

Fast Tracking Digital Workflows to Advance Mission Effectiveness

Modern digital experiences for the future of work



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Solutions Consultant, Employee Experience

Revolutionizing the way DoD works

Workplace of the past

In office

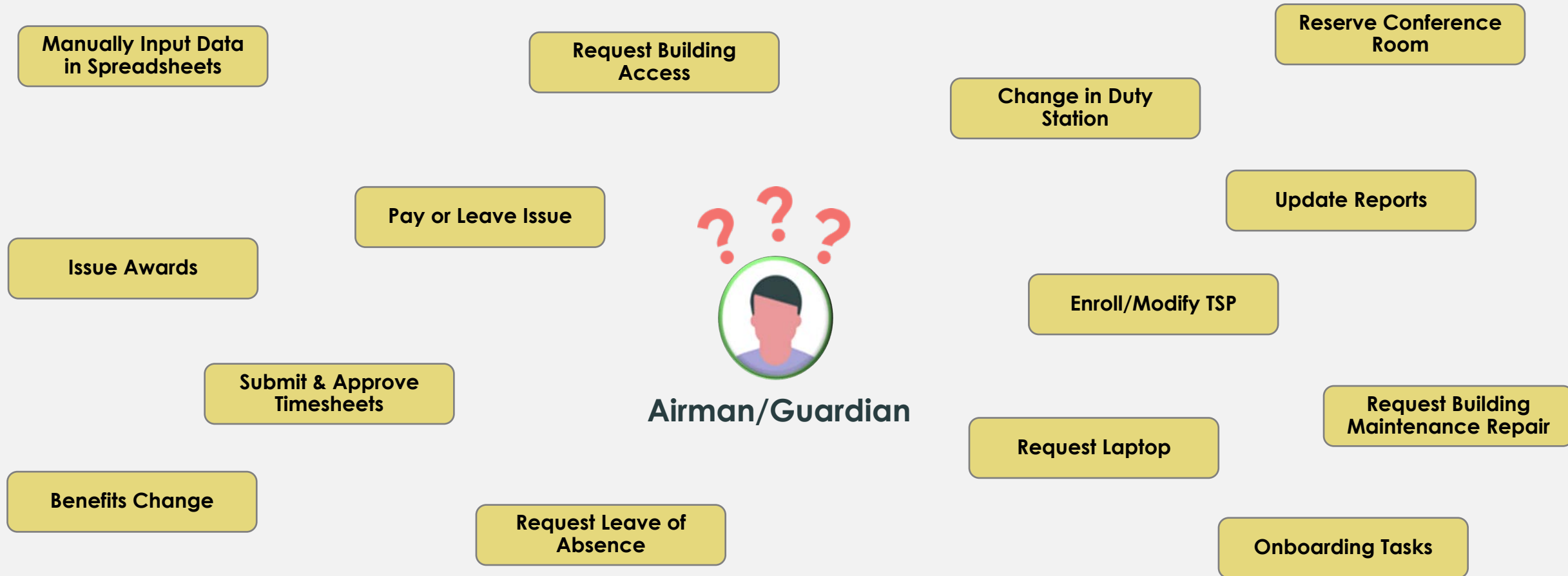


Workplace of the future

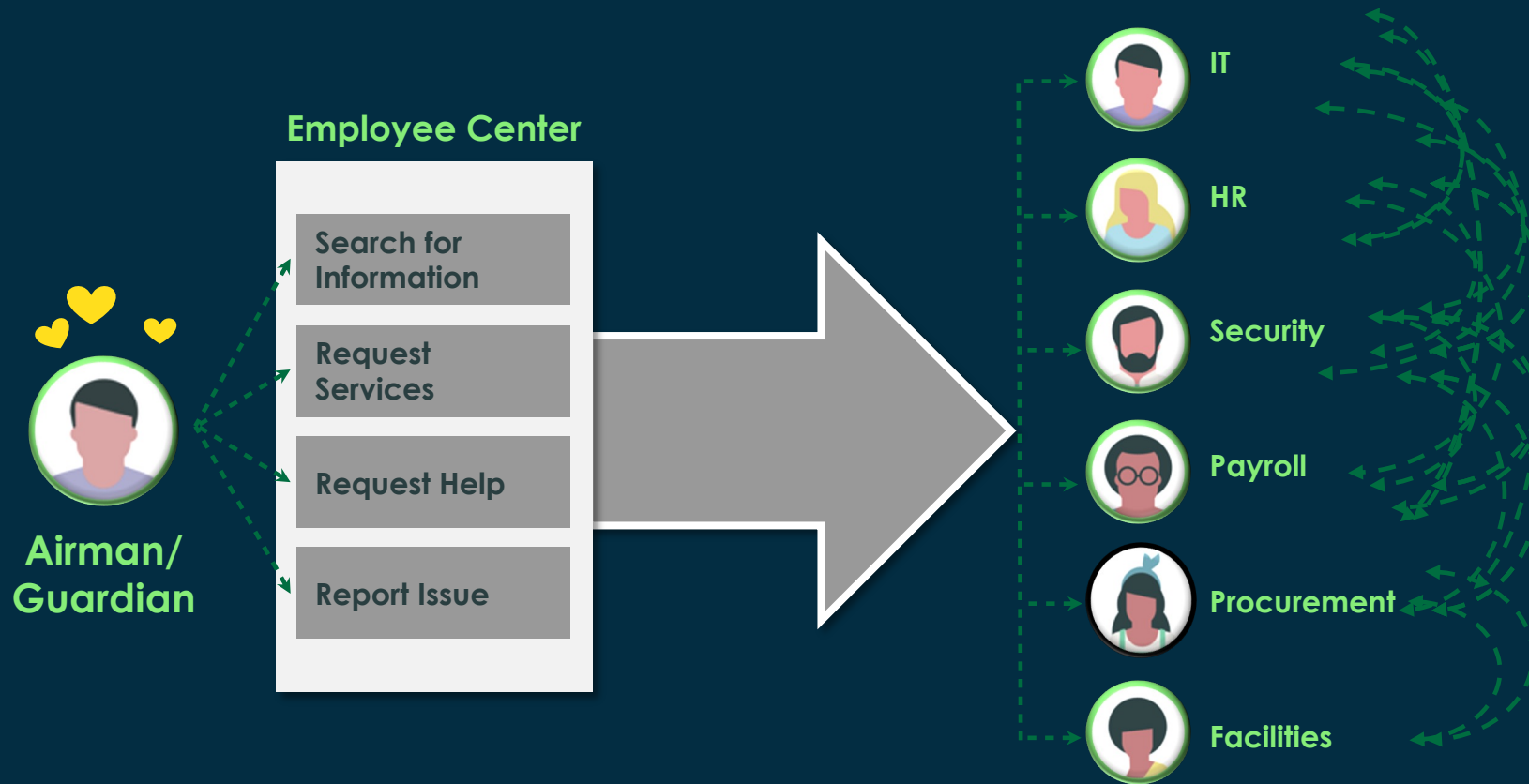
Hoteling working models



Time-consuming functional service requests



Transform Personnel Experiences



1) Simple, easy front-end experiences

2) Cross-departmental, frictionless workflows hide backend complexity

3) Integrations with systems of record

4) Functional specialists deliver timely, consistent, & consumer-like service

Big Questions

- What are the biggest cross-functional challenges your unit faces & how much of your time does it take to request & fulfill requests per week?
- What is your ability to connect cross-functional tasks?
- What is the feedback from your unit about ease of use for the Airman/Guardian in requesting support services & how does the digital sprawl of internal sites, applications, & tools impact them?
- How can we empower your unit with HR & other functional services?

Modern work experiences require an Experience Platform for Airmen & Guardians

Airman/Guardian



Unified
Experiences



Portal



Mobile



Chatbot / VA



Teams



Email



Walkup

Personnel
Experience
Foundation

Multi-
Department
Service

Knowledge &
Search

Communications
& Content

Journey
Management

NOW
Platform



Workflow



AI



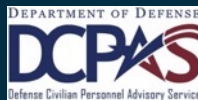
Low-Code



Analytics



Integrations



Typical Personnel Portal Consolidation Journey

Consolidate Sites & Portals

Siloed Portals

- Many places for service (siloed by department)
- Outdated/static intranet
- Lots of applications



Enterprise Portal

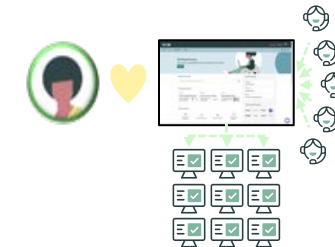
- Consolidated portal for multi-department service
- Single access point for many applications
- Intranet is still separate



Personnel Destination Site

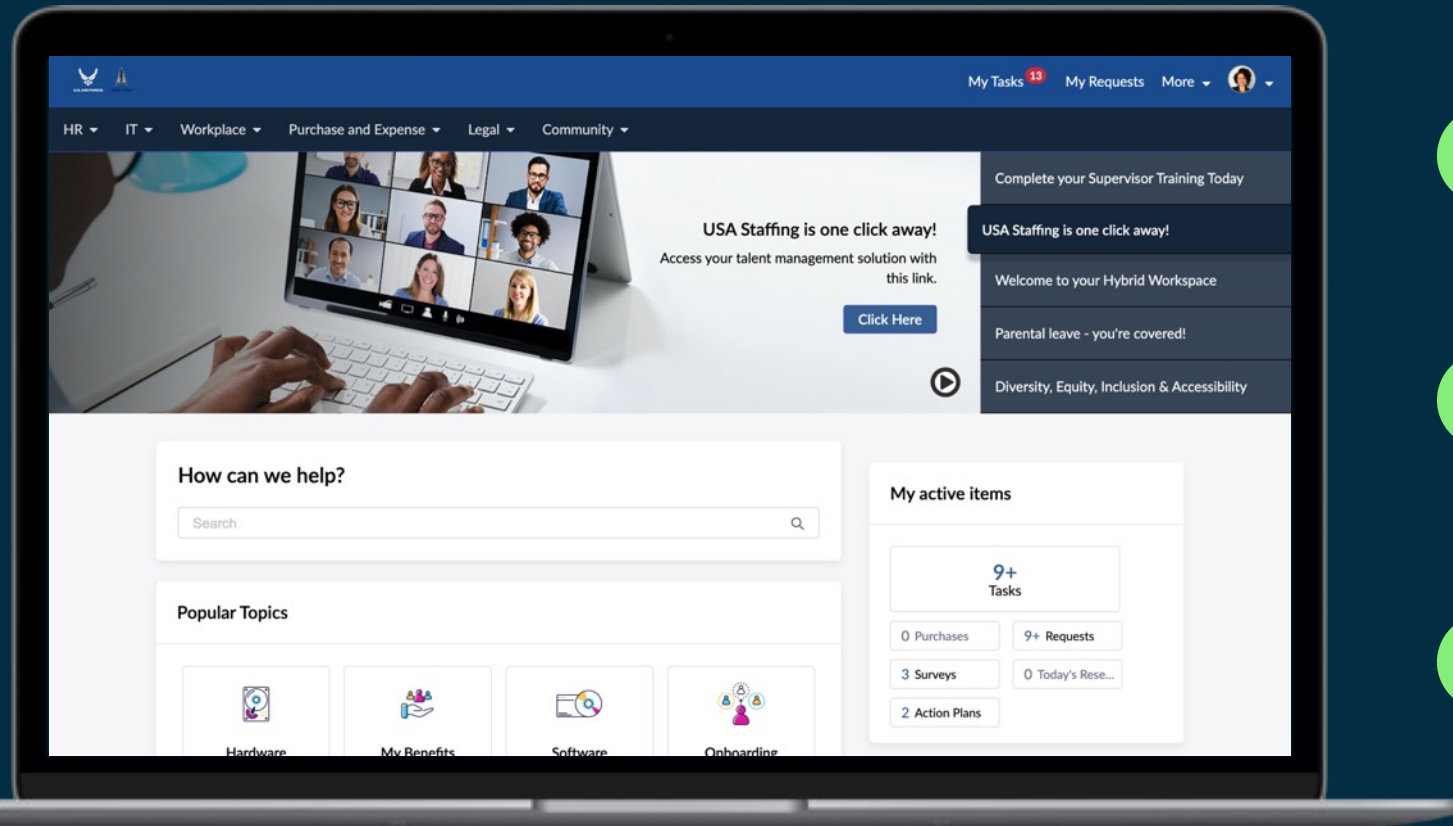
Modern Intranet

- The Employee Experience Platform provides a single site for all personnel needs



