

Department of Commerce Office of Human Resources Management

Service Catalog *Quick Reference Guide*



2024-2025

INTRODUCTION

BACKGROUND

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.

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.



WHAT IS THE QUICK REFERENCE GUIDE?

The **Quick Reference Guide** (QRG) was developed to provide helpful instructions on using the Service Catalog. The next page includes the topics covered in the QRG.



Please contact the OHRM Front Office at OHRMStrategicCommunications@doc.gov if you have any questions regarding the Service Catalog.

QUICK REFERENCE GUIDE TOPICS



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ACCESS 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 housed on the OHRM website. **To access the Service Catalog:**

- 1

Navigate to the OHRM website
- 2

Locate the “Resources” tab on the home page

The screenshot shows the OHRM website interface. At the top, there is a header with the OHRM logo and navigation links: ABOUT OHRM, CAREERS, EMPLOYEES, PRACTITIONERS, and RESOURCES. The RESOURCES tab is highlighted with a red box. A red arrow points from the RESOURCES tab to a dropdown menu. The dropdown menu lists several options: Resource Listing, Hiring Managers' Corner, Human Capital Strategic Plan, and Service Catalog. The Service Catalog option is highlighted with a red box. A red arrow points from the Service Catalog option to the main content area. The main content area displays the title 'Department of Commerce Office of Human Resources Management' and 'Service Catalog Fiscal Year 2025'. On the right side, there is a sidebar titled 'HOW TO USE THE SERVICE CATALOG' with three sections: 'Learn about OHRM Offerings', 'Research Individual Services', and 'Find Points of Contact'.

