

How to Use the Service Catalog

**Department of
Commerce**

**Office of Human
Resources
Management**

Service Catalog

Fiscal Year 2024



Learn about OHRM Offerings

Discover the wide range of services offered by the Office of Human Resources Management (OHRM)



Research Individual Services

Explore specific services with which you need assistance



Find Points of Contact

Locate the right contact to answer your questions and provide more information on service offerings

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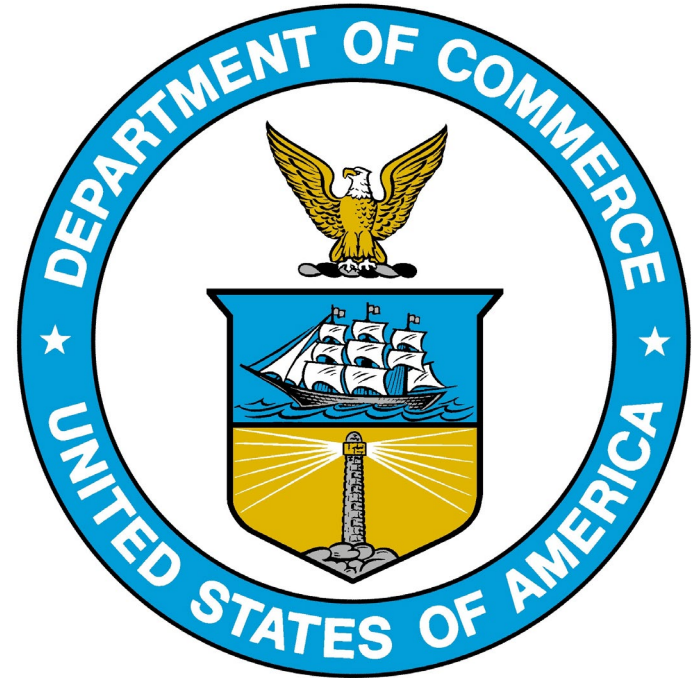
Click on the titles below to jump directly to the specific office you are looking for.

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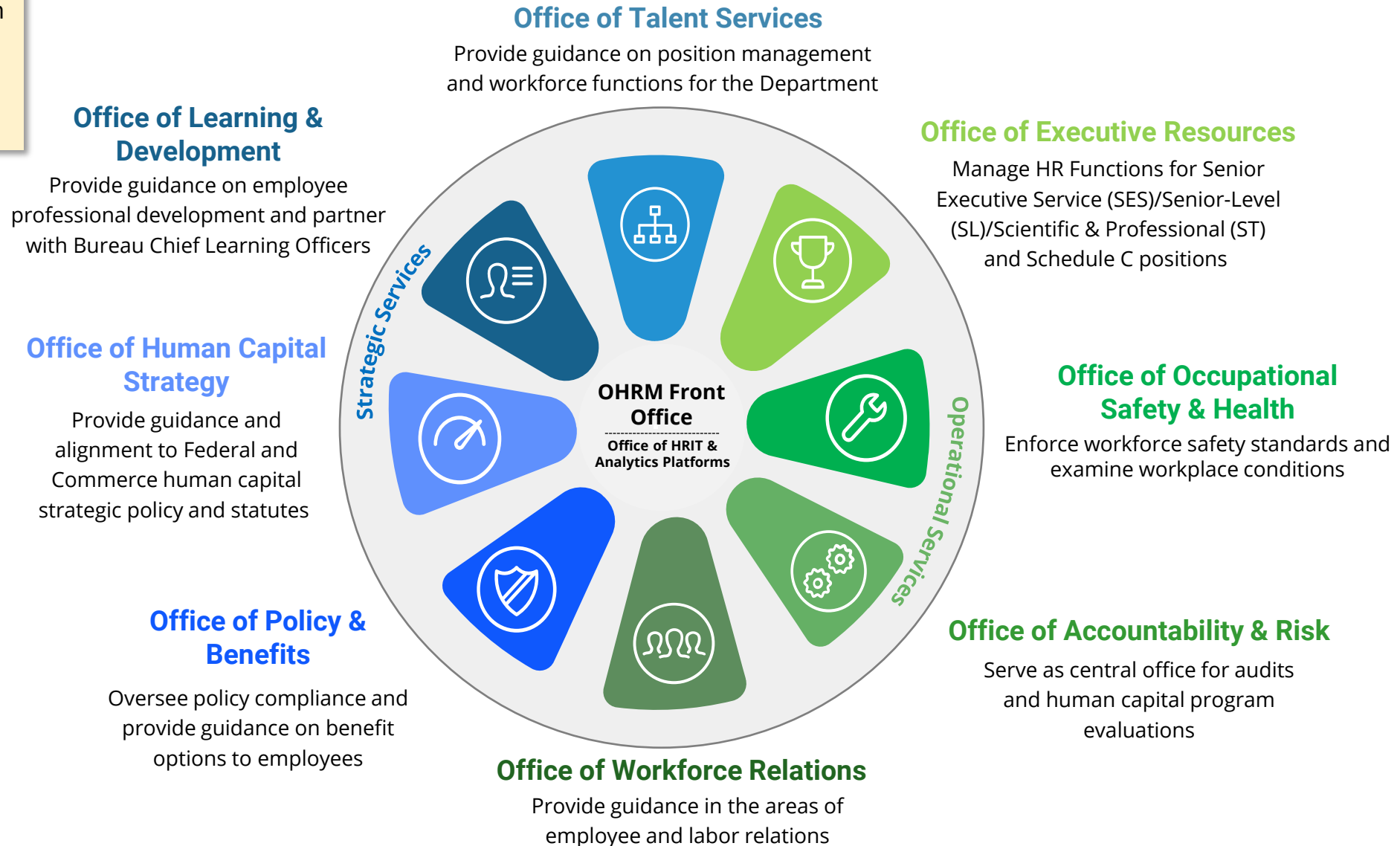


Office of
Human Resources Management

Overview of OHRM

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

Feel free to click on the office name or icon to explore their services directly.



