DCHRMS NEWSLETTER

Defense Civilian Human Resources Management System

A Message *from the Director*

Ms. Michelle LoweSolis, SES
Director, Defense Civilian Personnel Advisory Service

Hello everyone! We just finished our first ever Virtual Worldwide Human Resources Training Event last week. It was wonderful that we had so many attendees, more than five times the number we would have been able to accommodate in our in-person Worldwide. I certainly hope you had the opportunity to join us. If you did, you not only saw the future of HR, but also the future of work. We had presenters all over the national capital region, but also Deb Ray, our emcee, was in Colorado Springs, and Brenda Nicholson demonstrated the Name Change process in DCHRMS from San Antonio.

In this edition of the newsletter, you will get to meet more of the extraordinary individuals who are making DCHRMS a reality. While, of course, I want you to review every article, please take a moment to read about Ms Jackie Bell, who recently retired from DMDC. She worked on Defense Civilian Personnel Data System (DCPDS) – in all of its forms – for 36 years. Most recently, she was instrumental in making sure we mapped and migrated DCPDS data over properly into DCHRMS. Now that's a legacy! Congratulations, Jackie, and thank you for your years of service to our community!

So, what have we completed so far in DCHRMS? We have migrated anonymized data from DCPDS into DCHRMS in the test environment, making sure it is properly aligned. We have also validated the drop-down menus and list of values. Additionally, we completed our first Recruit/Fill Nature of Action (NOA 101 – Career Conditional Appointment), which includes Manager Self Service (MSS) features. In Conference Room Pilot (CRP) 3, scheduled for the end of October, we will validate the rest of the 1## NOAs and expand MSS capabilities. Also, we will validate key features of the Performance Management module; i.e., performance plans, annual appraisals, etc. In August, we received an Oracle release (20C) that addresses one of the most significant gaps we have in the product which deals with pay. We will also test this in CRP 3.

Many people are working hard to get to a Defense Finance Accounting Service Initial Operating Capability during the third quarter of FY21. But I want to reiterate that this is an event-based schedule. We will close critical gaps before we go live. That said, I am incredibly pleased with the progress we have made. And, we would not be where we are without the support of the Services and Components. Please be sure to visit the DCHRMS website as we will add new DCHRMS capability videos regularly. The Worldwide DCHRMS briefing and demo are also live on the website.

Until next time, stay safe!

Ms. Michelle LoweSolis, SES
*Director, Defense Civilian
Personnel Advisory Service*

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DEPARTMENT OF DEFENSE

DCPAS
Defense Civilian Personnel Advisory Service

The Latest News

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Ms. Lynne Hamilton
Chief, Civilian Personnel Branch, Customer Relationship Management DMDC

Leading the Technical Charge: Ms. Lynne Hamilton

Upgrading the Defense Civilian Personnel Data System (DCPDS) to the cloud-based DCHRMS is a complex undertaking. The DCHRMS partners at Defense Manpower Data Center (DMDC) help answer the technical challenges along the way. In the driver's seat for DMDC was Ms. Lynne Hamilton, who served as the DCHRMS Program Manager from June 2019 to July 2020.

Working closely with Defense Civilian Personnel Advisory Service (DCPAS) and its integrators, Ms. Hamilton helped shape the DCHRMS implementation strategy, ensured requirements were captured and vetted through appropriate governance structures, and managed the DCHRMS implementation budget.

We connected virtually with Ms. Hamilton to discuss implementation and the significant role DMDC plays in supporting DCHRMS. For clarity and formatting purposes, this conversation is abbreviated.

How will DCHRMS change Human Resources management across the Department?

DCHRMS changes the way the human resources activity is tracked and managed in the DOD by providing a Responsive User Interface aligned to current technologies that today's HR managers, supervisors, and employees use in their personal lives. DCHRMS will allow for a single employee record, which will simplify the management of an employee's lifecycle for the HR managers. Also, DCHRMS will have a more robust self-service capability, allowing employees to initiate changes to their personal information in the system and spend less time accomplishing tasks based on the system's enhanced performance. While there may be an initial learning curve, we fully expect the user experience to improve as they acclimate to DCHRMS.

