



Transformation Digest

January 2023
Issue 9



Commanding officer Capt. Edward Angelinas oversees a replenishment-at-sea between the Ticonderoga-class guided-missile cruiser USS Chancellorsville (CG 62) and the underway replenishment oiler USNS Tippecanoe (T-AO 199) in the Philippine Sea. | U.S. Navy photo by Mass Communication Specialist 2nd Class Justin Stack | Taken August 20, 2022 | <https://flic.kr/p/2nFPfzP>

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A Message from the Chief of Naval Personnel



“Thank you for your steadfast support of our Transformation efforts in 2022. Through your dedication, we have been able to achieve great strides in advancing the MyNavy HR Transformation vision. All of our organization’s achievements are possible due to your individual and collective efforts across the enterprise. I am confident we can continue to ‘Get Real, Get Better’ together. Thank you for all your work in 2022! I am confident we can deliver modern HR services and IT solutions to ensure personnel readiness & mission focused Sailors.”

*– Vice Admiral Rick Cheeseman Jr.,
Chief of Naval Personnel*

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<https://pollev.com/mynavytdsurvey>

Ships from Standing NATO Maritime Group 2, the Nimitz-class aircraft carrier USS Harry S. Truman (CVN 75), the Arleigh Burke-class guided missile destroyer USS Cole (DDG 67) and Italian Navy Carlo Bergamini-class frigate ITS Alpino (F594) sail in formation in the Mediterranean Sea | U.S. Navy photo by Mass Communication Specialist 2nd Class Crayton Agnew | Taken July 24, 2022 | <https://flic.kr/p/2nAWaSq>

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What is the MyNavy HR Transformation?

The Navy's legacy Manpower, Personnel, & Training (MPT) Enterprise was challenged by processes and IT infrastructure that were disjointed, unstable, and outdated. Recognizing those challenges, MPT set out to build a modern HR enterprise called "MyNavy HR" in support of one of CNP's four strategic goals: "Transform the MyNavy HR Enterprise."

MyNavy HR Transformation is a comprehensive capability delivery that is transforming not only the enterprise's processes and systems to enable a better Sailor user experience, but also the management of life events that span the entire Navy career lifecycle. Ultimately, MyNavy HR will be better positioned to develop and employ the Navy's most valuable resource: our people.

What is the Transformation Digest?

The Transformation Digest is a quarterly publication highlighting key activities, focus areas, and accomplishments across the MyNavy HR Transformation. Each issue is designed to help the Navy's workforce and Sailors stay up to date on the latest transformation news.

Lt. Mely Rodriguez, from Miramar, Florida, stands watch as the conning officer on the bridge of the Nimitz-class aircraft carrier USS Carl Vinson (CVN 70). | U.S. Navy photo by Mass Communication Specialist Seaman Isaiah Williams) | Taken June 26, 2021 | <https://flic.kr/p/2m8kMUz>



@MyNavy HR

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2022 Transformation Achievements & 2023 Focus Areas



Cryptologic Technician (Technical) 3rd Class Isaiah Preston, from Huntsville, Ala., stands watch in the combat information center aboard the Ticonderoga-class guided-missile cruiser USS Chancellorsville (CG 62) in the Philippine Sea. | U.S. Navy photo by Mass Communication Specialist 2nd Class Justin Stack | Taken September 1, 2022 | <https://flic.kr/p/2nHUjek>



N16 (CIO) & Enterprise Support (ES)

Chief Information Officer (N16), Deputy Chief of Naval Operations (Manpower, Personnel, and Training) and Director, MyNavy HR Enterprise Support (OPNAV N1): Mr. Manuel Hermosilla

Transformation Officer: CAPT Leon Higgins

The transformation partnership between ES, PMW 240, and PEO MLB advanced the MyNavy HR (MNHR) Transformation in 2022. Great strides have been made to further the multi-year endeavor to create a single integrated Information Technology (IT) architecture that will produce the personnel readiness required to meet the Navy's future warfighting needs. While ES efforts are already making a difference in improving the HR services delivered to Sailors, once completed, IT transformation will enhance fleet readiness, drive data-based workforce decision making, and change how human resources services are offered.