O H R M Services										
	Available in Fiscal Year 2024 (FY24)							Arriving in Fiscal Year 2025 (FY25) & Beyond		
Strategic Services	Office of Human Capital Strategy (OHCS)	Corporate Engagement Programs	Department of Commerce Mission Critical Occupation Staffing Reporting	Federal Employee Viewpoint Survey (FEVS) Data Analytics and Visualization	Human Capital Survey Analysis	Secretary's Mission Critical Priority Programs Hiring Strategies and Reporting	Workforce Planning	Click on each individual service to learn more!		
		Dashboarding	Federal Employee Viewpoint Survey (FEVS) Administration and Management	Human Capital Report Analysis and Strategy	Human Resources Strategy Development & Execution	Strategic Consultative Partnerships				
		Data Coordination Stakeholder Engagement		Human Capital Reporting	Office of Civil Rights Liaison for Diversity, Equity, Inclusion, and Accessibility	Succession Planning				
		Department of Commerce Human Capital Operating Plan Development	Federal Employee Viewpoint Survey (FEVS) Analysis & Strategy	Human Capital Strategic Planning		Survey Administration				
	Office of Learning & Development (OLD)	Commerce Learning Center (CLC)	Expanded Leadership Development Programs	Learning Programs Evaluation	Policy Subject Matter Experts for the Department for Learning	SF-182 Individual and Group Training Management, Policies, and Reporting			Coaching Services	Individual Development Plan (IDP) Guidance and Administration
		DEIA Professional Development Services	Facilitation Skills and Certification	Mandatory Federal Training Requirements	Retirement Financial Literacy and Education Strategy		Skills Mgmt.		Employee Competency Services	Personality and Skill Assessments
		Department of Commerce Learning Officer (CLO) Council	Learning and Development Strategy and Execution	Office of the Secretary (OS) Training and Support	Section 508 Compliance Consulting	Supervisory Training		Employee Training Needs and ROI/E Assessments	Senior Executive Service Candidate Dev. Program	
	Office of Policy & Benefits (OPB)	Adverse & Disciplinary Actions Policy Mgmt.	Classification Analysis	Department Policies Approval	Employee Assistance Plan Coordination	Furlough Support	Merit Assignment Plan Approvals & Policy Mgmt.	Recruitment, Relocation & Retention Incentive Approval	Suitability Program Mgmt.	
		Alternative Work Schedule Policy Mgmt.	Commerce Alternative Personnel System (CAPS) Program and Performance Mgmt.	Departmental Ceremonial Awards Program Mgmt.	Employee & Labor Relations Program Mgmt.	Government Shutdown Response	Pathways Program Policy Mgmt. & Reporting	Reduction in Force Program Mgmt.	Telework Policy Mgmt.	
		Benefits Mgmt.	Compensation & Pay Policy Mgmt.	Departmental Mandate Policy Mgmt.	Fair Labor Standards Act (FLSA) Policy Mgmt.	Hiring Reform Policy Mgmt.	Performance Awards Program Mgmt.	Reorganizations Approval	Thrift Savings Plan	
Benefits Policy		Cyber Security Reporting	Drug Free Workplace Program Mgmt.	Family and Medical Leave Act (FMLA) Policy Mgmt.	Leave Donor Program Mgmt.	Performance Mgmt. Policy	Retirements Counseling	VERA and VSIP Program Mgmt.		
Office of Talent Services (OTS)	Department of Homeland Security Volunteer Force Coordinator	Dual Pay & Employment	Non-Citizen Employment	Presidential Mgmt. Fellows	Strategic Planning and Recruitment					
	Desk Audits (CAPS)	Expert Classification	Position Mgmt. Standards	Retention Program	Student Loan Repayment Plan Program Mgmt.					
	Disability Hiring Program Mgmt.	Internships & Early Career Talent Programs	Position Marketing Consultation	Selective Placement Program Mgmt.	Veterans and Military Spouse Strategies					
	Diversity Recruitment Strategy	Mission Critical Occupation Mgmt. for Bureaus	Position Sensitivity Consultation	Selective Service System - Alternative Service Program	Veterans Hiring Program Mgmt.					

O H R M S e r v i c e s										
		Available in Fiscal Year 2024 (FY24)							Arriving in Fiscal Year 2025 (FY25) & Beyond	
Operational Services	Office of Accountability & Risk (OAR)									
	Office of Executive Resources (OER)									
	Office of Occupational Health & Safety (OOSH)									
	Office of Workforce Relations (OWR)									
Supporting Services	OHRM Front Office									
	Office of HRIT & Analytics Platforms (OHRIT)									

