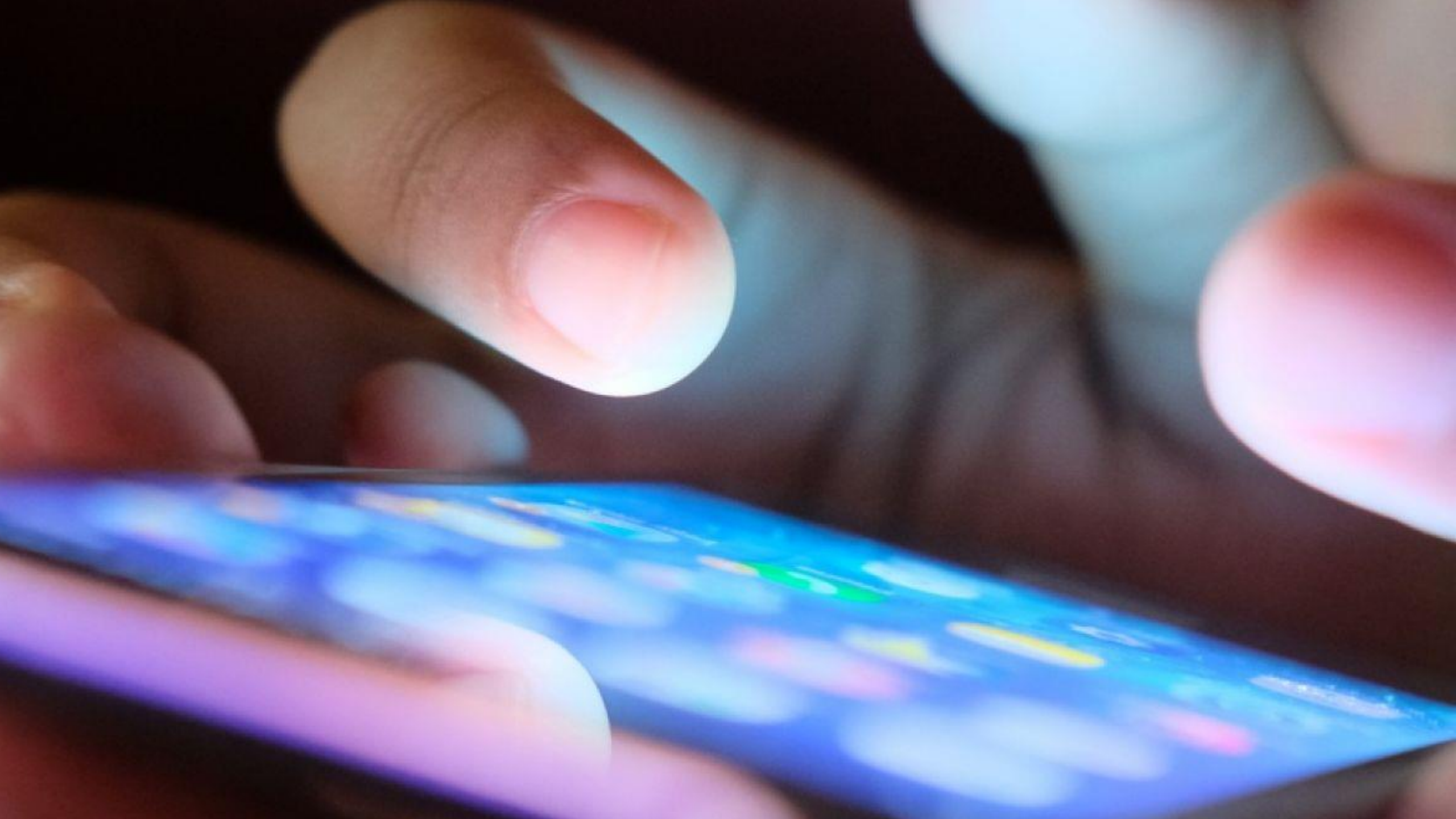
KCTU demands enhanced physical, mental and economic protection for vulnerable workers in crisis times.



COMPLIANCE

7 Focus Areas for CHROs:

1. Inform employees
2. Managing restrictions of travel and operations
3. Industrial conflict resolution
4. Supported flexible employee workspaces
5. Managing workplace health and safety
6. Infection-related risk
7. Compliance (including 52 hour work week)





Pandemic Planning

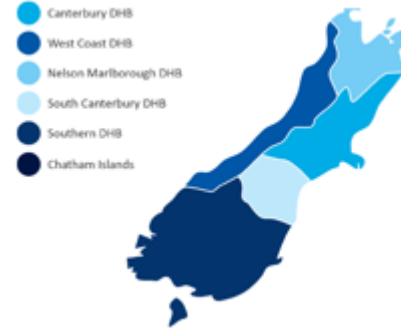
“**Digital offerings** can provide necessary services while supporting employee and community safety”

McKinsey South Korea

Canterbury

District Health Board

Te Poari Hauora ō Waitaha



COVID-19 (Coronavirus)

Level 4

Don't work, where do I go? | Don't work, where do I go? | Don't work, where do I go? | Don't work, where do I go?

