How to Use the Service Catalog

Learn about OHRM Offerings:
Discover the wide range of services offered by OHRM

Research Individual Services:
Explore specific services with which you need assistance

Find Points of Contact:
Locate the right person to answer your questions and provide more information on service offerings

Department of Commerce (DOC)
Office of Human Resources Management (OHRM) Service Catalog

FY23
The Office of Human Resources Management is comprised of eight offices that are split between strategic and operational services.

- **Office of Talent Services**: Provide guidance on position management and workforce functions for the Department.
- **Office of Executive Resources**: Manage HR Functions for SES/SL/ST and Schedule C positions.
- **Office of Occupational Safety & Health**: Enforce workforce safety standards and examine workplace conditions.
- **Office of Accountability & Risk**: Serve as central office for audits and human capital program evaluations.
- **Office of Policy & Benefits**: Oversee policy compliance and provide guidance on benefits options to employees.
- **Office of Workforce Relations**: Provide guidance in the areas of employee and labor relations.
- **Office of Learning & Development**: Provide guidance on employee professional development and partner with Bureau Chief Learning Officers.
- **Office of Workforce Relations**: Provide guidance in the areas of employee and labor relations.

**Overview of OHRM**
### OHRM Services

#### Operational Services

**Office of Accountability & Risk (OAR)**
- Assess and Perform Changes Resulting from Federal Policy Mandates
- Department of Commerce Evaluation Systems Assessment Development
- Department of Commerce Human Capital Operating Plan Development
- Department of Commerce Independent Audit Program
- Freedom of Information Act (FOIA) Requests
- Government Accountability Office (GAO)

**Office of Executive Resources (OER)**
- Executive Awards
- Executive Classification
- Executive Core Qualifications (ECQ) Development
- Executive Performance Mgmt.
- Executive Resources Policy
- Financial Disclosure
- Information Technology Systems Mgmt.
- Political Appointees/White House Liaison (WHL)
- Recruitment and Staffing for SES, SL, ST
- SES Performance Reporting

**Office of Occupational Health & Safety (OOSH)**
- Herbert C. Hoover Building (HCHB) Health Unit (HU) Operations
- Office of Human Resources Mgmt. (OHRM) Continuity of Operations Plan (COOP)
- Safety and Worker’s Compensation (WC) Work Group
- Workers’ Compensation and Mgmt. Portal (ECOMP)
- Wellness Plan / Work Life Balance

**Office of Workforce Relations (OWR)**
- Administrative Grievances
- Conduct Administrative Investigations
- Employee Relations Guidance
- Labor Relations Guidance
- Performance Mgmt. Actions and Guidance
- Unemployment Claims Guidance

**OHRM Front Office**
- Data Call Mgmt.
- Website Maintenance
- Executive Reporting & Communications
- Task Mgmt.

**Office of HRIT & Platforms**
- Dashboarding
- Data Coordination
- Stakeholder Engagement
- Federal Employee Viewpoint Survey (FEVS) Data Analytics and Visualization
- Human Capital Reporting
- Survey Administration

**Available in FY23**
- Quality and Risk Mgmt. Practices
- Experts and Consultants
- Executive Position Description Mgmt.

**Arriving in FY24 & Beyond**
- Data Call Mgmt.
- Freedom of Information Act (FOIA) Requests
- Consultative Services
- Data and Analytics Product Strategy
- Systems Operations and Mgmt.
- Data Gathering
- HR Data Hosting
- Workforce Analytics Reporting Requests

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**Supporting Services**

- **Office of Workforce Relations (OWR)**
  - Administrative Grievances
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The Office of Accountability and Risk (OAR) is designed to improve the Department of Commerce's human resources (HR) management practices by serving as the central office for conducting audits and human capital program evaluations focusing on effectiveness, efficiency, and compliance with merit system principles, prohibited personnel practices, laws, regulations, and Departmental and Bureau-specific policies and procedures.

**FY23 – CURRENT STATE SERVICES**

- Assess and Perform Changes Resulting from Federal Policy Mandates
- Department of Commerce Delegated Examining Unit
- Department of Commerce Evaluation Systems Assessment (ESA) Development
- Department of Commerce Human Capital Operating Plan (HCOP) Development
- Department of Commerce Independent Audit Program
- Freedom of Information Act (FOIA) Requests
- Government Accountability Office (GAO)

**FY24 AND BEYOND – ADDITIONAL SERVICES TO BE OFFERED**

- Quality and Risk Management Practices

Click on the individual services to learn more about OAR responsibilities.

For questions about OAR or OAR services, please reach out to OAR@doc.gov
The Office of Accountability and Risk (OAR) is designed to improve the Department of Commerce's human resources (HR) management practices by serving as the central office for conducting audits and human capital program evaluations focusing on effectiveness, efficiency, and compliance with merit system principles, prohibited personnel practices, laws, regulations, and Departmental and Bureau-specific policies and procedures.

### Assess and Perform Changes Resulting from Federal Policy Mandates

**Contact**

Respond to data calls as requested and confirm that the Department is compliant with current policies, executive orders, and other Federal policy mandates.

### Department of Commerce Delegated Examining Unit

**Contact**

Provide oversight and management of the Department of Commerce Delegated Examining Unit.

### Department of Commerce Evaluation Systems Assessment Development

**Contact**

The Office of Accountability and Risk (OAR) is designed to improve the Department of Commerce's human resources (HR) management practices by serving as the central office for conducting audits and human capital program evaluations focusing on effectiveness, efficiency, and compliance with merit system principles, prohibited personnel practices, laws, regulations, and Departmental and Bureau-specific policies and procedures.

### Department of Commerce Human Capital Operating Plan Development

**Contact**

Gather human capital data and create or update the Department of Commerce’s Human Capital Operating Plan.

### Department of Commerce Independent Audit Program

**Contact**

Serve as the central office for audits and human capital program evaluations.

### Freedom of Information Act (FOIA) Requests

**Contact**

Track and process all Office of Human Resources Management FOIA requests according to the law.
The Office of Accountability and Risk (OAR) is designed to improve the Department of Commerce's human resources (HR) management practices by serving as the central office for conducting audits and human capital program evaluations focusing on effectiveness, efficiency, and compliance with merit system principles, prohibited personnel practices, laws, regulations, and Departmental and Bureau-specific policies and procedures.