2022 Highlights



IMS for Each LOE Briefed to CNP

\$90M Contract for ES to Support IT Transformation



IT/CIO: Led development of OPNAV N1 Data Management Strategy that guides the organization's work toward a data centric environment. With the support of PEO MLB, MNHR completed proof of concept of Robotic Process Automation (RPA) Initiative and the product delivery and automating manual processes for the Record of Emergency Data and Dependency Application (RED/DA). Supported the NES/OPINS consolidation effort. Finalized POM24 submissions to ensure funding for priority programs and transformation efforts in FY24-28. Established the N16 (CIO) director position with resource sponsor authority for legacy IT, transformation IT, Ready Relevant Learning (IT), and Science & Technology (S&T) portfolios.



Strategic Programs: Successfully managed the annual goals through quarterly updates that provided key insights for MNHR Leadership to support key executive activities such as mid-year and end of FY funding requests, Congressional testimony, and the MNHR Strategic Offsite. Successfully migrated MNHR SharePoint content from legacy iNavy Servers to FlankSpeed with no disruption to end-users.



Engagement & Innovation: Funded and delivered via the MNHR Science and Technology program including the Virtual Recruit Tracker application for Navy Recruiting Command, as well as the prototypes for a virtual, secure, and standardized NROTC board selection algorithm for Force Development, a personalized individual training management system, and the MNHR Dynamic Simulation Model. Secured funding for 10 FY23 studies. Oversaw the completion of 10 FY22 studies.



Enterprise Support Transformation Office (ESTO): Held an offsite between N1 ES and PMW 240 resulting in 45-day sprint discussing current progress, timelines, and dependencies to develop one Integrated Master Schedule (IMS) for all Lines of Effort (LOE). This IMS was briefed by Mr. Hermosilla to CNP and remains a living document, adjusted as requirements change. Worked with partners to accelerate the delivery of a Salesforce Mobile Application Minimum Viable Product (MVP) and innovative solutioning resulting in efficiencies for Navy Recruiters out in the field engaging Navy prospects.

Transformation Highlight

Acquisition and Contracts: Coordinated 12 meetings of the Services Requirements Review Board (SRRB) at which contracts valued at \$2.6B were reviewed, validated, and approved. **This effort included contracting requirements which spanned the entire MyNavy HR Enterprise; including a \$90M contract for Enterprise Support in support of IT Transformation.**

2023 Focus

- Deliver modern IT Solutions through the transformation of the following five systems: MyNavy Portal (MNP), Authoritative Data Environment (ADE), Navy Personnel and Pay (NP2), Enterprise Customer Relationship Management (eCRM), and Learning Stack/Ready Relevant Learning (LS/RRL).
- Prepare for NP2 Initial Operational Capability (IOC).
- Finalize the ES reorganization and structure the Transformation Branch responsibilities.
- Implement the updated MyNavy HR Governance Charter.





Enterprise Support

Business Management Office (BMO)

Executive Support Lead: Mr. Randall Shockey

The Business Management Office (BMO) provides support to the Enterprise Support (ES) Director by managing schedules and communications, tracking enterprise-wide taskings, and maintaining a knowledge management repository of key ES resources. Initiatives prioritized by BMO expedite the deployment of enhanced ES processes, directly enhancing timeliness, reducing complexity, and creating opportunities for increased efficiency.



2022 Highlights



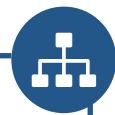
Created the New Business Management Office



Established the centralized Business Management Office team to provide extensive and continuous support to ES Front Office objectives, operations, and engagements.



Created and updated all corresponding manning and organizational framework documents (Civilian Manning Slate, internal trackers and crosswalk, and position descriptions) to accurately reflect the Navy Manpower Analysis Center (NAVMAC) validated positions and all intricacies of reorganization. BMO facilitated a 90% solution to filling gaps and positions outlined by NAVMAC.



Transformation Highlight

Established a new Knowledge Management SharePoint and FlankSpeed Teams site for the organization to include Standard Operating Procedure (SOP) and demos prior to launch. The site serves as a resource repository for historical documentation of ES deliverables, Memorandum of Agreements (MOAs), Decision Guidance Memorandums (DGM), organizational structures, trip planning, etc.

