



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

**TAKING HUMAN CAPITAL
MANAGEMENT TO NEW HEIGHTS**

As the U.S. Fish and Wildlife Service (FWS) continues to grow more complex, there is an increasing need to accommodate for change and reassess the efficiency of existing business processes and technologies.

CLIENT CHALLENGE

For the last 10 years, DTS has supported FWS with human capital management initiatives, launching the Human Capital Management System (HCMS) and improving the agency's ability to recruit and retain talent. Years after its inception in 2011, the HCMS technology needed an update that increases FWS's efficiency, flexibility, and growth.

DTS SOLUTION

To optimize the organization's business process and address aging technology, DTS applied a strategy that would revamp HCMS and ensure the upgraded system met current and future human capital needs. The transformation effort involved DTS consultants in business process analysis, business case development, system design, development, testing, training, and implementation.

Following key stakeholder interviews and a review of federal policies and procedures, DTS developed an extensive user interface redesign plan. Adopting a human-centered design approach, DTS used data-driven analytics and smart design features to help guide users through the system, and allow them to track, follow and repeat desired actions. The team optimized the entire root technology of the HCMS tool, ensuring cybersecurity measures, cloud-based architecture, and modern data analytics features were all integrated into the Tech Refresh.

DTS implemented a comprehensive project management approach to ensure test plans, training tools, and communication were all in line with the overall redesign effort. DTS performed daily operations and maintenance tasks for the existing HCMS tool, ensuring steadfast user support and system administration of current system modules.



To address the challenge of outdated or inaccurate training materials, DTS developed a training methodology to break down the complex FWS human capital management business processes into straightforward, understandable explanations. DTS gathered relevant data and best practices through informational interviews, focus group discussions, and data repositories to create short, simplified instructional videos. These “explainer videos” provide users with on-demand information to help them quickly understand their role and how to navigate the system.

Close collaboration with FWS has been integral to a successful launch, and ongoing technical refresh support. DTS provides program management, technical insight, marketing, training, change management, and implementation support that help FWS staff smoothly navigate changes.

IMPACT ON CLIENT’S BUSINESS/ORGANIZATION

DTS’s strategic planning, implementation, and ongoing support led to dramatic improvements for FWS, including:

- » Significantly streamlined hiring process
- » Development of new tools and optimized technology
- » Integrated COTS solutions in under 6 months
- » Reduce operation and maintenance support costs by providing users with an intuitive interface and an on-demand user-help model
- » Use of data-driven recommendations for user actions
- » Facilitate access to training and educational materials with on-demand video resources and self-help modules
- » Increase the organization’s ability to collect and access data using cloud-base architecture



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Headquarters: 3033 Wilson Boulevard, Suite 700
Arlington, VA 22201

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EXPERTS CERTIFIED AS:



DTS is a Service-Disabled Veteran Owned Small Business founded in 2011 by consulting experts with a proven track record of helping government and commercial clients respond to daunting challenges. Headquartered in Arlington, Virginia, DTS maintains a concentrated focus on the business areas in which our principals and staff have significant practical and academic expertise including Program Management, Strategic Planning and Organizational Advancement, Software and Business Process Development, and Learning Enhancement Solutions.



571-403-1841
sales@consultDTS.com

3033 Wilson Boulevard
Suite 700
Arlington, VA 22201

