

## Overview of Transformation

*POC: CAPT Stuart Satterwhite*

The MyNavy HR Transformation effort is one of CNP's three major efforts (Transformation, Sailor 2025, and Man the Fleet) to provide Sailors and their families with a rewarding career as well as increased flexibility and choice.

Transformation's journey focuses on HR Service Delivery, overhauling processes, establishing an enterprise data management capability, and modernizing MyNavy HR's IT.

Accomplishing true transformation requires more than a technology refresh. This is a wholesale change – including how we are structured, our operating model, our processes and procedures, and finally, the enabling IT. This is not just an IT technology refresh, it is a technology modernization designed to serve Sailors effectively for decades to come.

We are changing how we deliver HR services to over 400,000+ Sailors and their families. We will holistically change how we organize around our work (delivering operational personnel readiness). Finally, we will consolidate and improve legacy information technology.

We are executing this transformation as a portfolio of programs using leading edge Human Centered Design, Business Process Engineering, and Agile software processes.

### Recap of Governance Decisions/Key Meetings

- + NP2 IOC Scope Memorandum was approved by eCCB on 29 July 2020, with requirement to develop 2 COAs that focus on the impact of CR in FY21 by 28 August 2020 (for approval by CNP).
- + The first NP2 IOC Synchronization Meeting, T-18, was held on 21 July 2020. Next meeting, T-17, is scheduled for 27 August 2020.
- + 10 July 2020 marked the completion of the first 30-60-90 Day Roadmap Tranche Plans. These plans identify key reviews and governance actions required to finalize/approve Transformation milestones and determinations.



The Transformation Snapshot is a bi-monthly update providing context and information on key program areas and is a product of the Enterprise Support Transformation Office (ESTO) Organization Change Management (OCM) Support team. Distribution is authorized to U.S. Government Agencies and their Contractors.

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## Key Highlights

- 30-60-90 Day Roadmap Tranche Plans are a new model to coordinate broadly across stakeholders on the various Transformation initiatives, providing transparency and removing stovepipes.
- 10 July 2020 marked the completion of the first 30-day tranche of the 30-60-90 plan in support of the four key focus areas for Transformation.
- DEKPLATe went live in July 2020, enabling collaboration across the Enterprise.

## Upcoming Meetings

- **Weekly** 30/60/90 Road Map review Fridays 0830-0930
- **Monthly** presentation to senior leadership at Enterprise Metrics for Transformation (EM-T)

## Need DEKPLATe Access?

Access DEKPLATe through the Transformation link in the MyNavy HR Portal:

<https://mpte.navy.deps.mil/Pages/Home.aspx>

## Enterprise Support

POC: CAPT Kamyar Pashneh-Tala (PT)

### 30-60-90 Day Roadmap Tranche Plans

The 30-60-90 Day Roadmap Tranche Plans allow for awareness across all stakeholders and create transparency across the Transformation. Expectations are clearly identified from each workstream, and collaboration is enabled across efforts to maximize outputs.

The plans currently focus on four key areas for Transformation: **NP2 & Payroll Operations, Service Delivery, OCM/Strategic Communications, and Governance**. Future iterations of the tranche plans will be expanded to include all areas of the Transformation, including, but not limited to Recruiting, Learning Stack, and Reserves. These three-month plans have been shared broadly across stakeholder groups and serve as a measuring stick to track essential progress. The plans identify key reviews and governance actions required to finalize/approve milestones and determinations.

After each tranche, a summary slide is provided to key stakeholders, displaying completion of activities and identifying any blockers that may have prevented completion. The summaries also discuss broader outcomes achieved through the conclusion of the activities and follow on steps to maintain momentum and progression of Transformation efforts.

### DEKPLATe

In July 2020, ESTO launched a new SharePoint website, **DEKPLATe** (Dynamic Enterprise Knowledge Platform). This portal enables collaboration across the Transformation Enterprise and **serves as a one-stop shop for locating/sharing cross-functional plans, briefs, charters, memos, and organizational charts**. All documents will be verified for accuracy prior to being posted on the platform and labeled with the date the document was most recently modified.