Bring advice

Children's health

Emergency health care

Health assets in your life

Healthcare for visitors to NZ

Managing illness, pain and your recovery

Mental and Physical health

Mental health

Older persons' health

People living with a health condition

Your health

Teeth and oral health

Using the Health System

Latest COVID-19 updates

More COVID-19 related health information can be found on the Ministry of Health website www.health.govt.nz/

- COVID-19 - current level
- Self assessment
- Latest advice: Symptoms, prevention, treatment, how it spreads & more!

For information about the national response to COVID-19, go to www.covid19.govt.nz/

When should I seek medical advice?

If you are concerned about any COVID-19 symptoms you are experiencing please contact Healthline (for help) on 0800 368 5453 or your GP/PC.

More information about accessing healthcare can be found on www.canterbury.govt.nz/

Changes at Canterbury DHB hospitals and health centres

We've activated the Canterbury DHB Emergency Coordination Centre, which is working with the Ministry of Health (National Health Coordination Centre), other DHBs, and our community partners to ensure a coordinated, timely and effective response.

21,000 healthcare
Employees

221 Health and
Safety Registers

40,000 tasks per week

500,000 patients

Covid 19 Mobile App

Automation of Healthcare
Administration

Above map shows the district
C19 infections currently being
experienced



Erica Peters • 2nd

Global Head of HR Customer Experience & Advisory

2w •



My contact centre Reps and HR Advisors in Hong Kong and China have been working from home for a number of weeks due to the coronavirus, I have been so impressed with their dedication to keep service going in what are very difficult circumstances . We could not have done this without the [#servicenow](#) tools, the integrated Omni layer has been critical..... from keeping employees updated with FAQs to team managers having great levels of MI in their dashboards to manage the team virtually. It's times like this when I am really pleased we turned off email and moved to the case management tools for end to end query handling. So today I not only thank my amazing teams for all they are doing but also to Service Now for all the value the tools have brought us and continue to bring us everyday.

468 • 10 Comments

Erica Peters – Global Head of HR Customer Experience & Advisory, HSBC

[See original post](#)

accenture



NTT DATA



Humana



Canterbury
District Health Board
Te Poari Hauora o Waitaha



What customers are telling us

1

Protect revenue
and growth

2

Prioritize business
continuity

3

Pursue productivity

**Key Employee Digital
Organisational Capabilities
(Covid 19 Response)**



Health and safety of employees



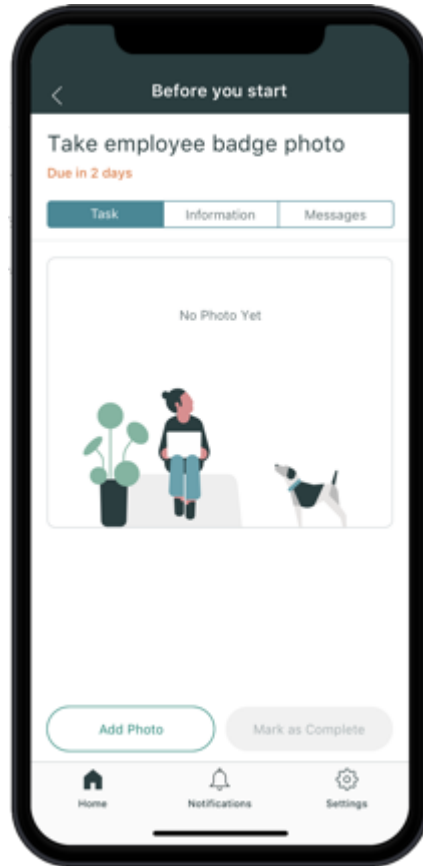
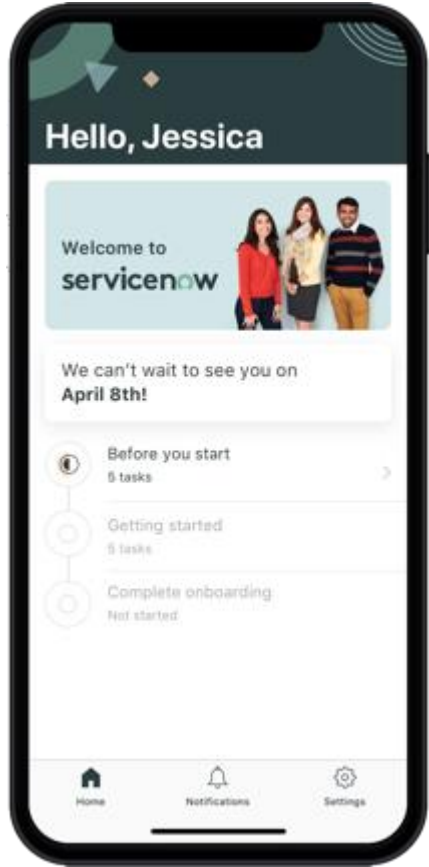
Business continuity with many
employees working from home



Driving the productivity of a shifting
workforce



Transforming the organization to
provide critical services



Mobile App

Available in the App Store
Provides flexibility to workers

모든 좋은 경험 뒤에는 좋은 워크플로우가 있습니다.

