



# Launching Now Assist for HR at UCLA Health

**A STRATEGIC, RESPONSIBLE, AND HIGH-IMPACT  
APPROACH TO AI IN HR SERVICE DELIVERY**

UCLA Health becomes the first in higher education to deploy Now Assist for HR — transforming complex HR processes with AI, guided by Ondaro's AI SPARK™ framework.

The UCLA Health logo consists of the word "UCLA" in a bold, white, sans-serif font inside a white rectangular box, followed by the word "Health" in a white, serif font with a registered trademark symbol (®) to its upper right.

**UCLA** Health®



**TRANSFORMING HR AT SCALE:**

# Why UCLA Health Invested in Now Assist



UCLA Health manages HR services for **over 30,000 employees**, serving clinicians, administrators, researchers, and academic staff. With high service volume, complex regulations, and extensive HR policies, the organization sought a way to:

- ✓ Improve employee experience
- ✓ Reduce case agent workload
- ✓ Accelerate service delivery
- ✓ Simplify complex processes
- ✓ Introduce AI responsibly and transparently

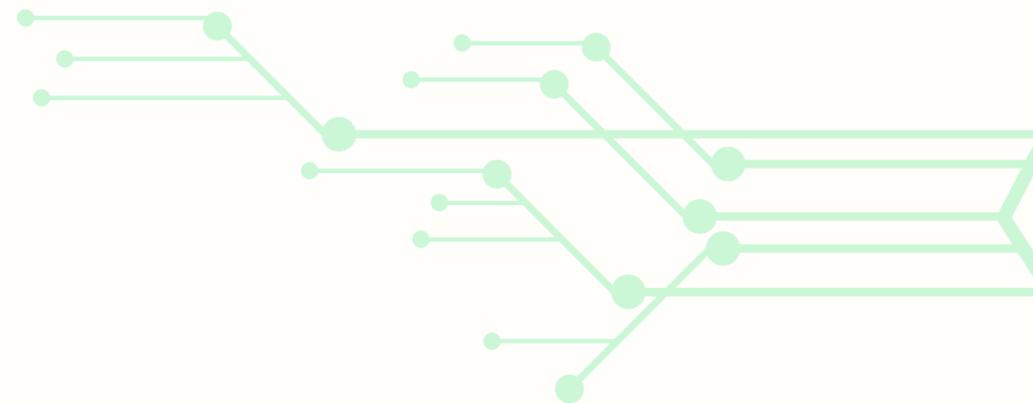
Partnering with **Ondaro**, UCLA Health selected **Now Assist for HRSD** and implemented it through Ondaro's **AI SPARK™ for HRSD**; a readiness-driven, value-first approach that ensures safe and measurable AI adoption.

UCLA Health began with high impact but manageable pilot services, establishing a model for scaling AI across the HR ecosystem.

 **AI SPARK FOR HRSD**



# A High-Volume, High-Complexity HR Process Ripe for AI



UCLA Health selected Leave of Absence (LOA) as the foundational pilot use case due to:

-  **HEAVY VOLUME OF EMPLOYEE INQUIRIES**
-  **MULTIPLE LEAVE TYPES (INJURY, PARENTAL, MILITARY, MEDICAL, ETC.)**
-  **OVERLAPPING FEDERAL, CALIFORNIA, AND UCLA HEALTH POLICIES**
-  **DENSE DOCUMENTATION AND COMPLEX HR CASE TIMELINES**
-  **HIGH NUMBER OF AGENT TOUCHPOINTS AND HANDOFFS**

Employees often struggle to find simple, clear answers. Case agents spend hours reviewing history, notes, documents, and attachments to summarize cases or support cross-team collaboration.

## UCLA HEALTH NEEDED A SOLUTION THAT WOULD:



**Provide employees fast, policy-accurate answers**



**Reduce agent workload**



**Improve speed and consistency**



**Maintain compliance**



**Scale across the 30,000-employee workforce**



 **AI SPARK FOR HRSD**

# Laying the Foundation for Transformative AI with Ondaro's AI SPARK™

AI SPARK™ for HRSD gives UCLA Health a maturity-based, readiness-first approach to adopting ServiceNow's Now Assist capabilities safely and effectively.



