



# HUMAN RESOURCES BULLETIN

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## OHR Transformation Aims to Bring Added Value to GSFC

June 2002

Standing firm on our commitment to better meet the needs of the GSFC workforce requires ongoing evaluation and enhancement of our existing practices, as well as a readiness to explore and implement new strategies to keep us moving in the right direction. This year, the OHR used the receipt of additional resources to embark upon outsourcing transactional activities, implementing automation tools, and redirecting our civil service efforts to increase the timeliness, efficiency, and effectiveness of how we provide our services.

As we moved forward with these transitions, we evaluated our organizational structure to determine if we were positioned for optimum performance. We continued to receive your feedback via the OHR Customer Service Feedback questionnaire, and through interactions with employees, supervisors and senior managers. We assessed recommendations from the NAPA study and we broadened our knowledge of HR best practices. We discovered that we can bring added value to our customers by better aligning our services around the customers they support and incorporating new HR strategic

developments into our service delivery structure.

To accomplish this, effective June 16, 2002 the OHR transitioned to a customer oriented service delivery structure. These are some of the key features:

- A **Career Development and Employee Services Office** is established to emphasize service delivery to employees as our customers and to provide greater visibility to individual Career Development.
- The **Human Resources Management Services Office** emphasizes service delivery centered around meeting the customer needs of individual line managers and supervisors and introduces systems and automation to enable supervisors to become more self-sufficient in their supervisory responsibilities.
- The **Workforce Planning & Strategic Systems Office** will incorporate the recruitment function to link closely with workforce planning and development of the talent pool. The customer focus of this group is Center management with an

Emphasis on providing strategic contributions to the future workforce.

- The **Leadership & Organization Development Office** combines Organization Development, Change Management, and Leadership Development into a dedicated organization. The focus of this office will be to provide more systematic approaches and increased emphasis to Leadership Development and Organization Development. This is key to providing well-trained future leaders for the Center's workforce and to capitalizing on change to strengthen values-centered management practices within the Center's culture.
- A **Deputy Director of OHR position** is established to assist in overall integration and full OHR participation in Center activities.

These actions will facilitate fresh perspective and help jumpstart internal culture change

processes within the OHR so that we may capitalize on improvement opportunities. Another outgrowth of this transformation will be greater emphasis on cross-organizational roles of strategic business partner, change agent, and employee advocate. We believe these changes will position the OHR to enhance our customer service, improve our capability to partner more effectively with other organizations and groups outside OHR, and ultimately will optimize the benefits experienced by the GSFC workforce from our programs, systems, and processes.

A more detailed graphic of the transformed OHR is included with this HR Bulletin.

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