



Our Mission

The Indiana State Personnel Department (INSPD) is committed to empowering State of Indiana agencies to deliver great government service to Hoosiers. We do this by providing agency leadership and employees with solutions-oriented human resource (HR) services and by supporting each stage of the employee lifecycle.

Our Strategic Priorities

Provide Exceptional Core, Consultative, & Talent Focused HR Services –

Provide State agencies with timely, consistent, and exceptional HR services that enhance employee experience, meet current agency needs, and anticipate challenges and opportunities in the labor market.

Enhance Statewide Strategic Workforce Planning –

Utilize data-driven strategies to strengthen statewide approach to strategic workforce planning with an enhanced focus on operational efficiency and staffing optimization.

Prioritize Internal Organizational Efficiency & Operational Excellence –

Increase organizational efficiency and agility by enhancing internal processes, leveraging internal resources, and driving digital transformation to streamline operations and accelerate decision making.

Advance Employee Wellbeing & Sustainable Healthcare Solutions –

Implement effective healthcare cost reduction strategies while continuing to improve the overall health of all plan members.

The Employee Lifecycle



INSPD invests in state employees from day one, focusing on six primary phases of the employee lifecycle:

1. **Attract:** Attract high quality talent.
2. **Hire:** Facilitate selection and hiring of qualified talent.
3. **Onboard:** Acclimate staff in a welcoming environment through New Employee Orientation.
4. **Perform:** Enable agencies to consistently hold staff accountable for successful outcomes and identify high performing staff through proactive performance management policies, training, and system infrastructure.
5. **Develop:** Develop staff skillset capabilities and career advancement readiness.
6. **Offboard:** Transfer job duties and knowledge to existing or new staff.

INSPD is committed to supporting agency leadership and state employees through every one of these six phases, from training hiring managers in effective hiring practices to hosting pre-retirement seminars at the end of a long career—holding them accountable through SMART goal setting and fair performance reviews all along the way. INSPD also provides resources for continued education throughout an employee’s career, as well as systematic knowledge transfer tools to help partner agencies retain vital knowledge when a team member prepares to conclude their journey.

To help you meet your employees’ needs at each phase of their employment with the state, INSPD provides a catalog of services to our partner agencies. Our agency is engaged in long-term planning to help state agencies maximize their impact through strategic HR planning, programming and consultation.

Below you’ll find a catalog of services that INSPD offers to partner agencies, organized by function.

Human Resource Field Operations (Embedded HR teams):

HR Field Operations professionals are located on site at partner agencies and facilities. These teams collaborate with agency leadership to provide strategic, data-informed HR solutions and programs to meet the needs of employees during all phases of the employee lifecycle.



Service	Service Description
<p>Human Resource Consultation</p>	<p>Provides day-to-day strategic and tactical HR support to partner agencies. Supported by central office divisions, embedded HR teams use principles of employee relations, compensation and organizational design, and other talent management strategies to help solve organizational challenges and identify opportunities for improvement.</p>
<p>Strategic Workforce Planning</p>	<p>Assists in the development and implementation of strategic workforce plans based on workforce data provided to partner agency’s leadership teams through Tableau dashboards. Plans incorporate INSPD and partner agency objectives and are shared with agency leadership at regular intervals to provide valuable updates on the progress of key performance indicators and program initiatives.</p>
<p>Compliance, Records and Process Management</p>	<p>Manages daily HR activities, including employee record management, I-9 compliance, investigations, compensation, performance management, talent acquisition, leave management and general employment law compliance.</p>

Benefits Administration

Located in central office, the INSPD Benefits Division designs and administers the State Employee Health Plan, which includes health, dental and vision insurance for active and retired employees, as well as life insurance, disability, worker’s compensation and wellness benefits. The state’s employee benefits package is designed to support employees at every stage of the employee lifecycle, beginning with their initial Attraction to state employment and continuing through into their retirement and Offboarding.



