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State of Illinois Announces New Human Capital Management System for State Hiring

New system designed to streamline application and hiring processes and improve communications

Today, the Illinois Department of Central Management Services (CMS) and the Department of Innovation & Technology (DoIT) announced the recent rollout of the State of Illinois' new human capital management system designed to streamline the application and hiring process. The new system, SAP SuccessFactors' recruiting module, will enable agencies to hire applicants faster and features an enhanced user experience to keep applicants better informed throughout the process.

"CMS is committed to making the State of Illinois the top recruiter in Illinois," said CMS Director Janel L. Forde. "We're building more efficient and user-friendly processes to replace archaic systems so that we can ensure a fully transparent process for prospective applicants. This system will also help us to fill vacancies much faster and reduce the risk of potential gaps in service to Illinois residents."

The State's former hiring processes were 99% paper-based and labor intensive both on applicants and hiring agencies. In an effort to increase efficiency, accountability, and transparency in the hiring process, CMS engaged internal experts to map hiring processes and trained staff on the new processes ahead of the rollout to ensure a smooth transition.

These process improvements were supported by the Department of Innovation & Technology, which managed the design, configuration and implementation of the new recruiting module.

"The launch of the human capital management initiative is an exciting first step in modernizing systems that support the recruitment and hiring process at the State of Illinois," stated DoIT Acting Secretary Jennifer Ricker. "Our team at DoIT strives to implement systems that bring improved user experiences and assist state agencies to better serve the residents of Illinois. The recruiting module will be followed by several additional enhancements over the next 18 months."

The system standardizes hiring processes across the State and is the first step to move the State toward 100% electronic applications. A fully electronic application process will not only reduce hiring time but also help to encourage the selection of the most qualified candidates from the broadest possible pool of applicants and allow applicants to better track where they are in the hiring process.

The human capital management system is supported by an improved recruitment website at work.illinois.gov, where prospective applicants can create a user profile, learn more about opportunities to work for the State of Illinois and get assistance with application procedures. Users can also find information about many valuable State programs designed to assist veterans and people living with disabilities, and to increase the diversity of the State's workforce.

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