Provide a single, cross-functional personnel portal across all departments/offices

- 1 Create an Airmen/Guardian-centric experience that brings together services & info across USAF & USSF components
- 2 Get immediate answers through enterprise search & curated service catalog / knowledge base
- 3 Deliver self-services to support hybrid, modern personnel



Employee Center Pro



My Tasks ¹³

My Requests

More ▾



HR ▾ IT ▾ Workplace ▾ Purchase and Expense ▾ Legal ▾ Community ▾



USA Staffing is one click away!

Access your talent management solution with this link.

Click Here



Complete your Supervisor Training Today

USA Staffing is one click away!

Welcome to your Hybrid Workspace

Parental leave - you're covered!

Diversity, Equity, Inclusion & Accessibility

How can we help?

Search



Popular Topics



Hardware



My Benefits



Software



Onboarding

My active items

9+
Tasks

0 Purchases

9+ Requests

3 Surveys

0 Today's Rese...

2 Action Plans

Hardware

My Benefits

Software

Onboarding



Career
Development



Education
Reimbursement



Travel and
Relocation



Network Issues

Recommended for you



Tuition Reimbursement...

Ask a question about tuition reimbursement



Employment Verification...

Request an employment verification letter



HR Accounts Inquiry

Ask a question about an HR system



Why Every Organization...

As a leader, you're in a key position to help your...



Agile Fundamentals

In Agile Fundamentals, we explore how working on an...



Live Workshop: Build...

Are people at your organization overwhelmed...

Quick Links

My Approvals

Work From Home Request case for Emily Scollan
Requestor Emily Scollan

^ Options

Reject

Approve

REQ0010057 - Macbook Air (Standard Mac Laptop)

Price \$1,999.00

Reject

Approve

Listening Posts

Manager survey for Onboarding

Question 1 of 1

How has the onboarding process been for you so far?



Leave a comment

Submit

Recent Tweets



Quick Links



Request a new Laptop



Request Leave of Absence



Reserve a Space

Reserve a Desks ▾

Building 1 - Mappedin AMS, San Franci... ✕



Level 2 ✕ ▾

2022-08-04



After noon ✕ ▾

GTM timezone

Best match



Everglades

Building 1 - Mappedin AMS, San Francisco Campus 1



Conference Room, Meeting Room

More options



Reserve this Desks

Advanced reservations

Recent Tweets



Armed with Science ✓

@ArmedwScience



The @USNRL and Defense Media Activity are launching a YouTube series highlighting the importance of quantum research for the 21st century @usnavy. Find out more about "Quantum Navy." spr.ly/6014zNOqA



2h



Department of Defense 🇺🇸 ✓

@DeptofDefense



Life near the fast lane.

A @USNavy sailor directs the launch of an EA-18G Growler on the flight deck of USS Abraham Lincoln, which is operating in the Pacific Ocean.



2h

Next Holiday

Labor Day

September 2022

05

[View all](#)





How can we help?



Popular Topics



Hardware



My Benefits



Software



Onboarding



Career
Development



Education
Reimbursement



Travel and
Relocation



Network Issues

My active items

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Approve

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Laptop)

Price \$1,999.00



Recommended for you

My Benefits

Laying out the perks and services available to our employees



My Benefits topics



Health and
Wellness



Retirement



Leave of Absence



Donating and
Volunteering



Education
Reimbursement

Browse My Benefits

Filter by:

All



Sort by:

Popular



 Article

Sample Parental Leave Policy FAQ

Your employees will appreciate an FAQ
page that is clear and concise. And if the...

9mo ago

 Article

Benefits Overview

We've collected and organized information
to help you make the most of your benefi...

9mo ago

 Request

Add Beneficiaries

Add or modify your beneficiaries

 Request

Beneficiaries Inquiry

Ask a question about beneficiaries

 Request

Dental Benefits Enrollment Inquiry

 Request

Dental Benefits Inquiry

Ask a question about existing coverage

 Request

Dental Plan Enrollment

Enroll in or modify your dental plan

 Request

General Benefits Inquiry

Ask a question about your benefits



[My Tasks](#) 13[My Requests](#)[More](#) [HR](#) [IT](#) [Workplace](#) [Purchase and Expense](#) [Legal](#) [Community](#) [Home](#) [Knowledge](#) [Human Resources General Knowledge \(Knowledge Base\)](#) [Benefits](#)

KB0040002

[Subscribe](#)[Actions](#)

Benefits Overview

Authored by System Administrator • 9mo ago • 10 Views •

We've collected and organized information to help you make the most of your benefits. Whether you're a new hire or considering making changes to your benefits during open enrollment or a qualifying event such as marriage or adding a child to your family, you can use this information along with our enrollment process and platform to get your changes made.

Enrollment

If you're a new employee, don't forget to elect your benefits within 30 days from your start date. Enrollment is done on our online benefits platform. Here's a few steps to complete:

1. Check your eligibility
2. Learn about your benefits
3. Sign up for your benefits

Enroll Now

Once you're enrolled, you'll get your ID cards for any medical providers that require them. You can always view and manage your benefits in our benefits platform at the link above.

Each year you may opt to change your benefit elections during our open enrollment time. If it's not open enrollment

Most Useful

[Relocation Policy](#)

System Administrator •

4 Views • 9mo ago •



Parental Leave of Absence Request

Request a leave of absence for time off when having or adopting a child

Congratulations on your growing family! Start your request for parental leave here.

After you submit your details, a HR representative will be in touch soon to help you create your personalized leave plan.

* When do you think you would want to start your leave? ?

(You will be able to easily update this later) x

📅

* About when do you think you'll end your leave? ?

(You will be able to easily update this later) x

📅

When is your child's estimated due date or adoption date?

📅

Below, select the option that best describes your parenting situation. This helps us determine your eligibility for different leave options.

I'm pregnant ▾

How do you prefer we get in touch with you?

Email me ▾

Submit

Required information

When do you think you would want to start your leave?

About when do you think you'll end your leave?



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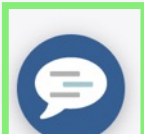
Email me ▾

Submit

Required information

When do you think you would want to start your leave?

About when do you think you'll end your leave?





Search



My Tasks ¹²

My Requests

More ▾



HR ▾ IT ▾ Workplace ▾ Purchase and Expense ▾ Legal ▾ Community ▾

Home > All Catalogs > Human Resources Catalog > Benefits >

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(You will be able to easily update this later)



Now Support



Did any of this information resolve your issue?

New messages above ↑

Yes

Is there anything else I can assist you with?

Yes

What's your issue or request? Or take a look at what I can help with.

employment verification

You'd like help with Employment Verification Letters. Is that right?

Yes

No

Please pick an option.



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Now Support



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What's your issue or request? Or take a look at what I can help with.

employment verification

You'd like help with Employment Verification Letters. Is that right?

just now

Yes

Do you need an employment verification letter?

Yes

No

Please pick an option.



[My Tasks](#) 12[My Requests](#)[More](#) ▾[HR](#) ▾ [IT](#) ▾ [Workplace](#) ▾ [Purchase and Expense](#) ▾ [Legal](#) ▾ [Community](#) ▾[Home](#) > [All Catalogs](#) > [Human Resources Catalog](#) > [Benefits](#) >

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(You will be able to easily update this later)



* About when do you think you'll end your leave? ?

(You will be able to easily update this later)

**Now Support**

Do you need an employment verification letter?

now

just now

Yes

Case Number HRC0002348 has been created on your behalf to create this letter.

[Click here to download your employment verification letter.](#)

This document is also available on your [Employee Service Center Profile Page](#).

now

Is there anything else I can assist you with?

Yes

No

now

Please type your response here



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This document is also available on your [Employee Service Center Profile Page](#).

now

Is there anything else I can assist you with?

Yes

No

now

Please type your response here





1



Employment Verification

NOTE: This document contains personally identifiable information provided to you solely for the purpose of employment and/or salary verification at the request and with the consent of the person to whom this information pertains. This information is subject to the Privacy Act of 1974, 5 U.S.C. § 552a, and is not to be used or disseminated for any other purpose without the express consent of the individual to whom it pertains. Be advised this information should also be safeguarded in accordance with other applicable federal, state or local laws.

Employment and Salary Information

Dear Sir or Madam,

The following information is provided in response to your request for an Employment and Income Verification; Reference Number: 410010_20150213224441.