		Available in Fiscal Year 2024 (FY24)								Arriving in Fiscal Year 2025 (FY25) & Beyond	
Operational Services	Office of Accountability & Risk (OAR)	<div>Assess and Perform Changes Resulting from Federal Policy Mandates</div> <div>Department of Commerce Evaluation Systems Assessment Development</div> <div>Freedom of Information Act (FOIA) Requests</div> <div>Quality and Risk Mgmt. Practices</div> <div>Department of Commerce Delegated Examining Unit</div> <div>Department of Commerce Independent Audit Program</div> <div>Government Accountability Office (GAO)</div>									
	Office of Executive Resources (OER)	<div>Candidate Development Program (CDP) Operations Mgmt.</div> <div>Executive Development Plan (EDP) and Rotations</div> <div>Executive Level Classification and Position Management</div> <div>Executive Level Incentives</div> <div>Executive Level Performance Management</div> <div>Executive Resources Policy</div> <div>Foreign Service Officers HR Promotion Board Concurrence</div> <div>Political Appointees/Office of the White House Liaison (OWHL)</div> <div>Executive Core Qualifications (ECQ) Development and Submission</div> <div>Executive Level Awards</div> <div>Executive Level Drug Testing</div> <div>Executive Level Employee Relations</div> <div>Executive Level Onboarding and Orientation</div> <div>Executive Level Reporting and Communications</div> <div>Experts and Consultants</div> <div>Financial Disclosure</div> <div>Information Technology Systems Management</div> <div>Recruitment and Staffing for SES, SL, ST</div>									
	Office of Occupational Health & Safety (OOSH)	<div>Commerce Learning Center Assessment for Safety/Workers' Compensation Training</div> <div>Herbert C. Hoover Building (HCHB) Health Unit (HU) Operations</div> <div>Office of Human Resources Mgmt. (OHRM) Continuity of Operations Plan (COOP)</div> <div>Safety and Workers' Compensation (WC) Work Group</div> <div>Wellness Plan / Work Life Balance</div> <div>SES-Level Training on Safety, Workers' Compensation, and Risk Assessment</div> <div>Workers' and Employees' Compensation Operations and Mgmt. Portal (ECOMP)</div>									
	Office of Workforce Relations (OWR)	<div>Administrative Grievances</div> <div>Conduct Administrative Investigations</div> <div>Employee Relations Guidance</div> <div>Labor Relations Guidance</div> <div>Suitability Adjudications Review and Determination</div> <div>Adverse & Disciplinary Actions and Guidance</div> <div>Conduct Office of Inspector General (OIG) Investigations</div> <div>Family and Medical Leave Act (FMLA) and Paid Parental Leave (PPL) Approval and Guidance</div> <div>Performance Mgmt. Actions and Guidance</div> <div>Unemployment Claims Guidance</div>									
Supporting Services	OHRM Front Office	<div>OHRM Customer Collaboration</div> <div>OHRM Finance and Operations</div> <div>OHRM Strategic Communication</div> <div>OHRM Data Call Mgmt.</div> <div>OHRM Task Mgmt.</div> <div>OHRM Employee Onboarding and Recognition</div> <div>OHRM Freedom of Information Act (FOIA) Requests</div> <div>OHRM Website Maintenance</div>									
	Office of HRIT & Analytics Platforms (OHRIT)	<div>Consultative Services</div> <div>HR Data Hosting</div> <div>Data and Analytics Product Strategy</div> <div>Systems Operations and Mgmt.</div> <div>Data Gathering</div> <div>HR Business Requirements Gathering</div> <div>Workforce Analytics Reporting Requests</div>									



OFFICE OF HUMAN CAPITAL STRATEGY

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.



FY24 – CURRENT STATE SERVICES

- [Corporate Engagement Programs](#)
- [Dashboarding](#)
- [Data Coordination Stakeholder Engagement](#)
- [Department of Commerce Human Capital Operating Plan Development](#)
- [Department of Commerce Mission Critical Occupation Staffing Reporting](#)
- [Federal Employee Viewpoint Survey \(FEVS\) Administration and Management](#)
- [Federal Employee Viewpoint Survey \(FEVS\) Analysis and Strategy](#)
- [Federal Employee Viewpoint Survey \(FEVS\) Data Analytics and Visualization](#)
- [Human Capital Report Analysis and Strategy](#)
- [Human Capital Reporting](#)
- [Human Capital Strategic Planning](#)
- [Human Capital Survey Analysis](#)
- [Human Resources Strategy Development and Execution](#)
- [Office of Civil Rights Liaison for Diversity, Equity, Inclusion, and Accessibility](#)
- [Secretary's Mission Critical Priority Programs Hiring Strategies and Reporting](#)
- [Strategic Consultative Partnerships](#)
- [Succession Planning](#)
- [Survey Administration](#)
- [Workforce Planning](#)



FY25 AND BEYOND – ADDITIONAL SERVICES TO BE OFFERED

- N/A

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



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Contact

OFFICE OF HUMAN CAPITAL STRATEGY – FY24 SERVICES

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Corporate Engagement Programs

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.

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 partnership 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.



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Department of Commerce Human Capital Operating Plan Development

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

Department of Commerce Mission Critical Occupation Staffing Reporting

Allow bureaus to monitor staffing of the Department of Commerce Mission Critical Occupancies (MCO) in relation to identified goals or targets.

Federal Employee Viewpoint Survey (FEVS) Administration and Management

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.



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Federal Employee Viewpoint Survey (FEVS) Analysis and Strategy

Interpret data, pull most relevant findings, and direct next steps to close human capital gaps related to FEVS.

Federal Employee Viewpoint Survey (FEVS) Data Analytics and Visualization

Validate Office of Personnel Management (OPM) data files, review bureau data submissions, and build cascading organizational data levels needed for OPM to administer the FEVS.

Human Capital Report Analysis and Strategy

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



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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 Annual Performance Plan and Report and HRStat program processes.

Human Capital Strategic Planning

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

Human Capital Survey Analysis

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.



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Human Resources Strategy Development and Execution

Assist customers with the development and execution of a bureau-specific human resources strategy.