From your perspective, what benefits will DCHRMS bring to the enterprise upon implementation?

Users can expect many benefits. First, the technology is much more user-friendly. Users should easily adapt to the product considering its similarity to applications and functions they use on their tablets, smartphones, and similar devices. Secondly, DCHRMS allows the Department to establish a single employee record for most of the civilian population. Today, in the DCPDS, each Service Component has a unique database. When a civilian employee moves from one Service to another, the Service they leave keeps the employee record within its database, requiring a new employee record within the gaining Service database. As you can imagine, someone who has gone from Service to Service throughout their career may have up to six records, making it difficult for them to manage career milestones. DCHRMS solves this issue. From a compliance perspective, shifting data center management out of the DOD and onto a cloud service provider aligns with the SECDEF's direction to gain efficiencies within the Department to shift focus on "lethality."

Tell us about the technical milestones that DCHRMS project, has met including the recently completed Conference Room Pilot 1 and 2?

In February 2020, DMDC secured approval for an agile methodology that included co-location by all relevant parties (DMDC, DCPAS, Defense Finance Accounting Service (DFAS), and Integrator) in Activity Development Teams (ADTs). These teams engage in daily scrums to develop simultaneously the processes required for the DFAS Initial Operating Capability. This action positioned the team to create the product rapidly. However, in March 2020, the Covid-19 pandemic caused the Department to approve maximum telework to protect employees, restricting our ability to implement the approved plan. The team persevered and acclimated to a virtual daily scrum routine. Today, there are five virtual teams delivering capabilities in Conference Room Pilots (CRPs) planned through March 2021. As we completed CRP 1 and 2, we garnered many lessons from these experiences and adjusted the battle rhythm to insert additional training and provided users access to critical communication tools.

Defense Manpower Data Center: The Technical Backbone to DCHRMS
An In-depth Perspective from Business Relationship Manager Lynne Hamilton

What's next for the DCHRMS project from DMDC's perspective?

DMDC was recently awarded a new contract for DCHRMS continued implementation and sustainment. We are also working internally to integrate a Customer Care Center and Quality Assurance support with the DCHRMS system. We will continue to work hand-in-hand with DCPAS to identify if any other capabilities fit within DCHRMS and reduce the Department's IT footprint.

Ms. Hamilton has been an employee of the Department since 2005. In her current assignment, she is the Chief of the Civilian Personnel Branch [LR1] in the Defense Manpower Data Center (DMDC). As part of the Customer Relationship Management Directorate, Ms. Hamilton manages a Civilian Human Resources Systems, portfolio that provides HR capabilities to the approximately 900K civilian workforce. Before her appointment to DMDC, Ms. Hamilton served as the Deputy for the HR Systems Sustainment Division within the Air Force Program Executive Office of the Business Enterprise Systems. Ms. Hamilton holds a Master's of Business Administration degree (Aerospace and Defense) from the University of Tennessee, and a Bachelor of Science degree from the University of Texas, Pan American. ■

DCHRMS Implementation *The New Validation Strategy*

With progress comes lessons learned and new strategies to achieve success. As the Defense Civilian Human Resources Management System project moves forward in a phased approach, Department leaders have a new plan to identify and mitigate issues quickly.

The Defense Finance Accounting Service (DFAS) – first in line for implementation – is now validating system configurations at the end of each iteration in two-week intervals.

"This shift allows allowed DFAS participants to provide quicker feedback as we implement system configurations and allows the development team to receive notice immediately if user stories do not meet the requirements," explained Mr. Ryan Sunukjian, DCHRMS Testing Lead.

During the Conference Room Pilot (CRP) product demonstrations at the end of the scrums, DFAS Subject Matter Experts validate that system configurations for the user stories are within scope. Once DFAS has validated, the Components have an opportunity to validate the system configurations within the DCHRMS test environment. This process identifies enterprise issues and ensures that configurations are delivered and functioning correctly within the DCHRMS test environment.