Employee Name: Ms. Maria Davies

Information Current as of: 30-Aug-2022

Employer: Air Mobility Command

6 COMPTROLLER SQ

AMC COMMAND: 1L

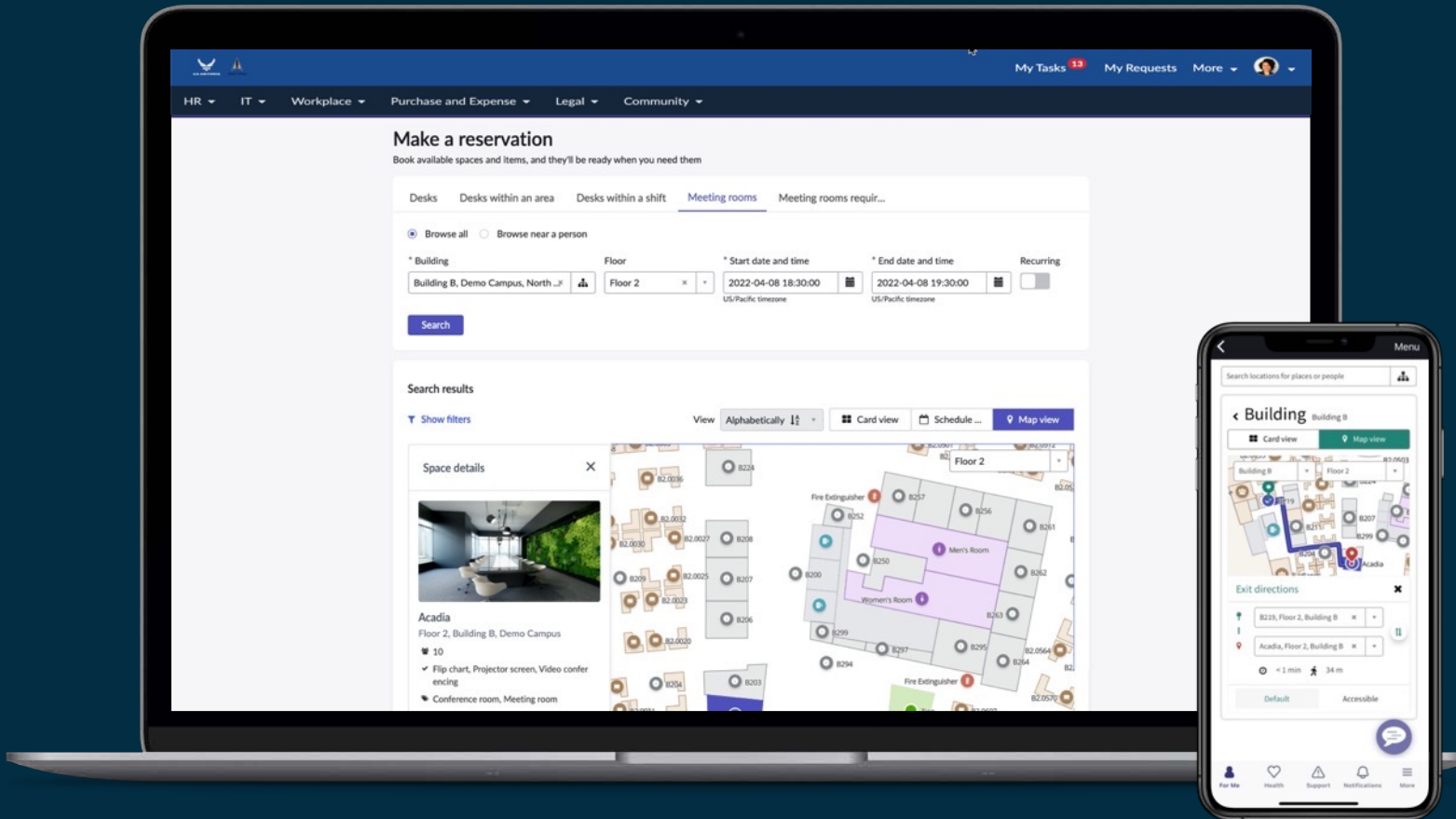
FINANCIAL ANALYSIS ORG-STR: FMA

MACDILL AFB FL 33621-5314

AUTH PAS: MA1LF9RN

Duty Station: MACDILL AFB / HILLSBOROUGH / FLORIDA

Connect Airmen & Guardians with self-service options for reservations, navigation, & service orders



- 1 Prepare hybrid workplace with efficient self-service processes
- 2 Create flexibility with mobile enabled workspace reservations & workplace service requests
- 3 Provide interactive maps for navigation, raising an inquiry, or finding amenities

Workplace Reservation Management Workplace Indoor Mapping

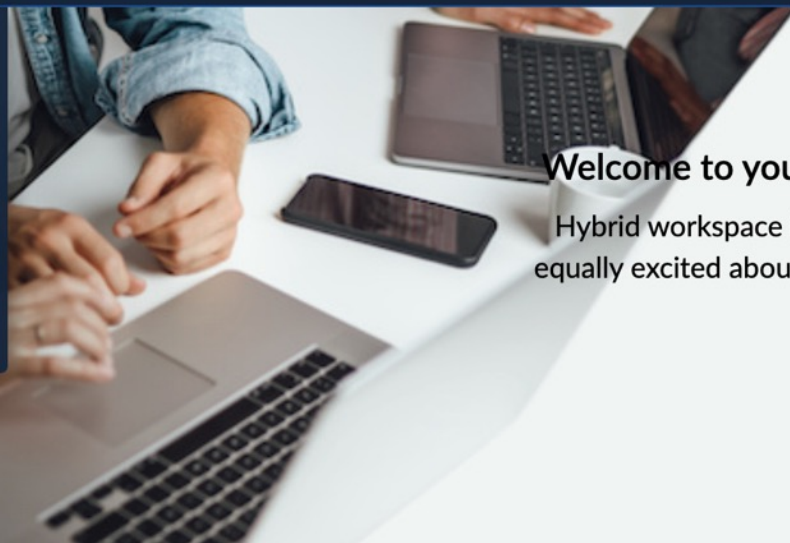
HR IT Workplace Purchase and Expense Legal Community

Events

Site Safety

Maintenance

Browse all Workplace >



Welcome to your Hybrid Workspace

Hybrid workspace is the new normal. We are equally excited about the new way of working!

Learn More



Complete your Supervisor Training Today

USA Staffing is one click away!

Welcome to your Hybrid Workspace

Parental leave - you're covered!

Diversity, Equity, Inclusion & Accessibility

How can we help?

Search



Popular Topics



Hardware



My Benefits



Software



Onboarding

My active items

9+
Tasks

0 Purchases

9+ Requests

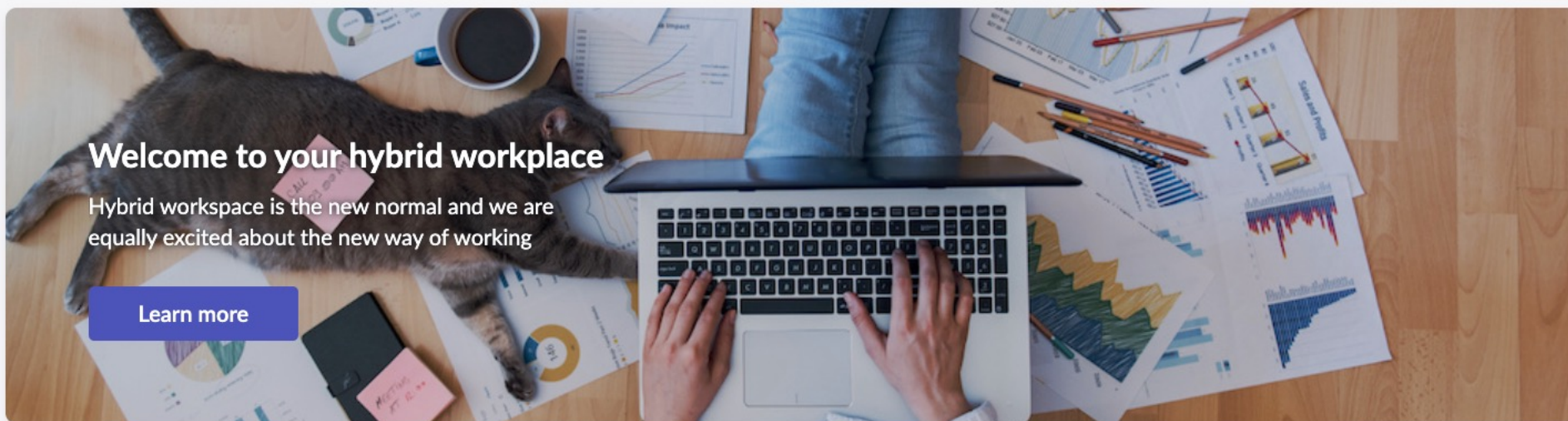
3 Surveys

0 Today's Rese...

2 Action Plans

Workplace

Solutions to any of your workplace facility needs — safety, supplies, and site access



Welcome to your hybrid workplace

Hybrid workspace is the new normal and we are equally excited about the new way of working

[Learn more](#)

Workplace topics



Furniture and
Supplies



Events



Site Safety



Maintenance

Browse Workplace

Filter by:

All



Sort by:

Popular



Videos

Browse Workplace

Filter by:

All



Sort by:

Popular



 Request

Featured



New general reservation

Search and reserve an available workplace item (desk or room) on a desired date and time

 Article

Workplace Health and Safety Policy FAQ

Implementation Note: Below is a template for sample content that your organization can change. These are not ServiceNo...

14d ago

 Article

Return to Workplace Company Updates

Implementation Note: Below is a template for sample content that your organization can change. These are not ServiceNo...

14d ago

 Request



Location directory

Explore campuses at your company

 Request

Open my reservation list

View and manage your workplace reservations.

 Request



Register a guest

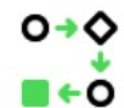
Prepare for a workplace guest by filling out visit details and adding visitor info.

 Request

Request furniture

Order furniture or equipment for your workplace/meetings.

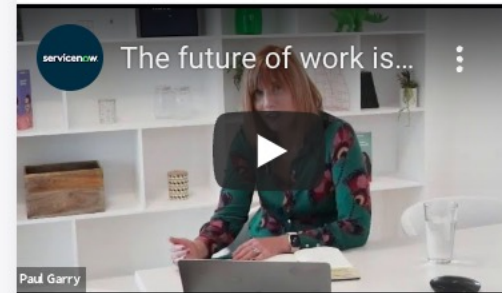
 Request



Reconfigure an office space

Ask the Workplace Services Team to arrange a specific space according to your needs.

Videos



Quick links

Location directory

My applications



Concur

Manage your travel plans, company expenses, and invoices in one place.



Zoom

Book available spaces and items, and they'll be ready when you need them

Search

Search results

Card view



Search

Search results

▼ Show filters

View

Alphabetically $\downarrow \frac{A}{Z}$

📍 Map view

 Schedule...

☒ Card view



Search

Search results

Hide filters (0)

View

Alphabetically ↓

Map view

Schedule...

Card view

Filters

Clear all

Capacity ▼

Apply

0

-

+

Standard services ▼

Apply

- ☐ 64 inch monitor
- ☐ Additional monitor
- ☐ Adjustable height
- ☐ Charging support
- ☐ Combination access
- ☐ File Cabinet



Search

Search results

Hide filters (1)

View

Alphabetically ↓

Map view

Schedule...