**Government Accountability Office (GAO)**

Respond to or collect information from the Office of Human Resources Management (OHRM) for GAO requests for OHRM and/or Bureau human resources offices.
OFFICE OF ACCOUNTABILITY AND RISK – FY24 AND BEYOND SERVICES

The Office of Accountability and Risk (OAR) is designed to improve the Department of Commerce’s human resources (HR) management practices by serving as the central office for conducting audits and human capital program evaluations focusing on effectiveness, efficiency, and compliance with merit system principles, prohibited personnel practices, laws, regulations, and Departmental and Bureau-specific policies and procedures.

Quality and Risk Management Practices

Review current state of a program/data call and identify gaps. *This service will be available in a future fiscal year.*
The Office of Executive Resources (OER) manages the Department-wide Executive Resources policy program for Senior Executive Service, Senior Level, Scientific and Professional, Presidential, and political appointees.

### FY23 – CURRENT STATE SERVICES
- Executive Core Qualifications (ECQ) Development
- Executive Core Qualifications (ECQ) Submission
- Executive Awards
- Executive Classification
- Executive Individual Development Plan (IDP) and Rotations
- Executive Onboarding
- Executive Performance Management
- Executive Resources Policy
- Financial Disclosure
- Information Technology Systems Management
- Political Appointees/White House Liaison (WHL)
- Recruitment and Staffing for SES, SL, ST
- SES Performance Reporting

### FY24 AND BEYOND – ADDITIONAL SERVICES TO BE OFFERED
- Executive Position Description Management
- Experts and Consultants

Click on the individual services to learn more about OER responsibilities.

For questions about OER or OER services, please reach out to ExecutiveResources@doc.gov
The Office of Executive Resources (OER) manages the Department-wide Executive Resources policy program for Senior Executive Service, Senior Level, Scientific and Professional, Presidential, and political appointees.

**Executive Core Qualifications (ECQ) Development**

*Contact*

Provide guidance to SES selectees on ECQ development and corresponding process requirements.

**Executive Core Qualifications (ECQ) Submission**

*Contact*

Monitor contractor support for ECQ development.

**Executive Awards**

*Contact*

Provide oversight and program management for performance and special act awards and recognition for SES/SL/ST employees, including Presidential Rank, SES Special Act, and SEA awards.
<table>
<thead>
<tr>
<th>Executive Classification</th>
<th>Provide consultation services on the development of position descriptions with customers.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Executive Individual Development Plan (IDP) and Rotations</td>
<td>Monitor IDP completion for SES, SL/ST and provide response to the annual Office of Personnel Management rotations data call.</td>
</tr>
<tr>
<td>Executive Onboarding</td>
<td>Provide oversight of career executive onboarding for all executives including SES and SL/ST, including confirmation of drug testing as applicable.</td>
</tr>
<tr>
<td>Executive Performance Management</td>
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<tr>
<td><strong>Contact</strong></td>
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<tr>
<td>Provide oversight of performance management for all executives including SES, SL/ST, and PA and PAS employees that elect to retain SES performance pay and awards.</td>
<td></td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Executive Resources Policy</th>
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<tbody>
<tr>
<td><strong>Contact</strong></td>
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<tr>
<td>Draft and maintain policies (e.g., bulletins, manuals, etc.) governing executive resources.</td>
</tr>
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<table>
<thead>
<tr>
<th>Financial Disclosure</th>
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</thead>
<tbody>
<tr>
<td><strong>Contact</strong></td>
</tr>
<tr>
<td>Conduct the distribution of financial disclosure requirements as part of onboarding in conjunction with the Office of General Counsel.</td>
</tr>
</tbody>
</table>
OFFICE OF EXECUTIVE RESOURCES – FY23 SERVICES

The Office of Executive Resources (OER) manages the Department-wide Executive Resources policy program for Senior Executive Service, Senior Level, Scientific and Professional, Presidential, and political appointees.

Information Technology Systems Management

Contact

Perform data entry and management for SES information in core HR systems at the Department of Commerce and the Office of Personnel Management’s ESCS System, manage allocations and position data in Top Level administrative system, and validate data entry for all SES performance data that impacts career progression and pay increases.

Political Appointees/White House Liaison (WHL)

Contact

Provide Departmental-wide initial onboarding activities in coordination with White House Liaison office.

Recruitment and Staffing for SES, SL, ST

Contact

Perform full-cycle recruitment and hiring process and noncompetitive actions for the designated employee groups and review and prepare documentation for CFO/ASA approval of SES/SL/ST actions including selections, reassignments, details, and compensation (e.g., 3Rs and critical pay).
The Office of Executive Resources (OER) manages the Department-wide Executive Resources policy program for Senior Executive Service, Senior Level, Scientific and Professional, Presidential, and political appointees.

**SES Performance Reporting**

Oversee mandatory annual data entry for SES performance management process for the Office of Personnel Management.
OFFICE OF EXECUTIVE RESOURCES – FY24 AND BEYOND SERVICES

The Office of Executive Resources (OER) manages the Department-wide Executive Resources policy program for Senior Executive Service, Senior Level, Scientific and Professional, Presidential, and political appointees.

Executive Position Description Management

Maintain data base of position descriptions for all executive positions including SES, SL/ST, and Schedule C. *This service will be available in a future fiscal year.*

Experts and Consultants

Conduct full hiring process for experts and consultants. *This service will be available in a future fiscal year.*
The Office of Learning and Development (L&D) for the Department of Commerce is responsible for training and development policies, the business operation of the enterprise-wide Commerce Learning Center (CLC) and providing strategic advice to Bureau Level Chief Learning Officers (CLOs) and senior leadership on learning and development initiatives.

**FY23 – CURRENT STATE SERVICES**
- Commerce Learning Center (CLC)
- Department of Commerce Chief Learning Officer (CLO) Council
- Individual Development Plans (IDP) Administration
- Individual Development Plan (IDP) Guidance
- Learning Technology Management
- Mandatory Federal Training Requirements
- Office of the Secretary (OS) Training and Support
- Policy SMEs for the Department for Learning

**FY24 and BEYOND – ADDITIONAL SERVICES TO BE OFFERED**
- Audit Service/Oversight
- Career Development Assignments
- Coaching
- Learning and Development Strategy and Execution
- Leadership Development Programs
- Learning Programs Evaluation
- Mentoring
- Senior Executive Service (SES) Candidate Development Program
- Skills Management
- Supervisory Training

Click on the individual services to learn more about L&D responsibilities.

