

Physician, Physician Leader & APP

Workday & ServiceNow Resource Guide

Use this reference guide to support you during the transition into Workday and ServiceNow.

Welcome to Workday & ServiceNow

Workday and ServiceNow are cloud based, self-service tools that eliminate the need to spend hours in a classroom to understand functionality. Instead, just-in-time resources (videos, how to guides/knowledge articles) will be available for your time of need. This guide will help you transition into our new way of working by streamlining many of your daily tasks.

A key resource containing learning resources is located in the Training Resources section of the Enterprise Resource Planning (ERP) Workday and ServiceNow SharePoint site.

It's highly recommended for you to first watch the [Workday 101: Overview and Navigation](#) video. This 17-minute video walks you through how Workday appears, ways maneuver and access common user-friendly options. This video along with other resources will be added to the Training Resources section on the ERP: Workday and Service Now SharePoint site. It's recommended you frequently visit this space as more learning resources will be added to help you during this transition.

Below is a list of additional support and resources to support you in your transitional journey.

Key Workday and ServiceNow Learning Resources	
Training Support & Change Management Sites	<ul style="list-style-type: none">• Workday and ServiceNow Training Resources<ul style="list-style-type: none">• Workday 101: Overview and Navigation• Manager Self Service Overview(video)• Manager Self Service Overview (PPT)
Video Demos	<ul style="list-style-type: none">• Purchasing (Workday) (sharepoint.com)• Finance (sharepoint.com)
Quick Links	<ul style="list-style-type: none">• Leader Tools and Resources (for leaders)<ul style="list-style-type: none">○ Expenses section under Workday Tools & Resources Links

Most Frequently Used Knowledge
Articles (*found in ServiceNow*)

*KA links won't be active until
07/01/23.*

*You can also copy & paste title into
ServiceNow Search Field*

- [Workday: Manage Delegations](#)
- [Workday: Create an Expense Report](#)
- [Workday: Submit a Certification or License for Review](#)
- [Workday: Change Personal Information](#)
- [Workday: Updating Tax Elections in BSI](#)
- [ServiceNow Onboarding: Hiring Leaders](#)
- [ServiceNow Requests: Approvals](#)

Contacts

Technical Issues:

- **CH East Service Desk:** 888-481-2448 or access <https://pss.beaumont.org/>
- **CH West Service Desk:** 616-391-4357 (1-HELP)
- **CH South Service Desk:** 269-428-2005
- For non-urgent technical issues, submit a **Break/Fix** self-service incident ticket, <https://spectrumhealth.service-now.com/esp>

Human Resources:

- HR Support Center at 1-877-ASKHR11 (275-4711) or submit an **Ask HR** self-service ticket, <https://spectrumhealth.service-now.com/esp>
- Other related HR or leader support questions, reach out to your HR Business Partner