

Human Resources Service Delivery and Generative AI

Revolutionizing
Employee Experience

October 23, 2024



National Association of
State Personnel Executives

Introduction



Patrick Dawson

Solution
Specialist –
Employee
Workflows



Joe Fiedler

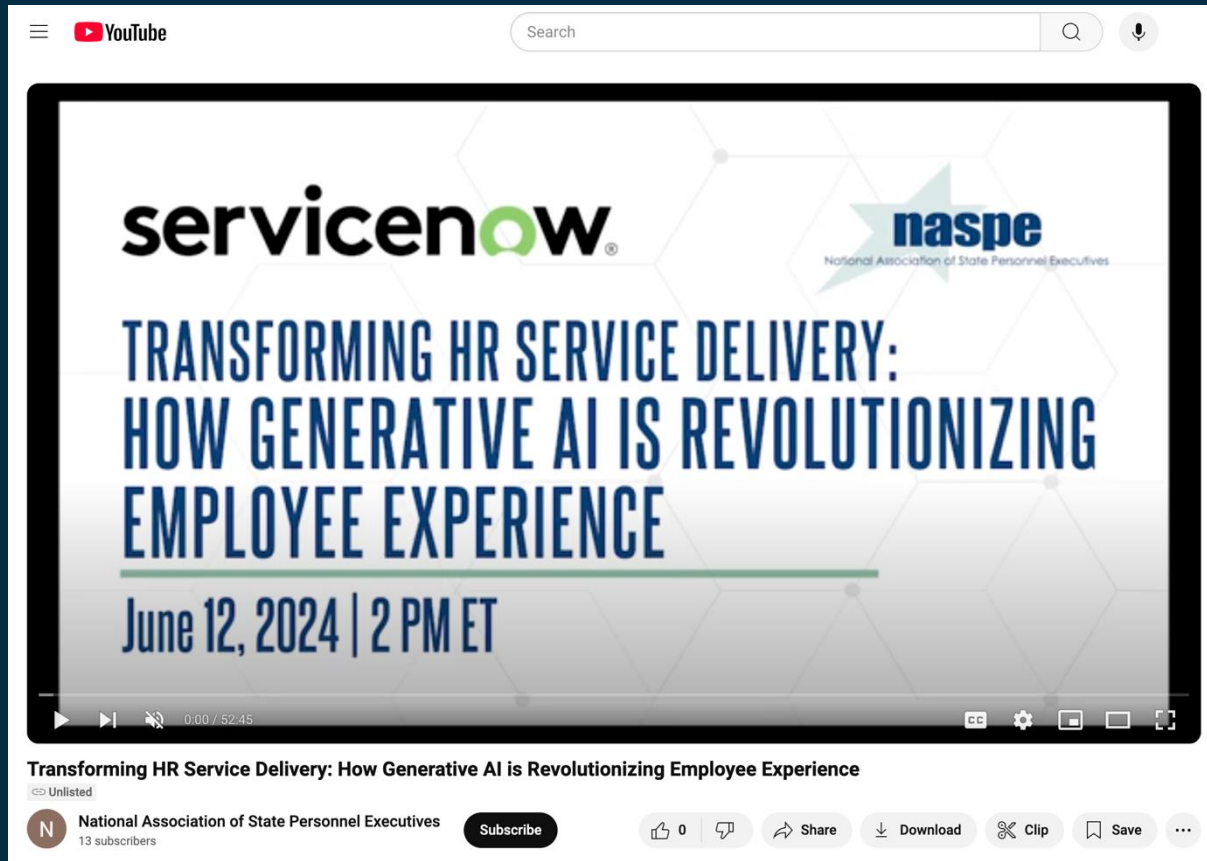
Advisory Solution
Consultant –
Employee
Workflows

Webinar Agenda



- 1 Where AI has been, where it's going
- 2 Demo
- 3 Analyst perspectives
- 4 Why success in Gen AI matters

