

# Transforming HR Operations with ServiceNow HRSD for a State Government Agency

A state government agency plays a vital role in supporting personnel, ensuring operational readiness, and managing critical administrative functions across multiple divisions found its HR operations being weighed down by outdated processes, manual workflows, and inefficiencies. Employees encountered delays in accessing essential HR services, while HR teams struggled with managing approvals and compliance in an effective and timely manner.

Recognizing the urgent need for transformation, the agency set out on a mission to modernize its HR operations with ServiceNow. Partnering with INRY, they aimed to centralize their HR system, automate regular workflows, and create a seamless, efficient experience for both employees and HR teams.

## The Challenge: Overcoming Legacy Inefficiencies

For years, the agency's HR department relied on a mix of disconnected systems, spreadsheets, and email-driven processes to manage essential tasks such as position control, timesheets, onboarding, offboarding, and employee evaluations. These inefficiencies led to:



- **Delayed Approvals & Processing:** Manual steps slowed down the approval process for HR transactions, causing frustration among employees and HR personnel
- **Compliance Risks:** With specialized regulations, the agency needed a system that could ensure accuracy, security, and traceability of HR activities

**50% Faster HR  
Processing**  
with  
automation.

**40% More  
Self-Service**  
via a central  
portal.

**Stronger  
Compliance**  
with secure  
approvals.

**Smarter  
Decisions**  
through real-  
time insights.

# Transforming HR Operations with ServiceNow HRSD for a State Government Agency

- **Lack of Visibility & Tracking:** Without a centralized system, tracking requests, reports, and position control data was time-consuming and error prone
- **Scattered Communication Channels:** Employees seeking HR services had to rely on multiple systems, emails, and manual paperwork, often leading to delayed responses and lost requests
- **Inconsistent Service Experience:** The lack of standardization made it difficult to track inquiries or measure HR performance across different divisions

It became clear that the agency needed a modern, integrated solution to improve HR efficiency, eliminate redundancies, and enhance service delivery while maintaining strict security and compliance requirements.

## The Solution: A Streamlined, Digital HR Service Delivery Model

The agency partnered with INRY to implement ServiceNow's Human Resources Service Delivery (HRSD) module, creating an enterprise-wide digital HR ecosystem.

This transformation provided end-to-end process automation, replacing paper-based and email-driven tasks with intelligent workflows and real-time tracking.

### Key Implementations:

- **Position Control Automation:** ServiceNow enabled the agency to automate position control reports and approvals, ensuring faster and more accurate updates for workforce planning
- **Employee Service Center:** A centralized portal where employees could submit HR requests, access documents, and track their cases without delays
- **Lifecycle Event Management:** Automating onboarding, offboarding, transfers, and evaluations ensured seamless employee transitions
- **Workflows & Sub-Flows:** Standardized workflows reduced manual intervention, accelerating HR service delivery
- **Document Management:** Implementing ServiceNow's Employee Document Management application helped the agency maintain a secure, digital repository of employee records

# Transforming HR Operations with ServiceNow HRSD for a State Government Agency

- **Advanced Reporting & Dashboards:** Real-time insights allowed leadership to track HR performance and make data-driven decisions
- **Case and Knowledge Management:** Standardizing HR case handling and knowledge-sharing, ensuring employees had instant access to relevant policies and resources

Through close collaboration with the agency's HR and IT teams, INRY customized and optimized the platform to meet the organization's unique operational and compliance needs.

## The Results: **Faster, More Efficient HR Services**

With the new system in place, the agency saw immediate and measurable improvements in HR service delivery, including:

- **50% Reduction in HR Case Resolution Time:** Automated workflows ensured faster processing of HR requests, reducing bottlenecks and improving response times
- **40% Increase in Self-Service Adoption:** Employees gained direct access to HR services, reducing the volume of support tickets and freeing up HR teams for strategic initiatives

- **Enhanced Compliance & Security:** The centralized system ensured all HR processes adhered to strict security and regulatory requirements
- **Improved Workforce Planning & Position Control:** Leadership now had a clear, real-time view of workforce data, making it easier to manage resources and plan for future staffing needs
- **Higher Employee Satisfaction:** By streamlining processes and eliminating unnecessary delays, personnel reported a significantly improved experience with HR services

## Looking Ahead: **Expanding Digital Transformation**

With ServiceNow HRSD successfully implemented, the agency now has a scalable foundation for future innovations. Plans are already underway to integrate additional ServiceNow modules, further enhance automation, and leverage AI-powered insights to optimize HR service delivery.

INRY's partnership with the agency has modernized HR operations, transforming a once complex process into a streamlined, automated, and employee-friendly system.