**Outcome 1**  
Clear understanding of Now Assist features that enhance HRSD efficiency and experience.



**Outcome 2**  
A full Now Assist readiness assessment covering HRSD maturity, knowledge base health, data quality, process adoption, and dependencies.



**Outcome 3**  
Defined, measurable AI use cases with KPIs and success metrics



**Outcome 4**  
Configuration of high-value, readiness-approved Now Assist features, including:

- Case Summarization
- Resolution Notes Generation
- Chat Summarization
- Knowledge Article Generation
- AI Search + Genius Results



**Outcome 5**  
A documented AI journey plan outlining next steps, dependencies, and expansion opportunities across HR services.

**ONDARO ALSO DELIVERED:**

- Readiness assessments and dependency mapping
- Demonstrations and working sessions for all Now Assist features
- Prioritized feature configuration (1-week configuration window)
- Guided training + train-the-trainer curriculum
- Adoption support and UAT assistance
- Future deployment roadmap for expanding AI across HRSD



## A STRATEGIC PILOT

# High-Impact, Low-Risk Deployment of Now Assist

UCLA Health deployed Now Assist capabilities that aligned to their maturity, data readiness, and HRSD adoption levels. The pilot focused on Leave of Absence, pairing employee-facing AI search with agent-facing case summarization.

## IMPLEMENTED COMPONENTS



### 1. Now Assist for HR Case Management

- Case Summarization
- Resolution Notes Generation
- Chat Summarization



### 2. Now Assist Knowledge Generation

- AI-driven content suggestions
- AI article drafting



### 3. AI Search Across Employee Center & Manager Hub

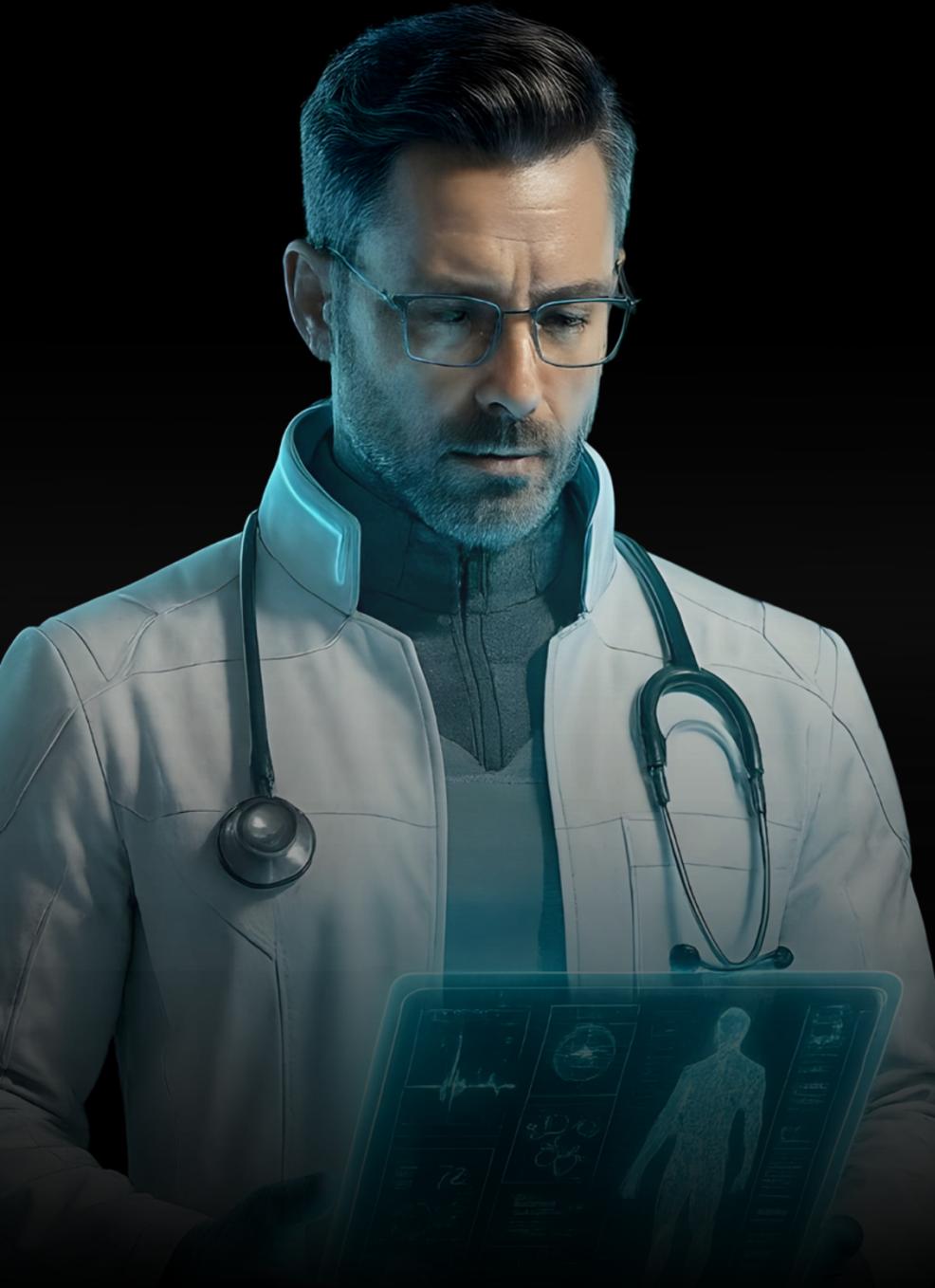
- Relevance scoring
- Genius Results
- Unified search experience
- Expanded source indexing where readiness was met