"By identifying issues earlier in the scrum process," said Mr. Sunukjian, "the developer can work to resolve issues before the conference room pilot to provide a higher level of confidence that we have validated the configurations." The goal is to reduce defects discovered by the Component users during their validation period as DFAS has already validated system configurations within the DCHRMS development environment. ■

DCHRMS System Design Unveiled

Significant attention to detail was devoted to ensuring that the Defense Civilian Human Resources Management System (DCHRMS) has an engaging look and feel. In another major project milestone, Department leaders approved the final design.

First and foremost, 508 compliance guided the process, which started with three design options. "Our primary objective going into the process was to ensure we are 508 compliant and that we had a captivating design for the user," said Mr. Dexter Burnam, Director, DCPAS Enterprise Solutions and Integration.

Initially, the HR Core Working Group, including the Services and the Components, provided a recommendation from the three options. Subsequently, the Technical Board, Functional Board, and Governance reviewed the recommendations and settled on a final design.
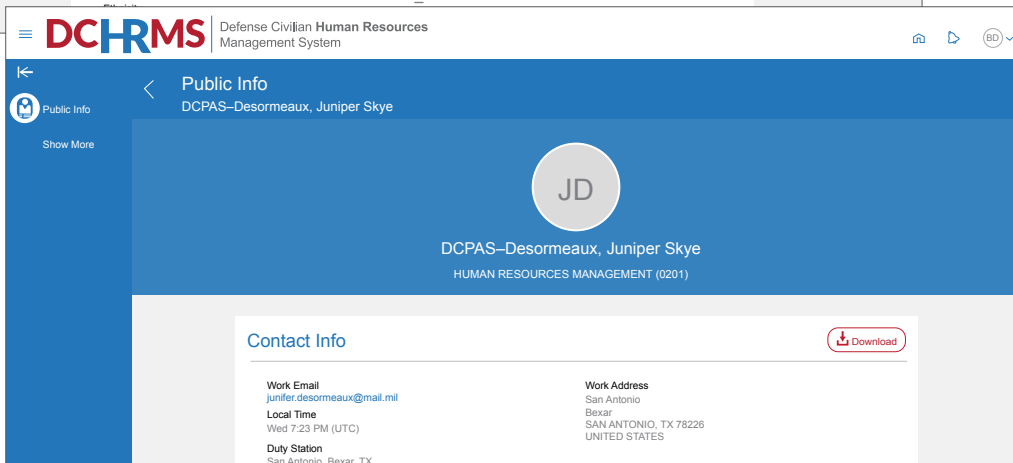
The new design has been implemented into all development environments and slated for integration into all upcoming milestones. ∎
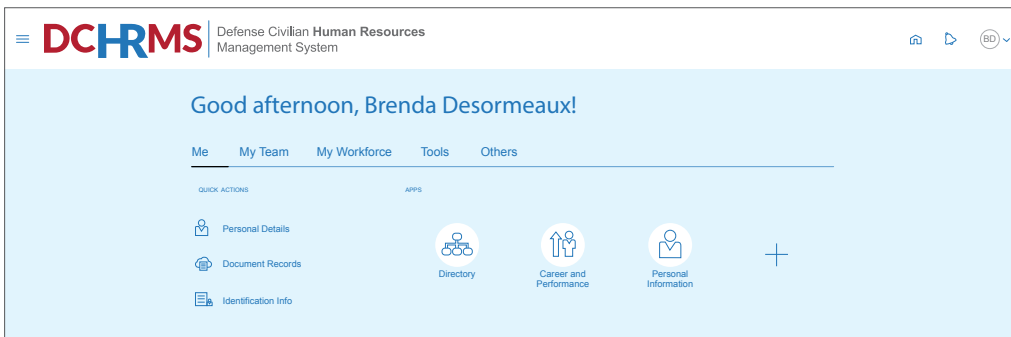
Screenshot 1
On the DCHRMS landing page, users find the Employee Self Service "Me" Tab.
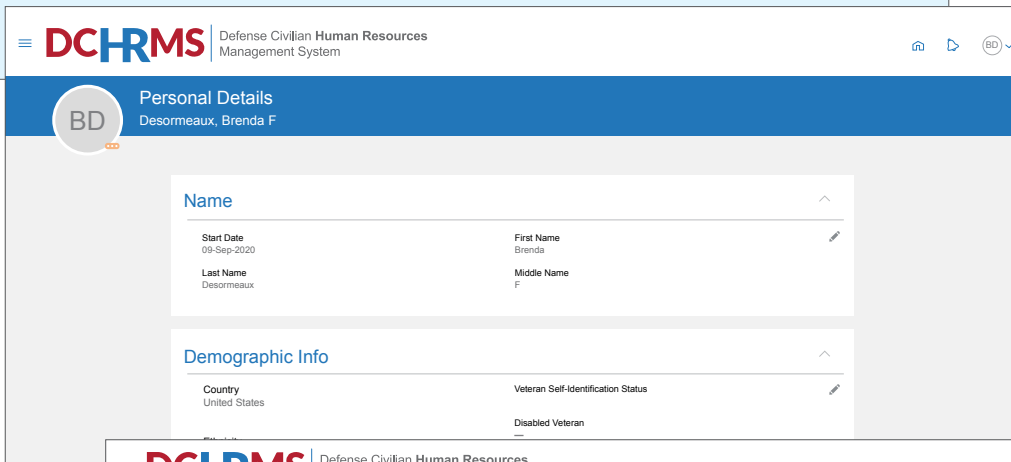
Screenshot 2
Under the Employee Self Service "Me," Tab, users are able to view personal details.

