

# Clark County Enhances Employee and Labor Relations with a Discrete and Efficient System Using ServiceNow HRSD

Nestled in the vibrant heart of the American West, Clark County, Nevada stands as the 11th-largest county in the United States, proudly serving over 2.4 million residents and welcoming an impressive 45.6 million visitors each year. Covering an area comparable to New Jersey, Clark County is not just a geographic entity; it embodies a progressive organization dedicated to providing outstanding services grounded in the principles of integrity, respect, and accountability. As the county evolved to meet the needs of its constituents with a workforce of 10,000+, it encountered significant challenges—particularly within its HR processes.

## The Turning Point

Proper employee and labor relations are crucial for maintaining a harmonious work environment, ensuring fair treatment, and addressing workforce concerns promptly. However, the county's existing systems were unable to handle these complex interactions efficiently. They realized that employees needed a secure way to submit sensitive cases anonymously, ensuring their voices could be heard without fear of repercussion. This gap in capability not only affected employee satisfaction but also posed potential risks to the



county's ability to uphold its principles of integrity, respect, and accountability in its workforce management practices.

In pursuit of a solution, Clark County turned to INRY, leveraging a long-standing and successful partnership, to redefine its approach to HR services using ServiceNow.

## The Strategy Unfolds

With INRY's expertise, Clark County began the implementation of ServiceNow HRSD (HR Service Delivery), focusing on several key components designed to create a more efficient and supportive HR environment:

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- INRY configured **HR Case Management** to streamline the handling and tracking of employee cases—everything from HR inquiries to grievances and benefits questions—allowing for quicker resolutions
- **Knowledge Management** laid the foundation for a centralized repository of HR knowledge articles. This system empowered employees to find answers independently, significantly enhancing self-service capabilities
- A crucial component, the **Employee and Labor Relations Service Configuration** provided a confidential framework for managing disciplinary issues and evidence tracking, along with an **additional Portal - Anonymous Report Center** where users can submit case requests without needing login credentials, ensuring privacy and encouraging open communication
- INRY transformed the accessibility to HR services with the launch of the new Employee Center Portal. This user-friendly platform offers a more efficient and convenient way for employees to submit requests, track their status, and perform self-service tasks

- Lastly, the integration with **SAP** allowed for seamless synchronization of user profile data (like department, location, and position) into ServiceNow

## Speeding up Project Delivery with INRY's PASS Methodology

Leveraging our proprietary PASS methodology, INRY executed the Clark County HRSD implementation through a streamlined 13-week project plan. The plan was structured into focused sprints, each targeting specific process areas. This agile, sprint-based approach facilitated rapid deployment, allowing Clark County to quickly start realizing the benefits of the system. Moreover, with INRY's CloudCover support, ongoing enablement and adoption efforts were reinforced, ensuring sustained success and flexibility to address evolving HR needs post-implementation.

## A Transformative Outcome

As the implementation of ServiceNow HRSD progressed, the results began to speak for themselves:

- With optimized HR workflows, Clark County experienced **streamlined HR processes**, leading to faster case resolutions and improved operational efficiency

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- The **Employee Center Portal** empowered employees with easy access to HR services and knowledge articles, reducing reliance on email and boosting employee satisfaction
- The new system enhanced **security and confidentiality**, enabling anonymous case submissions and secure storage of sensitive information, which fostered trust and open communication between employees and HR
- Improved management of disciplinary cases and grievances through the **Employee and Labor Relations module** facilitated more transparent and fair processes, reinforcing employee trust in the system
- Integration with the HCM system equipped HR leaders with the tools for **data-driven decision-making**, enabling them to make informed choices based on accurate, real-time data
- ServiceNow HRSD's modular nature ensured that Clark County had a scalable solution capable of adapting as its organizational needs evolved
- Most importantly, the successful implementation catalyzed a **positive cultural shift** within the county

By embracing ServiceNow HRSD, Clark County not only modernized its HR operations but also took a significant leap toward creating a more engaging, transparent, and efficient work environment for its employees. This remarkable journey stands as a testament to what's possible when public sector organizations harness digital innovation to transform their HR services and enhance employee relations. As Clark County looks toward the future, it sets a benchmark for others in the public sector to follow, illustrating the profound impact of a well-executed digital transformation.



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