



State of Illinois
Department of Central Management Services



2022 NASPEs

Advancing the HR Profession Award
Personnel Workbench



NOMINATION INFORMATION

Title of Nomination: Personnel Workbench

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NOMINATOR INFORMATION

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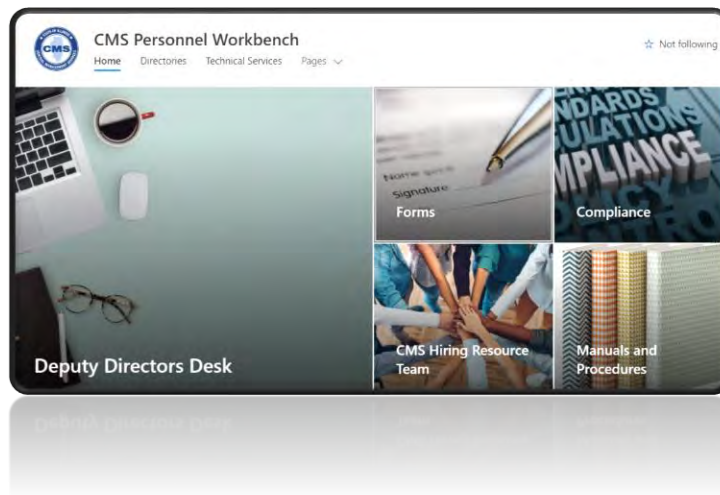
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DETAILS

Please provide a brief description of the submission.

CMS's **Personnel Workbench** is a critical element in the Illinois Department of Central Management Services' (CMS) effort to transform HR practices from transactional to strategic, with a laser focus on the importance of personnel work to the overall mission of the State and its many, varied agencies.

The **Personnel Workbench** is an integrated platform used by all State of Illinois personnel staff, bringing together important policy and practice updates, on-demand training, and an interactive question submission mechanism for HR professionals around the State to pose questions and get timely answers from the experts.



Most recently, the **Personnel Workbench** has also been leveraged to more closely tie HR professionals together in the performance of their work. The State had a cumbersome process of either emailing or mailing large volumes of documents to CMS for review. These requests were not systemically tracked so were often lost in various inboxes or stagnant as it was not clear who was required to move the process to the next step. Through the Personnel Workbench, agency HR staff can submit documents, triggering a workflow for other HR units at CMS and back again. This transparency allows for proper tracking of requests and documentation and allows for real-time analytics as to roadblocks in the process.

As this is an internal site, we will grant access to lscott@csg.com and any other reviewer(s).

How long has the submission been in existence?

The **Personnel Workbench**, in some form, has been operational for approximately a decade. However, over time, its usefulness was severely hampered due to failed execution. There were times when it was underused and, thus, not a trustworthy source of all relevant information. Other times, the volume of information provided, without navigation tools, made it ineffective.



Why was this submission created?

As the State of Illinois moves from a transactions-centered functions to a strategic HR initiative and in the midst of a once-in-a-generation technology transformation, it was imperative that Statewide HR professionals were more closely aligned and better trained.

What are the costs of this program/effort?

We were able to implement this effort without any additional operational costs due to the talents of CMS Bureau of Personnel staff.

How is the program/effort funded?

This effort did not require additional funding, as CMS was able to leverage existing resources.

How do you measure the success of this program/effort?

Success is measured in the improved quality of materials and questions submitted that show an increased knowledge by Agency HR staff on State of Illinois hiring practices. In particular, success will continue to be measured with the tracking of the process of filling union positions by a reduction in the length of time this process takes.

How has the program/effort changed since its inception?

The Personnel Workbench has changed dramatically from its inception years ago. The interactive nature of the new Workbench changes this from merely a place where HR staff “might” remember to go to get information to an interactive location they work in daily and can easily search and find information as well to incorporate best practices and improve HR functions at their agencies.