Card view

Filters

Clear all

Capacity ▼

Apply

10

-

+

Standard services ▼

Apply

☐ 64 inch monitor

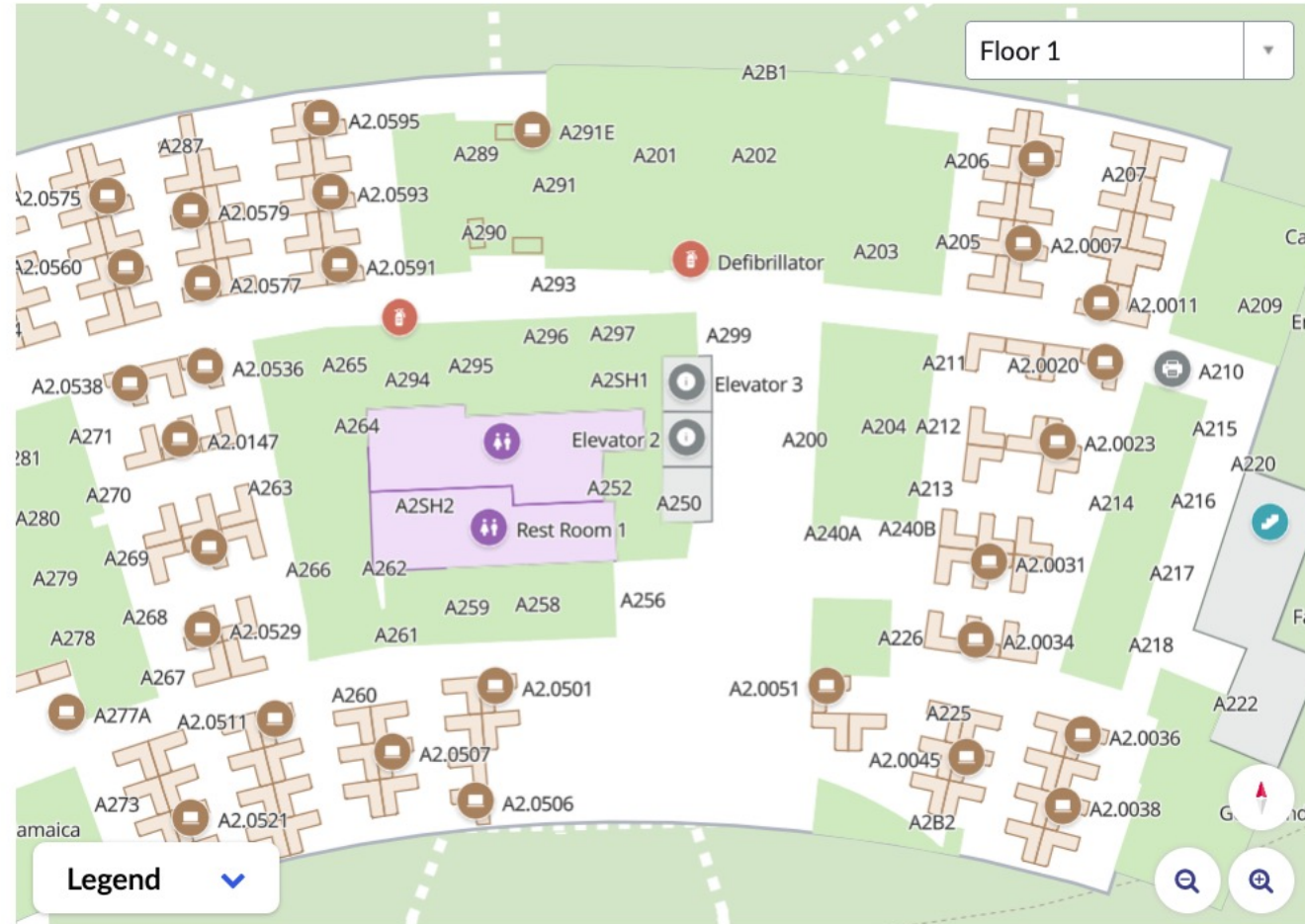
☐ Additional monitor

☐ Adjustable height

☐ Charging support

☐ Combination access

☐ File Cabinet



Search

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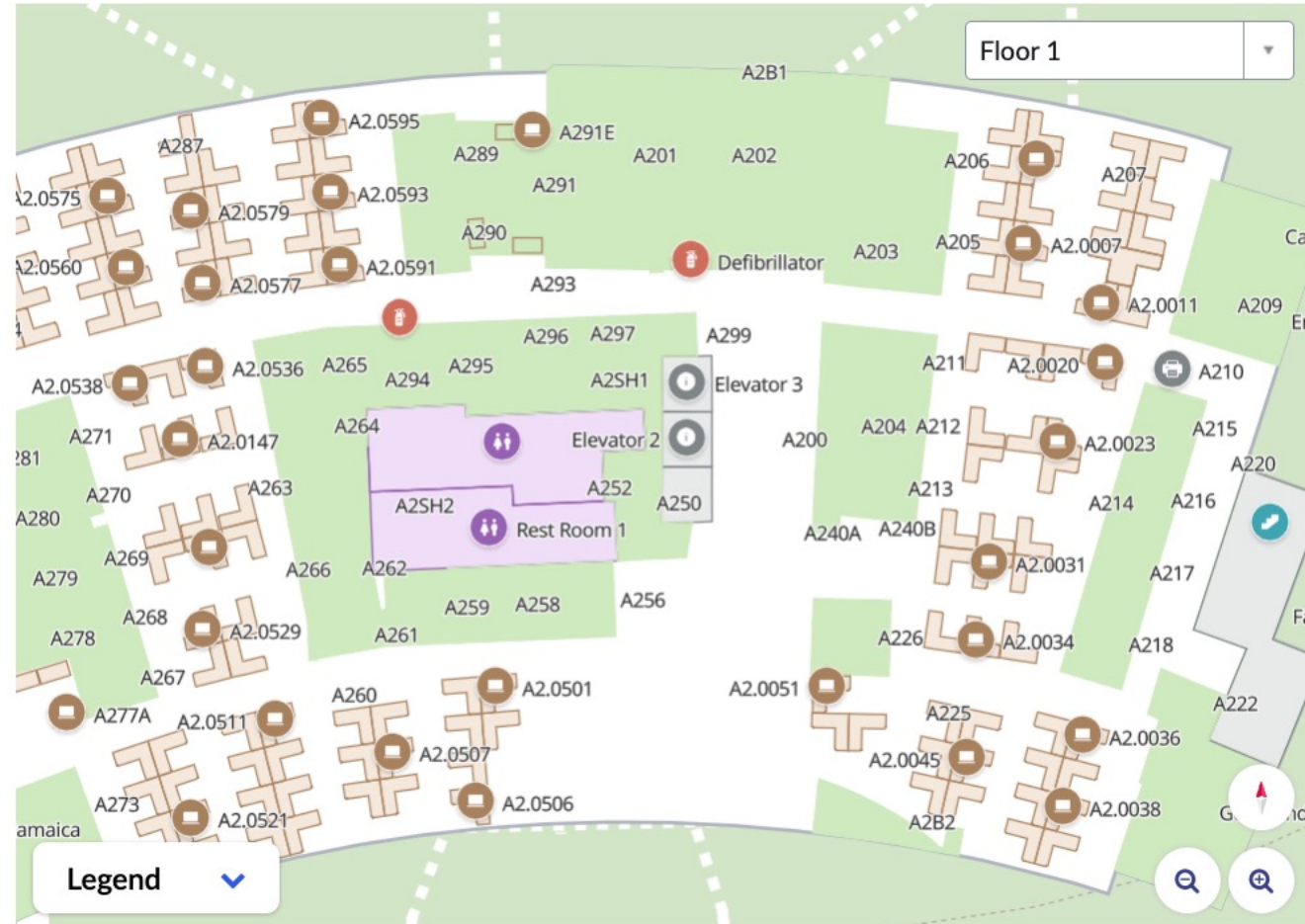
-

+

Standard services ▼

Apply

- ☒ 64 inch monitor
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- ☐ Adjustable height
- ☐ Charging support
- ☐ Combination access
- ☐ File Cabinet



Search

Search results

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Alphabetically ↓

Map view

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+

Standard services ▼

Apply

- ☒ 64 inch monitor
- ☐ Additional monitor
- ☐ Adjustable height
- ☐ Charging support
- ☐ Combination access
- ☐ File Cabinet

Space details

×



Geomundo

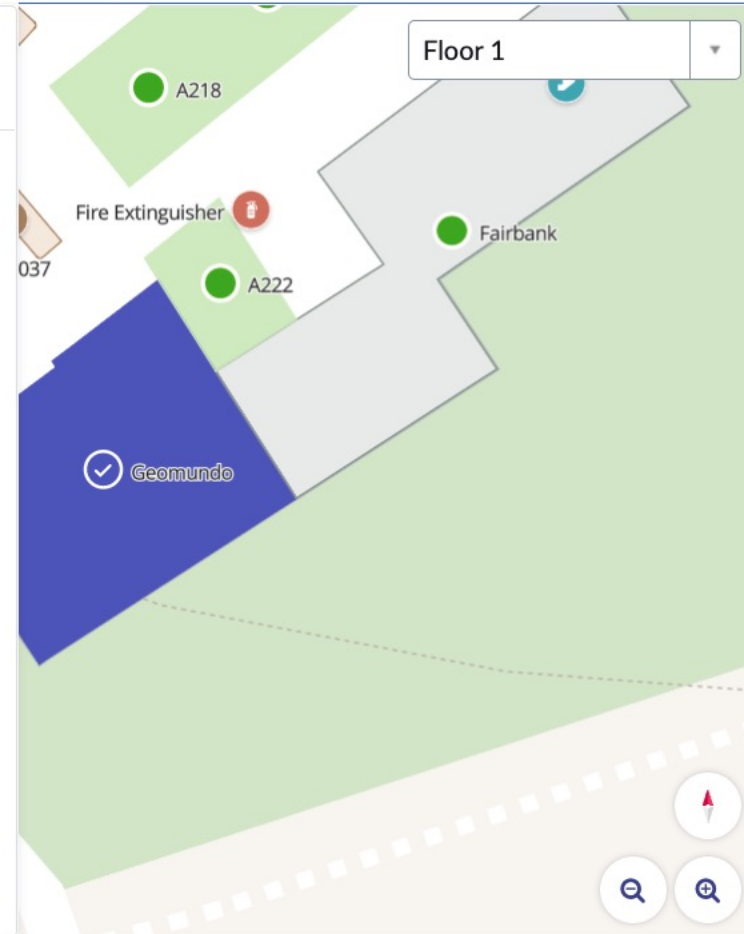
Floor 1, Building A, AMS Campus

10

✓ 64 inch monitor, Additional monitor, Adjustable height, Charging support, Com...

Add

Add



Search

Search results

Hide filters (1)

View

Alphabetically ↓ ^A/_Z

Map view

Schedule...

