



## U.S. Department of the Interior (DOI) U.S. Fish and Wildlife Service (FWS)

### RAISING THE GAME FOR MANAGING TALENT

Managing human capital in today's data-driven world should be easier. That's not the case for government agencies dealing with antiquated systems. For most organizations, getting ahead on the talent front means a significant investment in technology and process improvement.

#### CLIENT CHALLENGE

The writing was on the wall. It was time to re-engineer the hiring process at the U.S. Fish and Wildlife Service (FWS). After analysis revealed glaring deficiencies, the agency course corrected to improve efficiency and effectiveness. FWS developed several pilot methodologies, including a Web-based Human Capital Management System (HCMS), to address these deficiencies and ease the ability to hire into the Service.



#### DTS SOLUTION

The transformation effort has involved DTS consultants in nearly every facet of business process analysis, business case development, system design, development, testing, and implementation. Initially, DTS analyzed FWS human capital processes via key stakeholder interviews, investigated historical artifacts, and reviewed OPM/DOI/FWS policy and procedures. With this foundation, DTS designed several modules for the new HCMS system. This included modules for position description development, Position Description Express; job announcement creation, Job Announcement Express; Workforce Management Dashboards; and HCMS Administration. Our success led to continued support to analyze business processes and to design, develop, and implement new modules that automated organization chart development, Organizational Chart Express, and integrated with a Commercial off the Shelf performance management system. DTS also took on Operations and Maintenance, user support, and the help desk/system administration of existing and new system modules.

From the start, our consultants took a comprehensive approach, developing the financial plan and budget analysis and extending through detailed testing. To drive FWS process improvement, DTS provided extensive records and configuration management, and workforce analysis. To ensure quality deliverables, rigorous testing and quality control were integrated into the program.

Collaborating with FWS was integral to the successful implementation of the HCMS. Working with the client, DTS provided marketing, training, change management, and implementation support services to help FWS staff and leadership smoothly navigate changes. DTS helped FWS develop new tools, reengineer processes, and enable transformation and significantly streamline the hiring process for the agency.

### IMPACT ON CLIENT'S BUSINESS/ORGANIZATION

DTS's expert translation of requirements, development, implementation, training, and ongoing support led to dramatic improvements for FWS. Notable achievements include:

- » A 74% reduction in the average time for a Position Description development, from 115 days to approximately 30 days
- » Slashed the average time for category rating and job announcement packages from 60 days to 10 days
- » Reduced organizational chart processing time by over 30 days
- » Streamlined automated processes to improve productivity while reducing printing, paper, and waste

By developing workforce tools and conducting change management activities, FWS was able to streamline the hiring processes and raise efficiency and effectiveness across functions.

Quality control measures are integrated into the hiring process, providing metrics on service, problems, and opportunities. These kinds of approaches have transformed the process, the people, and the potential for managing human capital at FWS.



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#### EXPERTS CERTIFIED AS:



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