For questions about L&D or L&D services, please reach out to learningdevelopment@doc.gov
The Office of Learning and Development (L&D) for the Department of Commerce is responsible for training and development policies, the business operation of the enterprise-wide Commerce Learning Center (CLC) and providing strategic advice to Bureau Level Chief Learning Officers (CLOs) and senior leadership on learning and development initiatives.

### Commerce Learning Center (CLC)

**Contact**

Partner with Enterprise Services to work with vendors and SMEs to identify courses offered through CLC and manage the CLC platform for the Department of Commerce. Responsible for reporting on CLC trainings to the Office of Personnel Management.

### Department of Commerce Chief Learning Officer (CLO) Council

**Contact**

Chair the Department of Commerce CLO Council, represent the Department of Commerce on the Federal CLO Council, and distribute departmental data calls that affect learning and development.

### Individual Development Plans (IDP) Administration

**Contact**

Provide templates and IDP resources to employees and validate Bureau compliance with Department of Commerce standards for IDP storage (including programs such as PMF and SES/SL/ST).
<table>
<thead>
<tr>
<th>Service</th>
<th>Description</th>
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</thead>
<tbody>
<tr>
<td>Individual Development Plan (IDP) Guidance</td>
<td>Provide consultative guidance and support to employees and managers defining critical training and/or development needs for staff.</td>
</tr>
<tr>
<td>Learning Technology Management</td>
<td>Provide guidance and oversight to customers regarding learning technology needs and coordinate guidance on learning systems with Enterprise Services and Bureau Chief Learning Officers.</td>
</tr>
<tr>
<td>Mandatory Federal Training Requirements</td>
<td>Provide oversight of employee compliance with Department of Commerce training requirements.</td>
</tr>
</tbody>
</table>
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**Office of the Secretary (OS) Training and Support**

Contact

Provide direct mandatory and developmental training services, and administrative support (account creation, password reset, compliance and regulation maintenance, purchase card responsibilities, etc.) for the OS population.

**Policy SMEs for the Department for Learning**

Contact

Provide guidance and interpretation on training policy, processes and guidance documents in support of the department learning and development initiatives.
The Office of Learning and Development (L&D) for the Department of Commerce is responsible for training and development policies, the business operation of the enterprise-wide Commerce Learning Center (CLC) and providing strategic advice to Bureau Level Chief Learning Officers (CLOs) and senior leadership on learning and development initiatives.

### Audit Service/Oversight

Partner with the Office of Accountability and Risk to audit Learning and Development programs within the customer’s organization to ensure compliance with Federal training requirements. *This service will be available in a future fiscal year.*

### Career Development Assignments

Provide oversight of career development assignments program which provides candidates with the opportunity to develop skills and competencies outside of their technical expertise, in collaboration with the Office of Talent Services for staffing and position management. *This service will be available in a future fiscal year.*

### Coaching

Provide oversight of the coaching program including pairing coaches and coachees. *This service will be available in a future fiscal year.*
# OFFICE OF LEARNING AND DEVELOPMENT - FY24 AND BEYOND SERVICES

The Office of Learning and Development (L&D) for the Department of Commerce is responsible for training and development policies, the business operation of the enterprise-wide Commerce Learning Center (CLC) and providing strategic advice to Bureau Level Chief Learning Officers (CLOs) and senior leadership on learning and development initiatives.

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<tr>
<td><strong>Learning and Development Strategy and Execution</strong></td>
<td>Assist with the development and execution of a bureau-specific learning and development strategy. <em>This service will be available in a future fiscal year.</em></td>
<td></td>
</tr>
<tr>
<td><strong>Leadership Development Programs</strong></td>
<td>Coordinate Tier-level Leadership Development Programs that offer opportunities for all employees across the Department of Commerce the opportunity to grow and/or enhance their skill sets. <em>This service will be available in a future fiscal year.</em></td>
<td></td>
</tr>
<tr>
<td><strong>Learning Programs Evaluation</strong></td>
<td>Evaluate effectiveness of learning programs across the Department of Commerce. <em>This service will be available in a future fiscal year.</em></td>
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</table>
**Mentoring**

Manage a department-level activities in support of mentoring program and/or required guidance including matching mentors and mentees as requested. *This service will be available in a future fiscal year.*

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**Senior Executive Service (SES) Candidate Development Program (CDP)**

Oversee the SES CDP in coordination with the Office of Personnel Management and the Office of Executive Resources. Program activities include executive leadership training and development, personal skills and behavioral assessments, executive mentoring, executive-level developmental assignments, and action learning projects. *This service will be available in a future fiscal year.*

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**Skills Management**

Provide guidance and support to bureau level Chief Learning Officers to help them identify job-specific requirements, update position descriptions, understand their workforces' skills and place them in positions that emphasize their skills and support includes learning needs assessment. *This service will be available in a future fiscal year.*

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<th>Supervisory Training</th>
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<tbody>
<tr>
<td>Plan and host supervisory development trainings. <em>This service will be available in a future fiscal year.</em></td>
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**Contact**
The Office of Occupational Safety and Health (OOSH) develops Department-wide occupational safety and health, and Workers’ Compensation (WC) policy, and provides oversight and guidance to the Department's bureaus and organizations.

**FY23 – CURRENT STATE SERVICES**

- Herbert C. Hoover Building (HCHB) Health Unit (HU) Operations
- Office of Human Resources Management (OHRM) Continuity of Operations Plan (COOP)
- Safety and Workers' Compensation (WC) Work Group
- Wellness Plan/Work Life Balance
- Workers' and Employees' Compensation Operations and Management Portal (ECOMP)

**FY24 AND BEYOND – ADDITIONAL SERVICES TO BE OFFERED**

- N/A

Click on the individual services to learn more about OOSH responsibilities.

For questions about OOSH or OOSH services, please reach out to DOCSafety@doc.gov
The Office of Occupational Safety and Health (OOSH) develops Department-wide occupational safety and health, and Workers’ Compensation (WC) policy, and provides oversight and guidance to the Department of Commerce’s bureaus and organizations.

### Herbert C. Hoover Building (HCHB) Health Unit (HU) Operations

**Contact**

Oversee HCHB health unit interagency agreement with Federal Occupational Health which provides health services for the HCHB population including pre-hire and annual exams, screenings, etc.