Card view

Filters

Clear all

Capacity ▼

Apply

10

-

+

Standard services ▼

Apply

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Space details

×

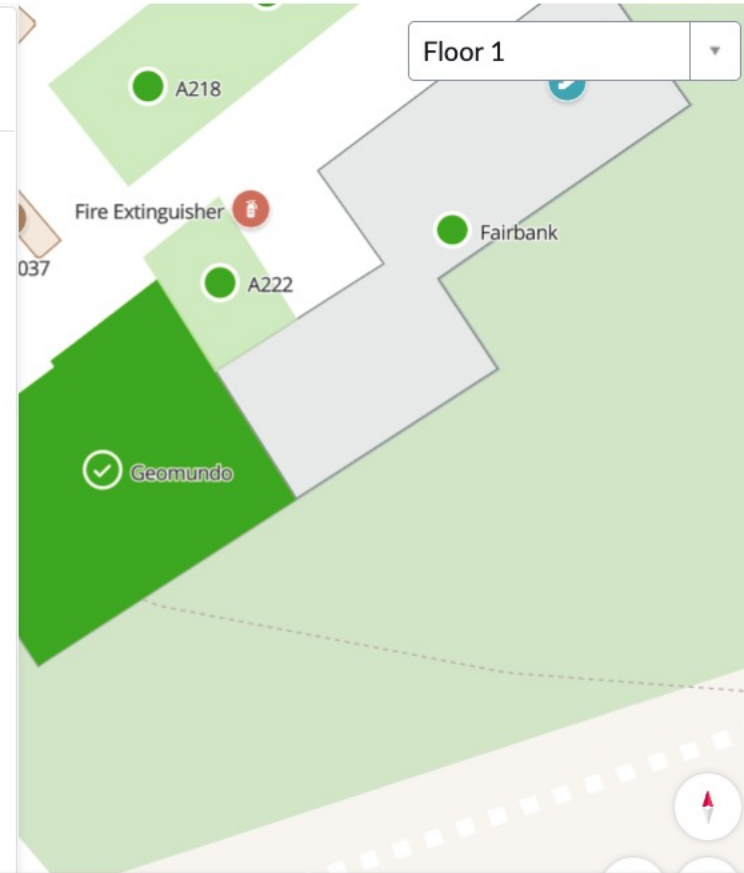


Geomundo

Floor 1, Building A, AMS Campus

10

- ✓ 64 inch monitor, Additional monitor, Adjustable height, Charging support, Com...



1 items selected [Unselect all](#)

Geomundo ✕

Next



Reservation details

Reservation subject

Reservation for Geomundo

☐ Mark as private - hide subject details from others

This reservation is for

Christa Bodenschat

Add invitees to this reservation

Invite coworkers

Search by name or email



Christa Bodenschat (Host)

[+ Invite external visitors](#)

Location details

Reservation summary

Start date and time

2022-08-09 10:00
US/Pacific

End date and time

2022-08-09 12:00
US/Pacific

Duration

2 Hours

Building

Building A, AMS Campus, North America

Geomundo



Invitees (1/10)



Reservation organizer

Christa Bodenschat

Reserved for

Christa Bodenschat

Submit reservation

Go back



Christa Bodenschat

Add invitees to this reservation

Invite coworkers

Search by name or email



Christa Bodenschat (Host)

[+ Invite external visitors](#)

Location details



[Add extra services ▼](#)

Geomundo

Building A, AMS Campus

10

- ✓ 64 inch monitor, Additional monitor, Adjustable height, Charging support, Combination access, File Cabinet, Flip cart, Key access, Lamp, Monitor, Plant, Printer, Projector screen, Spider phone, Station Doc - MAC, Station Dock - PC, Television, Video conferencing, Wheelchair, Whiteboard

Building

Building A, AMS Campus, North America

Geomundo

Invitees (1/10)

Reservation organizer

Christa Bodenschat

Reserved for

Christa Bodenschat

[Submit reservation](#)

[Go back](#)



Add invitees to this reservation

Invite coworkers

Search by name or email

emily

EB

Emily Baker - emily.baker@example.com
Legal

EGB

Emily Greene Balch - Emily.GreeneBalch@company.com
IT Staff, IT



Emily Scollan - snewdemoinbox@gmail.com
Director of Customer Support, Customer Support



Add extra services ▼

Geomundo
Building A, AMS Campus

- 10
- ✓

64 inch monitor, Additional monitor, Adjustable height, Charging support, Combination access, File Cabinet, Flip cart, Key access, Lamp, Monitor, Plant, Printer, Projector screen, Spider phone, Station Doc - MAC, Station Dock - PC, Television, Video conferencing, Wheelchair, Whiteboard

Building
Building A, AMS Campus, North America

Geomundo ▼

Invitees (1/10) ▼

Reservation organizer

Reserved for

Christa Bodenschat

Christa Bodenschat

Submit reservation

Go back



Christa Bodenschat

Add invitees to this reservation

Invite coworkers

Search by name or email



Emily Scollan ✕



Christa Bodenschat (Host)

[+ Invite external visitors](#)

Location details



[Add extra services ▼](#)

Geomundo

Building A, AMS Campus

10

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Building

Building A, AMS Campus, North America

Geomundo

Invitees (2/10)

Reservation organizer

Christa Bodenschat

Reserved for

Christa Bodenschat

[Submit reservation](#)

[Go back](#)



Christa Bodenschat

Add invitees to this reservation

Invite coworkers

Search by name or email



Emily Scollan ✕



Christa Bodenschat (Host)

[+ Invite external visitors](#)

Location details



[Add extra services ▼](#)

Equipment

Assets

Space arrangement

Catering

Geomundo

Building A, AMS Campus

10

- ✓ 64 inch monitor, Additional monitor, Adjustable height, Charging support, Combination access, File Cabinet, Flip cart, Key access, Lamp, Monitor, Plant, Printer, Projector screen, Spider phone, Station Doc - MAC, Station Dock - PC, Television, Video conferencing, Wheelchair, Whiteboard

Building

Building A, AMS Campus, North America

Geomundo

Invitees (2/10)

Reservation organizer

Christa Bodenschat

Reserved for

Christa Bodenschat

[Submit reservation](#)

[Go back](#)



Christa Bodenschat

Add invitees to this reservation

Invite coworkers

Search by name or email

 Emily Scollan ✕

 Christa Bodenschat (Host)

[+ Invite external visitors](#)

Location details



[Add extra services ▼](#)

Geomundo

Building A, AMS Campus

 10

- ✓ 64 inch monitor, Additional monitor, Adjustable height, Charging support, Combination access, File Cabinet, Flip cart, Key access, Lamp, Monitor, Plant, Printer, Projector screen, Spider phone, Station Doc - MAC, Station Dock - PC, Television, Video conferencing, Wheelchair, Whiteboard

Building

Building A, AMS Campus, North America

Geomundo ▼

Invitees (2/10) ▼

Reservation organizer

Christa Bodenschat

Reserved for

Christa Bodenschat

Submit reservation

Go back





[Home](#) > Reservation Summary

Your reservation is submitted successfully and awaits confirmation.

Reservation Number
WRES0060017

Created
Just Now

Updated
Just Now

Status
Draft

ACME Americas customer demo

Actions ▼

Start date and time
2022-08-09 10:00
US/Pacific

End date and time
2022-08-09 12:00
US/Pacific

Duration
2 Hours

Recurrence
None

Reservation organizer
Christa Bodenschat

Reserved items (1)

Geomundo

Draft

Building A, AMS Campus

Type
Conference Rooms

Capacity
10

Available amenities and services
64 inch monitor, Additional monitor, Adjustable height, Charging support, Combination access, File Cabinet, Flip cart, Key access, Lamp, Monitor, Plant, Printer, Projector screen, Spider phone, Station Dock - MAC, Station Dock - PC



Strengthen onboarding efficiency with end-to-end visibility

- 1 Resolve issues seamlessly across the enterprise
- 2 Provide end-to-end visibility on each onboarding process/task to ensure proper action
- 3 Strengthen continuous process improvement through dashboards & insights into the onboarding process

Enterprise Onboarding



My Tasks ¹³

My Requests

More ▾



HR ▾

IT ▾

Workplace ▾

Purchase and Expense ▾

Legal ▾

Community ▾

Complete your Supervisor Training Today

Please complete your training required for all Supervisors.

Click Here

Complete your Supervisor Training Today

USA Staffing is one click away!

Welcome to your Hybrid Workspace

Parental leave - you're covered!

Diversity, Equity, Inclusion & Accessibility



How can we help?

Search



Popular Topics



My active items

9+
Tasks

0 Purchases

9+ Requests

3 Surveys

0 Today's Rese...

2 Action Plans

[My Tasks](#)**13**[My Requests](#)[More](#)[HR](#) [IT](#) [Workplace](#) [Purchase and Expense](#) [Legal](#) [Community](#)[Home](#) > [To-dos](#)

My To-dos

Open	Completed
From Home	
No due date	
Annual goals pending for your review	
No due date	
Accept Resolution	
New Hire Onboarding - Abel Tuter	
No due date	
Navigate to Journey Accelerator to create new plan	
New Hire Onboarding - Megan Robin	
No due date	

Annual goals pending for your review

TOD00003108 No due date

Performance review

Set up your employees for success!

Take action >





Diversity, Equity, Inclusion & Accessibility

An inclusive culture makes people feel empowered and more productive at work.

[Learn more](#)

Complete your Supervisor Training Today

USA Staffing is one click away!

Welcome to your Hybrid Workspace

Parental leave - you're covered!



Diversity, Equity, Inclusion & Accessibility

How can we help?



Popular Topics



Hardware



My Benefits



Software



Onboarding

My active items

9+
Tasks

0 Purchases

9+ Requests

3 Surveys

0 Today's Rese...

2 Action Plans



[My Tasks](#) 13[My Requests](#)[More](#) ▾[HR](#) ▾ [IT](#) ▾ [Workplace](#) ▾ [Purchase and Expense](#) ▾ [Legal](#) ▾ [Community](#) ▾[Home](#) > [Requests](#)

My Requests

View

Open requests ▾

[Request Onboarding for Nick Newman](#)~~HRC0002328~~

Harry Taylor

Work in Progress

🕒 7h ago

[Onboard new employee](#)

HRC0002319

Roger Seid

Work in Progress

🕒 7h ago

[System Authorization and Access Request \(SAAR\)](#)

HRC0002323

Harry Taylor

Ready

🕒 3d ago

[Generate an NDA for the subject person](#)

HRC0002321

Warren Speech

Work in Progress

🕒 3d ago

[Onboard new employee](#)

HRC0002318

Awaiting Acceptance

🕒 3d ago





Search



My Tasks 13

My Requests

More ▾



HR ▾ IT ▾ Workplace ▾ Purchase and Expense ▾ Legal ▾ Community ▾

[Home](#) > My Request - HRC0002328

Number

HRC0002328

Created

3d ago

Updated

7h ago

State

Work in Progress

Request Onboarding for Nick Newman

Actions ▾



New Hire
Nick Newman



Hiring Manager
Maria Davies



Opened for
Maria Davies



HR Specialist
Harry Taylor

Job Start Date
2022-08-25

Employment Type
Full Time Employee

Department
Customer Support

Position
Senior Customer Su...

Location
Seattle

ETTR in days
8

Tasks/To-Dos

Activity

Attachments

Timeline

✓ Start onboarding

● Prepare for day 1

Prepare for day 1

0 of 18 to-dos completed

Assigned to



Assigned to me (3)

Type

Required, Optional ▾

Sort by

Due date ▾



Hiring Manager Checklist

○

Prepare for day 1

!

Start your new job!

!

Ramp up

!