## Key Highlights

- The NP2 Governance Council (NP2GC) endorsed the NP2 IOC Memorandum on 15 July 2020. The approach was approved at the 29 July 2020 eCCB.
- NP2 would like to thank the 45 ORE participants representing the following organizations including DCNO, ECRC, NPC NPPSC, RESFOR and USFFC.

## NP2 Governance Council

- The NP2 Governance Council (NP2GC) adjudicates decision requests from the NP2 product development teams and stakeholders in the Personnel and Pay community.
- **Decisions include:** Approvals to submit NP2 IOC Memorandum, include Electronic Drill Management (EDM) functionality into NP2, eliminate paper checks at IOC, SAAR-N electronic signature, and "Service Record" name change.

## Upcoming Meetings

- **27 AUG** – T-17 NP2 IOC Synchronization meeting
- **8 SEP** – Bi-Weekly NP2 Governance Council Meeting
- **22 SEP** – eCCB

## Navy Personnel & Pay (NP2)

POC: CAPT Joyce Richardson

### NP2 IOC Memo

On 15 July 2020, the NP2GC endorsed the final version of an Initial Operating Capability (IOC) for Navy Personnel and Pay (NP2) memorandum and submitted it to the eCCB for its endorsement and subsequent routing for CNP signature. The IOC Memo provides a high-level stakeholder roadmap and defines both the project scope and the **1 January 2022 NP2 IOC** objectives including integrated systems and processes that will:

- Compute and disburse pay for all future years
- Conduct payroll operations for all Sailors (Active, Reserve, Enlisted, Officer, and Midshipman)
- Replace pay functions currently performed by Defense Joint Military System (DJMS)
- Provide a daily interface with U.S. Treasury to enable Treasury Direct Disbursing (TDD)
- Provide internal audit controls and financial management (audit reports, payroll certification, accounting, and financial reports)

### Pers/Pay NP2 Organizational Readiness Exercise (ORE) Functional Tabletop

In June 2020, the MyNavy HR Enterprise Support Transformation Office (ESTO) conducted an **Organizational Readiness Exercise (ORE)** to assess business readiness for NP2 Initial Operating Capability (IOC) and address the risks presented by delivering a new system and organization structure. Outcomes include:

- ✓ Directors identified **NP2 Guiding Principles** from a system and organizational perspective
- ✓ **20 recommendations** identified and prioritized by business value and level of complexity
- ✓ Over **70 findings and insights** identified
- ✓ **Four key themes** that that present potential risks across people, process, and technology:
  - 1) Defined Roles and Responsibilities
  - 2) Standardize Service Delivery
  - 3) Communication Across the Navy
  - 4) Modernized Information Technology



## Payroll Operations (PAYOPS)

POC: Ms. Carla Coates

### Navy Cross-Functional Team (CFT)

As part of the effort to stand up Navy PAYOPS in Cleveland, OPNAV N10/ES-707 established the Navy Pay and Benefits Future Business Design Cross-Functional Team (CFT) to establish Navy ownership of functions and services previously provided by DFAS. The CFT has been broken down into two (2) phases.

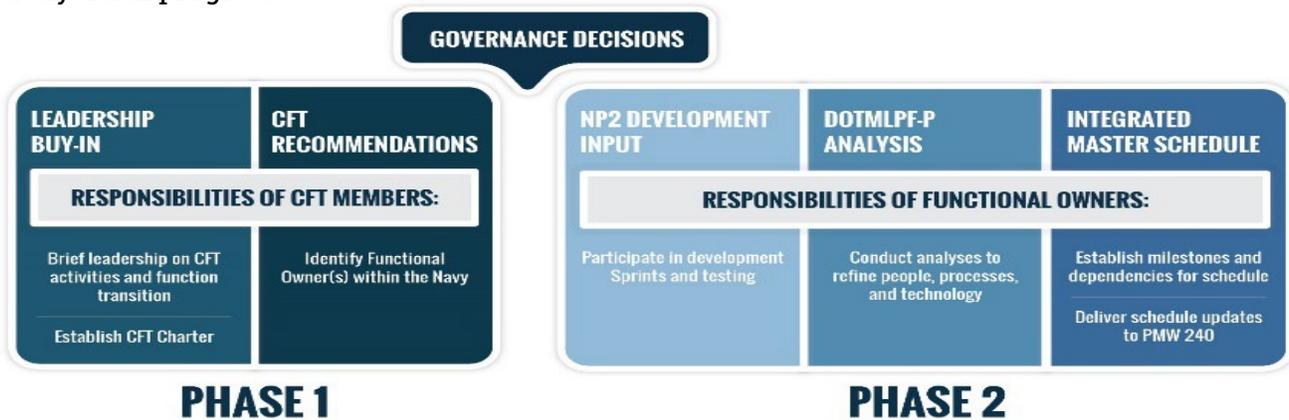
**Phase 1**, which began on 29 April 2020 and concluded on 9 July 2020, focused on:

- Defining to-be organizational roles and responsibilities
- Defining boundaries between future pay organizations
- Identifying changes to processes, policies, and enterprise information sharing

In total, the CFT identified owning organizations for 76 functions discussed across the sprints. OPNAV N10/ES-707 consolidated recommendations of the CFT and is aligning with the PMW 240 NP2 product development schedule.

**Phase 2**, the current phase, which began on 10 July 2020 and will continue through NP2 IOC on 1 January 2022, includes the following activities focused on the functional owners' preparation for NP2 IOC:

- Providing input on the NP2 development process
- Conducting the appropriate analysis of people, process, and technology aligned to Navy organizations
- Coordinating with PMW 240 on the Integrated Master Schedule to determine/align milestones and accurately track progress



### Workforce Supply Analysis

On 30 June 2020, a workforce supply analysis was completed of the DFAS Military Payroll Operations functions that support Sailor pay account maintenance and payroll certification. Navy PAYOPS will assume the certification responsibilities at NP2 IOC in alignment with the to-be state Pay and Benefits Business Design. This workforce supply analysis identified the current DFAS workforce required to certify Navy payrolls and will aid in the future workforce demand and gap analyses for Navy PAYOPS. This analysis, along with regular touchpoints with DFAS and other Service Branches, is intended to inform the staffing model and organizational structure of the Navy PAYOPS organization.

## Key Highlights

- MNA upgrade will serve as a “one-stop-shop” for all jobs and assignments
- Navy Reserve Activity Command Career Counselors (CCC) will have access to MNA to assist Sailors with their career planning and may submit job applications on the Sailor’s behalf.
- Commands will now have the opportunity to view, approve, or disapprove PRD requests, see Sailors Resumes, and make comments on applications that the Sailor can see.

## Release & Implementation

- MNA for Reservists is scheduled to be released in **August 2020**.
- MNA will be accessed via the MyNavy Assignment link in MyNavy Portal, <https://my.navy.mil/>, posted in both Quick Links and the Assignment, Leave & Travel (ALT) Career & Life Event (CLE) section.

## Navy Reserves

POC: CAPT Claudia Macon

### MyNavy Assignment (MNA)

MyNavy Assignment (MNA) will be available for Navy Reserve Sailors beginning in late August 2020. **This upgrade to MNA will provide a “one-stop-shop” for all jobs and assignments within the Reserve Force.** MNA replaces the Career Management System – Interactive Detailing (CMS-ID) with a modern approach to managing naval careers, providing more options, greater flexibility, and increased transparency during the detailing process.



**Attention to  
Command  
Career  
Counselors!**

Training will be held for **all Reserve Force Command Career Counselors (CCC) prior to the release of MNA.** CCCs will have special access to MNA to assist Sailors with their career planning and may submit job applications on their behalf.

CCCs should anticipate attending a virtual training session later this summer. Details will be distributed through all Navy Reserve Activities for maximum participation. Stay tuned through your leadership channels, so you don’t miss out!