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

Provide human resource input to Diversity, Equity, Inclusion, and Accessibility (DEIA) Strategic Plan, DEIA councils, and DEIA implementation plan.

Secretary's Mission Critical Priority Programs Hiring Strategies and Reporting

Assist customers by providing a centralized status tracking with projected interventions and outlined strategy for Mission Critical Priority Program vacancies.



Contact

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Strategic Consultative Partnerships

Provide consultative partnership services to customers focused on Department-level strategy.

Succession Planning

Lead Department-wide succession planning efforts (i.e., researching best practices, establishing policy, and providing tools/resources, etc.) by serving as a consultative advisor to customers as they mature their succession planning capabilities. Facilitate intergovernmental and DOC Succession Planning Communities of Practice (COPs).

Survey Administration

Assist with the administration of surveys including the General Services Administration Customer Satisfaction Survey and Pulse Survey.



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Workforce Planning

Oversee workforce planning process which will inform the formulation of a budget justification, personnel investigation and vetting forecasting, and the design, implementation, and monitoring of agencies' human capital strategy.



OFFICE OF LEARNING AND DEVELOPMENT

The Office of Learning and Development (OLD) 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.



FY24 – CURRENT STATE SERVICES

- [Commerce Learning Center \(CLC\)](#)
- [DEIA Professional Development Services](#)
- [Department of Commerce Chief Learning Officer \(CLO\) Council](#)
- [Expanded Leadership Development Programs](#)
- [Facilitation Skills and Certification](#)
- [Learning and Development Strategy and Execution](#)
- [Learning Programs Evaluation](#)
- [Mandatory Federal Training Requirements](#)
- [Mentoring Services](#)
- [Office of the Secretary \(OS\) Training and Support](#)
- [Policy Subject Matter Experts for the Department for Learning](#)
- [Retirement Financial Literacy and Education Strategy](#)
- [Section 508 Compliance Consulting](#)
- [SF-182 Individual and Group Training Management, Policies, and Reporting](#)
- [Skills Management](#)
- [Supervisory Training](#)



FY25 AND BEYOND – ADDITIONAL SERVICES TO BE OFFERED

- [Coaching Services](#)
- [Employee Competency Services](#)
- [Employee Training Needs and ROI/E Assessments](#)
- [Individual Development Plan \(IDP\) Guidance and Administration](#)
- [Personality and Skill Assessments](#)
- [Senior Executive Service \(SES\) Candidate Development Program \(CDP\)](#)

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

*For questions about OLD or OLD services, please reach out to
learningdevelopment@doc.gov*



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Contact

OFFICE OF LEARNING AND DEVELOPMENT – FY24 SERVICES

The Office of Learning and Development (OLD) 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)

Partner with Enterprise Services to work with vendors and subject matter experts 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.

DEIA Professional Development Services

Offer customized educational training and consulting services to Commerce bureaus and employees to build awareness and advocacy around the complexities of DEIA (diversity, equity, inclusion, and awareness).

Department of Commerce Chief Learning Officer (CLO) Council

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.



Contact

OFFICE OF LEARNING AND DEVELOPMENT – FY24 SERVICES

The Office of Learning and Development (OLD) 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.



Expanded Leadership Development Programs

Provide employees across the Department of Commerce with broad access to leadership development programs that enhance their skillsets.

Facilitation Skills and Certification

Manage the DOC facilitation training and certification program, which provides the structure to enable specialists and managers alike to facilitate groups, meetings, and events effectively. Manage and train the DOC Facilitators Cohort. Manage the DOC Facilitators Communities of Practice (FCop), which is open to all Commerce employees.

Learning and Development Strategy and Execution

Assist with the development and execution of a bureau-specific learning and development strategy.



Contact

OFFICE OF LEARNING AND DEVELOPMENT – FY24 SERVICES

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Learning Programs Evaluation

Evaluate effectiveness of learning programs across the Department of Commerce.

Mandatory Federal Training Requirements

Provide oversight of employee compliance with Department of Commerce training requirements.

Mentoring Services

Manage department-level activities in support of mentoring programs and/or required guidance including matching mentors and mentees as requested.



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Office of the Secretary (OS) Training and Support

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 Subject Matter Experts for the Department for Learning

Provide guidance and interpretation on training policy, processes, and guidance documents in support of department learning and development initiatives.

Retirement Financial Literacy and Education Strategy

Educate DOC's Federal employees who are in the Civil Service Retirement System (CSRS) and Federal Employees Retirement System (FERS) on the need for retirement savings and investment, provide information on how to plan for retirement, and how to calculate the retirement investment needed to meet their retirement goals.



Contact

OFFICE OF LEARNING AND DEVELOPMENT – FY24 SERVICES

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Section 508 Compliance Consulting

Provide Section 508 compliance consulting services related to employee training to all Commerce employees.

SF-182 Individual and Group Training Management, Policies, and Reporting

Provide guidance and oversight to customers on how to use the Standard Form (SF) 182 to procure individual and group trainings.

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.



Contact

OFFICE OF LEARNING AND DEVELOPMENT – FY24 SERVICES

The Office of Learning and Development (OLD) 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.



Supervisory Training

Plan and host supervisory development trainings.



Contact

OFFICE OF LEARNING AND DEVELOPMENT – FY25 AND BEYOND SERVICES

The Office of Learning and Development (OLD) 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.