Service	Service Description
Designs Benefits Plan	Responsible for strategic plan design, program development and implementation for health benefits (health, dental, vision, life insurance, disability, worker’s compensation, health savings account, and flexible spending plans) for over 61,000 covered employees and their dependents. Ensures compliance with applicable laws.
Manages Employee Disability and Worker’s Compensation Plan	Responsible for managing the employee Short Term Disability (STD) and Long-Term Disability (LTD) programs. The Benefits Division also manages the Worker’s Compensation program as required by Indiana Code 22-3-1-1 through 22-3-12- 5.
Administers Benefits Plan	Facilitates new-hire enrollment, annual open enrollment, status changes and vendor contract procurement and analysis of plans. Provides day-to-day benefits support to the employee population. Maintains the Benefits Hotline to assist employees with questions about their health plans.
Delivers Educational Materials	Develops and delivers educational communications designed to inform employees of their health/benefits programs.
Facilitates Indiana Aggregate Prescription Purchasing Program (IAPPP)	Facilitates school corporation participation in the state’s plans (as allowed by IC 5-10-8-6.7) and participation by state universities and local units of government in IAPPP to drive further cost savings for 120,000 lives statewide.

Enterprise Information Services (EIS)

Located in central office, the EIS division provides and supports multiple HR and data technologies such as PeopleSoft HCM, SuccessFactors and Tableau. EIS provides modern HR solutions to create a better candidate, employee and employer experience throughout the employee lifecycle.



Service	Service Description
<p>Manages SAP SuccessFactors</p>	<p>Responsible for design, deployment, management and troubleshooting of SuccessFactors, the state’s employee experience management solution. Modules available in SuccessFactors include:</p> <ul style="list-style-type: none"> • Careers: Current state employees can use the Career Opportunities section to look for internal job postings. You can also search for jobs, create your candidate profile, submit and track applications and more. • Recruiting: Hiring managers are able to use the recruiting tool to review resumes, select potential candidates, coordinate interviews and more. • Performance goal planning: Allows users to set and track performance goals while providing and receiving consistent feedback, enabling the success and development of every state employee in their current role. • Learning: The new SuccessFactors Learning portal allows users and managers to complete and track learning assignments. • Development planning: Allows users to set and achieve development goals that will help them progress in relevant skills, knowledge, and competencies in current or future role.
<p>Manages Personnel Files and Records</p>	<p>Responsible for compiling, entering, and maintaining official personnel files and data for active and historical employees in PeopleSoft HCM.</p>
<p>Ensures Data Integrity</p>	<p>Performs day-to-day maintenance and review of data entries made in PeopleSoft to ensure proper data integrity.</p>
<p>Performs Pre-Employment Verifications</p>	<p>Performs pre-employment verifications for all potential new hires. Gathers candidate records, transcripts, tax records and rehire status checks, and delivers records to Field HR upon completion.</p>
<p>Provides Workforce Data through Tableau Dashboards and PeopleSoft Queries</p>	<p>Provides intuitive, standardized data dashboards to partner agency leadership teams to enable a culture of strategic workforce decision making through the use of critical statistics such as hiring metrics, engagement, performance, staffing, and demographics. Develops and runs PeopleSoft queries as requested.</p>

Employee Relations (ER)

Located in central office, ER provides front-line support and advice to partner agencies and employees in areas of policy compliance, Family Medical Leave administration, absence management, and disability leave administration. ER also receives, investigates and responds to employment-related complaints. Focused on current employees, ER is most active during the Performance stage of the employee lifecycle.