2023 Focus

- Create standardized Command Overview, Branch, and Line of Effort briefs detailing functional aspects of ES. Standard briefs will be tailored to specific audiences.
- Transition all prior and relevant ES documents to the new Knowledge Management SharePoint site to create a repository of historical ES documentation.
- Equip leadership with the tools and resources to broadcast MyNavy HR progress and future capabilities.
- Host monthly Lunch & Learn series providing an opportunity for different teams within ES to come together and share interesting topics, past achievements, upcoming goals, and milestones.
- Fulfill BMO functions including: execute ES director's intent; manage complex long range strategic projects; maintain a repository of key ES resources; engage in top level discussions and identify impact to N1 and ES; effectively integrate the staff and processes to support the director's decision-making requirements; manage ES communications with MyNavy HR leadership and key mission partners.

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Enterprise Support

Risk

Deputy Strategic Programs/ Enterprise Risk Management: Ms. Darlene Bennett

The purpose of the Enterprise Risk Management (ERM) program is to develop an integrated, proactive, and transparent risk management capability to better enable MyNavy HR to modernize and achieve its mission. The ERM program is a continuous process that will improve risk-based decision-making to power strategic and business objectives.

The Transformation Risk team enhanced collaboration and integration of risk information across transformation stakeholders and MyNavy HR organizations to improve the timeliness and accuracy of risk reporting and escalation to leadership.



2022 Highlights



Transformation Risk Management Board (RMB) reviewed and escalated high-priority risks and issues, refined existing risk and issue data, and validated effectiveness of response plans.



Annual Risk Training: Conducted the MyNavy HR Annual Risk Training for transformation leadership and stakeholders. The training provided an overview of the risk identification process, value of the risk program, integration with PMW 240 risk team, and steps for identifying a new risk to further enhance risk tracking.



Integrated Master Schedule (IMS): The Risk team created a framework for a Schedule Risk Assessment to be used upon finalization of the IMS, providing stakeholders and senior leadership with enhanced reporting of milestones or major objectives at-risk of being delayed, and the opportunity to identify new risks or issues associated with the execution of the updated IMS.



Risk Taxonomy Integration with PMW 240: Developed an updated transformation risk taxonomy and definitions in coordination with PMW 240 to finalize new integrated taxonomy categories, which establish a consistent set of categories and sub-categories for consideration across the organization and enhances the alignment of risks between MyNavy HR Transformation and PMW 240.



Transformation Highlight Risk Evaluation Criteria

The MyNavy HR Risk team developed additional risk evaluation criteria, accountability framework, and escalation processes for evaluating risks. The new risk evaluation criteria include Scope of Impact, Risk Response Urgency, Maturity of Mitigation Plan, and Level of Dependencies and will enhance informative updates, actionable outputs, and leadership awareness.

2023 Focus

Schedule Risk Assessment: Upon finalization of the updated Integrated Master Schedule (IMS), a schedule risk assessment will be conducted to evaluate current risks and identify any gaps on the register.

Increased Risk Accountability: New Risk Evaluation Criteria and risk integration in the new ES Governance Structure, allow for high priority risks escalation through appropriate governance forums. Risk owners will be responsible for developing and enacting corrective action plans.





Enterprise Support

Authoritative Data Environment (ADE)

Line of Effort (LOE) Lead: Mr. James Pounds

The Authoritative Data Environment (ADE) delivers a modern, cloud-based, integrated framework enabling transformation and distribution of human resource data across the enterprise using native Commercial Off The Shelf (COTS) applications within Amazon Web Services (AWS). ADE leverages cloud technologies to integrate information from internal and external systems into a Single Source of Data Truth.

2022 Highlights



Expanded Cloud Capabilities



System Design Upgrade

The ADE is primarily focused on developing analyst-ready data sources, data warehouse consolidation, and system shutdown data retention. Data marts were designed using data from authoritative sources to enable analytical work focused on specific business needs and subject areas for defined user groups.