Coaching Services

Provide oversight of the coaching program including pairing coaches and coachees. *This service will be available in a future fiscal year.*

Employee Competency Services

Establish and maintain DOC-wide competency model. Align trainings to specific competencies. *This service will be available in a future fiscal year.*

Employee Training Needs and ROI/E Assessments

Conduct assessments to identify employee training needs and inform learning priorities. Conduct assessments to evaluate the return on investment (ROI) of e-learning and identify enhancements. *This service will be available in a future fiscal year.*



Contact

OFFICE OF LEARNING AND DEVELOPMENT – FY25 AND BEYOND SERVICES

The Office of Learning and Development (OLD) 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.



Individual Development Plan (IDP) Guidance and Administration

Provide templates and IDP resources to employees and validate Bureau compliance with DOC standards for IDP storage (including programs such as Presidential Management Fellows and Senior Executive Service/Senior-Level/Scientific & Professional). Provide consultative guidance and support to employees and managers defining critical training and/or development needs for staff. *This service will be available in a future fiscal year.*

Personality and Skill Assessments

Provide employees access to personality and skill assessments to support their development. *This service will be available in a future fiscal year.*

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.*



OFFICE OF POLICY AND BENEFITS

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



FY24 – CURRENT STATE SERVICES

- [Adverse and Disciplinary Actions Policy Management](#)
- [Alternative Work Schedule Policy Management](#)
- [Benefits Management](#)
- [Benefits Policy](#)
- [Classification Analysis](#)
- [Commerce Alternative Personnel System \(CAPS\) Program and Performance Management](#)
- [Compensation and Pay Policy Management](#)
- [Cyber Security Reporting](#)
- [Department Policies Approval](#)
- [Dept. Ceremonial Awards Program Management](#)
- [Departmental Mandate Policy Management](#)
- [Drug Free Workplace Program Management](#)
- [Employee Assistance Plan \(EAP\) Coordination](#)
- [Employee & Labor Relations Program Management](#)
- [Fair Labor Standards Act \(FLSA\) Policy Management](#)
- [Family and Medical Leave Act \(FMLA\) Policy Management](#)
- [Furlough Support](#)
- [Government Shutdown Response](#)
- [Hiring Reform Policy Management](#)
- [Leave Donor Program Management](#)
- [Merit Assignment Plan Approvals and Policy Management](#)
- [Pathways Program Policy Management and Reporting](#)
- [Performance Awards Program Management](#)
- [Performance Management Policy](#)
- [Recruitment, Relocation and Retention Incentive Approval](#)
- [Reduction in Force Program Management](#)
- [Reorganizations Approval](#)
- [Retirements Counseling](#)
- [Suitability Program Management](#)
- [Telework Policy Management](#)
- [Thrift Savings Plan \(TSP\)](#)
- [VERA and VSIP Program Management](#)



FY25 AND BEYOND – ADDITIONAL SERVICES TO BE OFFERED

- N/A

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



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



Contact

Adverse and Disciplinary Actions Policy Management

Provide policy oversight for adverse and disciplinary actions.

Alternative Work Schedule Policy Management

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

Benefits Management

Process and manage benefits cases and provide benefits support.



OFFICE OF POLICY AND BENEFITS – FY24 SERVICES

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Contact

Benefits Policy

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

Classification Analysis

Review classification requests and other labor management related requests.

Commerce Alternative Personnel System (CAPS) Program and Performance Management

Manage the CAPS program, provide guidance on all aspects of CAPS, and facilitate CAPS Board meetings and decision-making.



OFFICE OF POLICY AND BENEFITS – FY24 SERVICES

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Contact

Compensation and Pay Policy Management

Update compensation policies for the Department of Commerce.

Cyber Security Reporting

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

Approve Department-level policies including Details, Assignments, Experts and Consultants, Dual Compensation Waivers, Direct Hire Authority Requests.



OFFICE OF POLICY AND BENEFITS – FY24 SERVICES

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



Contact

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.



OFFICE OF POLICY AND BENEFITS – FY24 SERVICES

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Contact

Employee Assistance Plan (EAP) Coordination

Coordinate EAP inquiries through Federal Occupational Health.

Employee & Labor Relations Program Management

Provide oversight of policy for employee and labor relations.

Fair Labor Standards Act (FLSA) Policy Management

Provide oversight of FLSA to ensure compliance with FLSA standards including premium pay compensation policy.



OFFICE OF POLICY AND BENEFITS – FY24 SERVICES

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



Contact

Family and Medical Leave Act (FMLA) Policy Management

Provide oversight of policy and implementation of the program for FMLA.

Furlough Support

Provide information to employees in case of a furlough.

Government Shutdown Response

Plan for Government shutdown including disseminating instructions to employees, categorizing essential employees, and building closures.



OFFICE OF POLICY AND BENEFITS – FY24 SERVICES

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Contact

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.



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Contact

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 – FY24 SERVICES

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



Contact

Recruitment, Relocation, and Retention Incentive Approval

Approve retention incentives at the Department level.

Reduction in Force Program Management

Provide written notification of the reduction in force action to the entity designated to carry out rapid response activities under Title I of the Workforce Investment Act of 1998; the chief elected official of local government(s) within which these separations will occur; and Office of Personnel Management when 50 or more employees in a competitive area receive separation notices.

Reorganizations Approval

Review requests from a position management perspective, consider the impact on affected employees and other bureaus and operating units, establish new organizational codes, and update current codes in the National Finance Center.



OFFICE OF POLICY AND BENEFITS – FY24 SERVICES

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



Contact

Retirements Counseling

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

Suitability Program Management

Provide oversight of policy in accordance with suitability guidelines.

Telework Policy Management

Manage telework policies.



OFFICE OF POLICY AND BENEFITS – FY24 SERVICES

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



Contact

Thrift Savings Plan

Provide counseling to employees on Thrift Savings Plan available resources.