### 4. Governance & Guardrails

- Out-of-the-box configuration
- No risky customization
- Clear guidelines for safe AI use
- Readiness gating to prevent bad outcomes





# Early Outcomes and What UCLA Health Will Measure Through the Pilot

UCLA Health is taking a **measured, data-driven approach** to evaluating Now Assist performance.

## Key Metrics Tracked

- Reduction in LOA case summarization time
- Decrease in inbound questions/cases
- Accuracy of AI responses
- Agent satisfaction + productivity
- Employee satisfaction with clarity and speed
- Error reduction in documentation and notes
- AI usage patterns (questions asked, topics, gaps)

Dashboards help identify which knowledge articles perform well, where content improvements are needed, and how Now Assist is shaping employee behavior.

## Expected Results

- Faster resolution of leave inquiries
- Lower agent workload
- More consistent answers for employees
- Data clarity around HR knowledge gaps
- Blueprint for scaling AI to other HR services



# Scaling AI Responsibly Across HR with Ondaro as a Long-Term Partner

The LOA pilot sets the foundation for expanding Now Assist across HR Service Delivery. With lessons captured through AI SPARK™, UCLA Health will:

**EXPAND AI TO MORE HR SERVICES**

**IMPROVE KNOWLEDGE ARTICLE QUALITY**

**BUILD CONSISTENCY ACROSS HRSD PROCESSES**

**INCREASE ADOPTION OF AI SEARCH AND WORKSPACE**

**ESTABLISH SCALABLE AI PATTERNS**

**CONTINUE MATURING SERVICENOW AS THE CORE HR PLATFORM**

## Why Ondaro

UCLA Health selected Ondaro because we deliver:

- Deep expertise in HRSD + Now Assist
- A proven AI readiness and adoption framework with AI SPARK™
- Focus on safe, responsible AI implementation
- Ability to start small, deliver fast, and scale confidently
- Guidance that transforms early wins into enterprise strategy

UCLA Health and Ondaro are proving that when AI is introduced deliberately, with planning, governance, and clear purpose, it unlocks meaningful transformation across the HR ecosystem.

*With you for what comes next*

**Ondaro**