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FM COMDT COGARD WASHINGTON DC//G-WPC//  
TO ALCGCIV

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SUBJ: HR DESIGN NEWS CORNER: ANSWERS TO COMMONLY ASKED QUESTIONS.  
THE 23 APRIL, 2004 EDITION OF DHS TODAY CONTAINS THE FOLLOWING DHS  
RESPONSES TO QUESTIONS THEY HAVE RECEIVED CONCERNING THE NEW HR  
SYSTEM.

Q. WHAT IS THE STATUS OF THE PROPOSED REGULATIONS FOR OUR NEW HR  
SYSTEM?

A. WE ARE CURRENTLY ANALYZING OVER 3,400 PUBLIC COMMENTS SUBMITTED  
REGARDING OUR PROPOSED HR SYSTEM. ALL OF THE COMMENTS ARE BEING  
REVIEWED TO IDENTIFY COMMON THEMES AND ISSUES, SPECIFIC  
SUGGESTIONS, PROBLEMS, ETC. A MINIMUM 30-DAY RECONCILIATION PERIOD  
WITH EMPLOYEE REPRESENTATIVES MUST ALSO OCCUR. DURING THIS  
RECONCILIATION PERIOD, DHS WILL ASK THE FEDERAL MEDIATION AND  
CONCILIATION SERVICE (FMCS) TO MEDIATE AND ASSIST THE DEPARTMENT  
AND THE OFFICE OF PERSONNEL MANAGEMENT (OPM) IN ARRIVING AT FINAL  
REGULATIONS.

WE ARE IN THE PROCESS OF IDENTIFYING EMPLOYEE REPRESENTATIVES TO  
PARTICIPATE IN THIS PROCESS AND HOPE TO ENTER THE FORMAL  
RECONCILIATION PERIOD IN EARLY JUNE. THE RECONCILIATION PERIOD WILL  
HELP US TO DEVELOP FINAL REGULATIONS THAT REFLECT MULTIPLE  
PERSPECTIVES WHILE MEETING OUR GOALS OF A SYSTEM THAT IS, FIRST AND  
FOREMOST, MISSION-CENTERED. WE REMAIN COMMITTED TO ENSURING THAT  
THE NEW SYSTEM IS BASED ON THE PRINCIPLES OF MERIT AND FAIRNESS  
EMBODIED IN THE MERIT SYSTEM PRINCIPLES. WE WILL CONTINUE TO  
PROVIDE REGULAR UPDATES VIA THIS NEWS COLUMN. OUR TARGET DATE FOR  
THE PUBLICATION OF THE FINAL REGULATIONS IS SECOND HALF OF THE  
CALENDAR YEAR 2004.

DHS AND THE COAST GUARD WOULD LIKE TO THANK ALL OF YOU WHO CONTINUE  
TO TAKE TIME TO SHARE YOUR THOUGHTS ON THE PROPOSED SYSTEM. YOUR  
FEEDBACK WILL HELP TO ENSURE THAT THE NEW SYSTEM MEETS EMPLOYEES'  
NEEDS. IF YOU ARE INTERESTED IN REVIEWING THE PUBLIC COMMENTS ON  
THE PROPOSED REGULATIONS SUBMITTED BEFORE THE MARCH 22 DEADLINE,  
THEY CAN BE FOUND ON THE EDOCKET AT [WWW.EPA.GOV/EDOCKET](http://WWW.EPA.GOV/EDOCKET).

Q. WHAT IS MAX HR?

A. MANY EMPLOYEES HAVE ASKED ABOUT MAX HR. THE NAME "MAX HR" IS  
USED TO CHARACTERIZE THE DEPARTMENT'S NEW HUMAN RESOURCES SYSTEM  
AND DESCRIBE SUBSEQUENT HR IMPROVEMENTS AND PROGRAMS. "MAX," SHORT  
FOR "MAXIMIZE," CAN BE USED AS A PLAY ON WORDS SUCH AS MAXIMIZING  
HUMAN RESOURCES, MAXIMIZING TRAINING AND LEADERSHIP OPPORTUNITIES,  
AND MAXIMIZING YOUR POTENTIAL, ALL OF WHICH ARE KEY ELEMENTS OF THE  
NEW HR SYSTEM. BECAUSE THE SYSTEM WILL HAVE A SIGNIFICANT EFFECT ON  
DHS' CULTURE AND PEOPLE, MAX HR, ALONG WITH THE TAG LINE,  
"MAXIMIZING RESULTS, REWARDING EXCELLENCE," PERSONALIZES THIS  
INITIATIVE AND HIGHLIGHTS THE CORE INTENT OF THE NEW SYSTEM-TO  
FOCUS ON PEOPLE AND RESULTS AND TO SEEK AND REWARD EXCELLENCE  
THROUGHOUT THE DEPARTMENT. AS WE TRANSITION TO THE NEW SYSTEM, YOU  
WILL SEE REFERENCES TO MAX HR ON THE DHS INTERNET SITE, INTRANET  
SITE, AND IN HR-RELATED COMMUNICATIONS.