Check Out Our June '24 Webinar



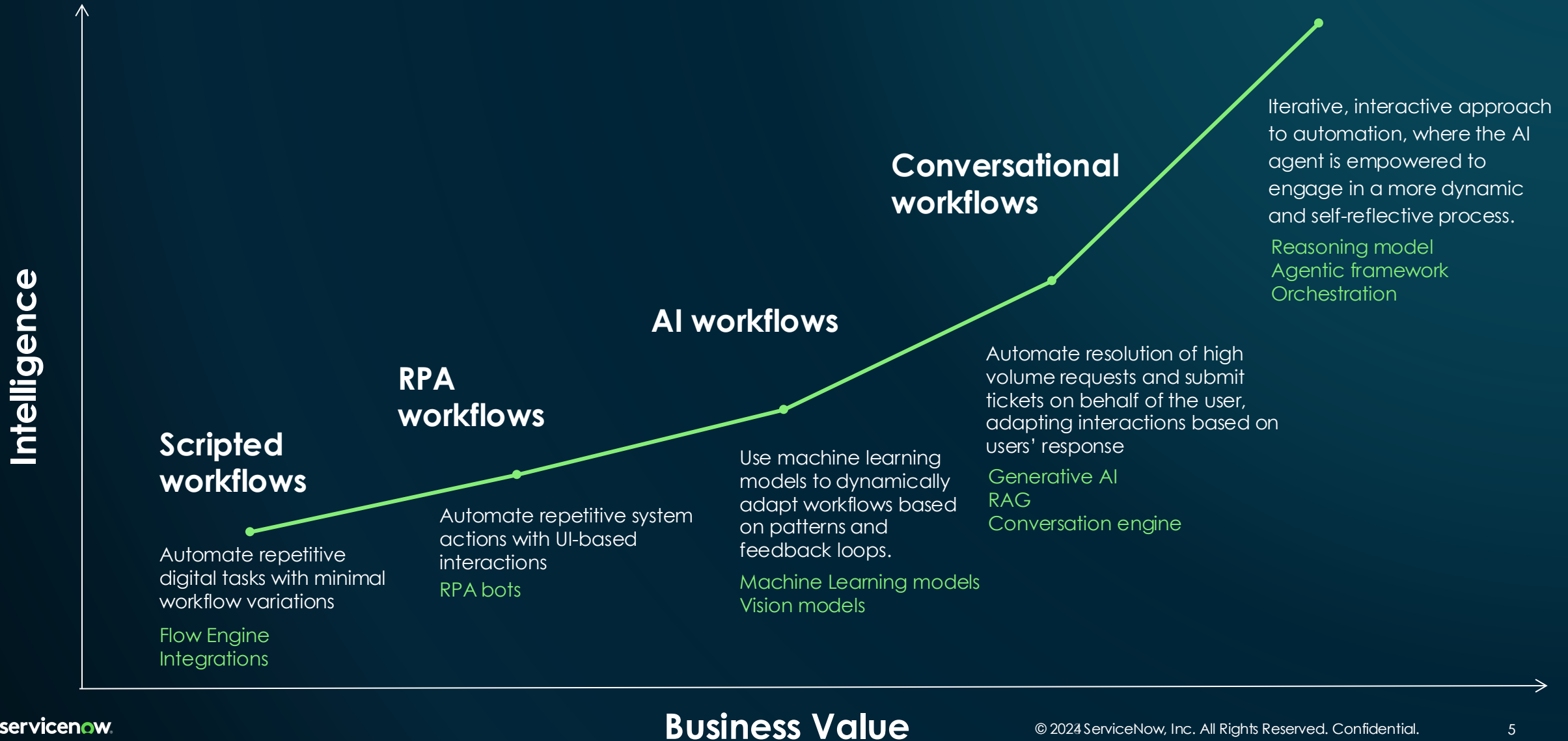
View the video using [this link](#)

Now Assist for HRSD

Our introductory webinar set the state for how Gen AI is used in HR

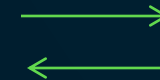
- 1** The “How” of Gen AI in HR -- content creation, content summarization, and content search enhancement.
- 2** The “What” of Gen AI in HR, ranging from talent acquisition and development to day-to-day employee experience enhancement.
- 3** Future trends and the governance imperative for managing the risks and rewards of Gen AI.

Where We've Been, Where We're Going



What we'll have tomorrow

Specialized AI Agents will work together as a team to effectively achieve specific business outcomes



Teams of agents will be able to:

1. Autonomously analyze complex situations
2. Generate strategic insights
3. Execute actions in alignment with business goals

“

These agents are coming soon, and **they will look and feel like “employees” to many of us. We will have to train them, onboard them, and coach them...**

While it feels like science fiction, this is happening now. And it's not only going to change our HR technology stack, it's going to change the whole enterprise technology landscape. **And also make our HR roles much easier.**

”

—Josh Bersin, September 2024



Themes for Today's Demonstration

01



Onboarding Your AI

- Create custom skills to meet new requirements
- Skills leverage case-specific constructs like
 - Recommendation
 - Summarization
 - Generation

02



Anticipate, Don't Just Respond

- Anticipate customer needs and address issues before they arise.
- Reduce ticket volume, improve customer satisfaction, and elevate your service delivery.

03



Put HR in the Driver's Seat

- Transform your HR concepts into functional workflows.
- Describe your desired HR processes, and watch as AI generates draft workflows.
- Automate tasks, streamline workflows, and drive HR efficiency.

Demo

Seizing the Full Potential of the AI Revolution

Strategies that HR leaders can use to deliver on the transformative benefits of Gen AI for their organizations include:

1. Advocate for transparency and disclosure
2. Promote human-centric AI governance
3. Empower employees
4. Collaborate with policymakers

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FEATURE

Navigating the AI Landscape: Is Culture the Key to Success?

October 13, 2024 | [Nichol Bradford](#)

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Feedback

Over the past few months, clear evidence has emerged on two key fronts regarding AI at work. First, the use of artificial intelligence tools among individuals is growing significantly. In a [recent study](#) conducted by The University of Chicago and Statistics Denmark, 65% of marketers, 64% of journalists, and 30% of legal professionals reported using AI in their work. Similarly, another [recent study](#) from Harvard University's Project on Workforce revealed that one-third of workers had used generative AI (GenAI) at work in the week prior to when they were interviewed, with ChatGPT being the most popular tool.