Transformation Highlight

ADE completed the first system design upgrade since Initial Operational Capability (IOC) in 2019, which expanded the use of cloud-native services and provided access to robust analytics. This upgrade helps process and transform extensive data and enables the use of machine learning models. Data interface analysis tools were also enhanced to ensure the accuracy and availability of MyNavy HR data through cloud-native solutions for data exchanges, improving security and ease of development.



Expanded capabilities for GOV Cloud in ADE 2.0 to enable the development of models, applications for recruiting and fleet manning forecasting. The expanded capabilities will impact the subsequent Full Operational Capability (FOC) of the Commander's Risk Mitigation Dashboard (CRMD) piloted by 80+ user accounts (15 commands) in 2022. The CRMD dashboard models were optimized, and account creation automated for commanders; dashboard data is refreshed bi-monthly. The FOC of the dashboard will provide commanders with the data-driven information needed to mitigate destructive behaviors at their command aiding in the prevention of suicide, workplace and domestic violence.



ADE continues to support raw data storage dating from 1987 to support the Navy's workforce needs and answer critical organizational concerns. ADE curates data to ensure accessibility, accuracy, and integrity for the end user while reducing redundancy and increasing speed of access.



Increased data management and visualization tools for MyNavy HR improving the standardization of data, valid values lists, data cataloging capability, data lineage and mapping, and master data management.

2023 Focus

- Reaching FOC for the CRMD which will provide fleetwide access with quarterly risk scores and one quarter of predictive scores.
- Performing the development, Application Programming Interface (API) construction, and data transport efforts necessary to continue the migration of the Corporate Enterprise Training Activity Resource System (CETARS).
- Completing the migration of Fleet Training Management and Planning System (FLTMPs) capability into the ADE environment.
- Continuing development of Minimum Viable Products (MVPs) delivering enhanced modeling tools as well as predictive & prescriptive analytic dashboards that will deliver decision-support capabilities to calculate Total Force Manpower Requirements.
- Delivering Fleet Manpower Requirements Determination (FMRD) that will provide optimal ship manning using rank, qualifications, work, and watch hours.
- Deploying Command Pay and Personnel (CPPA) Dashboard in support of CNO's "Get Real, Get Better" (GRGB) Sailor Pay initiative to increase Chain of Command (CoC) visibility and transparency of pay issues to improve Sailor Pay transaction effectiveness and timeliness.

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Enterprise Support

Enterprise Customer Relationship Management (eCRM)

Line of Effort (LOE) Lead: CDR Adam Diaz

Enterprise Customer Relationship Management (eCRM) is a vital component of the Navy Recruiting Command (NRC), MNCC (HRSC/PersPay) and N17 (PRIMS2) MyNavy HR Transformation effort. eCRM is hosted in the Salesforce Cloud and integrates business processes with authoritative data to support the Navy's recruiting efforts, manage the Navy's military workforce from hire to retire and provide Sailors access to a 24/7 help center to answer HR questions.

2022 Highlights

4 Key Releases

46 Enhancements and Bug Fixes

Transformation Highlight

Salesforce Mobile: Recruiters were provided the initial roll-out of a mobile Salesforce capability in May 2022. The full operational capability of Salesforce mobile capability on government managed mobile devices was tested and validated in November. This mobile capability is currently being piloted with a small group of recruiters. The Full Operational Capability (FOC) is expected to be deployed to 4000+ recruiters in early 2023.



Physical Readiness Information Management System 2 (PRIMS-2): The Navy's PRIMS-2 is used by Command Fitness Leaders (CFL) and Assistant Command Fitness Leaders (ACFL) to record physical fitness assessment (PFA) data for Service members. PFA data consists of Body Composition Assessment (BCA) and Physical Readiness Test (PRT) scores. In 2022, Minimum Viable Products (MVP) 2.0, 2.1 and 2.2 were rolled out to support the first PRT since the COVID-19 stand down allowing CFL/ACFLs to effectively enter the PFA data for their Sailors in a timely manner.



Personnel and Pay (PersPay): The PersPay application, replacing the Transaction Online Processing System, tracks operational and execution pay transactions for the fleet. There are currently over 10,000 users active today. PersPay offers more integration with the MyNavy HR family of systems (NP2, ADE, MNP).

