Introduction

The Department of Commerce (DOC) Office of Human Resource Management (OHRM) is transitioning to a more effective, streamlined, and strategic delivery model for human resources (HR) services across DOC. In December 2020, the Department Management Council (DMC) identified the need to evolve HR service delivery across DOC and formed the OHRM Transformation subcommittee in May 2021.

Throughout the transformation process, the ultimate focus is maintaining and promoting DOC’s OneHR vision. As such, the future state design positions OHRM to implement a comprehensive HR delivery model that:

• Improves the quality of services offered by OHRM
• Maximizes the benefits of increased consultative services
• Enhances the customer experience
• Provides leading strategic HR guidance to all DOC customers

The OHRM Front Office developed this Quick Reference Guide (QRG) to provide guidance to OHRM customers on using the Service Catalog. The interactive and user-friendly OHRM Service Catalog is the primary resource that OHRM customers will use to locate OHRM services and service owners for all aspects of HR management and administration. The OHRM Service Catalog is a living document. Services will be updated by OHRM Directors and their staff on a consistent basis.

Topics Covered in the QRG:
• Accessing the Service Catalog
• Using the Service Catalog to Learn about OHRM Offerings
• Using the Service Catalog to Research Individual Services
• Using the Service Catalog to Find Points of Contact

Please contact Rick Costello (RCostello@doc.gov) with any questions about the Service Catalog.
Accessing the Service Catalog

The OHRM Service Catalog is the primary tool that OHRM customers will use to locate the service offered within each office of OHRM. The OHRM Service Catalog is stored on the OHRM website. To access the Service Catalog:

1. Navigate to the OHRM website.
2. Find the “Resources” tab on the home page.
3. Click the “Service Catalog.”
4. The Service Catalog front page will appear. Browse this content to learn about OHRM offerings, research individual services, and find points of contact.
Using the Service Catalog...

... to Learn about OHRM Offerings

The OHRM Service Catalog allows OHRM customers to discover the wide range of services offered by OHRM. After accessing the Service Catalog, navigate through the available information to explore the strategic and operational services that OHRM's eight offices provide:

- Accountability & Risk
- Executive Resources
- Learning & Development
- Occupational Safety & Health
- Policy & Benefits
- Talent Services
- Workforce Relations
- Human Capital Strategy

Each office supports different services that encompass OHRM's comprehensive and customer-focused OneHR model. Click the office's icon to learn more about the specific services that an office supports both now and in the future state. To contact the service owner within a specific office, navigate to that office's page and find the individual service with which you need assistance.
Using the Service Catalog...

... to Research Individual Services

The OHRM Service Catalog allows OHRM customers to explore a variety of specific services with which they need assistance.

1. After learning about OHRM offerings, click an office’s icon to discover the current and future state services that this office supports.

2. The current and future state services are linked to the pages that provide the contact information for the service owner. Click any icon to request assistance for the specific service.
Using the Service Catalog...

... to Find Points of Contact

The OHRM Service Catalog allows OHRM customers to locate the correct point of contact to answer questions and provide more information on service offerings.

1. After researching individual services, click a specific service to find contact information for the person responsible for those activities.

2. Click “Contact” to email the person in charge of this specific service. Once you contact the service owner, please allow up to three business days for a reply.
Do you have additional questions about the Service Catalog?

Please reach out to Rick Costello (Rcostello@doc.gov).