VERA and VSIP Program Management

Manage the Voluntary Early Retirement Authority (VERA) and Voluntary Separation Incentive Payments (VSIP) programs.



OFFICE OF TALENT SERVICES

The Office of Talent Services (OTS) promotes the integration of HR with 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.



FY24 – CURRENT STATE SERVICES

- [Department of Homeland Security Volunteer Force Coordinator](#)
- [Desk Audits \(CAPS\)](#)
- [Disability Hiring Program Management](#)
- [Diversity Recruitment Strategy](#)
- [Dual Pay and Employment](#)
- [Expert Classification](#)
- [Internships and Early Career Talent Programs](#)
- [Mission Critical Occupation Management for Bureaus](#)
- [Non-Citizen Employment](#)
- [Position Management Standards](#)
- [Position Marketing Consultation](#)
- [Position Sensitivity Consultation](#)
- [Presidential Management Fellows](#)
- [Retention Program](#)
- [Selective Placement Program Management](#)
- [Selective Service System - Alternative Service Program](#)
- [Strategic Planning and Recruitment](#)
- [Student Loan Repayment Plan Program Management](#)
- [Veterans and Military Spouse Strategies](#)
- [Veterans Hiring Program Management](#)



FY25 AND BEYOND – ADDITIONAL SERVICES TO BE OFFERED

- N/A

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



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Contact

OFFICE OF TALENT SERVICES – FY24 SERVICES

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Department of Homeland Security Volunteer Force Coordinator

Oversee the Department of Homeland Security (DHS) Volunteer Force program for the Department of Commerce.

Desk Audits (CAPS)

Evaluate and determine whether a Commerce Alternative Personnel System (CAPS) position should be upgraded in terms of grade, pay level, title, or classification series.

Disability Hiring Program Management

Administer the Disability Hiring Program, including coordination amongst selective placement program coordinators, and training and development programs. Provide guidance on employment opportunities and the associated special hiring authorities.



Contact

OFFICE OF TALENT SERVICES – FY24 SERVICES

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Diversity Recruitment Strategy

Create a 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.

Dual Pay and Employment

Oversee dual compensation regulations for the Department of Commerce.

Expert Classification

Advise on classification standards.



Contact

OFFICE OF TALENT SERVICES – FY24 SERVICES

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Internships and Early Career Talent Programs

Provide programmatic oversight of the Department's internships and early career talent programs (Pathways Internship Program, Recent Graduates Program, Post-Secondary, College Graduate, etc.).

Mission Critical Occupation Management for Bureaus

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.

Non-Citizen Employment

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



Contact

OFFICE OF TALENT SERVICES – FY24 SERVICES

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Position Management Standards

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

Position Marketing Consultation

Advise and assist customers with innovative marketing of key open positions across various mediums (e.g. professional organizations, DOC Careers LinkedIn Page, Colleges and Universities, etc).

Position Sensitivity Consultation

Confirm the standards of position sensitivity using the Position Designation System.



Contact

OFFICE OF TALENT SERVICES – FY24 SERVICES

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Presidential Management Fellows

Manage the Presidential Management Fellows program.

Retention Program

Oversee, administer, and engage in activities related to the Department of Commerce Recruitment, Relocation, and Retention Incentives Plan.

Selective Placement Program Management

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.



Contact

OFFICE OF TALENT SERVICES – FY24 SERVICES

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Selective Service System - Alternative Service Program

Administer the DOC partnership within the national program to find alternative civilian work opportunities for Selective Service System (SSS) registrants conscientiously opposed to combatant and noncombatant military service during conscription.

Strategic Planning and Recruitment

Develop processes and plans for actively seeking out, identifying, and hiring candidates for specific Department of Commerce positions.

Student Loan Repayment Plan Program Management

Oversee the Student Loan Repayment Plan program and implementation of new guidelines and policy.



Contact

OFFICE OF TALENT SERVICES – FY24 SERVICES

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Veterans and Military Spouse Strategies

Develop recruitment strategies, development opportunities, retention strategies for veterans, and own initiative for military spouses.

Veterans Hiring Program Management

Administer the Veterans Hiring Program, including coordination amongst selective placement program coordinators, and training and development programs. Provide guidance on employment opportunities and the associated special hiring authorities.



OFFICE OF ACCOUNTABILITY AND RISK

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.



FY24 – 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 Independent Audit Program](#)
- [Freedom of Information Act \(FOIA\) Requests](#)
- [Government Accountability Office \(GAO\)](#)
- [Quality and Risk Management Practices](#)



FY25 AND BEYOND – ADDITIONAL SERVICES TO BE OFFERED

- N/A

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



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Contact

OFFICE OF ACCOUNTABILITY AND RISK – FY24 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.



Assess and Perform Changes Resulting from Federal Policy Mandates

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

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

Department of Commerce Evaluation Systems Assessment Development

Gather data, documentation, and responses for the Office of Personnel Management's Evaluation Systems Assessment.



Contact

OFFICE OF ACCOUNTABILITY AND RISK – FY24 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.



Department of Commerce Independent Audit Program

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

Freedom of Information Act (FOIA) Requests

Track and process all Office of Human Resources Management FOIA requests according to the law.

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.



Contact

OFFICE OF ACCOUNTABILITY AND RISK – FY24 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.