Screenshot 3
Users are able to search through the Employee Directory for public information, such as work email, duty stations, and work addresses.

Spotlight

Data Conversion Maverick Helps Lead DCHRMS to Success
Spotlight on Ms. Jackie Bell

Ms. Jackie Bell
Human Resources Information Specialist, Defense Manpower Data Center

Implementing DCHRMS for the DOD community of HR professionals, managers, and employees is no easy feat, requiring strategic planning and foresight by multiple experts from across the enterprise. One such subject matter expert is Ms. Jacqueline Bell, a Human Resources Information Specialist with the Defense Manpower Data Center (DMDC).

Ms. Bell is an expert in the Defense Civilian Personnel Data System (DCPDS), having spent her 36-year career coding, converting, and modernizing DCPDS. "Each morning, when I get up and go to work, I always try to do what is best for the government and its systems," she said.

Ms. Bell began her career with the Air Force in 1984, coding DCPDS on punch cards and using a home-grown computer language called Reports on Individual Person. Three years later, DCPDS moved from punch cards to Dumb Terminals, which allowed Staffing Specialists to input the personnel action. In 1996, Ms. Bell led a Pilot application, called PPIs, in which the team coded DCPDS with Oracle Forms and Reports. This pilot's success allowed the team to then convert the legacy DCPDS to the Oracle HR Commercial-Off-the-Shelf product now called DCDPS, the current system.

When asked about her accomplishments throughout her career, Ms. Bell said, "I am proud that I [was] with DCPDS for 36 years. I am proud of all the great people that created DCPDS and have kept it running for 36 years. People are the glue that built this great system."

Ms. Bell had a crucial role in four conversions of DCPDS, the latest one being the migration of DCPDS to DCHRMS. Her role in the DCHRMS migration was "deep diving" into data conversion. Additionally, Ms. Bell was instrumental in discovering a data migration issue, which led to a system-wide foundational change to associate one position for each employee. This finding had a widespread impact on system development. Now, DCPDS data fields converting to DCHRMS will retain their respective placement within Job, Position, and Assignment from DCPDS. As an added benefit for HR Practitioners, changes that previously required multiple screens require fewer steps.