Service	Service Description
Leave Administration & Absence Management	Provides guidance to the agency and its employees on all available leaves, including military, disability and worker’s compensation. Assists managers and employees to properly enter leave requests and trouble shoots leave-related problems to accurately process biweekly payroll — this includes administration of Family Medical Leave.
Investigations	Upon request, Employee Relations investigates allegations of misconduct, discrimination, workplace violence or harassment and provides findings to the agency. As the need arises, INSPD will coordinate with agency internal affairs investigators.
Drug and Alcohol Testing	Provides advice and drug and alcohol testing resources to partner agencies in CDL and non-CDL situations.
Ensures Compliance with the Americans with Disabilities Act (ADA)	Upon request, INSPD assists partner agencies in conducting interactive processes and identifying reasonable accommodations. Assists with other compliance matters related to the Americans with Disabilities Act.
Resolves Employment-Related Grievances	Works to resolve state employee complaints. Investigates and responds to civil service complaints. Ensures that agency management has a complete understanding of their obligations, liability, and other potential complications of these actions before they are undertaken.
Assists in Resolution of Charges Filed with EEOC or ICRC	Upon request, INSPD provides position statements, legal representation, counsel, and assistance with mediation, conciliation, and settlement efforts for charges filed with Equal Employment Opportunity Commission (EEOC) or Indiana Civil Rights Commission (ICRC).
Unemployment Insurance Appeals	Provides assistance or counsel for processing or responding to Unemployment Insurance appeals.

Talent Acquisition (TA)

Located in central office, TA provides a central system with supporting processes and procedures for recruiting and attracting, identifying, screening, and hiring candidates for the State of Indiana. TA is most active during the Attraction, Hire and Onboarding phases of the employee lifecycle.



Service	Service Description
Develops Talent Sourcing Plan	Assists partner agencies in the development of a strategic sourcing plan for critical positions and candidate pools, as well as each agency's strategic workforce plan.
Maintains Work for Indiana Job Board and Applicant Tracking System	Facilitates the posting of job requisitions to WorkForIndiana.IN.gov, the state's online job board.
Manages Recruitment Program	Manages all aspects of the recruitment and selection program, serving as the primary recruiter for partner agencies.
Guides Hiring Managers Through the Selection Process	Assists partner agencies during candidate selection to provide guidance on application screening.
Provides Hiring Manager Trainings	Delivers hiring manager training and routine reporting to improve recruitment outcomes in a highly competitive and fast-paced labor market.

Learning and Development (L&D)

Located in central office, L&D administers the state employee orientation program, manages the learning module of SuccessFactors, provides HR-related training, and facilitates the state’s contract with LinkedIn Learning. Employees rely on these development and training resources during the Onboarding, Performance and Development phases of the employee lifecycle.



Service	Service Description
Manages Learning via SuccessFactors	Manages the state’s centralized learning management system (LMS) and supporting processes for all branches of state government. The LMS portal allows employees the ability to access training opportunities provided by INSPD or their employing agency and complete mandatory compliance training.
Provides LinkedIn Learning Access	Manages LinkedIn Learning contract to provide state employees access to robust and relevant training content in order to enable continuous improvement, professional development and on the job training.
Delivers Required Trainings	Notifies partner agencies of the required training window and monitors the completion of the following annual training requirements through SuccessFactors: Ethics, sexual harassment prevention, Information Technology Resource (IRT).
Administers New Employee Orientation	Hosts a bi-weekly, comprehensive New Employee Orientation (NEO) to onboard staff to the State of Indiana in a welcoming environment. At the NEO, employees complete their new hire paperwork and receive their badge, as well as learn about state employee benefits, retirement plans, the wellness program, and the training resources available to them. Upon request, INSPD will work with agencies to help facilitate agency-specific employee orientations.
Coordinates Training for Managers	Manages the Indiana Manager Central (IMC) program which includes online workshops, requestable trainings that can be delivered directly to agencies, and Manager Onboarding Workshops to ensure managers are well equipped for their role.
Supports Continuing Education Programs	Establishes partnerships that support the holistic development and experience of state employees. Coordinates and answers questions surrounding the Education Reimbursement and Tuition Assistance Policy and establish educational partnerships with colleges, universities, and other organizations for discounts.