Q. HOW IS THE DEPARTMENT PLANNING TO COMMUNICATE DETAILS OF THE  
NEW SYSTEM TO EMPLOYEES?

A. IN VARIOUS FORUMS WITH EMPLOYEES AND MANAGERS WE HAVE HEARD  
ABOUT THE NEED FOR CLEAR, CONSISTENT, AND FREQUENT COMMUNICATIONS  
REGARDING THE NEW HUMAN RESOURCES SYSTEM. WE KNOW COMMUNICATION IS  
ALWAYS IMPORTANT, BUT NEVER MORE SO THAN DURING MAJOR CHANGE  
INITIATIVES SUCH AS THIS, AND THEREFORE WE ARE DEVELOPING A  
COMPREHENSIVE COMMUNICATIONS STRATEGY FOR THE ROLL OUT OF OUR NEW

SYSTEM. THIS STRATEGY WILL ACCOUNT FOR THE GEOGRAPHIC AND JOB DIVERSITY OF DHS EMPLOYEES AND USE MULTIPLE CHANNELS SUCH AS THE INTERNET, INTRANET, EMAIL, AND DHS TODAY, AND THE COMMUNICATIONS COORDINATION TEAM (CCT), TO DISSEMINATE INFORMATION ACROSS THE DEPARTMENT. MEANWHILE, IN THE COMING WEEKS EMPLOYEES WILL RECEIVE A BROCHURE DETAILING THE KEY FACTS OF THE PROPOSED SYSTEM AND ADDRESSING SOME COMMONLY ASKED QUESTIONS. FURTHERMORE, MANAGERS AND EXECUTIVES WILL RECEIVE TOOL KITS THAT WILL PROVIDE ADDITIONAL DETAILS ON THE PROPOSED SYSTEM THAT THEY CAN SHARE WITH THEIR RESPECTIVE EMPLOYEES. WE ARE COMMITTED TO ENSURING THAT ALL EMPLOYEES, MANAGERS, AND EXECUTIVES ARE INFORMED OF THE NEW SYSTEM AND FULLY UNDERSTAND HOW AND WHEN IT WILL AFFECT THEM.

Q. WHAT IS THE COMMUNICATIONS COORDINATION TEAM (CCT)?

A. THE CCT WAS ESTABLISHED LATE LAST YEAR TO RAISE AWARENESS, DISSEMINATE INFORMATION, AND PROMOTE A CLEAR UNDERSTANDING OF THE NEW HUMAN RESOURCES MANAGEMENT SYSTEM (HRMS) THROUGHOUT THE DEPARTMENT. THE TEAM IS CO-CHAIRLED BY THE OFFICE OF PUBLIC AFFAIRS AND THE HUMAN CAPITAL OFFICE AND MEMBERS INCLUDE SENIOR REPRESENTATIVES WITH COMMUNICATIONS AND/OR HUMAN RESOURCES EXPERTISE FROM CBP, CIS, COAST GUARD, FEMA, IAIP, ICE, S&T, SECRET SERVICE, AND TSA. THE TEAM MEETS BIWEEKLY TO DISCUSS INTERNAL COMMUNICATIONS STRATEGIES AND CHALLENGES IN EACH COMPONENT AGENCY.

Q. WHAT RESOURCES ARE AVAILABLE FOR INFORMATION ON THE PROPOSED REGULATIONS?

A. INFORMATION ON THE PROPOSED REGULATIONS AND THE HR DESIGN PROCESS CAN BE FOUND ON THE DHS INTERNET:

[HTTP://WWW.DHS.GOV/DHSPUBLIC/DISPLAY?THEME=39&CONTENT=3392](http://www.dhs.gov/dhspublic/display?theme=39&content=3392)

OR THE DHS INTRANET: [HTTPS://DHSONLINE.DHS.GOV](https://dhsonline.dhs.gov)

1. TO VIEW THE HR SYSTEM INTRANET PAGE, CLICK ON "DHS HR SYSTEM HOME PAGE,". IT IS THE FIRST ITEM LISTED UNDER THE "MY SERVICES" SECTION ON THE RIGHT HAND SIDE OF THE DHS INTRANET HOMEPAGE. NOTE: YOU MUST BE ON A DHS COMPUTER TO ACCESS THIS SITE.
2. ALL HR DESIGN NEWS CORNER ARTICLES ARE ARCHIVED ON THE "NEW HR SYSTEM" INTRANET PAGE. ADDITIONALLY, THE PROPOSED REGULATIONS IN THEIR ENTIRETY CAN BE FOUND AT [WWW.EPA.GOV/EDOCKET](http://www.epa.gov/edocket).
3. IF THERE IS A TOPIC OR ISSUE YOU WOULD LIKE TO SEE ADDRESSED IN FUTURE HR DESIGN NEWS CORNER ARTICLES PLEASE SEND YOUR SUGGESTIONS TO [HRDESIGN@DHS.GOV](mailto:HRDESIGN@DHS.GOV).
4. INTERNET RELEASE AUTHORIZED.
5. RELEASED BY RONALD R. KOGUT, CHIEF, OFFICE OF CIVILIAN PERSONNEL.

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