### System and Process Improvements

MNA will improve searching and applying for Navy assignments by delivering:

- |   |                                |
|---|--------------------------------|
| ➤ Improved Usability                    | ➤ Bookmark Capability          |
| ➤ Increased Access Window               | ➤ More Job Search Tools        |
| ➤ Expanded Job Search Capability        | ➤ Improved Application Process |
| ➤ Request Local Assignment              | ➤ My Resume (Beta)             |
| ➤ Easier Access to Personal Information | ➤ Enhanced Messaging Tools     |



## Key Highlights/ Meetings

- 26 AUG – Enterprise Metrics-Transformation
- 16 SEP – EITGB
- 23 SEP – eCCB

## Did You Know?

In response to the COVID-19 pandemic and in preparation for future workforce expectations, ITD/CIO is **working with stakeholders across the Enterprise to advocate for the Enterprise-wide adoption of several virtual collaboration tools**, including Trello and Microsoft Teams.

(The current instance of CVR/Teams is scheduled to shut down in December 2020).

A series of training videos on the use of Trello, which is a task management/tracking tool, can be accessed by CVR users at:

<https://web.microsoftstream.com/channel/be3ecb16-b2f3-4ae4-a72f-3aaccf48a0ed>

## IT Transformation Division (ITD)

POC: Ms. Nuria Hernandez

### Upcoming Events/Activities Planned By ITD/CIO

#### Portfolio Analysis

ITD/CIO and PMW 240 are **working to finalize a revised Transformation schedule leveraging a hybrid functional and system approach**. This schedule, once approved by eCCB and reviewed by PMW 240, will **guide when and how MyNavy HR systems and processes are retired and new services made available to stakeholders and Sailors**.

#### NP2 IOC

ITD/CIO worked with various stakeholders across OPNAV to **reach an agreement on the expected functionality for Navy Personnel and Pay (NP2) Initial Operating Capability (IOC)**. The proposed memo was presented to the NP2 governance council on 7 JUL and approved by the eCCB on 29 JUL. The memo **will provide a high-level road map for all stakeholders on how to proceed with NP2 development through Q2 FY 2022**.

#### IATs

In Spring 2020, ITD/CIO **deployed six concurrent, virtual Integrated Agile Teams (IATs) which collected and synthesized IT requirements from stakeholders across the Enterprise in support of Transformation**. These IATs focused on understanding current issues surrounding:

- 1) User access and role management for SAAR-N processing
- 2) Leave request/processing
- 3) MySailor Data feedback mechanisms
- 4) Process funeral honors/IRR muster duty for Reserve Drill Interface and Pay
- 5) MyPCS RC/orders execution for Reserve Orders
- 6) Enlisted Reclassification

**The team is now scoping the next wave of 18 new products for upcoming IATs to ensure alignment with the development schedule.**

#### EITGB

The IT governance process **ensures that any system change requests (SCRs) are thoroughly vetted and approved by MyNavy HR leadership before changes are implemented** by the system owners. The Enterprise IT Governance Board (EITGB) holds sessions monthly with system owners to process SCRs: **EITGB are scheduled to occur every second Wednesday of each month going forward**. Next EITGB will commence **16 September 2020**.



## Key Highlights

- MyPCS was the first NP2 capability released, providing active duty Sailors with mobile, CAC-free ability to create a tailored Permanent Change of Station (PCS) checklist, view their orders, create a travel voucher, upload receipts, and submit their electronically signed travel voucher to their Command Pay and Personnel Administrator (CPPA) for review, approval, and further processing by the Travel Processing Center (TPC).
- A Travel Entitlements Calculator was recently added to help Sailors estimate their PCS travel entitlements using their personal mobile devices.

## Upcoming Meetings

- PMW 240 hosts a bi-weekly NP2 OCM Working Group on Thursdays.
- **26 AUG** – Enterprise Metrics-Transformation

## PMW 240

POC: Mr. Ken Johnson

### NP2 Update

The configuration and development of the Navy Personnel and Pay (NP2) system continues using an agile development methodology, **deploying new capability quarterly to Sailors and the HR workforce**. The goal remains to deploy NP2 Initial Operating Capability (IOC) by January 2022. At this milestone, both **Active and Reserve Sailors will have the capability to access personnel and pay information, view orders, initiate personnel and pay transactions, and submit and monitor requests through approval chains**. They will also get **assistance with travel for Permanent Change of Station (PCS) orders, and orders for mobilization, demobilization, Officer Recall, and Active Duty for Operational Support (ADOS)**.

