

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.

### Organization



### Communicating to Sailors



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.

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.



MNCC is serving Sailors 24/7 using a "tiered service delivery model." Sailors can complete many HR tasks easily on their own using self-service options like the MyNavy Portal (MNP). If they need help, contact agents are available 24/7 via phone, email, or chat at the MNCC Contact Center.

Tier 0 of MNCC, MyNavy Portal (MNP), is the self-service online portal (accessible by computer or mobile device) that allows Sailors 24/7 access to HR support, systems and data. MNP is the Sailors user interface to NP2. MNP is developed and maintained in collaboration with PMW 240.



MyNavy Portal

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 App Locker

Navy App Locker is Serving Sailors 24/7 by providing an "App Store" for accessing helpful applications. With over 90 applications, Navy App Locker provides access to resources such as training, career, and educational services, delivering more efficient, accurate self-service HR support to Sailors via their mobile devices, improving service quality and customer satisfaction.

The following are **Back Office Technologies**.

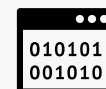
Navy Personnel and Pay (NP2) combines personnel and pay functions into one seamless system of systems (PeopleSoft, Salesforce, future industry leading HR software), replacing NSIPS and TOPS. NP2 focuses on providing adaptable solutions, timely pay, increased auditability and enhanced user experiences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



Navy Personnel and Pay

NP2 improves the efficiency and accuracy of HR services, providing access to personnel and pay changes 24/7 in one location. However, as a "back office" system, it is neither directly visible to Sailors nor referenced in Sailor-facing communications.

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.



Authoritative Data Environment

The Navy is using an authoritative data environment to reduce labor-intensive activities with predictive analytics to improve and ensure best fit and career talent matching for Sailors through MNCC, MNP, and MyNavy HR apps. ADE is not directly visible to Sailors as MyNavy HR's "back office" data warehouse and should not need to be referenced in Sailor facing communications.