Additionally, individual productivity gains are undeniable. Various studies highlight how AI can enhance work performance. For instance, consultants performing **18 different tasks** experienced a **25% productivity boost** using GPT-4, while [GitHub Copilot](#) users reported a **26% productivity increase**. Across industries, users reported AI cutting their working time in half for **41% of the tasks** they perform.

Despite these encouraging signs, however, organizations have [yet to fully capitalize on these productivity improvements](#). While individuals are thriving, organizations are still struggling to turn these personal wins into broader enterprise success. This raises the key question: Why is this success not translating into widespread organizational gains?

The New Chief Artificial Intelligence Officer Role Balances AI Champion And Risk Manager

[Alla Valente](#), Senior Analyst APR 3 2024

[Cody Scott](#), Senior Analyst



On March 28, 2024, the US Office of Management and Budget (OMB) released a memorandum, [M-24-10](#) (basically a regulatory requirement for federal agencies), creating the new role responsible for operationalizing the [Executive Order \(EO\)](#) on the Safe, Secure, and Trustworthy Development and Use of Artificial Intelligence, issued last fall. Per the OMB memo, agencies named in the [CFO Act](#) will have 60 days to appoint a chief artificial intelligence officer (CAIO) with a remit to: 1) strengthen AI governance; 2) advance responsible AI innovation; and 3) manage risks from the use of AI.

While new role creation to introduce accountability for advancing the federal agenda isn't new — in 2019, the OMB did the same in establishing the [chief data officer \(CDO\)](#) role to lead agency digital transformation efforts — what's unique about the CAIO is the role's level of authority, seniority, skill set, and broad risk management responsibilities.

C-Level AI Oversight is Becoming a Reality

Earlier this year, the OMB released a memorandum naming a number of Federal agencies (like DoD, DoE, HHS, and many others) that will need to appoint CAIO

- **Strengthen AI governance:** Not just about avoiding downside, but promoting the the use AI in the organization in a way that's aligned to agency strategy and constituent need.
- **Advance Responsible Innovation:** The AI landscape is changing at a dramatic pace. Understanding what innovation looks like is a moving target, and requires continual assessment / re-assessment.
- **Manage Risks from the use of AI:** Gen AI has become more configurable over the last year or so - - moving from a "black box" to be employed for sometimes uneven results to a tool that is open to configuration by HR and other departments to suit their needs in a manner that reduces outlier risk.

Consumer-Centric Experiences Mean Job Satisfaction, Retention



User-Centric Approach to Employee Experience

Q: “How satisfied are you with your organization’s support of your work and life?”

Percentage of employees

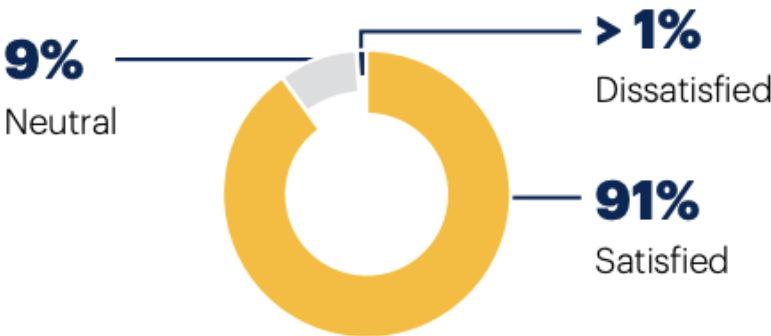


n = 5,873 employees

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“Digitalizing HR to Improve the Employee Experience.” *Gartner*, www.gartner.com/en/human-resources/trends/digitalizing-hr-to-improve-the-employee-experience.

AI has changed the game

“Generative AI will drive & distinguish how brands will compete.”

Harvard Business Review¹

30-50%

gains in efficiency and productivity with processes reshaped by generative AI.²

BCG

60-70%

of work activities can be automated with generative AI, unlocking human potential.³

 **QuantumBlack**
AI by McKinsey

3.5x

return on AI investment, for every dollar spent.⁴

 **IDC**

Source: ¹ <https://hbr.org/2023/04/generative-ai-will-change-your-business-heres-how-to-adapt> ² <https://www.bcg.com/publications/2023/maximizing-the-potential-of-generative-ai> ³ <https://www.mckinsey.com/capabilities/mckinsey-digital/our-insights/the-economic-potential-of-generative-ai-the-next-productivity-frontier#business-value> ⁴ IDC, the business opportunity of AI

ServiceNow's Internal Results Using Gen AI

Self-service

Case + incident avoidance =
\$5.5M saved per year

54%

GenAI incident deflection*
saving **\$8K** per week

Up to **20%**

case/incident avoidance with GenAI
search saving up to **\$60K** per week

**Customer and
employee experience:**

56%

share positive sentiment about
Now Assist summarized results

Agent

Save time:

1/2

the time to generate resolution
notes for closing an incident

Eliminate tedious work:

Up to **54%**

of case/incident summaries
were helpful to agents

Developer

Speed innovation:

52%

acceptance rate for generated
code (text-to-code)



servicenow.

Thank you!