OFFICE OF EXECUTIVE RESOURCES

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



FY24 – CURRENT STATE SERVICES

- [Candidate Development Program \(CDP\) Operations Management](#)
- [Executive Core Qualifications \(ECQ\) Development and Submission](#)
- [Executive Development Plan \(EDP\) and Rotations](#)
- [Executive Level Awards](#)
- [Executive Level Classification and Position Management](#)
- [Executive Level Drug Testing](#)
- [Executive Level Employee Relations](#)
- [Executive Level Incentives](#)
- [Executive Level Onboarding and Orientation](#)
- [Executive Level Performance Management](#)
- [Executive Level Reporting and Communications](#)
- [Executive Resources Policy](#)
- [Experts and Consultants](#)
- [Financial Disclosure](#)
- [Foreign Service Officers HR Promotion Board Concurrence](#)
- [Information Technology Systems Management](#)
- [Political Appointees/Office of the White House Liaison \(OWHL\)](#)
- [Recruitment and Staffing for SES, SL, ST](#)



FY25 AND BEYOND – ADDITIONAL SERVICES TO BE OFFERED

- N/A

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



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OFFICE OF EXECUTIVE RESOURCES – FY24 SERVICES

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



Contact

Candidate Development Program (CDP) Operations Management

Perform all HR Operations regarding the management of this program.

Executive Core Qualifications (ECQ) Development and Submission

Provide guidance, assistance, and submission to the Office of Personnel Management for selectees to obtain certification and approval.

Executive Development Plan (EDP) and Rotations

Monitor EDP completion for SES employees, sabbaticals, and rotations.



OFFICE OF EXECUTIVE RESOURCES – FY24 SERVICES

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



Contact

Executive Level Awards

Provide oversight and program management for performance and special act awards and recognition for SES/SL/ST employees.

Executive Level Classification and Position Management

Develop and maintain Departmental Classification Authority.

Executive Level Drug Testing

Coordinate Drug Testing Program for applicants and employees.



OFFICE OF EXECUTIVE RESOURCES – FY24 SERVICES

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



Contact

Executive Level Employee Relations

Consult and provide operational support to bureaus and the Office of General Counsel.

Executive Level Incentives

Provide oversight for executive level recruitment, relocation, and retention incentives.

Executive Level Onboarding and Orientation

Provide coordination of career executive onboarding and orientation sessions for SES, Political Appointees, Senior Level, and Senior and Professional Positions.



OFFICE OF EXECUTIVE RESOURCES – FY24 SERVICES

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



Contact

Executive Level Performance Management

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.

Executive Level Reporting and Communications

Create executive reports for office and departmental leadership, the Office of Personnel Management, and other external stakeholders as requested.

Executive Resources Policy

Draft and maintain policies (e.g., bulletins, manuals, etc.) governing executive resources.



OFFICE OF EXECUTIVE RESOURCES – FY24 SERVICES

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



Contact

Experts and Consultants

Plan, develop, and implement staffing operations and support of new and existing experts and consultants during their tenure with the Department.

Financial Disclosure

Conduct the distribution of financial disclosure requirements as part of onboarding in conjunction with the Office of General Counsel.

Foreign Service Officers HR Promotion Board Concurrence

Provide concurrence with ITA requests for Foreign Service Officer promotion requests.



OFFICE OF EXECUTIVE RESOURCES – FY24 SERVICES

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



Contact

Information Technology Systems Management

Perform data entry and management for SES information in core HR systems at the Department of Commerce and the Office of Personnel Management's Executive and Schedule C 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/Office of the White House Liaison (OWHL)

Provide Departmental-wide operational and other support in coordination with bureaus and the Office of the White House Liaison.

Recruitment and Staffing for SES, SL, ST

Perform full-cycle recruitment and hiring process and noncompetitive actions for the designated employee groups and review and prepare documentation for Chief Financial Officer/Assistant Secretary for Administration approval of SES/SL/ST actions including selections, reassignments, details, and compensation (e.g., 3Rs and critical pay).



OFFICE OF OCCUPATIONAL SAFETY AND HEALTH

The Office of Occupational Safety and Health (OOSH) develops Department-wide occupational safety, health, and Workers' Compensation (WC) policy and provides oversight and guidance to the Department's bureaus and organizations.



FY24 – CURRENT STATE SERVICES

- [Commerce Learning Center Assessment for Safety/Workers' Compensation Training](#)
- [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](#)
- [SES-Level Training on Safety, Workers' Compensation, and Risk Assessment](#)
- [Wellness Plan/Work Life Balance](#)
- [Workers' and Employees' Compensation Operations and Management Portal \(ECOMP\)](#)



FY25 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



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OFFICE OF OCCUPATIONAL SAFETY AND HEALTH – FY24 SERVICES

The Office of Occupational Safety and Health (OOSH) develops Department-wide occupational safety, health, and Workers' Compensation (WC) policy and provides oversight and guidance to the Department's bureaus and organizations.



Contact

Commerce Learning Center Assessment for Safety/Workers' Compensation Training

Assess current safety and workers' compensation training on Commerce Learning Center (CLC) in FY24 and determine additional training needed in coordination with the Office of Learning and Development. Incorporate new training Department-wide in the CLC in FY24 and FY25.

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

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)

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



OFFICE OF OCCUPATIONAL SAFETY AND HEALTH – FY24 SERVICES

The Office of Occupational Safety and Health (OOSH) develops Department-wide occupational safety, health, and Workers' Compensation (WC) policy and provides oversight and guidance to the Department's bureaus and organizations.



Contact

Safety and Workers' Compensation (WC) Work Group

Design working groups to discuss/review current safety and WC policy, share best practices, to enhance safety and workers' compensation program performance.

SES-Level Training on Safety, Workers' Compensation, and Risk Assessment

Develop Senior Executive Service (SES)-level workers' compensation/safety training and work with the Office of Executive Resources on implementation. Training will consist of federal agency requirements (e.g. 29 CFE 1960, "Occupational Safety and Health (OSHA) Programs for Federal Employees," Title 29, Code of Federal Regulations, etc.)

