

HCM SERVICE MAP



Business Process Optimization Team
Share ideas for process improvements with this team.
Business Process Optimization Team Chief Administrative Officer
Lauren Kelliher · 405-522-8085 · lauren.kelliher@omes.ok.gov

FROM RECRUITMENT TO RETIREMENT, HUMAN CAPITAL MANAGEMENT SUPPORTS OKLAHOMA STATE AGENCY EFFORTS IN HUMAN RESOURCES, EMPLOYEE BENEFITS ADMINISTRATION, TALENT MANAGEMENT, AND LEARNING AND DEVELOPMENT.

Level 1: Contact the OMES Service Desk by one of the methods below



Support Portal

Visit servicedesk.ok.gov to request services, report issues and review FAQs.



Email or phone support

Local: 405-521-2444, Toll-Free: 866-521-2444
ServiceDesk@omes.ok.gov



Chat support

servicedesk.ok.gov Select live chat and type **speak with a live agent** to start a session.

Employee Benefits

Supports agency benefit coordinators and state employees in selecting insurance coverages during open enrollment periods, new hire events and life change events; manages third-party flexible spending account and health savings account administrators; coordinates state employee wellness programs.

Director of Benefits Operations
Mechele Berry
mechele.berry@omes.ok.gov

Human Resources

Provides full-scale human resource services to all OMES employees; provides advisory services and assistance at every step in the employee life cycle from onboarding to retirement; serves as subject matter experts in HR policies, procedures and technology-related systems.

OMES Director
Heidi McComb
heidi.mccomb@omes.ok.gov
405-693-8486

Talent Management

Provides statewide HR programs such as Office of Veterans Placement, internship and shared leave; maintains statewide job catalog and pay bands; offers guidance on HR best practices, laws and rules; provides agency support on Workday HCM, compensation, recruiting and performance modules.

Director
Tasha Riley
natasha.riley@omes.ok.gov
405-521-6361

Civil Service Division

Offers state employees an easy to navigate complaint process; gives state agencies and employees an economical option for resolving conflicts stemming from disciplinary actions; organizes, prepares and schedules a formal hearing process if complaints are not resolved through mediation.

Director
Stacey Foster
stacey.foster@omes.ok.gov
405-522-1201

Training and Learning

Promotes individual and organizational effectiveness by providing quality learning solutions for public service employees to support and supplement existing agency learning efforts; maintains a statewide learning platform and assists agencies in utilizing the technology to expand their training efforts statewide.

Director
Christina Chicoraske
christina.chicoraske@omes.ok.gov
405-522-9425

Workday@OK Center of Excellence and Operations

Maintains a single, unified system that allows the state to efficiently handle people-related activities and lifecycles in a hybrid working environment; offers real-time workforce data and insights, helping state leadership anticipate, adapt and make data-driven decisions about workforce developments.

COE Manager
Katie Holderread
katie.holderread@omes.ok.gov
405-522-5693

Operations Director
Bradley Pettijohn
bradley.pettijohn@omes.ok.gov

Payroll

Monitors compliance with federal/state laws and regulations; provides HR and payroll processing services to contracted agencies; supports agency processors; reviews payrolls for compliance before release to Oklahoma State Treasurer for settlement; processes taxes/withholdings for retirement and benefits; issues year-end tax forms.

Director
Lisa Raihl
lisa.raihl@omes.ok.gov
405-521-3258

Level 2: Contact department management using information listed above.

FOR FURTHER ASSISTANCE, CONTACT YOUR OMES ACCOUNT MANAGER

Level 3: Contact Chief Human Resources Officer Emily Roberson · emily.roberson@omes.ok.gov · 572-206-3512

Level 4: Contact OMES Deputy Director Jerry Moore · jerry.moore@omes.ok.gov · 405-522-5828