### Office of Human Resources Management (OHRM) Continuity of Operations Plan (COOP)

**Contact**

Manage the OHRM COOP plan on an as-needed basis and coordinate with OHRM Directors for policy updates.

### Safety and Workers' Compensation (WC) Work Group

**Contact**

Design working groups to discuss/review current safety and WC policy, share best practices, to enhance safety and workers comp program performance.
Office of Occupational Safety and Health (OOSH) develops Department-wide occupational safety and health, and Workers’ Compensation (WC) policy, and provides oversight and guidance to the Department of Commerce's bureaus and organizations.

**Wellness Plan/Work Life Balance**

- **Contact**

  Assist customers with wellness development and interact with other Office of Human Resources Management offices and bureau liaisons to incorporate wellness related activities.

**Workers' and Employees' Compensation Operations and Management Portal (ECOMP)**

- **Contact**

  Process and track employee claims for occupational injury, illness, or disease; consult with medical providers, supervisors, OWCP, etc. to obtain or provide information for case adjudication; maintain records, logs, and databases for summary information data retrieval and reports, and perform studies and revise the existing policies and procedures.
The Office of Policy and Benefits (OPB) provides Department-wide policy and program formulation, execution, and advisory services to all human resources offices.

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<td>Alternative Work Schedule Policy Management</td>
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<td>Benefits Management</td>
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<tr>
<td>Benefits Policy</td>
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<tr>
<td>Classification Analysis</td>
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<tr>
<td>Commerce Alternative Personnel System (CAPS) Performance Management</td>
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<tr>
<td>Compensation and Pay Policy Management</td>
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<td>Cyber Security Reporting</td>
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<td>Department Policies Approval</td>
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<tr>
<td>Dept. Ceremonial Awards Program Management</td>
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<tr>
<td>Departmental Mandate Policy Management</td>
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<tr>
<td>Drug Free Workplace Program Management</td>
</tr>
<tr>
<td>Employee Assistance Plan (EAP) Coordination</td>
</tr>
<tr>
<td>Employee &amp; Labor Relations Program Management</td>
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<tr>
<td>Fair Labor Standards Act (FLSA) Policy Management</td>
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<td>Family and Medical Leave Act (FMLA) Policy Management</td>
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<td>Furlough Support</td>
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<td>Hiring Reform Policy Management</td>
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<td>Leave Donor Program Management</td>
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<td>Merit Assignment Plan Approvals and Policy Management</td>
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<td>Pathways Program Policy Management and Reporting</td>
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<td>Performance Awards Program Management</td>
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<td>Performance Management Policy</td>
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<td>Recruitment, Relocation and Retention Incentive Approval</td>
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<td>Reduction in Force Program Management</td>
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<td>Reorganizations Approval</td>
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<td>Retirements Counseling</td>
</tr>
<tr>
<td>Suitability Program Management</td>
</tr>
<tr>
<td>Telework Policy Management</td>
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<tr>
<td>Thrift Savings Plan (TSP)</td>
</tr>
<tr>
<td>VERA and VSIP Program Management</td>
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<table>
<thead>
<tr>
<th>FY24 AND BEYOND – ADDITIONAL SERVICES TO BE OFFERED</th>
</tr>
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<tbody>
<tr>
<td>• N/A</td>
</tr>
</tbody>
</table>

Click on the individual services to learn more about OPB responsibilities.

For questions about OPB or OPB services, please reach out to OPBServices@doc.gov
The Office of Policy and Benefits (OPB) provides Department-wide policy and program formulation, execution, and advisory services to all human resources offices.

**Adverse and Disciplinary Actions Policy Management**

Provide oversight of policy for adverse and disciplinary actions.

Contact

**Alternative Work Schedule Policy Management**

Oversee policy related to alternative work schedule and respond to inquiries.

Contact

**Benefits Management**

Process and manage benefits cases and provide benefits support.

Contact
The Office of Policy and Benefits (OPB) provides Department-wide policy and program formulation, execution, and advisory services to all human resources offices.

### Benefits Policy

**Contact**

Issue policy and human resources bulletins related to Benefits guidance [management of programs is at the Bureau level].

### Classification Analysis

**Contact**

Review classification requests and other labor management related request.

### Commerce Alternative Personnel System (CAPS) / Performance Management

**Contact**

Manage the CAPS program and provide oversight of the CAPS board.
The Office of Policy and Benefits (OPB) provides Department-wide policy and program formulation, execution, and advisory services to all human resources offices.

### Compensation and Pay Policy Management

- **Contact**

  Update compensation policies for the Department of Commerce.

### Cyber Security Reporting

- **Contact**

  Comply with Office of Personnel Management guidance, respond to data calls, and coordinate with the Office of the Chief Information Officer on program reporting.

### Department Policies Approval

- **Contact**

  Approve Department-level policies including Details, Assignments, Experts and Consultants, Dual Compensation Waivers, Direct Hire Authority Requests.
The Office of Policy and Benefits (OPB) provides Department-wide policy and program formulation, execution, and advisory services to all human resources offices.

**Departmental Ceremonial Awards Program Management**

Manage Department-wide awards programs including Honor Awards Ceremony.

**Departmental Mandate Policy Management**

Formulate Department-wide policy, execution and advisory services to all human resources offices. Ensure that the Department of Commerce's policies are updated according to Federal mandates and Executive Orders.

**Drug Free Workplace Program Management**

Provide technical management, guidance, and programmatic oversight for the Drug Free Workplace program.
The Office of Policy and Benefits (OPB) provides Department-wide policy and program formulation, execution, and advisory services to all human resources offices.

<table>
<thead>
<tr>
<th>Service</th>
<th>Description</th>
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</thead>
<tbody>
<tr>
<td><strong>Employee Assistance Plan (EAP) Coordination</strong></td>
<td>Coordinate EAP inquiries through Federal Occupational Health.</td>
</tr>
<tr>
<td><strong>Employee &amp; Labor Relations Program Management</strong></td>
<td>Provide oversight of policy for employee and labor relations.</td>
</tr>
<tr>
<td><strong>Fair Labor Standards Act (FLSA) Policy Management</strong></td>
<td>Provide oversight of FLSA to ensure compliance with FLSA standards including premium pay compensation policy.</td>
</tr>
</tbody>
</table>
The Office of Policy and Benefits (OPB) provides Department-wide policy and program formulation, execution, and advisory services to all human resources offices.