Initial check-in

☐

View all to-dos

Assigned to me (3)

Hiring Manager Checklist

No due date

Navigate to Journey Accelerator to create new plan

No due date

Please select which Cloud Accounts your new hire can access

No due date

Required, Optional

Due date



Leadership

Mission

Values

Marketing

Media Relations

Press Releases

Diversity and Inclusion

Purpose

Employee Networks

Social Responsibilities

Global Impact

Community



New Hire
Nick Newman



Hiring Manager
Maria Davies



Opened for
Maria Davies



HR Specialist
Harry Taylor

Job Start Date
2022-08-25

Employment Type
Full Time Employee

Department
Customer Support

Position
Senior Customer Su...

Location
Seattle

ETTR in days
8

Tasks/To-Dos

Activity

Attachments

Timeline

- ✓ Start onboarding
- **Prepare for day 1**
- ! Start your new job!
- ! Ramp up
- ! Initial check-in

☐ View all to-dos

Prepare for day 1

0 of 18 to-dos completed

Assigned to



Assigned to me (3)



All

All (18)



Assigned to me (3)



Assigned to HR (3)



Assigned to IT (2)



Assigned to Nick Newman (10)



No due date

Type

Required, Optional

Sort by

Due date





My Tasks **17**

My Requests



HR ▾ IT ▾ Purchase and Expense ▾ Community ▾



Welcome, Nick!

A warm welcome and lots of good wishes on becoming part of our growing team. We're excited to have you join us soon!

Get Informed



Welcome, Nick!

Complete Your Onboarding Training Today

Order your Computer!

Diversity, Equity, Inclusion & Accessibility

How can we help?

Search



Popular Topics



Hardware



My Benefits



Software



Onboarding

My active items

9+
Tasks

0 Purchases

9+ Requests

5 Surveys

0 Today's Rese...

0 Action Plans



My To-dos

- Open

Completed
- Sign and Submit SAAR

New Hire Onboarding - Nick Newman

Overdue 1 day
- Upload Profile Photo

New Hire Onboarding - Nick Newman

Due in 16 days
- Fill out Personal Bio

New Hire Onboarding - Nick Newman

Due in 18 days
- Join an affinity group

New Hire Onboarding - Nick Newman

Due in 20 days

Sign and Submit SAAR

System Authorization and Access Request (SAAR) - Nick Newman

HRT0001692 Overdue 1 day

Delegate this task

Details

Activity

1 of 3

Automatic Zoom

SYSTEM AUTHORIZATION ACCESS REQUEST (SAAR)	
PRIVACY ACT STATEMENT	
AUTHORITY:	Executive Order 10450, 9397; and Public Law 99-474, the Computer Fraud and Abuse Act.
PRINCIPAL PURPOSE:	To record names, signatures, and other identifiers for the purpose of validating the trustworthiness of individuals requesting access to Department of Defense (DoD) systems and information. NOTE: Records may be maintained in both electronic and/or paper form.
ROUTINE USES:	None.
DISCLOSURE:	Disclosure of this information is voluntary; however, failure to provide the requested information may impede, delay or prevent further processing of this request.
TYPE OF REQUEST	
☐ INITIAL ☐ MODIFICATION ☐ DEACTIVATE ☐ USER ID	
DATE (YYYYMMDD)	
20220726	
SYSTEM NAME (Platform or Applications)	
LOCATION (Physical Location of System)	
PART I (To be completed by Requestor)	
1. NAME (Last, First, Middle Initial)	2. ORGANIZATION
Newman, Nick,	Customer Support
3. OFFICE SYMBOL/DEPARTMENT	4. PHONE (DSN or Commercial)

Fill out Personal Bio

New Hire Onboarding - Nick Newman

Due in 18 days

Join an affinity group

New Hire Onboarding - Nick Newman

Due in 20 days

Pre boarding feedback

New Hire Onboarding - Nick Newman

Due in 26 days

Review policy document for department

No due date

Travel Policy Acceptance

No due date

Sign the generated NDA document

Non-Disclosure Agreement - Nick Newman

No due date

Select your medical benefits

New Hire Onboarding - Nick Newman

SYSTEM AUTHORIZATION ACCESS REQUEST (SAAR)

AUTHORITY:

PRINCIPAL PURPOSE:

ROUTINE USES:

DISCLOSURE:

Executive Order 10450, 9397; and Public Law 99-474, the Computer Fraud and Abuse Act.

To record names, signatures, and other identifiers for the purpose of validating the trustworthiness of individuals requesting access to Department of Defense (DoD) systems and information. NOTE: Records may be maintained in both electronic and/or paper form.

None.

Disclosure of this information is voluntary; however, failure to provide the requested information may impede, delay or prevent further processing of this request.

TYPE OF REQUEST

☐ INITIAL

☐ MODIFICATION

☐ DEACTIVATE

☐ USER ID

DATE (YYYYMMDD)

20220726

SYSTEM NAME (Platform or Applications)

LOCATION (Physical Location of System)

PART I (To be completed by Requestor)

1. NAME (Last, First, Middle Initial)

Newman, Nick,

2. ORGANIZATION

Customer Support

3. OFFICE SYMBOL/DEPARTMENT

4. PHONE (DSN or Commercial)

5. OFFICIAL E-MAIL ADDRESS

emilykoureydemo@gmail.com

6. JOB TITLE AND GRADE/RANK

Senior Customer Support Manager

7. OFFICIAL MAILING ADDRESS

324 Green Street

8. CITIZENSHIP

☐ US

☐ FN

☐ OTHER

9. DESIGNATION OF PERSON

☐ MILITARY

☐ CIVILIAN

☐ CONTRACTOR

10. IA TRAINING AND AWARENESS CERTIFICATION REQUIREMENTS (Complete as required for user or functional level access.)

☐ I have completed Annual Information Awareness Training.

DATE (YYYYMMDD)

11. USER SIGNATURE

12. DATE (YYYYMMDD)

PART II - ENDORSEMENT OF ACCESS BY INFORMATION OWNER, USER SUPERVISOR OR GOVERNMENT SPONSOR(If individual is a contractor - provide company name, contract number, and date of contract expiration in Block 16.)

13. JUSTIFICATION FOR ACCESS

14. TYPE OF ACCESS REQUIRED:

☐ AUTHORIZED

☐ PRIVILEGED

Type signature

Draw signature

Full name

This constitutes your electronic signature and has the same legal impact as signing a printed version of this document.

Provide visibility into operational metrics & identify trends / bottlenecks for process improvement

- 1 Provide visibility to operational metrics & identify areas of concern
- 2 Identify trends, bottlenecks, & areas for process improvement
- 3 Support measurement against your KPIs

Executive Leadership Dashboards

[My Tasks](#) 12[My Requests](#)[More](#) [HR](#) [IT](#) [Workplace](#) [Purchase and Expense](#) [Legal](#) [Community](#) [My Action Plans](#)[Manager Center](#)

Manager Center

Full-time employees | Contractors 1



Antione

Team Lead

Remote

Seattle - 12:34 pm

Cleared



Emily

Customer Service Manager

Space: B2.0610

San Francisco - 12:34 pm



Daniel

Team Lead

Space: B2.10011

Amsterdam - 03:34 am

New Hire Progress



Name

Progress

Past Due



James Cory

20/24

2

New Hire Satisfaction Score

4.8



New Hire Progress



	Name	Progress	Past Due
	James Cory	20/24	2
	Alex Sanders	6/10	2
	Emily Scollan	No Tasks	5
	Nick Newman	4/14	1

New Hire Satisfaction Score

4.8 /5

91% - Response Rate

Above data has been collected over last 30 days

Performance Appraisal Completion Status



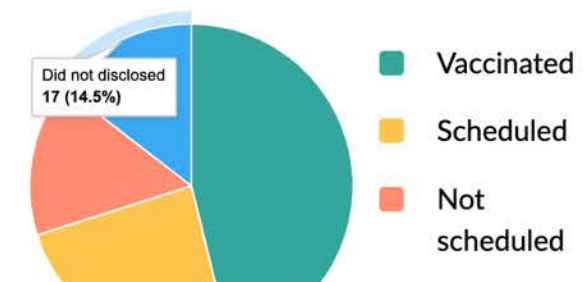
Team Capacity

21 hours

↑ 3 since Jul 01

Average focus time for your team

Vaccination Status



Active Hiring Requests

Dec 31, 2021
77
Change: ▼ 1 (-1.3%)

Avg. Days Active

W1 2022 (Jan 03-Jan 09)
114 days
Change: 0 (0.0%)

Avg Time to Hire

W1 2022 (Jan 03-Jan 09)
95 days
Target: -15 to 80 (-18.8%)
Change: ▼ 2 (-2.1%)

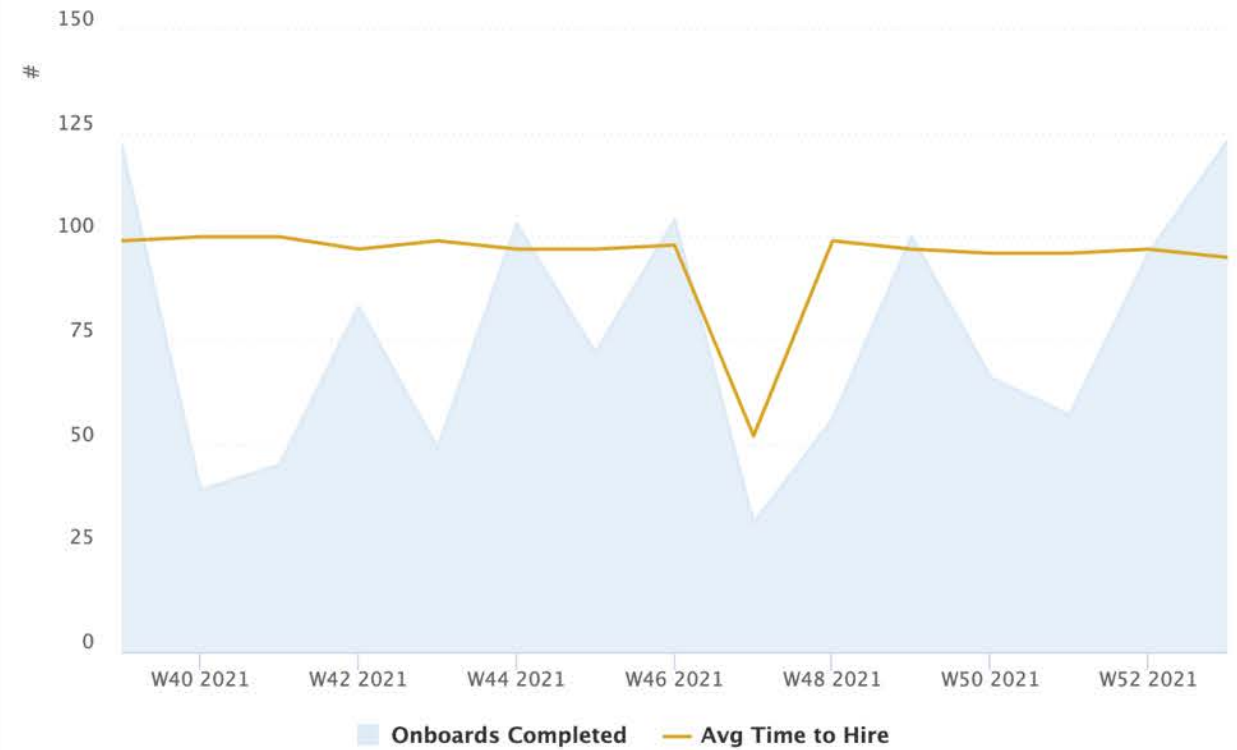
Onboards Completed

W1 2022 (Jan 03-Jan 09)
487
Change: ▲ 16 (3.4%)