Compensation and Organizational Design

Located in central office, Compensation and Organizational Design partners with agency leadership to ensure the appropriate allocation of positions, along with the classification and appropriate compensation ranges for positions based on agency needs in coordination with the state’s classification and compensation infrastructure. This team works behind the scenes of the employee lifecycle to ensure every position aligns with the classification system and that every employee’s work is appropriately and equitably compensated.



Service	Service Description
Oversees Classification and Compensation System	Provides oversight and coordination of the state’s pay plans, position allocation and job classification structure.
Ensures Compliance	Ensures that the state’s classification system and pay plans comply with the Fair Labor Standards Act (FLSA). Upon request, INSPD will partner with agency leadership to address classification issues, including the creation of new classifications.
Conducts Salary Analysis and Requests	Partners with agency leadership and their assigned HR representatives in the creation of new positions, reclassification of existing positions or processing of salary change requests. Upon request, INSPD will conduct a classification-specific salary analysis to determine equity. In addition, INSPD routinely conducts regional and national salary surveys to review and maintenance salary benchmarks.
Develops Organizational Charts	Upon request, INSPD will develop and maintain current organizational charts for partner agencies.

Workforce Strategy and Performance (WS&P)

Located in central office, the Workforce Strategy and Performance division (WS&P) facilitates programs that promote competency development throughout the employee lifecycle. WS&P provides consultation, education and process management tools to help partner agencies develop strategic workforce plans and set goals to consistently achieve business outcomes.



Service	Service Description
Performance Management Tools & Processes	Manages, enhances and supports Goal Setting, Performance Tracking and Improvement, and Evaluation Tools in SAP SuccessFactors to help managers and employees set expectations and/or track progress toward goals.
Succession Development Tools and Processes	Manages, enhances and supports Talent Identification, Nomination, and Mentoring Tools in SAP SuccessFactors to help partner agencies develop employees and promote from within the agency.
Performance Management, Development and Succession	Creates, facilitates, enhances and supports training available through SuccessFactors Learning. Creates and enhances resources such as Frequently Asked Questions, overviews, handbooks and quick step guides available via SAP SuccessFactors Jam.
Support and Consultation	Provides managers and employees with help, advice or coaching via End-User Support & Consultation to address business and skillset needs when questions are not answered by provided resources. For help, email performancemanagement@spd.in.gov or your assigned Performance Management Consultant.

Communications and Employee Engagement

Located in central office, the Communications Division provides clear, timely and relevant information to state employees on HR process updates and action items, publishes statewide employee newsletters, plans and executes statewide employee engagement events.

Communications also maintains INSPD websites and social media used to disseminate vital employee communications throughout each phase of the employee lifecycle.



Service	Service Description
Statewide Communications	Works closely with stakeholders to send relevant and timely statewide communications on behalf of INSPD central office divisions, the State Personnel Director, other state agencies, and the office of the Governor.
Publishes State Employee Periodicals	Designs, writes, and publishes The Torch, Around the Circle, Indiana Manager Central, and InterComms. Upon request, INSPD will include relevant events, updates and employee spotlights in statewide publications.
Coordinates Engagement Statewide Events	Oversees and coordinates Statehouse Market, the Governor’s Long-Term Employee Reception, the annual State Employees Community Campaign (SECC), the Governor’s Public Service Achievement Awards, and Public Service Recognition Week.
Manages State of Indiana Online Platforms	Responsible for all INSPD websites and social media accounts including in.gov/spd, Statehouse Market, SECC, Work for Indiana, and Invest in Your Health, and the State of Indiana LinkedIn page. Upon request, INSPD will share relevant employee- or employment- related updates on our online platforms.
Responds to Media Inquiries	Assists partner agencies and field staff in responding to media and employee Access to Public Records Act (APRA) requests and assists in responding to constituent emails that come in through the state’s website.