The Navy is modernizing its MyNavy HR enterprise to provide improved service delivery to Sailors, their families and future recruits through a holistic, end-to-end effort that will impact Navy’s “Hire-to-Retire” lifecycle. **How we communicate to our Workforce and Sailors differs in approach and tone when talking about our organization, Sailor facing capabilities, and back-office technology.** This placemat highlights those differences and equips leaders and communicators across MyNavy HR with a resource to further explain the Sailor centric transformation underway in MyNavy HR.

### Communicating within the MyNavy HR Workforce

MyNavy HR lead by the Chief of Naval Personnel (CNP), consists of OPNAV N1, NETC, NPC, NRC and NSTC. The MyNavy HR operating model includes 3 pillars: Force Development, Force Management and Enterprise Support. This structure enables a holistic end-to-end transformation effort to update, streamline, and modernize personnel management processes and technologies to improve and support Sailors, Fleet Commanders, and the Navy as a whole.

### Communicating to Sailors

**The following are Sailor Facing Capabilities** that deliver on MyNavy HR’s commitment to meet the needs of Sailors and their families.

- **MyNavy Career Center (MNCC)** includes Tier 0 (MyNavy Portal), Tier 1 (MNCC Contact Centers and Personnel), and Tier 2 (HR Subject Matter Experts & Transactional Support). MNCC connects to Tier 3 (Program & Policy Owners), and face-to-face (Regional & Field Level Support) which completes the Sailor HR support model.

- **MyNavy Portal** is a Sailor’s first stop to access 24/7 HR services online. Sailors can complete various self-service actions or initiate requests on Career and Life Events (i.e., Advancement, Education, PCS, etc.) through their computer/mobile device, as well as chat directly with the MNCC Contact Center to update cases or ask questions.

- **Navy App Locker** is DON CIO’s “App Store” which provides a direct access, one-stop-shop to approved MyNavy HR apps. The app is a “locker” of applications developed as a mobile pathway to various HR services such as training, career, and educational resources.

**Navy Personnel and Pay (NP2)** combines personnel and pay functions into one seamless system of systems (PeopleSoft, Salesforce, future industry leading HR software), replacing NSIPS and TOPS. NP2 focuses on providing adaptable solutions, timely pay, increased auditability and enhanced user experiences for Sailors, the workforce and Navy leaders.

**The Authoritative Data Environment (ADE)** is the data warehouse providing a single, integrated and authoritative source for MyNavy HR data. All data warehouses are being consolidated to serve as a single source of data truth with comprehensive analytics that will drive better decision-making.

**MyNavy HR is Serving Sailors 24/7.** Our team is committed to delivering HR - personnel, pay and training - services to Sailors and their families with increasing speed, accuracy, quality, and transparency.