- PersPay Application Adoption and Participation - 10,671 total users (9,784 active - 30-day activity). Projected a total of 10k (payroll support staff), a six percent increase over anticipated participation. This translates to a greater availability of resources to support the fix Sailor payroll "Get Real, Get Better" initiative and addressing system operations at sea.



Applicant Relationship Management (ARM) Enhancements:

- Handling of National Advertising Lead Tracking System (NALTS) unverified Lead Sources to provide Recruiters with additional Potential Recruits to pursue.
- Automated Recruiting Station Identification (RSID) Transfer Request Flow to eliminate the need of a System Administrator in the request/approval process for Recruiter Territory Reassignments.

2023 Focus

- **NRC:** Deliver Salesforce Mobile, Salesforce Maps & Digital Engagement
- **NRC:** Launch NALTS modernization effort
- **NPC:** HRSC/PersPay Interim Helpdesk Enhancements
- **NPC:** Improve MNCC customer experience
- **NPC:** Reduce Sailor wait time for pay, DD214's and requesting duty assignments.
- **NPC:** Reduce complexity of case management
- **PRIMS:** Continued enhancements



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Enterprise Support MyNavy Portal (MNP)

Line of Effort (LOE) Lead: LCDR Jimmy Nguyen

MyNavy Portal (MNP) represents the transformation future state and will operate as a single system-of-systems, resulting from the consolidation of 55+ legacy IT personnel, pay and learning systems and 200 legacy human resources related applications. MyNavy Portal integrates an Authoritative Data Environment for Sailor HR data and a customer relationship management software to streamline transactions between the Sailor and the HR Workforce. MNP successfully delivered significant capabilities supporting Sailors and their families.

2022 Highlights



Mobile Application Enhancements



Easier Access for Sailors

Transformation Highlight

Enhancements to the CAC-free Setup Wizard were deployed, supporting MyNavy HR CAC-free accounts. These enhancements enable Sailors to establish CAC-free access to secure sites via personal and mobile devices.



MyNavy HR Mobile Application Updates: Warrior Toughness, Shellback, MyNavy Financial Literacy, MyNavy Uniforms, Seabees Rate Training Manual (RTM), Center for Security Forces Toolbox, Center for Language, Regional Expertise, and culture Navy Global Deployer.



Steps taken to expand Tier 0 support for Sailors. Developed the Portal Public Presence (MN3P) and established the groundwork for the migration of refreshed HR knowledge and resources to a new Common Access Card (CAC)-free site (to be launched in CY23). This MN3P effort will expand user access to self-service capabilities and Tier 0 support.



Updated Advancement and Promotion Dashboard checklists. Added notification features for E7-E9, and updated the enlisted Final Multiple Score (FMS) Calculator.



Enhancements delivered to the Physical Readiness Information Management System (PRIMS) dashboard containing Performance Fitness Assessment (PFA) history, updated the PFA Calculator, and updated the Physical Activity Risk Factor Questionnaire (PARFQ).



Added information supporting enlisted-to-officer commissioning programs including Officer Candidate School (OCS) and Seaman to Admiral 21 (STA-21).

2023 Focus

- **Developing a Personalized Career Dashboard** which will lean on the Authoritative Data Environment (ADE) to deliver a personalized Sailor Career Dashboard supporting the Navy career continuum from hire to retire.
- **Establishing MyNavy HR "Front Door"** leveraging MyNavy Portal as an access point for MyNavy HR systems and seamless integration with MyNavy Career Center for all transactions requiring a help desk agent or higher support.
- **Developing Single Sign-On (SSO)** capabilities enabling seamless user access across MyNavy HR pay, personnel, training, education, and career systems.
- **Deliver Mobile Apps:** The Center for Information Warfare Training (CIWI) Rate Training Manual (RTM) is slated for development in 2023.





