

Department of Commerce

Office of Human Resources Management

Service Catalog
Quick Reference Guide





Introduction

In December 2020, the Department Management Council (DMC) identified the need to evolve human resources (HR) service delivery across the Department of Commerce (DOC) and formed the Office of Human Resources Management (OHRM) Transformation subcommittee in May 2021. From May 2021 to June 2023, OHRM transitioned to a more effective, streamlined, and strategic delivery model for HR services across DOC.

Throughout the transformation process, the ultimate focus was to maintain and promote DOC's OneHR vision. The transition allowed OHRM to:

- Improve the quality of services offered by the office
- Maximize the benefits of increased consultative services
- Enhance customer experience
- Provide leading strategic HR guidance to all DOC customers

As part of the transformation, OHRM developed the OHRM Service Catalog to clarify and market the services that OHRM offers to its customers.

(1) What is the Service Catalog?

The interactive and user-friendly OHRM Service Catalog is the primary resource that OHRM customers should use to locate OHRM services and points of contact for all aspects of HR management and administration. Services are updated by OHRM Directors and their staff on a consistent basis.

(2) What is the Quick Reference Guide?

OHRM developed this Quick Reference Guide (QRG) to provide guidance to customers on using the Service Catalog. Below are the topics covered in the QRG.

Topics Covered in the QRG:

- [Accessing the Service Catalog](#)
- [Learn about OHRM Offerings](#)
- [Research Individual Services](#)
- [Find Points of Contact](#)

Please contact Rick Costello (RCostello@doc.gov) if you have any questions regarding the Service Catalog.

Accessing the Service Catalog

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

1. Navigate to the [OHRM website](#).
2. Find the "Resources" tab on the home page.

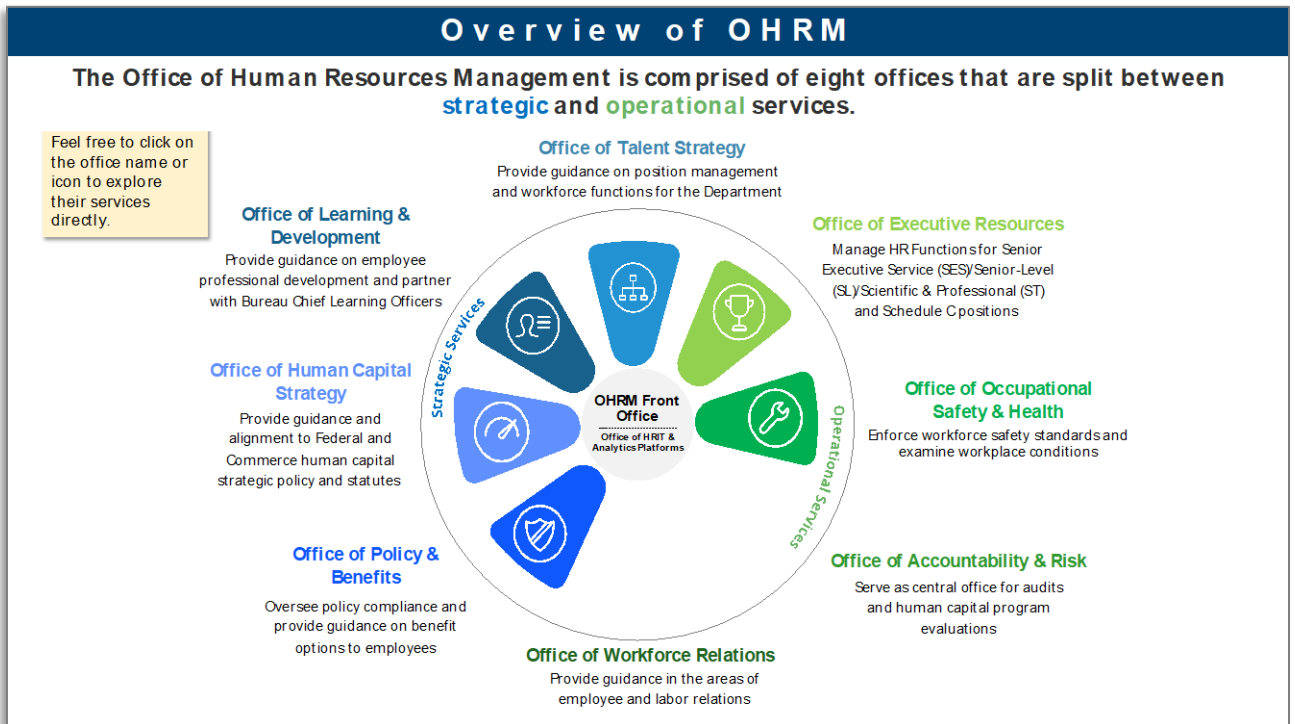
The screenshot shows the OHRM website interface. At the top, there is a navigation bar with the following tabs: ABOUT OHRM, CAREERS, EMPLOYEES, PRACTITIONERS, and RESOURCES. The RESOURCES tab is highlighted with a red box. Below the navigation bar, there is a search bar and a search button. The main content area features a large image of people in a meeting. Overlaid on the left is a dark blue dropdown menu for the RESOURCES tab, which lists various categories: Overview, Forms, Policies, Bulletins, Employee surveys, Handbooks, Policies, and Service Catalog. The Service Catalog option is highlighted with a red box. To the right of the dropdown menu is a white box titled "How to Use the Service Catalog" with a blue header. This box contains three sections: "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), and "Find Points of Contact" (Locate the right contact to answer your questions and provide more information on service offerings). A red arrow points from the RESOURCES tab in the navigation bar to the Service Catalog option in the dropdown menu. Another red arrow points from the Service Catalog option in the dropdown menu to the "How to Use the Service Catalog" box.