<table>
<thead>
<tr>
<th>Service Description</th>
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</tr>
</thead>
<tbody>
<tr>
<td><strong>Family and Medical Leave Act (FMLA) Policy Management</strong></td>
<td></td>
</tr>
<tr>
<td>Provide oversight of policy and implementation of the program for FMLA.</td>
<td></td>
</tr>
<tr>
<td><strong>Furlough Support</strong></td>
<td></td>
</tr>
<tr>
<td>Provide furlough information to employees in case of a furlough.</td>
<td></td>
</tr>
<tr>
<td><strong>Government Shutdown Response</strong></td>
<td></td>
</tr>
<tr>
<td>Plan for Government shutdown including disseminating instructions to employees, categorizing essential employees and building closures.</td>
<td></td>
</tr>
</tbody>
</table>
The Office of Policy and Benefits (OPB) provides Department-wide policy and program formulation, execution, and advisory services to all human resources offices.

**Hiring Reform Policy Management**
Confirm Department of Commerce compliance with the President's Hiring Reform agenda and attracting the best-qualified candidates.

**Leave Donor Program Management**
Manage the leave donor program transfers and maintain files on leave transfers.

**Merit Assignment Plan Approvals and Policy Management**
Grant exceptions to modify Section 5.02, “Mandatory Department requirements for all merit assignment plan policies,” and to any other section of this Order that is not mandated by law or regulation and provide policy oversight.
The Office of Policy and Benefits (OPB) provides Department-wide policy and program formulation, execution, and advisory services to all human resources offices.

Pathways Program Policy Management and Reporting

Manage policy for Pathways program and provide reporting on program to the Office of Personnel Management.

Performance Awards Program Management

Manage Department-wide performance awards programs.

Performance Management Policy

Maintain the performance management handbook and respond to inquiries regarding performance.
# Office of Policy and Benefits – FY23 Services

The Office of Policy and Benefits (OPB) provides Department-wide policy and program formulation, execution, and advisory services to all human resources offices.

<table>
<thead>
<tr>
<th><strong>Recruitment, Relocation, and Retention Incentive Approval</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Contact</strong></td>
</tr>
<tr>
<td>Approve retention incentives at the Departmental level.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Reduction in Force Program Management</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Contact</strong></td>
</tr>
<tr>
<td>Provide written notification of the reduction in force action</td>
</tr>
<tr>
<td>to the entity designated to carry out rapid response activities</td>
</tr>
<tr>
<td>under Title I of the Workforce Investment Act of 1998; the</td>
</tr>
<tr>
<td>chief elected official of local government(s) within which</td>
</tr>
<tr>
<td>these separations will occur; and Office of Personnel</td>
</tr>
<tr>
<td>Management when 50 or more employees in a competitive area</td>
</tr>
<tr>
<td>receive separation notices.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Reorganizations Approval</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Contact</strong></td>
</tr>
<tr>
<td>Review requests from a position management perspective,</td>
</tr>
<tr>
<td>consider the impact on affected employees and other bureaus</td>
</tr>
<tr>
<td>and operating units, and establish new organizational codes,</td>
</tr>
<tr>
<td>and updates current codes in the National Finance Center.</td>
</tr>
</tbody>
</table>
The Office of Policy and Benefits (OPB) provides Department-wide policy and program formulation, execution, and advisory services to all human resources offices.

### Retirements Counseling

**Contact**

Provide retirements counseling and manage inquiries related to retirement eligibility and retirements benefits.

### Suitability Program Management

**Contact**

Provide oversight of policy in accordance with suitability guidelines.

### Telework Policy Management

**Contact**

Manage telework policies.
The Office of Policy and Benefits (OPB) provides Department-wide policy and program formulation, execution, and advisory services to all human resources offices.

**Thrift Savings Plan**
- Provide counseling to employees on Thrift Savings Plan available resources.

**VERA and VSIP Program Management**
- Manage the VERA and VSIP programs.
The Office of Talent Services (OTS) promotes the integration of HR and the Department of Commerce by serving as a strategic office within OHRM providing strategic advice to business leaders to support mission objectives. Talent Services works with and provides expert consultation and advice on HR matters such as position marketing, position sensitivity, and classification standards, to bureau human capital offices. Additionally, Talent Services works with local Bureau leadership to direct an HR agenda that supports organizational growth and mission objectives.

**FY23 – CURRENT STATE SERVICES**
- Desk Audits (CAPS)
- DHS Volunteer Force Coordinator
- Disability Hiring Program Management
- Dual Pay and Employment
- Internships
- Mission Critical Occupation Management
- Non-Citizen Employment
- Position Management Standards
- Presidential Management Fellows
- Selective Placement Program Management
- Student Loan Repayment Plan Program Management
- Veterans and Military Spouse Strategies
- Veterans Hiring Program Management

**FY24 AND BEYOND – ADDITIONAL SERVICES TO BE OFFERED**
- Diversity Recruitment Strategy
- Expert Classification
- Position Marketing Consultation
- Position Sensitivity Consultation
- Retention Program
- Strategic Planning and Recruitment

Click on the individual services to learn more about OTS responsibilities.

For questions about OTS or OTS services, please reach out to OTSServices@doc.gov
OFFICE OF TALENT SERVICES – FY23 SERVICES

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| Desk Audits (CAPS) | Evaluate and determine whether a CAPS position should be upgraded in terms of grade, pay level, title, or classification series. |
| Contact | |

| DHS Volunteer Force Coordinator | Oversee the DHS Volunteer Force program for the Department of Commerce. |
| Contact | |

| Disability Hiring Program Management | Administer the Veteran's Hiring Program, including coordination amongst selective placement program coordinators, training and development programs and providing guidance and assistance on employment opportunities and the associated special hiring authorities. |
| Contact | |
The Office of Talent Services (OTS) promotes the integration of HR and the Department of Commerce by serving as a strategic office within OHRM providing strategic advice to business leaders to support mission objectives. Talent Services works with and provides expert consultation and advice on HR matters such as position marketing, position sensitivity, and classification standards, to bureau human capital offices. Additionally, Talent Services works with local Bureau leadership to direct an HR agenda that supports organizational growth and mission objectives.

### Dual Pay and Employment

**Contact**

Oversee dual compensation regulations for the Department of Commerce.

### Internships

**Contact**

Provide programmatic oversight of the Department’s internships programs (Pathways Program, Recent Graduates Program, etc.).