Hiring Process Actions

Name	Score	Change %	Target	Gap	Trend
Recruitment	13 days	0.0%	10 days	-3 days	
Vacancy Announcement Period	15 days	7.1%	10 days	-5 days	
Rating, Ranking and Certificate Delivery	14 days	0.0%	16 days	2 days	
Selection Process	27 days	-10.0%	15 days	-12 days	
Extend Job Offers	8 days	0.0%	5 days	-3 days	
Initiate Security Check	24 days	0.0%	15 days	-9 days	
Entry on Duty	7 days	-30.0%	15 days	8 days	
Average Time to Hire	95 days	-2.1%	80 days	-15 days	

Onboards Completed and Avg Time To Hire



Departmental Avg Time to Hire Breakdown

Name	W1 2022	Change %	Target	Gap %	Trend	Distribution
------	---------	----------	--------	-------	-------	--------------

Departmental Onboards



Overview Voice of the Employee

Employee Experience Index

Apr 2021

81

Target: 1 to 80 (1.4%)

Change: ▲ 0 (0.5%)

Employee NPS

Apr 2021

64

Target: -6 to 70 (-8.8%)

Change: ▲ 3 (4.4%)

Employee Retention Rate

Apr 2021

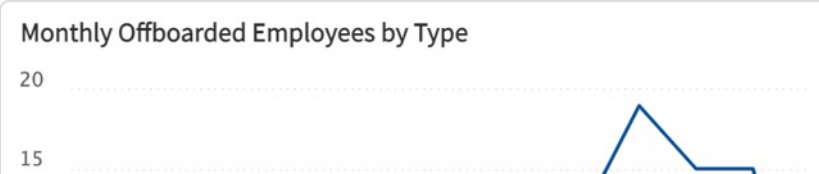
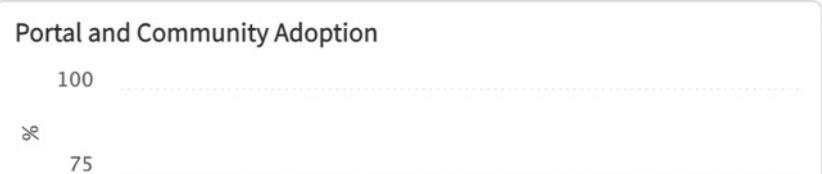
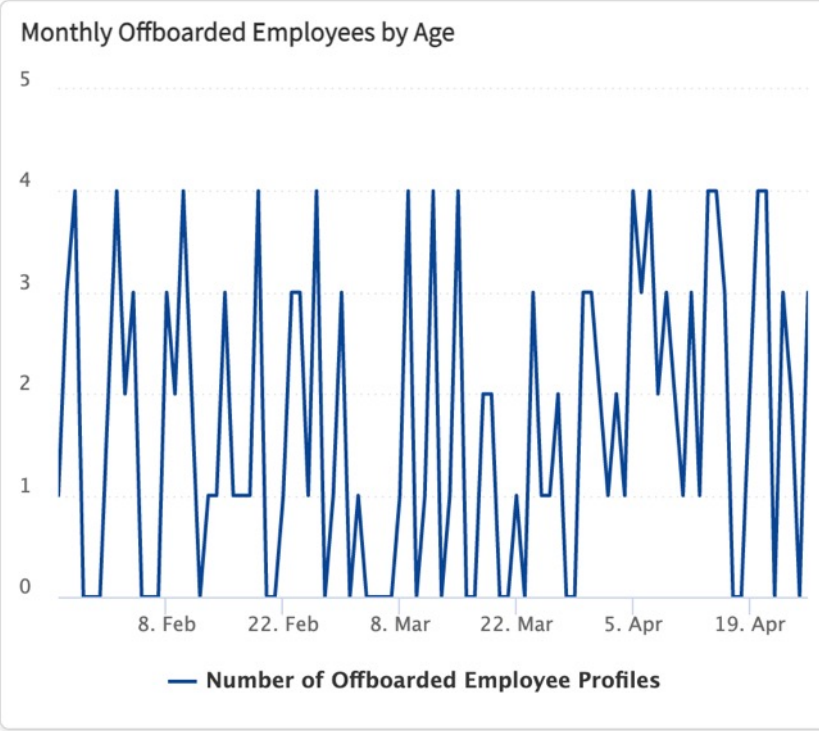
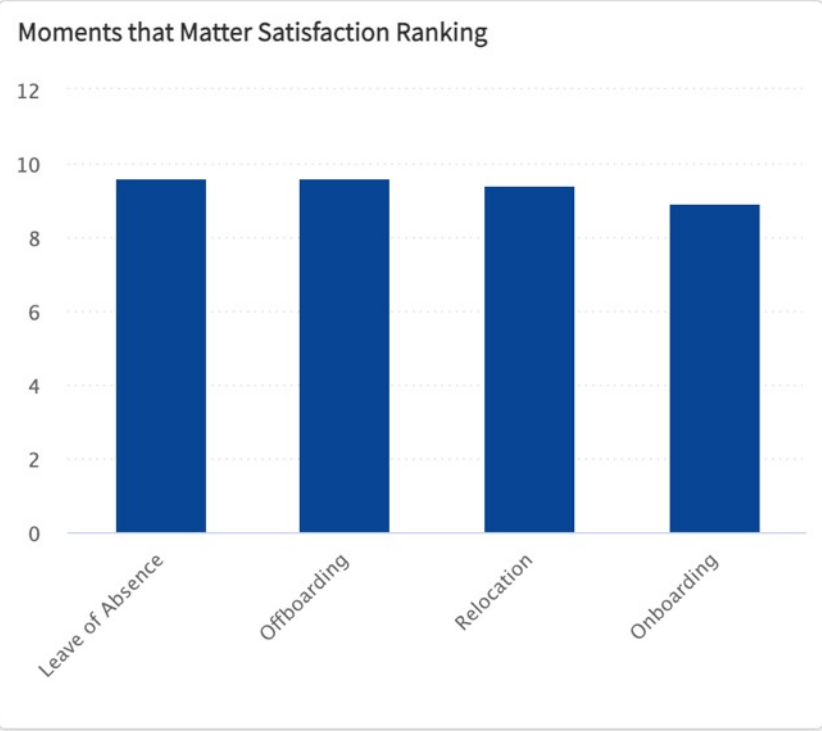
95%

Target: 5 to 90 (5.9%)

Change: ▲ 1 (0.7%)

Employee Experience List

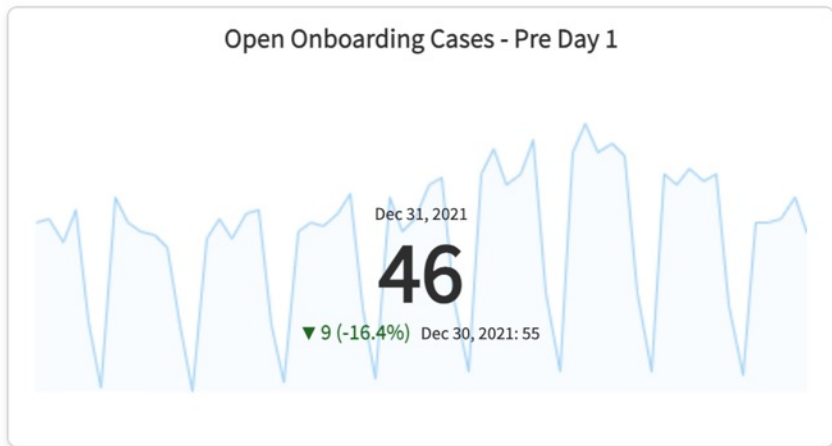
☆ Name	Score	Trend
☆ <u>% of Employees Active in Community</u>	50%	
☆ <u>% of Employees with Portal Engagement</u>	73%	
☆ <u>Employee Satisfaction</u>	6.80	
☆ <u>Knowledge Article Ratings</u>	3	
☆ <u>Avg. Age of Open Cases</u>	53.73 days	
☆ <u>Avg. Closure Time of HR Cases</u>		