3. Click the "Service Catalog."
4. A link to the Service Catalog will appear. Browse this content to learn about OHRM offerings, research individual services, and find points of contact.

Learn about OHRM Offerings

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

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



Each office supports different services that encompass OHRM's comprehensive and customer-focused OneHR model. Click the office's icon to learn more about the specific services that an office supports both now and in the future state. To contact a specific office, navigate to that office's page to find their email mailbox.

Find Points of Contact

The OHRM Service Catalog allows OHRM customers to locate the correct mailbox to ask questions and provide more information on service offerings.

1. After [researching individual services](#), click a specific service to learn more about it and access the office mailbox.

1 **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](#)
- [Department of Commerce Human Capital Operating Plan \(HCOP\) Development](#)
- [Department of Commerce Independent Audit Program](#)
- [Freedom of Information Act \(FOIA\) Requests](#)

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](#)
- [Diversity and Skills Assessments](#)

2 **OFFICE OF LEARNING AND DEVELOPMENT – FY24 SERVICES**

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Contact

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

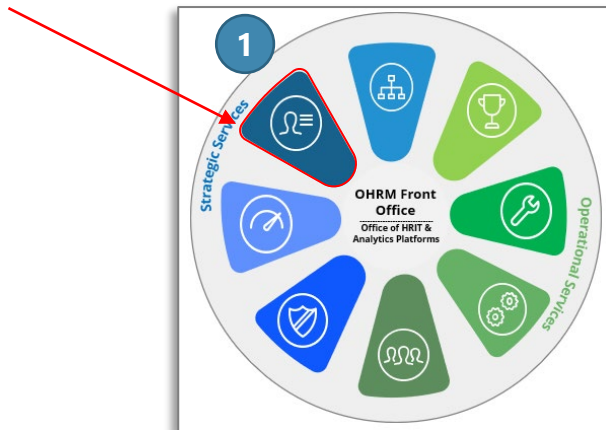
Chair the Department of Commerce CLO Council, represent the Department of Commerce on the Federal CLO Council, and distribute departmental data calls that affect learning and development.

2. Click "Contact" to email the office in charge of this specific service. Once you contact the office, please allow up to three business days for a reply.

Research Individual Services

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

1. After [learning about OHRM offerings](#), click an office's icon to discover the current and future state services that this office supports.



2 OFFICE OF LEARNING AND DEVELOPMENT



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- [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

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- [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



Return Home

2. The current and future state services are linked to pages that provide more information on each service and a contact button to request services or ask questions.



**Do you have additional questions about the
Service Catalog?**

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