



RMIT University improves its HRSD to a secured Complex Case Management to achieve the confidentiality of their HR Cases at a next level

Industry

Education

Employees

11000

Geographies

Australia

Solution

Complex Case management solution leveraging HR Case management application of ServiceNow.

Challenges

Sensitive cases were managed via emails and the existing HR case management solution could not be used as the cases were open to all the HR departments.

The requirement was to implement the highly secured case management solution in order to facilitate their Complex case management processes..

RMIT is a global university of technology, design and enterprise. One of Australia's original tertiary institutions, RMIT University enjoys an international reputation for excellence in professional and vocational education, applied research, and engagement with the needs of industry and the community.

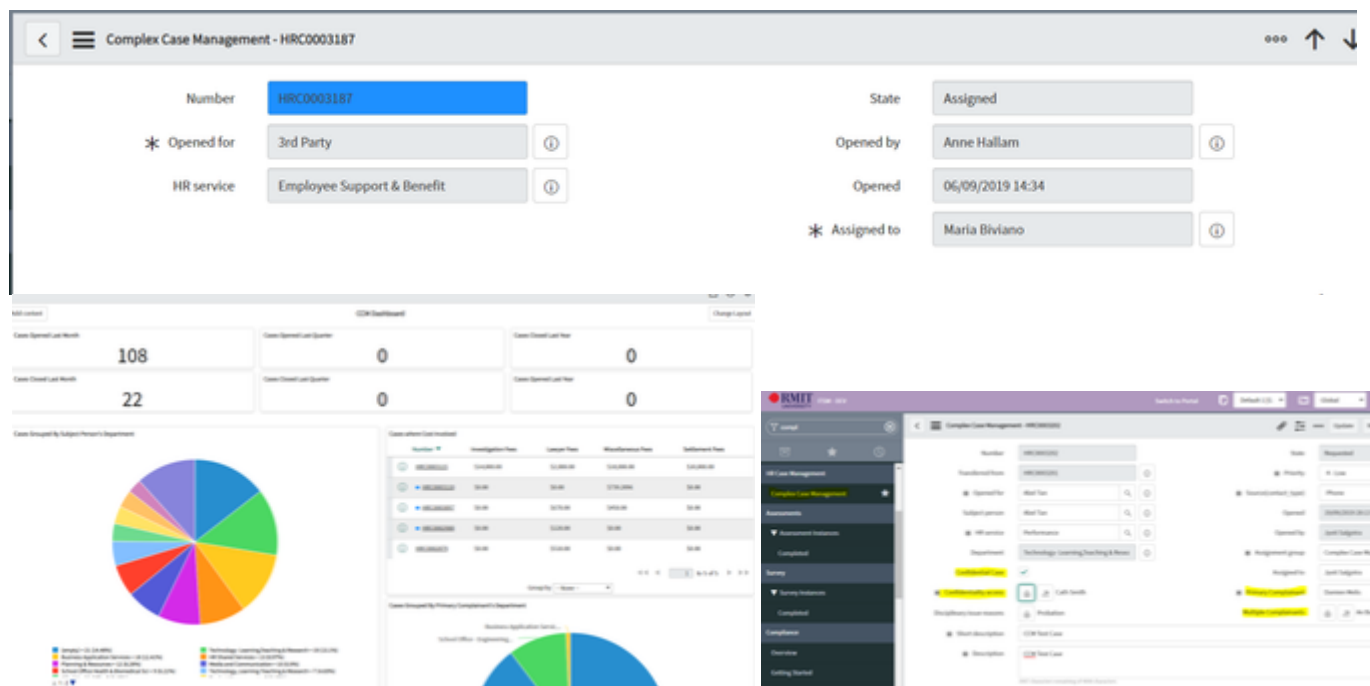
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The Key Drivers for ServiceNow HRSD COE Implementation

Complex cases were managed via emails and the existing HR case management solution could not be used as the cases were open to all the HR departments. Although there was an internal support team managing their existing HR case management solutions, they didn't have necessary skills to implement this solution.

The assignment of these cases was done via email which was prone to error and imposed a risk to security of these sensitive cases.

Reporting on these cases was another challenge due to lack of a system tracking these cases.



HRSD COE Implementation screenshot

Our Approach

- Understand their existing end to end process to manage the complex cases and align them with ServiceNow out of the box processes.
- Identify if existing COE could be used to manage these cases. Employee Relations COE was being used their team to manage the non-sensitive ER cases. RMIT decided to archive these cases and start using the out of the box Employee Relations COE to manage these cases.
- Assessment of current configurations and comparisons against out of the box features for HR Case Management.
- Implementation plan was to stick to the Out of the Box (OOB) configurations as much as possible, use the OOB features to the maximum and simplify the user experience. Some enhancements were made on top of the out of box feature to add extra layer of security for these COE.
- Detailed System Testing of each scenario.

Key Results

- Highly secured system to manage their cases with no manual handling of emails.
- Ability to do reporting on these cases.
- Reconfigure ServiceNow modules to be aligned with business requirements to facilitate tool adoption.
- Train their internal staff to show how to use the application in the future state.
- Develop road map to maintain a sustainable improvement program for process/technology.
- Provide the Technical Document and share the technical details with their BAU team.

Additional Benefits

- No customization of out of box processes hence no impact on future ServiceNow upgrades.
- A handover document was delivered to their system admin which will allow them to build future enhancements.
- Through comprehensive architecture reviews, fast deployment of enhancements, detailed System analysis and testing, and responsive support, Enable has become a strategic partner to support future initiatives and platform road map.