During the Conference Room Pilot (CRP) 1, Ms. Bell was the team lead for data validation, which focused on data conversion. Due to her thoughtful foresight, Ms. Bell acquired permission to begin testing in the development environment, which allowed the team to pre-validate as much data as possible before the CRP began. Ms. Bell created validation workbooks for each section of DCHRMS so that testers could easily ensure data was converting correctly before CRP. She also ran reports for each area of DCHRMS to help testers organize data fields based on how the information appeared in DCHRMS. If testers had questions on specific data elements, she would re-run a report to provide testers with accurate data to compare in DCHRMS.

"I think we would still be working on Objective 2 (the validation of data migrated into DCHRMS) if it wasn't for her prep work. She was a great tester and accomplished large portions of the data conversion checks as well," said Scott Harding, a DFAS employee and fellow DCHRMS HR Core Working Group member.

"When you are working with a short schedule, it is important to think outside the box and work to ensure success," said Ms. Bell.

Ms. Bell has recently retired from the Federal Government after a 36-year career with the Department of Defense. Most recently, she was an HR Information Specialist at the Defense Manpower Data Center, leading the analysis of functional requirements and implementing enterprise solutions. She led the completion of functional testing of all DMDC systems and performed as the team lead of Data conversions across multiple applications. Earlier in her career, Ms. Bell led the civilian modernization efforts as the Interface Team Chief at the Department of Air Force, HQ Air Force Personnel Center. ■

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DCHRMS Performance Management Implementation on Track for CRP 3

"When feedback is included as part of regular, ongoing, performance discussions throughout the year, the employee, the manager, and the organization are all better off." **Shawna McKnight**

The Performance Management team continues to support the Component subject matter experts (SMEs), successfully leading the Defense Finance Accounting Service (DFAS) to Initial Operating Capability (IOC). As a top priority, the team is ensuring HR professionals, managers, and employees experience improved system features, streamlined processes, increased flexibilities, and robust reporting capabilities within the Defense Civilian Human Resources Management System (DCHRMS).

Currently, SMES are aligning and validating user stories as DCHRMS implementation moves into Conference Room Pilot (CRP) 3. After CRP 3, the Performance Management team will work with the remaining Components for integration testing, CRP 3 verification, and configuration in the test environment.

Within DCHRMS, the policy and program structure will not change – however, managers and employees will experience improvements in the way they access and electronically document performance management. Improving the Defense Performance Management and Appraisal Program (DPMAP) and Defense Civilian Intelligence Personnel System (DCIPS) performance management tool is in keeping with the automation efforts of the DOD.

DPMAP is the first performance management program to transition to DCHRMS through the phased approach. Once all the employees covered by DPMAP and DCIPS complete the transition into DCHRMS, the current DPMAP and DCIPS platform, DCPDS, will be discontinued. ■

DCHRMS Next Steps
DCHRMs Newsletter (November 2020 edition) publishes

Conference Room Pilot (CRP) 3, Demonstrations (October 21-23)
CRP 3 expands upon CRP 2 to include 1## appointment scenarios and Performance Management

CRP 3 Targeted Appropriated Fund (APF) Nature of Action (NOA) Codes and Descriptions	
APF - 100 - Career Appointment	**APF - 142** - SES Career Appointment
APF - 107 - Emergency Appointment	**APF - 143** - Reinstatement SES Career
APF - 108 - Term Appointment NTE	**APF - 145** - Transfer SES Career
APF - 115 - Appointment NTE	**APF - 146** - SES Noncareer Appointment
APF - 120 - O/S Limited Appointment	**APF - 147** - Transfer SES Noncareer
APF - 122 - O/S Limited Appointment NTE	**APF - 148** - SES Limited Term Appointment NTE
APF - 124 - Appointment Status Quo	**APF - 149** - SES Limited Emergency Appointment NTE
APF - 130 - Transfer	**APF - 170** - Excepted Appointment
APF - 140 - Reinstatement Career	**APF - 171** - Excepted Appointment NTE
APF - 141 - Reinstatement Career-Cond	**APF - 190** - Provisional Appointment NTE

The table above reflects the DFAS coordinated NOAs targeted for implementation in CRP 3. Remaining NOAs 1## and 5## previously targeted for CRP 3 will be realigned to future CRPs.