

# HCM SERVICE MAP

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

Browse [ServiceNow Human Capital Management catalog items](#) to submit a request or report issues.



### Email or phone support

Local: 405-521-2444, Toll-Free: 866-521-2444  
[ServiceDesk@omes.ok.gov](mailto:ServiceDesk@omes.ok.gov)



### Chat support

[servicedesk.ok.gov](https://servicedesk.ok.gov) Select live chat and type **speak with a live agent** to start a session.

## Level 2: Contact department management using information listed below.

### 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](mailto: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 HR Director**  
**McKenzie Black**  
[mckenzie.black@omes.ok.gov](mailto:mckenzie.black@omes.ok.gov)

### 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](mailto:natasha.riley@omes.ok.gov)

### 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**  
**Kchristopher Griffin**  
[kchristopher.Griffin@omes.ok.gov](mailto:kchristopher.Griffin@omes.ok.gov)

### 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](mailto:christina.chicoraske@omes.ok.gov)

### 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](mailto:katie.holderread@omes.ok.gov)

**Operations Director**  
**Bradley Pettijohn**  
[bradley.pettijohn@omes.ok.gov](mailto: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](mailto:lisa.raihl@omes.ok.gov)

**Level 3: Contact Chief Human Resources Officer Emily Roberson** · [emily.roberson@omes.ok.gov](mailto:emily.roberson@omes.ok.gov)

**Level 4: Contact OMES Deputy Director Ryan Bair** · [ryan.bair@omes.ok.gov](mailto:ryan.bair@omes.ok.gov)

**Level 5: Contact OMES Director Rick Rose** · [rick.rose@omes.ok.gov](mailto:rick.rose@omes.ok.gov)