Region

Select elements

- Overview
- Activity Analysis
- New Hire Experience

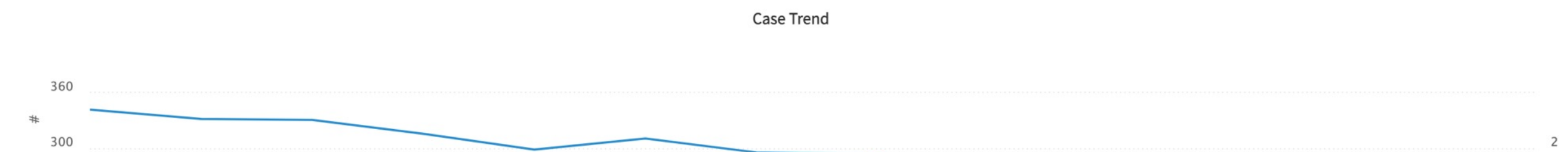


Overdue Activities - Fulfiller

11

Overdue Activities - Employee

16



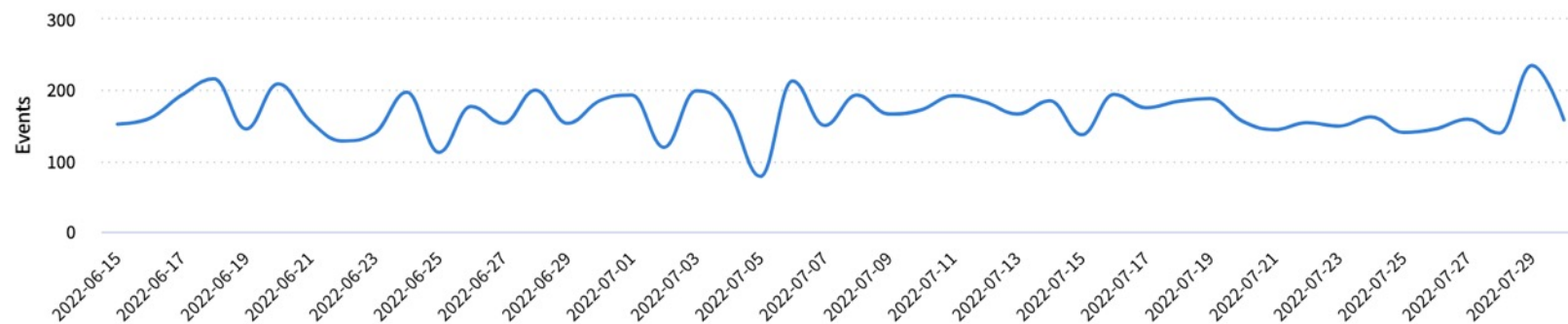
Open Campaign Tasks

2,066

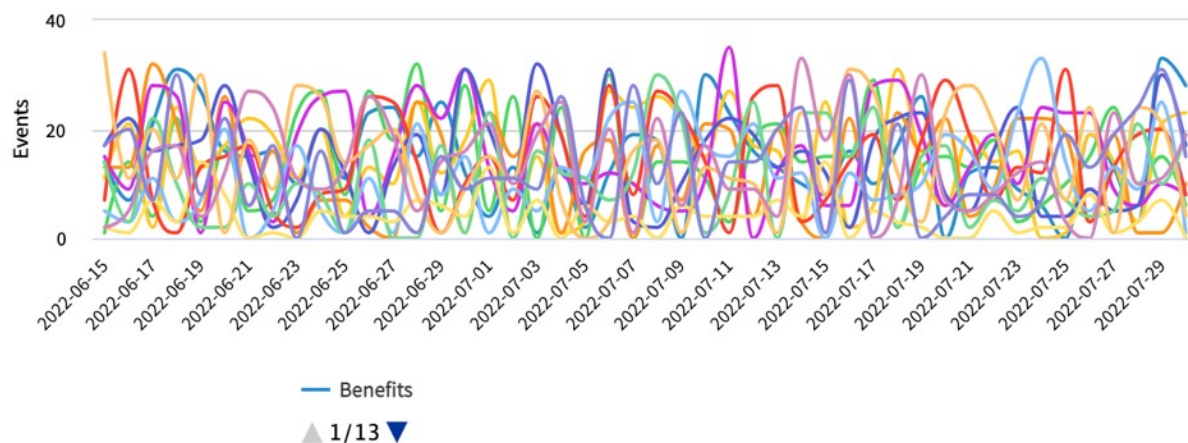
Campaign Task Closures This Week

171

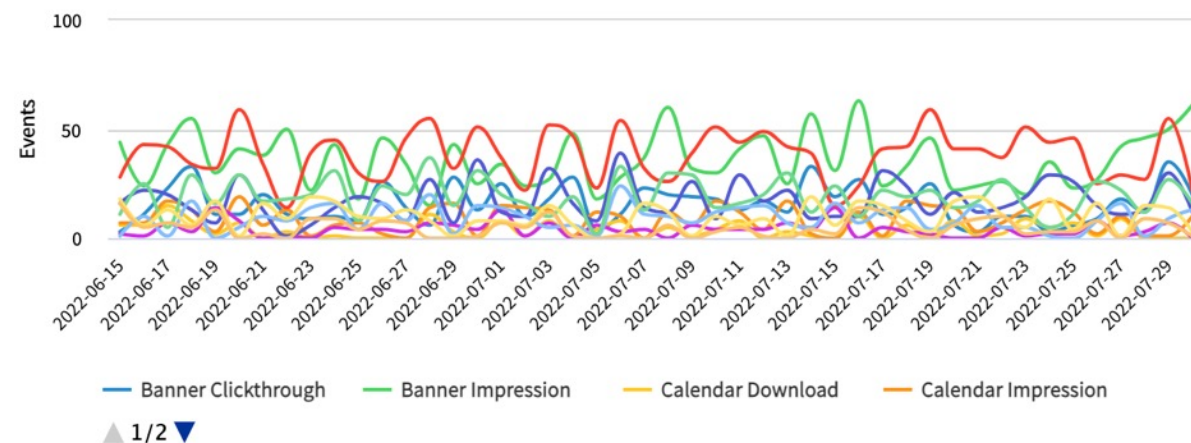
Event Activity Over Time



Events Over Time by Content



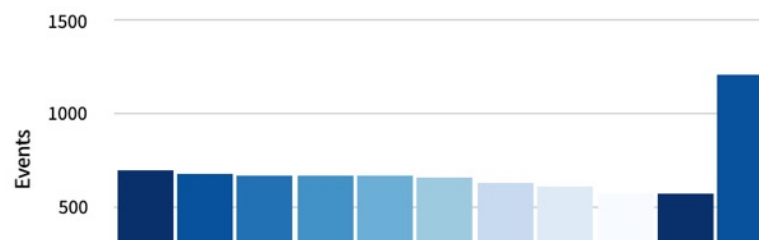
Events Over Time by Action



Action Activity



Top Content



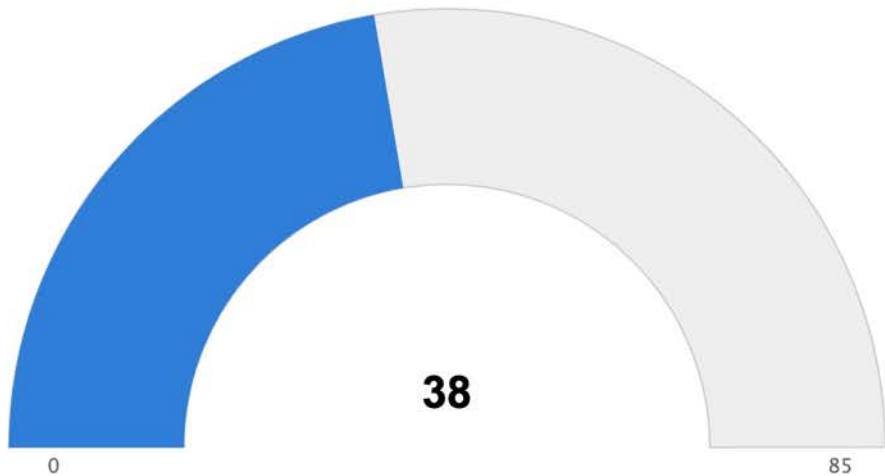
Top Notifications



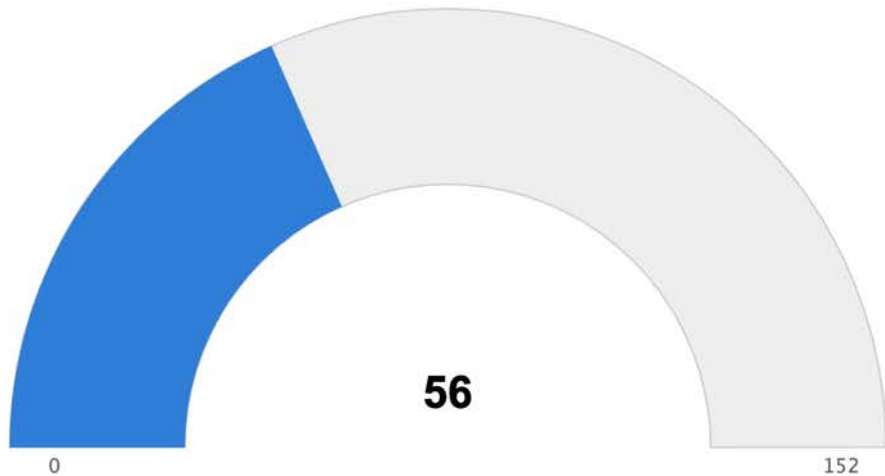
Reservation Insights

Check-in Insights

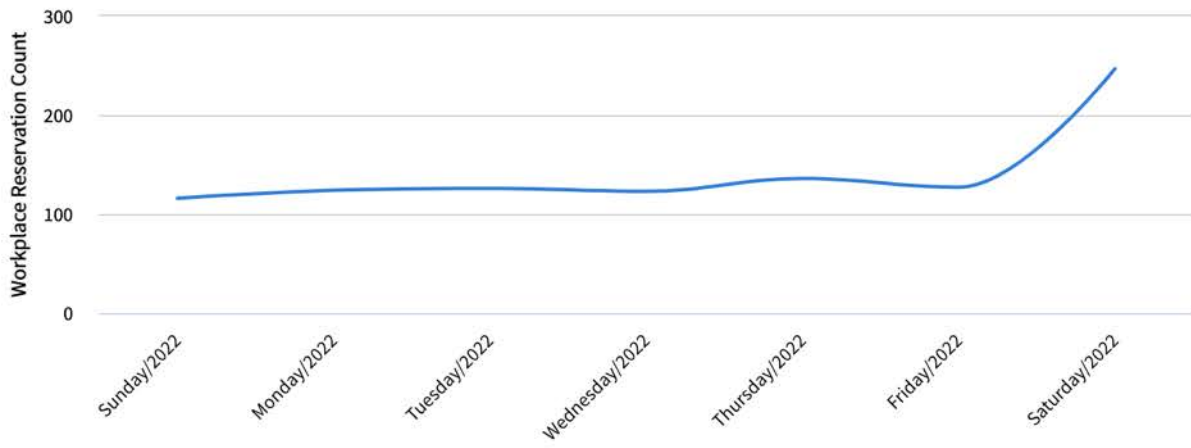
Conference Room Availability for Bldg 1



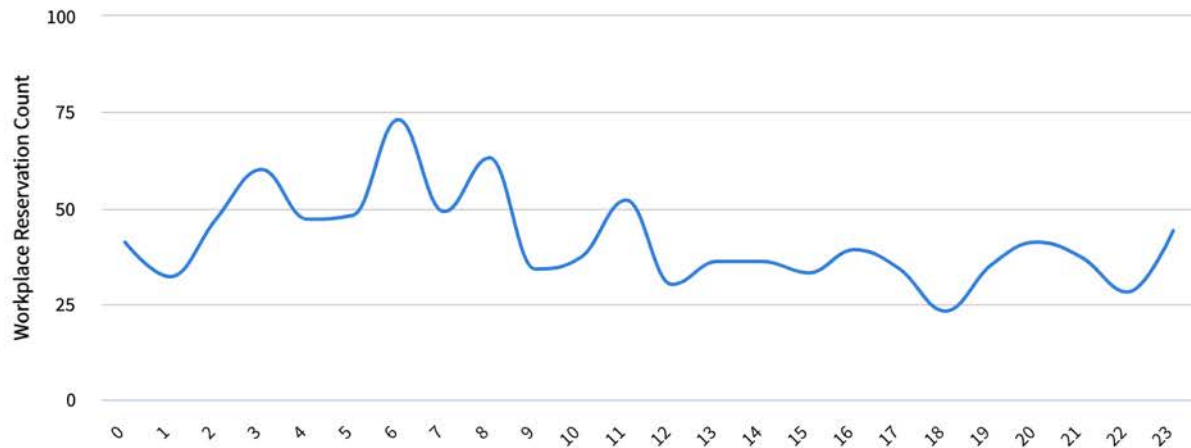
Desk Availability Building 1



Peak Utilization days last 3 months



Peak reservation hours last 3 months



Reservations per location last month

Location reservations per day this week

ServiceNow helps —



1

Optimize processes to empower Airmen & Guardians to do their best work

2

Connect siloed systems to create seamless experiences for Airmen & Guardians

3

Create new value by enabling innovation at scale & speed

Questions?