Enterprise Support

Navy Personnel and Pay (NP2)

Line of Effort (LOE) Lead: CDR James Whitaker

NP2 is a modern, cloud-based, commercial off-the-shelf (COTS) solution that will combine personnel and pay functions and leverage authoritative data sources to reduce and eliminate personnel and pay errors caused by tedious data entry. NP2 supports our Sailors by providing access to accurate personnel and pay information in one, easy-to-use location. It will allow Sailors to track personnel and pay changes in real-time through MyNavy Portal (MNP), a point of entry to HR services for Sailors and their families.

2022 Highlights



Improved Claim Processing Times



New Features For Sailors

Transformation Highlight

My Sailor Data is a one-stop shop for career and personal information. My Sailor Data now includes a listing of current and historical assignments, displays security clearance, family relationships, addresses, and contact information, honors and awards, and education and training information.



MyPCS Upgrades: MyPCS upgrades include enhancements to User Access and Role Management (UARM), as well as system upgrades and fixes to MyPCS Components (Travel Voucher, PCS Checklist, and Travel Entitlements Calculator) to improve travel reimbursement process and Sailor/HR workforce experience.



System Authorization Access Request – Navy (SAAR-N) process is now completely encompassed within the NP2 application, which requires the validation of data, improving accuracy, and timeliness of system accesses. Data validation and required fields eliminate rerouting challenges and improve timely completion of system access requests. Immediate access is now also automatically granted by a system once SAAR-N is approved rather than coordinating with system admins to manually grant access.



With MyPCS Travel Claims travel processing time was significantly reduced. MyPCS Travel claims were fully automated and electronic, increasing the accuracy of these transactions. Travel Claims reimbursements were at an average of 79 days in Dec 2021. The Travel Claim Processing internal timeliness average is now less than two weeks, well below the DOD requirement of 30 days.



Reserve Orders were integrated into the Navy Personnel and Pay (NP2) system, allowing Reserve Sailors to execute a tailored orders checklist as well as view and print “lean” orders. Reserve Sailors with Permanent Change of Station (PCS) orders can now create and submit online travel vouchers, significantly streamlining the process.

2023 Focus

- FY23 efforts focus on achieving a Technical Release in support of the Initial Operational Capability (IOC). System requirements will be initiated for personnel capabilities to include 'Orders / Transfers'; 'Personnel Management'; Organizational Management'; and 'Distribution' Lines of Business.
- Conduct Developmental Test (DT) Assist events and Quarterly Reviews with Naval Command Operational Test & Evaluation Force (COTF) in lieu of an Operational Assessment for the Initial NP2 Release.
- Achieve the technical release and the product level, product integration, and systems testing for the NP2 IOC (Hire to Retire functionality).
- **Transition of responsibilities to incoming NP2 LOE Lead CDR KelleyDuke.**



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Enterprise Support

Learning Stack (LS) and Ready Relevant Learning (RRL)

Line of Effort (LOE) Lead: Mr. Joe Mata

The Learning Stack is a portfolio of modern, integrated, cloud-based commercial off the shelf (COTS) training products which will have the ability to adapt and align with current and emerging fleet training requirements at the point of need (Ashore, Fleet Concentration Areas (FCAs), Pier-Side, and Afloat/Disconnected).

2022 Highlights

First Train-The-Trainer Pilot

Transformation Highlight

Completed the first Train-the-Trainer pilot at Great Lakes for Engineering Professional Apprenticeship Career Track Program (E-PACT) and Machinery Repairman (MR) ratings, validating complex media delivery on TRANET Virtual Desktop Infrastructure, initial mobile device purchases, and Wi-Fi surveys at Port Hueneme (and FY22 plans for Lackland).



Developed a framework to automate the Navy Training Process into a single environment using PowerApps and Power Automate standardizing content for end users with OPNAV N1, USFFC, and NAWCTSD. Naval Education and Training Command (NETC) also developed an Instructor Facilitated Interactive Training (IFIT) course for MyNavy Learning (MNL) Phase I users and created training delivery support products that cover a variety of topics ranging from “What is an LMS?” to “How to repurpose content in MNL.”



Completed verification and validation testing of high-priority requirements in MNL Phase I, Total Quality Assurance (TQA) environment. Ran 43 test scripts to evaluate functionality and started testing medium-priority requirements in TQA, completing 16 with an additional 37 in progress for completion 2Q FY23.



