

# Planning and Accountability Line of Business

<p><b>Key Partnerships</b> </p> <p>OPM/OMB          GAO          DoD Senior Leadership          DCPAS LoBs          Defense Management Data Center</p> <p>We partner with OMB, OPM and GAO to advance best practices in our key activities</p> <p>Our Chief Human Capital Officer and DCPAS Director maintain effective partnerships with the Components, Defense Agencies and Activity offices, supported by functional communities, to ensure our strategies and initiatives meet their goals</p>	<p><b>Key Activities</b> </p> <p>Provide advisory/consulting services for DoD human capital planning and policy development; strategic workforce planning, competency management, workforce analytics, and the accountability/evaluation of HR practices within DoD</p> <p>Validate continued authority to hire and assure compliance with set laws; develop and/or validate customer competency models; provide authoritative consistent workforce data</p> <p>Manage the functional community (FC) construct</p> <p>Manage OPM's 5 CFR 250(B) requirements for DoD</p> <p>Focus on reinvigorating the HR FC as a CHCO priority</p> <p>Leverage WWHRTE 25<sup>th</sup> Anniversary to advance key activities</p>	<p><b>Value Propositions</b> </p> <p><i>"DoD's pathfinder for civilian competencies and skills"</i></p> <p>We ensure the right civilian skills, capabilities and competencies are identified across DOD to support recruitment, retention and succession planning</p> <p>Our customers gain increased confidence in their work because we provide the methodology, rigor, and accountability to ensure their success</p> <p>Our customers know we are diligent in advocating for and maintaining effective policy that keeps up with changes in expectations, practices and outcomes</p> <p>Overall, customers know we strive to be responsive to their needs</p>	<p><b>Customer Relationships</b> </p> <p><i>"All stakeholders are included as part of the solution – Voice of the Customer"</i></p> <p>We work collaboratively to ensure proper design and implementation of key activities</p> <p>Customer engagement is key for successful collaboration and negotiation</p> <p>We engage functional community and component customers in our efforts so they understand the impacts</p> <p>We are not successful without customer confidence in our capability and trust in our recommendations</p> <p>We continue to seek ongoing customer feedback on what works well and what needs improvement</p>	<p><b>Customer Segments</b> </p> <p>DoD civilian employees</p> <p>DoD Component, Defense Agency and Activity Offices responsible for planning and accountability</p> <p>Functional Communities</p> <p>DOD CHCO</p> <p>OSD Leadership</p> <p>OPM/OMB</p> <p>Congress</p> <p>Other Federal agencies</p>
<p><b>Key Resources</b> </p> <p>Highly trained, in-house intellectual capital experts</p> <p>Tools (analytic software)</p> <p>Contract support</p>	<p><b>Channels</b> </p> <p>Component/Agency/Activity and Functional Community senior executives and action officers through appropriate civilian policy and functional community governance councils</p> <p>Email, MilSuite, participation in customer events, newsletter</p>	<p><b>Customer Demonstration of Value</b> </p> <p>High participation in customer events/venues</p> <p>High implementation of our programs, tools and methodologies by our customers</p> <p>High demand for our competency management portfolio and requests for workforce data</p> <p style="text-align: center;"><b>Dr. Keshia Easterling, Acting Director</b>          Jan Grubbs and Darby Wiler, Acting Associate Directors</p>		



# Staff

## Planning and Accountability

**DR. KESHIA EASTERING, ACTING DIRECTOR**

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