Now Platform은 디지털 워크플로우를 위한 “플랫폼 중의 플랫폼” 입니다.

조직, 부문 및 시스템에 걸쳐 워크플로우를 제공하여 좋은 직원 및 고객의 경험을 지원하고 생산성을 향상시킬 수 있는 원활한 엔터프라이즈 System of Action을 구축합니다.

Great experiences

직원 및 고객에게 제공

Mobile



Web



Conversational



ServiceNow 차별화 요소

Powered by Workflows
Now Platform 기반



IT 워크플로우



직원 워크플로우



고객 워크플로우



App 엔진

Now Platform
모든 워크플로우의 기반

단일 플랫폼
단일 데이터 모델
단일 아키텍처



Now Platform®



Workflows and integrations



CMDB



Knowledge Base, Service Catalog



Machine Learning, AI & Analytics



Web, Mobile, Conversational UX



Developer Tools

Systems of record

모든 시스템 또는 인프라의 통합과 커뮤니케이션

IT

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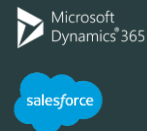
Infrastructure



Customer service

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Sales



Marketing



ERP & Finance



HR



Supply Chain



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Deliver business continuity

servicenow. paycheck

Knowledge Catalog For

- Payroll Discrepancy
- How To Read Your Paycheck
- Payroll Policy
- How To Read Your Pay Stub
- I Got Paid A Different Amount Than I Expected

Welcome!
You'll find what you need right here!

Leadership Training
Online courses now available for all people managers.
View Courses

Happy 2 Year Anniversary!!
Congratulations! Click the link below to order your gift.
View Gift Options

New IT Vending Machines
New IT Vending Machines have made their way into the San Jose office!
View Locations

12:11

Hello, Kerry

Search for people, services and answers

My Approvals 16

My Requests 3

Get Help See All

Help with an Issue
Report issues by taking picture or submitting a ticket

Conference Room See All

Book Now
Book nearest room available for 30 minutes starting at

Home People News Answers More

Employee Experiences that enable workplace flexibility & compliance

The screenshot shows the ServiceNow 'now' interface for an incident. The incident title is "Email server is not responding, not able to access anything". It is assigned to Steven Chen (ams.agent), a Service Desk Agent. The incident details include:

- Number: INC0100490
- Contact type: Self-service
- Caller: Joe Employee
- Category: Software
- Subcategory: Email
- Business Service: Email
- Configuration Item: EXCH-S0-05
- State: In Progress
- Impact: 1 - High
- Urgency: 1 - High
- Priority: 1 - Critical
- Assignment group: Software
- Assigned to: Steven Chen (ams.agent)

 The interface also shows a timeline, a resolution timer (26m Remaining), and a list of affected configuration items and impacted services.

The screenshot shows a mobile app onboarding screen titled "Get Ready". It lists several tasks for completion:

- Pre Hire Onboarding: 5 tasks, 0% complete
- Select computer: Due in 2 days
- Select desk type: Due in 2 days
- Sign non-disclosure agreement: Due in 4 days
- Complete profile

 The bottom navigation bar includes Home, Notifications, and Settings.

The screenshot shows a mobile app "Help with an issue" screen. It features a large image of a laptop displaying the ServiceNow interface. Below the image, there are buttons for "Report an issue", "Self-Service Filter - MacBook Pro", and "Worked in Pro". The bottom navigation bar includes Home, People, More, Answers, and More.

The screenshot shows a mobile app chat interface with a "Now Virtual Agent". The chat history includes:

- Welcome to Now Virtual Agent.
- Hi Anthony, please enter your request or make a selection of what I can help with. You can type Hi any time when you need help.
- A button to "Please escalate ticket INC0010003".
- Incident details for INC0010003: Short description: Outlook keeps crashing; Urgency: 2 - Medium; State: In progress.
- A button to "Go to Incident".
- A prompt: "Please enter a justification." with a text input field containing "I'm unable to respond to".
- A text input field for "Type a new message".

 The bottom navigation bar includes Home, People, More, Answers, and More.

ServiceNow is working with the organisations all around the world to help them through this crisis.