

Transforming Workforce Management at a Prominent California State Department with HR Position Control

A California state department serving over 32 million constituents faced a critical need to modernize its workforce management. With 150+ field offices spread across the state and a workforce of over 6,200 employees, the department's Field Operations Division (FOD) struggled with inefficient staff deployment and long wait times.

Challenges Limiting The Department's Operational Efficiency

The Field Operations Division faced several challenges that impacted the services they delivered to their constituents, a few of them being:

- Imbalanced workloads across field offices affected operational effectiveness and created inconsistent service experiences.
- Lack of real-time visibility into employee availability hindered the distribution of workload and case assignment.
- Limited ability to promptly monitor and address service bottlenecks led to extended wait times for thousands of residents.

The Solution: ServiceNow HR Position Control

The department planned to implement HR Position



Control on ServiceNow to address these challenges as part of the 'Improving Field Office Address to Public' (IFOAP) initiative. This solution was tailored to the department's unique needs, designed to:

- Enable precise staff deployment based on skills and availability.
- Provide real-time monitoring of employee status to address bottlenecks promptly.
- Optimize task management and service delivery through advanced data analytics.

Partnering with INRY, a leading ServiceNow partner, the department embarked on a transformative journey to implement the IFOAP solution. INRY brought its expertise in workforce optimization, guiding the department through a structured approach.

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The Implementation Journey with INRY

INRY employed its proprietary PASS (Process Area Specific Sprints) methodology, a hybrid approach combining best practices from Agile and PRINCE2. This methodology emphasizes

- **Structured and Agile Approach:** Facilitated a structured yet flexible implementation process, allowing for rapid deployment of ServiceNow functionalities through targeted sprints. This approach ensured that each iteration delivered tangible business value.
- **Interactive and User-Driven:** INRY conducted workshops at the outset to capture user requirements through user stories. This collaborative process ensured the department could shape the solution to meet their needs.
- **Continuous Engagement:** Throughout the project, INRY provided hands-on project management, thought leadership, and constant support, guiding the department team through design, implementation, and user acceptance testing (UAT).

Key Aspects of the Solution

- **Position Control Management:** Centralized Platform with automated workflows for employee records, position movements, and status updates.
- **System Integrations:** Integration with Oracle AFS, Active Directory, SharePoint, and Timekeeping systems for synchronized data and improved employee experience.
- **AI Search and Org Chart:** AI-powered search capabilities and interactive org charts for improved navigation and information access.

Empowering the Department for Long-Term Success

The IFOAP solution, powered by INRY and ServiceNow, marks a key milestone in modernizing workforce management for the California Department, enhancing efficiency and service delivery for millions while setting a new standard for public sector innovation.



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