



State of Illinois
Department of Central Management Services



2022 NASPEs

Eva N. Santos Communications Award
CMS University



NOMINATION INFORMATION

Title of Nomination: CMS University State: IL

Contact Person: Samantha Kelton

Contact's Title: Training Coordinator, CMS Bureau of Personnel, Personnel Compliance Office

Agency: State of Illinois Department of Central Management Services

Telephone: (217) 720-1984

E-mail: Samantha.Kelton@illinois.gov

NOMINATOR INFORMATION

Nominator: Sarah Kerley Title: Chief Administrative Officer

State: IL Agency: Department of Central Management Services

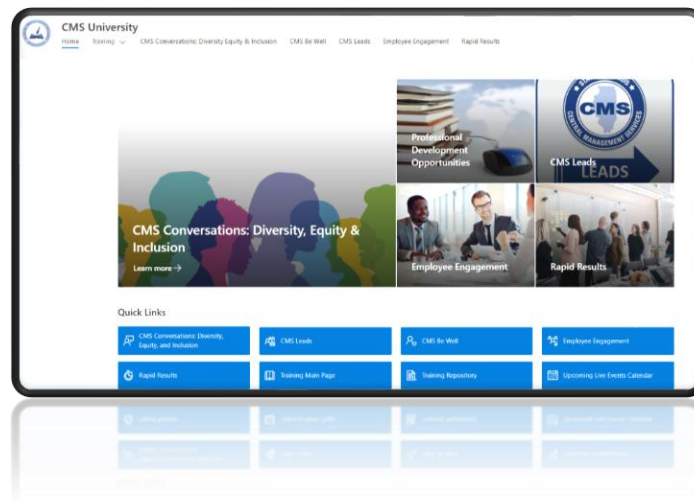
Telephone: (312) 718-1317

E-mail: Sarah.Kerley@Illinois.gov

DETAILS

Please provide a brief description of the submission.

The Illinois Department of Central Management Services (CMS) completed a large communication effort in February 2022 when it expanded and relaunched the **CMS University** website. **CMS University** is a comprehensive professional development platform bringing together numerous, broad ranging resources for all State employees in a searchable, accessible, and mobile-friendly format.



CMS University provides a user-friendly method for compiling and accessing all professional development opportunities at any of the State 60+ agencies, boards, and commissions, as well as CMS-developed or sourced leadership development, social justice, and employee engagement resources. This website provides a centralized and interactive communication center for state employees to access on-demand and live training opportunities.

The Statewide launch coincided with the kickoff of Black History Month and served to highlight the social justice and anti-racism resources the Department of Central Management Services (CMS) developed following the death of George Floyd in May 2020. This section of **CMS University** was coined “CMS Conversations: Diversity Equity & Inclusion” and provided resources for employees to better understand the social justice context of our time while, more importantly, bringing empathy, respect, and understanding to the workplace.

This level of direct communication with State employees about their training opportunities is a first within Illinois State government.

How long has the submission been in existence?

CMS has placed greater emphasis on leadership development since 2019, and in 2020, launched **CMS University** as a CMS-specific resource for leadership training, social justice resources, and employee engagement.

Recognizing the disjointed approach to professional development, the CMS team collaborated with all State training coordinators, cataloged and organized 127 on-demand trainings, transitioned all live training opportunities to a user-friendly Statewide training calendar focused on competencies for easier access and alignment with employee needs.

Why was this submission created?

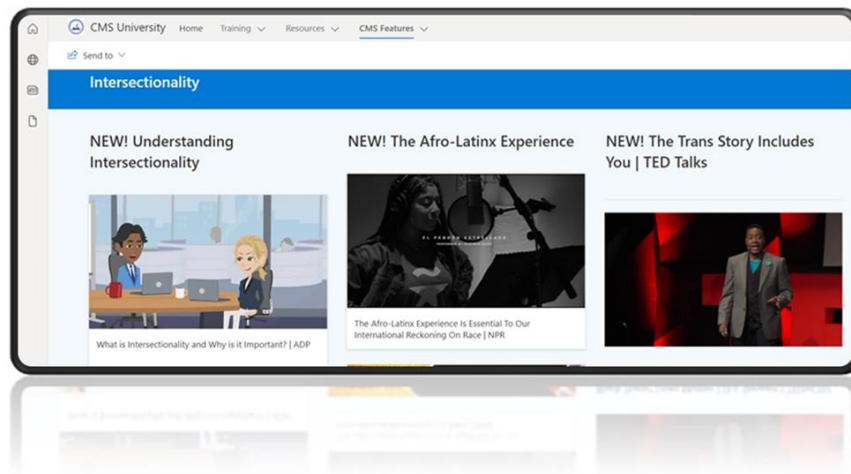
In Illinois, many of the strategic/developmental human resources functions have been largely decentralized with agencies doing little to coordinate, collaborate, or share opportunities. However, the State is in the middle of a once-in-a-generation transformation, including implementing a multi-faceted Human Capital Management (HCM) system. One module of that HCM system is a learning management module. The creation of CMS University is an important communication tool in the journey to a fully integrated HCM learning management system.

How does this submission support the goals and objectives of your agenda/department?

The Illinois Department of Central Management Services is firmly committed to transforming the State of Illinois' human resources practices from largely decentralized transactional functions to integrated strategic business partnerships supporting the mission of the State's agencies. This communication center is making ADA accessible and coordinated professional development attainable for all State employees, is critical to that goal.

Have you been able to measure the effectiveness of this submission? If so, how?

Agencies and employees across the State, both within the Executive Branch and in other branches of government, have provided overwhelmingly positive feedback about CMS University for not only the nature of the content, but the transparent and accessible way in which the information is provided. Resources are only valuable if they are, in fact, used. Since the reboot, agencies are increasingly leveraging the training opportunities made available through CMS University for professional development, increasing social justice awareness and DEI literacy, and as part of corrective action measures.



Calls from outside the Executive Branch (e.g. the Administrative Office of Illinois Courts) to gain access to CMS University underscores the value this communication portal to all State employees, and, in turn, all State residents.