### Mission Critical Occupation Management

**Contact**

Identify mission critical occupations to allow strategic decision making regarding the current and future staffing, development, and retention needs across the government and track Department of Commerce mission critical occupations for recruitment, retention, diversity, inclusion, succession planning, and other human capital strategies.
The Office of Talent Services (OTS) promotes the integration of HR and the Department of Commerce by serving as a strategic office within OHRM providing strategic advice to business leaders to support mission objectives. Talent Services works with and provides expert consultation and advice on HR matters such as position marketing, position sensitivity, and classification standards, to bureau human capital offices. Additionally, Talent Services works with local Bureau leadership to direct an HR agenda that supports organizational growth and mission objectives.

### Non-Citizen Employment

**Contact**

Receive and approve/deny submissions on requests to employ non-citizens, and, if approved, submit to the Office of Personnel Management for final approval.

### Position Management Standards

**Contact**

Advise and manage position management standards for the Department of Commerce.

### Presidential Management Fellows

**Contact**

Manage the Presidential Management Fellows program.
# OFFICE OF TALENT SERVICES – FY23 SERVICES

The Office of Talent Services (OTS) promotes the integration of HR and the Department of Commerce by serving as a strategic office within OHRM providing strategic advice to business leaders to support mission objectives. Talent Services works with and provides expert consultation and advice on HR matters such as position marketing, position sensitivity, and classification standards, to bureau human capital offices. Additionally, Talent Services works with local Bureau leadership to direct an HR agenda that supports organizational growth and mission objectives.

<table>
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<tr>
<th>Program Management</th>
<th>Description</th>
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</thead>
<tbody>
<tr>
<td><strong>Selective Placement Program Management</strong></td>
<td>Help manage recruiting, hiring, and accommodating people with disabilities including coordination with Selective Placement Coordinators across the Department, including the Office of the Secretary and coordinators.</td>
</tr>
<tr>
<td><strong>Student Loan Repayment Plan Program Management</strong></td>
<td>Oversee the Student Loan Repayment Plan program and implementation of new guidelines and policy.</td>
</tr>
<tr>
<td><strong>Veterans and Military Spouse Strategies</strong></td>
<td>Develop recruitment strategies, development opportunities, and retention strategies for veterans, and own of initiative for military spouses.</td>
</tr>
</tbody>
</table>

**Contact**
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Veterans Hiring Program Management

Administer the Veteran's Hiring Program, including coordination amongst selective placement program coordinators, training and development programs and providing guidance and assistance on employment opportunities and the associated special hiring authorities.
**Diversity Recruitment Strategy**
Create strategy for the recruitment, development and retention of diverse candidates, and confirm compliance and integration of Office of Personnel Management guidance of diversity, equity, inclusion, and accessibility initiatives. *This service will be available in a future fiscal year.*

**Contact**

**Expert Classification**
Advise on classification standards. *This service will be available in a future fiscal year.*

**Position Marketing Consultation**
Assist customers with the position marketing process including process standardization, consultation on individual cases, and coordination with Enterprise Services processes. *This service will be available in a future fiscal year.*

**Contact**
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<tbody>
<tr>
<td>Position Sensitivity Consultation</td>
<td>Confirm the standards of position sensitivity using the Position Designation System. <em>This service will be available in a future fiscal year.</em></td>
</tr>
<tr>
<td>Retention Program</td>
<td>Oversee, administer, and engage in activities related to the Department of Commerce Recruitment, Relocation, and Retention Incentives Plan. <em>This service will be available in a future fiscal year.</em></td>
</tr>
<tr>
<td>Strategic Planning and Recruitment</td>
<td>Develop processes and plans for actively seeking out, identifying, and hiring candidates for specific Department of Commerce positions. <em>This service will be available in a future fiscal year.</em></td>
</tr>
</tbody>
</table>
The Office of Workforce Relations (OWR) serves as subject matter experts in developing effective workforce strategies for employee engagement and performance management in order to establish expectations and how they align to client bureau missions and objectives.

**FY23 – CURRENT STATE SERVICES**

- Administrative Grievances
- Adverse and Disciplinary Actions and Guidance
- Conduct Administrative Investigations
- Conduct Office of Inspector General (OIG) Investigations
- Employee Relations Guidance
- Family and Medical Leave Act (FMLA) and Paid Parental Leave (PPL) Approval and Guidance
- Labor Relations Guidance
- Performance Management Actions and Guidance
- Suitability Adjudications Review and Determination
- Unemployment Claims Guidance

**FY24 AND BEYOND – ADDITIONAL SERVICES TO BE OFFERED**

- N/A

Click on the individual services to learn more about OWR responsibilities.

For questions about OWR or OWR services, please reach out to OWRServices@doc.gov
The Office of Workforce Relations (OWR) serves as subject matter experts in developing effective workforce strategies for employee engagement and performance management in order to establish expectations and how they align to client bureau missions and objectives.

<table>
<thead>
<tr>
<th><strong>Administrative Grievances</strong></th>
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<tbody>
<tr>
<td><strong>Contact</strong></td>
</tr>
<tr>
<td>Provide labor and employee relations consultations to Agency managers, supervisors, and employees related to administrative grievances.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Adverse and Disciplinary Actions and Guidance</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Contact</strong></td>
</tr>
<tr>
<td>Manage discipline, adverse actions, standards of conduct and personnel issues, and advise managers, supervisors and employees regarding prohibited activities, regulations, policies, procedures, and process grievances and rebuttals.</td>
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</tbody>
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<table>
<thead>
<tr>
<th><strong>Conduct Administrative Investigations</strong></th>
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<tbody>
<tr>
<td><strong>Contact</strong></td>
</tr>
<tr>
<td>Conduct Administrative Investigation when warranted as the result of conduct matter and allegations of harassment prohibited by law.</td>
</tr>
</tbody>
</table>
# OFFICE OF WORKFORCE RELATIONS – FY23 SERVICES

The Office of Workforce Relations (OWR) serves as subject matter experts in developing effective workforce strategies for employee engagement and performance management in order to establish expectations and how they align to client bureau missions and objectives.

## Conduct Office of Inspector General (OIG) Investigations

**Contact**

Conduct OIG investigations on behalf of the Office of General Counsel for headquarter bureaus and referrals from CFO/ASA and manage high profile information that is reported up to senior leaders.

