

Enterprise Services Accomplishments To Date

Enterprise Services' service delivery model enables individual bureaus to focus on their unique missions. Enterprise Services has completed many milestones to date, and will continue to transition and roll-out additional services throughout FY2018 and beyond.



July 2015 – October 2016:

- ✓ Conducted analysis across all four functional areas (HR, IT, ACQ, and FM) to identify services fit for delivery in a shared way



November 2016:

- ✓ Established Enterprise Services within the Office of the Secretary



December 2016:

- ✓ Migrated all remaining Bureaus to HRConnect platform
- ✓ Provided Personnel Action Request processing
- ✓ Transitioned Implemented Enterprise Services Contact Center to manage employee inquiries



February 2017:

- ✓ Full life-cycle Acquisition activities for the Office of the Secretary



March 2017:

- ✓ Began building Enterprise Services portal to serve as “one-stop shop” for all live Enterprise Services transactions
- ✓ Designed integrated service delivery plan for next round of HR services: Payroll & Benefits



June 2017:

- ✓ Identified Enterprise Services as one of DOC's key initiatives to OMB via official memo

August 2017:

- ✓ Expressed commitment from Secretary Ross to support and expand Enterprise Services

2018 & Beyond: Establish an operational Enterprise Services Center, stand-up enabling technology and transition additional HR, ACQ, and IT services to Enterprise Services, including services related to:

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|--|--|----------------------------------|
| ■ Payroll & Benefits | ■ Talent Acquisition | ■ Identity and Access Management |
| ■ HRConnect O&M | ■ Acquisition support and COR Services | ■ IT Help Desk Services |
| ■ Performance Management and Learning Services | | |