- 3

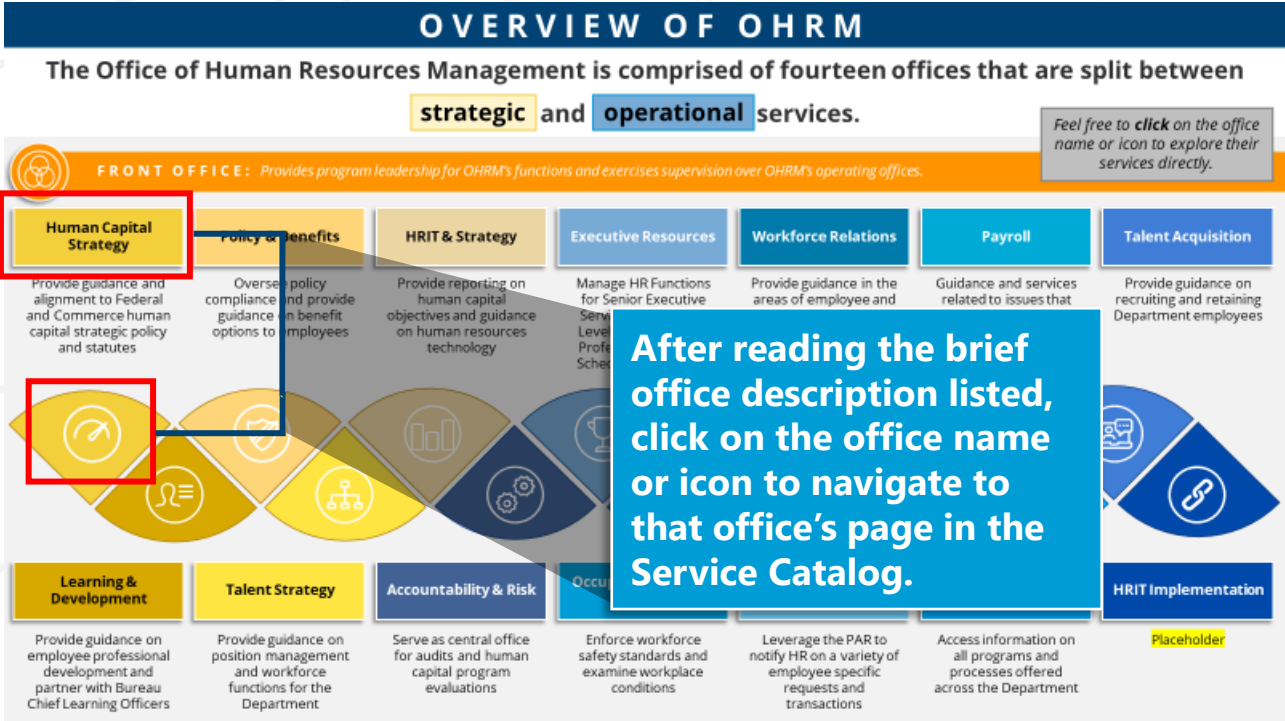
Click the “Service Catalog”
- 4

Browse OHRM offerings

UNDERSTAND OHRM STRUCTURE


The Service Catalog begins with an overview of OHRM and its offerings split between **strategic** and **operational** services. **Please see below for a complete listing of the OHRM offices included in the OHRM Service Catalog.**

Human Capital Strategy	Occupational Safety and Health
Learning and Development	Workforce Relations
Policy and Benefits	Personnel Action Request (PAR)
Talent Strategy	Payroll
HRIT and Strategy Platforms	Benefits
Accountability and Risk	Talent Acquisition
Executive Resources	HRIT Implementation
OHRM Front Office	



EXPLORE OHRM OFFICE SERVICES

The Service Catalog provides a **detailed listing of each office’s services** and includes additional information and definitions of each service.



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.

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

Corporate Engagement Programs	Dashboarding	Data Coordination Stakeholder Engagement	Department of Commerce Human Capital Operating Plan
Department of Commerce Mission Critical Occupation Staffing Reporting	Federal Employee Viewpoint Survey Administration and Management	Federal Employee Viewpoint Survey Analysis and Strategy	Federal Employee Viewpoint Survey 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 Programs Hiring: Strateg Reporting	
Succession Planning	Survey Administration	Workforce Planning	

Individual services provided by the office are listed on each office’s home page. Click on each service to learn more!

CONTACT US

For questions about OHCS or OHCS services, please reach out to OHCS@doc.gov

CLICK HERE RETURN HOME



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CONTACT

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 on customer request. This includes dashboards, human capital reports, and other ad-hoc requests.


DATA COORDINATION STAKEHOLDER ENGAGEMENT

Engage with stakeholders to perform data calls, dashboarding and reporting requests, and other data exports and routine reports to stakeholders.

A brief description is provided for each service to ensure our customers understand the available offering.

IDENTIFY POINTS OF CONTACT

The OHRM Service Catalog allows OHRM customers to locate the correct avenue to ask questions and request specific services and support. There are three ways to contact the office from the Service Catalog **outlined in red below**.




OFFICE OF LEARNING AND DEVELOPMENT

The Office of Learning and Development (OL&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.


[Click on the individual services to learn more about OL&D responsibilities.](#)

Commerce Learning Center (CLC)	DEIA Professional Development Services	Department of Commerce Chief Learning Officer (CLO) Council	Expanded Leadership Development Programs
Learning and Development Strategy and Execution	Learning Policy Subject Matter Experts (SMEs) for the Department	Mandatory Federal Training Requirements	Mentoring Services
Office of the Secretary (OS) Training and Support	Retirement Financial Literacy and Education Strategy	Section 508 Compliance Consulting	Senior Executive Service (SES) Candidate Development Program (CDP)
SF-182 Management Policies and Reporting	Supervisory Training		



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CONTACT

COMMERCE LEARNING CENTER (CLC)


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 US

[For questions about OL&D or OL&D services, please contact us.](#)

Access [myService Hub](#), the newly rebranded centralized service ticketing platform complete with information on knowledge articles and service requests.

 As customers navigate through the Service Catalog, there are clickable contact options on each office page. Once an inquiry is submitted to the office inbox, **please allow up to three business days for a response.**