## Employee Relations Guidance

**Contact**

Provide guidance and administer employee relations related programs such as discipline, adverse actions, grievance processes, etc.

## Family and Medical Leave Act (FMLA) and Paid Parental Leave (PPL) Approval and Guidance

**Contact**

Provide day-to-day eligibility determinations, approvals and guidance on use of FMLA.
The Office of Workforce Relations (OWR) serves as subject matter experts in developing effective workforce strategies for employee engagement and performance management in order to establish expectations and how they align to client bureau missions and objectives.

<table>
<thead>
<tr>
<th><strong>Labor Relations Guidance</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Provide day-to-day support for labor relations matters and, when necessary, participate in negotiations, mediations, or other meetings with third-party groups (e.g., bargaining units).</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Performance Management Actions and Guidance</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Assist Supervisors and Managers in identifying and taking appropriate action on performance issues (GS and CAPS populations) by guiding them through the documentation process to take performance-based actions, reviewing evidence and preparing Performance Improvement Plans (PIP's), adverse action notices and decisions.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Suitability Adjudications Review and Determination</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Review case files, gather documentation, and conduct assessments in accordance with suitability guidelines.</td>
</tr>
</tbody>
</table>
The Office of Workforce Relations (OWR) serves as subject matter experts in developing effective workforce strategies for employee engagement and performance management in order to establish expectations and how they align to client bureau missions and objectives.

**Unemployment Claims Guidance**

Provide employee dates of employment and documents of departure to Equifax on unemployment claims.
The Office of Human Capital Strategy (OHCS) provides oversight and direction for all DOC offices in the areas of Workforce and succession planning, leadership and development, training, strategic recruitment for veterans and persons with disabilities, and other initiatives directed by the Presidential Management Agenda and other government entities. This office also manages and communicates the results of the Government-wide Federal Employee Viewpoint Survey along with other programs.

**FY23 – CURRENT STATE SERVICES**

- Corporate Engagement Programs
- Federal Employee Viewpoint Survey (FEVS) Administration and Management
- Federal Employee Viewpoint Survey (FEVS) Analysis and Strategy
- Human Capital Report Analysis and Strategy
- Human Capital Strategic Planning
- Human Capital Survey Analysis
- Office of Civil Rights Liaison for Diversity, Equity, Inclusion, and Accessibility
- Succession Planning

**FY24 AND BEYOND – ADDITIONAL SERVICES TO BE OFFERED**

- HR Strategy Development
- Strategic Consultative Partnerships
- Workforce Planning

Click on the individual services to learn more about OHCS responsibilities.

For questions about OHCS or OHCS services, please reach out to OHCS@doc.gov
**OFFICE OF HUMAN CAPITAL STRATEGY – FY23 SERVICES**

The Office of Human Capital Strategy (OHCS) provides oversight and direction for all DOC offices in the areas of Workforce and succession planning, leadership and development, training, strategic recruitment for veterans and persons with disabilities, and other initiatives directed by the Presidential Management Agenda and other government entities. This office also manages and communicates the results of the Government-wide Federal Employee Viewpoint Survey along with other programs.

### Corporate Engagement Programs

**Contact**

Lead the marketing and communications for corporate engagement programs (Feds Feed Families, Bring Your Child to Work Day, etc.) and organize Department-wide initiatives and events for Public Service Recognition Week.

### Federal Employee Viewpoint Survey (FEVS) Administration and Management

**Contact**

Provide functional oversight for the overall administration of FEVS within DOC, including the release of results, socialization, action planning, and presentation to senior leaders. Additionally, provide direction to bureau FEVS points of contact.

### Federal Employee Viewpoint Survey (FEVS) Analysis and Strategy

**Contact**

Interpret data, pull most relevant findings, and direct next steps to close human capital gaps related to FEVS.
The Office of Human Capital Strategy (OHCS) provides oversight and direction for all DOC offices in the areas of Workforce and succession planning, leadership and development, training, strategic recruitment for veterans and persons with disabilities, and other initiatives directed by the Presidential Management Agenda and other government entities. This office also manages and communicates the results of the Government-wide Federal Employee Viewpoint Survey along with other programs.

### Human Capital Report Analysis and Strategy

- **Contact**
- Interpret data, pull most relevant findings, and direct next steps to close human capital gaps related to human capital reports.

### Human Capital Strategic Planning

- **Contact**
- Support efforts to write the Department of Commerce Strategic Plan and Human Capital Operating Plan.

### Human Capital Survey Analysis

- **Contact**
- Lead development of survey analysis and insights from surveys including the Federal Employee Viewpoint Survey and organizational climate surveys made available to, or produced by, the Office of Human Resources Management.
The Office of Human Capital Strategy (OHCS) provides oversight and direction for all DOC offices in the areas of Workforce and succession planning, leadership and development, training, strategic recruitment for veterans and persons with disabilities, and other initiatives directed by the Presidential Management Agenda and other government entities. This office also manages and communicates the results of the Government-wide Federal Employee Viewpoint Survey along with other programs.

Office of Civil Rights Liaison for Diversity, Equity, Inclusion, and Accessibility

Contact

Oversee the establishment process of Employee Resource Groups in HCHB the Federal Equal Opportunity Recruitment Program (FEORP).

Succession Planning

Contact

Lead Department-wide succession planning efforts (i.e., researching best practices, establishing policy, etc.) by serving as a consultative advisor to customers as they mature their succession planning capabilities.
The Office of Human Capital Strategy (OHCS) provides oversight and direction for all DOC offices in the areas of Workforce and succession planning, leadership and development, training, strategic recruitment for veterans and persons with disabilities, and other initiatives directed by the Presidential Management Agenda and other government entities. This office also manages and communicates the results of the Government-wide Federal Employee Viewpoint Survey along with other programs.

### Human Resources Strategy Development and Execution

**Contact**

Assist customers with the development and execution of a bureau-specific human resources strategy. *This service will be available in a future fiscal year.*

### Strategic Consultative Partnerships

**Contact**

Provide consultative partnership services to customers focused on Department-level strategy. *This service will be available in a future fiscal year.*

### Workforce Planning

**Contact**

Oversee workforce planning process which will inform the formulation of a budget justification, personnel investigation and vetting forecasting, and the design/implemention and monitoring of agencies’ human capital strategy. *This service will be available in a future fiscal year.*
The Office of HRIT and Analytics Platforms (OHRIT) provides reporting on human capital objectives and guidance on Human Resources technology.