At IOC, NP2 personnel transactions will automatically drive pay transactions, eliminating the need for a separate pay system. **NP2 will deliver 57 new capabilities – or products – at IOC, not all of which are Sailor-facing.**

**Example:** Adding a new spouse (personnel transaction) will automatically update Basic Allowance for Housing (BAH) (pay transaction).

### Upcoming Functional Release – 15 October

**MyPCS Travel Processing Center (TPC) Capabilities** – Provides automation of travel voucher processing. Command Pay and Personnel Administrators (CPPAs) will electronically route Sailor travel vouchers resulting from Permanent Change of Station (PCS) to the TPC, eliminating the need to manually print, scan, and transmit vouchers via the Transaction Online Processing System (TOPS).

**MySailor Data** – Sailors (Active and Reserve) will have the ability to view personnel data in NP2 that impacts their pay. It will be accessible through both laptop/mobile platforms. Initial data includes: assignment information, service dates, and biographical information.

**Reserve Orders** – Reserve Sailors will have the same capability as Active Sailors to execute tailored orders checklists, view orders, create a travel vouchers, upload receipts, and submit electronically signed travel vouchers to CPPAs for review, approval, and further processing by the TPC. This feature includes command views into checklists for readiness and preparedness determination, as well as metrics.



## Key Highlights

- NP2 Synchronization meetings will occur on a regular basis to bring all stakeholders together as the Enterprise moves towards NP2 IOC.
- RESFOR has unique challenges and complexities in supporting the myriad of categories of reserve Sailors and their varying Pers/Pay needs.
- T-18 confirmed the need for continued efforts to bring the functional end user into the design and development process at key points.

## Upcoming Meetings

- The next meeting in the series, T-17, will take place on 27 August 2020; subsequent meetings will happen about every two months and center around identifying and mitigating risks, and teeing up and making decisions for all of the intermediate milestones between now and IOC.
- **Tier 2 Node Lead Meetings** – every Wednesday at 10:30
- **Salesforce Essentials CRM Training** – Every Monday and Q&As every Wednesday

## MyNavy Career Center (MNCC)

POC: Ms. Ann Stewart

### NP2 IOC “T-18” Synchronization Meeting

**T-18, the first in a series of synchronization, planning, and barrier removal meetings between all of the stakeholders involved in launching the new NP2 platform,** was held on 21 July 2020. The prime objective of this series is to ensure that the entire Navy HR enterprise is ready in all respects – training, facilities, equipment, software, business processes, and organizational structure – to start using NP2 in support of Sailors on Day 1.

This collaborative session kicked-off with an Enterprise overview from Mr. Menzen, RADM Hughes, and RADM Schommer, before diving into **the all-day agenda, focused on allowing the group to learn and understand what each stakeholder is facing as we collectively move to NP2 IOC.** Agenda topics included a strategic overview, the NP2 technology roadmap, PERS/MNCC Operations, Payroll Operations, Reserve Issues, Communications and Organizational Change Management, and Risks.

### Major Stakeholders Included



ESTO, NPC PERS-2, N10/ES707 Financial IT Systems lead, RESFOR, DFAS, NPPSC, and Program Office Representatives from PEO and PMW 240.

### MNCC Salesforce Spotlight

The Navy continues to improve and transform HR services delivery for Sailors, even in the current environment. Remote Salesforce CRM training for Tier 2 agents is ongoing to ensure end users are well equipped to utilize the system. Of the 150,000 cases created in Salesforce since functional launch in March 2020, 10,000 are COVID related cases. Tiered service delivery agents and MNCC Leadership teams are working closely together to ensure the most recent information is provided to all MNCC customers by updating Knowledge Articles.

Additionally, post-call surveys have been implemented to gain additional customer feedback. Maximizing the capabilities of the new CRM platform provides transparency and allows leadership an opportunity to follow a case throughout its life cycle in one platform. The MNCC is well on its way to providing superb customer service to the fleet, utilizing an industry-leading workflow management platform.