Wellness Plan/Work Life Balance

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



OFFICE OF OCCUPATIONAL SAFETY AND HEALTH – FY24 SERVICES

The Office of Occupational Safety and Health (OOSH) develops Department-wide occupational safety, health, and Workers' Compensation (WC) policy and provides oversight and guidance to the Department's bureaus and organizations.



Contact

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

Process and track employee claims for occupational injury, illness, or disease; consult with medical providers, supervisors, the Office of Workers' Compensation Programs, 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.



OFFICE OF WORKFORCE RELATIONS

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 bureau missions and objectives.



FY24 – 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](#)



FY25 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



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OFFICE OF WORKFORCE RELATIONS – FY24 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 bureau missions and objectives.



Contact

Administrative Grievances

Provide labor and employee relations consultations to Agency managers, supervisors, and employees related to administrative grievances.

Adverse and Disciplinary Actions and Guidance

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.

Conduct Administrative Investigations

Conduct Administrative Investigation when warranted as the result of conduct matter and allegations of harassment prohibited by law.



OFFICE OF WORKFORCE RELATIONS – FY24 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 bureau missions and objectives.



Contact

Conduct Office of Inspector General (OIG) Investigations

Conduct OIG investigations on behalf of the Office of General Counsel for headquarter bureaus and referrals from the Office of the Chief Financial Officer/Assistant Secretary for Administration and manage high profile information that is reported up to senior leaders.

Employee Relations Guidance

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

Provide day-to-day eligibility determinations, approvals, and guidance on use of FMLA.



OFFICE OF WORKFORCE RELATIONS – FY24 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 bureau missions and objectives.



Contact

Labor Relations Guidance

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).

Performance Management Actions and Guidance

Assist Supervisors and Managers in identifying and taking appropriate action on performance issues (General Schedule and Commerce Alternative Personnel System 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.

Suitability Adjudications Review and Determination

Review case files, gather documentation, and conduct assessments in accordance with suitability guidelines.



OFFICE OF WORKFORCE RELATIONS – FY24 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 bureau missions and objectives.



Contact

Unemployment Claims Guidance

Provide employee dates of employment and documents of departure to Equifax on unemployment claims.



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's operating offices. The Front Office carries out program functions that may be assigned by the CHCO and provides administrative and other support services for designated operating units.



FY24 – CURRENT STATE SERVICES

- [OHRM Customer Collaboration](#)
- [OHRM Data Call Management](#)
- [OHRM Employee Onboarding and Recognition](#)
- [OHRM Finance and Operations](#)
- [OHRM Freedom of Information Act \(FOIA\) Requests](#)
- [OHRM Strategic Communication](#)
- [OHRM Task Management](#)
- [OHRM Website Maintenance](#)



FY25 AND BEYOND – ADDITIONAL SERVICES TO BE OFFERED

- N/A

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

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Contact

FRONT OFFICE – FY24 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's operating offices. The Front Office carries out program functions that may be assigned by the CHCO and provides administrative and other support services for designated operating units.



OHRM Customer Collaboration

Facilitate collaborative meetings with OHRM customers and stakeholders across the Department, including the Principal Human Resources Managers and the Human Capital Collaborative Group.

OHRM Data Call Management

Coordinate responses for data calls to ensure timely response.

OHRM Employee Onboarding and Recognition

Facilitate OHRM new employee onboarding and recognize staff achievements through awards such as Employee of the Year.



Contact

FRONT OFFICE – FY24 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's operating offices. The Front Office carries out program functions that may be assigned by the CHCO and provides administrative and other support services for designated operating units.



OHRM Finance and Operations

Manage OHRM budget, contracts, Interagency Agreements, purchase card, timekeeping, equipment, IT, travel, and physical space.

OHRM Freedom of Information Act (FOIA) Requests

Track and process all Office of Human Resources Management FOIA requests according to the law.

OHRM Strategic Communication

Manage OHRM internal and external communications including DOC human capital broadcasts, policy updates, initiatives, and accomplishments.



Contact

FRONT OFFICE – FY24 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's operating offices. The Front Office carries out program functions that may be assigned by the CHCO and provides administrative and other support services for designated operating units.



OHRM Task Management

Lead task management of top Chief Human Capital Officer's priorities and special projects.

OHRM Website Maintenance

Oversee and make necessary updates and edits to the Office of Human Resources Management controlled websites.



OFFICE OF HRIT AND ANALYTICS PLATFORMS

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



FY24 – CURRENT STATE SERVICES

- N/A



FY25 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 responsibilities.

*For questions about OHRIT or OHRIT services, please reach out to
OHRITServices@doc.gov*



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OFFICE OF HRIT AND ANALYTICS PLATFORMS – FY25 AND BEYOND SERVICES

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



Contact

Consultative Services

Provide consultative HRIT/analytic product support to bureaus upon request. Partner with the Office of the Chief Information Officer and Enterprise Services 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.*



OFFICE OF HRIT AND ANALYTICS PLATFORMS – FY25 AND BEYOND SERVICES

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



Contact

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.*

Human Resources Data Hosting

Host Department-wide or program-wide workforce data and tools and manage access for each in collaboration with the Office of the Chief Information Officer and OHCS. *This service will be available in a future fiscal year.*

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.*



OFFICE OF HRIT AND ANALYTICS PLATFORMS – FY25 AND BEYOND SERVICES

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



Contact

Workforce Analytics Reporting Requests

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