**FY23 – CURRENT STATE SERVICES**

- Dashboarding
- Data Coordination Stakeholder Engagement
- Federal Employee Viewpoint Survey (FEVS) Data Analytics and Visualization
- Human Capital Reporting
- Survey Administration

**FY24 AND BEYOND – ADDITIONAL SERVICES TO BE OFFERED**

- Consultative Services
- Data and Analytics Product Strategy
- Data Gathering
- Human Resources Business Requirements Gathering
- Human Resources Data Hosting
- Systems Operations and Management
- Workforce Analytics Reporting Requests

*Click on the individual services to learn more about OHRIT and AP responsibilities.*

*For questions about OHRIT or OHRIT services, please reach out to OHRITServices@doc.gov*
The Office of HRIT and Analytics Platforms (OHRIT) provides reporting on human capital objectives and guidance on Human Resources technology.

**Dashboarding**

Compile key data inputs into a user interface for a relevant objective and update existing dashboards and reports at user and customer request. This includes dashboards Human Capital reports and other ad-hoc requests.

**Data Coordination Stakeholder Engagement**

Engage with stakeholders in coordination with Enterprise Services to perform data calls, dashboarding and reporting requests, and other HRIT related items, and provide data exports and routine reports to stakeholders.

**Federal Employee Viewpoint Survey (FEVS) Data Analytics and Visualization**

Validate OPM data files, review bureau data submissions, and build cascading organizational data levels needed for OPM to administer the FEVS.
The Office of HRIT and Analytics Platforms (OHRIT) provides reporting on human capital objectives and guidance on Human Resources technology.

### Human Capital Reporting

Provide oversight of the reporting process including data collection, reviews, and submissions in accordance with guidelines. Design and develop new reporting to meet the Department's evolving Human Capital and Workforce Analytics and Reporting needs. Example reporting includes the APPR and HRStat program processes.

### Survey Administration

Assist with the administration of surveys including GSA Customer Satisfaction Survey and Pulse Survey.
Consultative Services
Provide consultative HRIT/Analytic Product support to bureaus upon request. Partner with OCIO and ES on departmental HRIT related issues. *This service will be available in a future fiscal year.*

Data and Analytics Product Strategy
Create and govern comprehensive data repositories, data quality assurance, and data strategies, gather requirements and develop analytics tools and reports for stakeholders, and provide guidance on stakeholder-collected data collection practices, and potential use cases. *This service will be available in a future fiscal year.*

Data Gathering
Compile key data inputs from external and internal customers. *This service will be available in a future fiscal year.*
The Office of HRIT and Analytics Platforms (OHRIT) provides reporting on human capital objectives and guidance on Human Resources technology.

Human Resources Business Requirements Gathering
Lead requirements gathering and implementations of new HRIT platforms, provide guidance for preferred human capital technology platforms, and identify organizational processes that can be maintained through a tool or platform. This service will be available in a future fiscal year.

Contact

Human Resources Data Hosting
Host DOC-wide or program-wide workforce data and tools and manage access for each in collaboration with OCIO and OHCS. This service will be available in a future fiscal year.

Contact

Systems Operations and Management
Lead implementation of systems management for the Office of Human Resources Management including research, sourcing, implementation, and hypercare, manage HR technology platforms for OHRM (versioning, updates, etc.) and manage access to IT platforms and supporting systems. This service will be available for OHRM employees only in a future fiscal year.

Contact
The Office of HRIT and Analytics Platforms (OHRIT) provides reporting on human capital objectives and guidance on Human Resources technology.

**Workforce Analytics Reporting Requests**

Create workforce planning process outputs in coordination with stakeholders. *This service will be available in a future fiscal year.*
**FRONT OFFICE**

The OHRM Front Office is the general management arm of OHRM. It provides program leadership for OHRM’s functions and exercises supervision over OHRM operating offices. The Front Office carries out program functions as may be assigned by the CHCO and provides administrative and other support services for designated operating units.

**FY23 – CURRENT STATE SERVICES**

- N/A

**FY24 AND BEYOND – ADDITIONAL SERVICES TO BE OFFERED**

- Data Call Management
- Executive Reporting and Communications
- Freedom of Information Act (FOIA) Requests
- Task Management
- Website Maintenance

Click on the individual services to learn more about Front Office responsibilities.

For questions about the Front Office or Front Office services, please reach out to OHRMFOServices@doc.gov

Return Home
## FRONT OFFICE - FY24 AND BEYOND SERVICES

The OHRM Front Office is the general management arm of OHRM. It provides program leadership for OHRM's functions and exercises supervision over OHRM operating offices. The Front Office carries out program functions as may be assigned by the CHCO and provides administrative and other support services for designated operating units.

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</tr>
</thead>
<tbody>
<tr>
<td><strong>Data Call Management</strong></td>
<td>Coordinate responses for data calls to ensure timely response. <em>This service will be available for OHRM employees only in a future fiscal year.</em></td>
<td></td>
</tr>
<tr>
<td><strong>Executive Reporting and Communications</strong></td>
<td>Create executive reports for office and departmental leadership as requested. <em>This service will be available for OHRM employees only in a future fiscal year.</em></td>
<td></td>
</tr>
<tr>
<td><strong>Freedom of Information Act (FOIA) Requests</strong></td>
<td>Track and process all Office of Human Resources Management FOIA requests according to the law. <em>This service will be available for OHRM employees only in a future fiscal year.</em></td>
<td></td>
</tr>
</tbody>
</table>
The OHRM Front Office is the general management arm of OHRM. It provides program leadership for OHRM's functions and exercises supervision over OHRM operating offices. The Front Office carries out program functions as may be assigned by the CHCO and provides administrative and other support services for designated operating units.

<table>
<thead>
<tr>
<th>Service</th>
<th>Description</th>
<th>Contact</th>
</tr>
</thead>
<tbody>
<tr>
<td>Task Management</td>
<td>Lead task management of top Chief Human Capital Officer's priorities and special projects. <em>This service will be available for OHRM employees only in a future fiscal year.</em></td>
<td></td>
</tr>
<tr>
<td>Website Maintenance</td>
<td>Oversee and make necessary updates and edits to the Office of Human Resources Management controlled websites. <em>This service will be available for OHRM employees only in a future fiscal year.</em></td>
<td></td>
</tr>
</tbody>
</table>