OPNAV N1ES, PEO-MLB, and NETC participated in FY23 Learning Stack Transformation Execution Planning Sessions resulting in the prioritization of transformation work including MNL Phases I, II, and III, the Curriculum Data System (CDS), and the ERS, with the MNL Phase I Learning Management System planned for full deployment in FY23.



N1 ES and PEO MLB created a RRL Tiger Team to identify gaps between the Navy’s as-is and to-be IT architectures, which kicked off in the Fall. The overall objective is to drive the required IT architecture needed to support the Navy’s Ready Relevant Learning training requirements.

2023 Focus

- Implementing MyNavy Learning (MNL) Phase 1 Learning Management System, a learning management system with assessments, and achieving Full Operational Capability (FOC) enabling the shutdown of the legacy LMS-DL (Distance Learning) system. The MNT capability will allow student Sailors the ability to capitalize on features provided in the cloud-based LMS, such as self-paced training via mobile devices, which is delivered to the Sailors vice a classroom setting.
- Continuing the development, deployment, and integration of Learning Stack capabilities within Ready Relevant Learning (RRL).
- Completing content migration to the LMS IL4 environment and Learning Record Store xAPI integration with the LMS components.





Force Management

MyNavy Career Center (MNCC)

Commander, MyNavy Career Center: RDML Stuart Satterwhite

The Navy continues to progress with MyNavy HR (MNHR) transformation by replacing decades' worth of unchanged processes and outdated technology with a modern, world-class HR services delivery system. In 2021, MNCC made significant progress toward the future state vision. Throughout FY22, MNCC continued to develop and refine the HR Tiered Service Delivery Model to enable better service for Sailors. MNHR transformation made great strides in providing modern HR Service Delivery to achieve 24/7 support for Sailors and their families. FY22 efforts focused on creating a strong personnel and pay foundation within MNCC.



2022 Highlights



Increased Scope of Transactions for HRSC



Improved Travel Claim Processing Time



HR Service Center (HRSC) expanded workflow to include more transactional processes including Family Separation Allowance, Record of Emergency Data/Dependency Application (RED/DA), and Electronic Service Record Updates.



Government Travel Charge Card (GTCC) credit limits increased, and mission critical status extended. This change enabled Sailors to incur no debt during Permanent Change of Station (PCS) moves; and Department of Defense timeliness standards met for pay transactions. MNCC is also piloting incremental PCS travel claim payments for transferring members with long PCS training tracks.



MyPCS Travel Voucher automation streamlined processed and reduced errors for PCS Travelers. The Travel Claim Processing internal timeliness average is now less than two weeks, well below the DOD requirement of 30 days.



MNCC improved case processing times including Reenlistments and extensions now processed within one day and DD-214s issued by Expiration of Active Obligated Service.



Increased transparency and improved decision making supported by the development of two new dashboards. The Enhanced Unit Commander's Financial Report (eUCFR) dashboard provides a Defense Financial Accounting Service (DFAS) view of Sailor pay, and the Enterprise Customer Relationship Management (eCRM) Command Pay and Personnel Administrator (CPPA) dashboard allows commanders to see pertinent details regarding any case within the system. These dashboards will provide increased transparency improving Sailor pay and assisting decision making information for targeted training opportunities for CPPAs and the MyNavy HR workforce.

2023 Focus

- The HR Service Center is training personnel on the processing of 21 different pay transactions which will help Sailors in real time and reduce the TSC transaction workload.
- Build an integrated MNCC organization; HRSC/PersPay refactor and organizational structure and manpower, workforce management, and pay validation and correction.
- Communicate MNCC Vision and Performance Metrics; implement CONOPS and develop a strategic communication plan.
- Man the Regional Support Centers (RSCs) to enhance support and training for the customer commands.

The Transformation Digest is a quarterly update produced by the Organizational Change Management (OCM) Team supporting the Enterprise Support Transformation Office (ESTO) Branch. Distribution is authorized to U.S. Government Agencies and their Contractors.

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Force Development

Navy Recruiting Command

Deputy Commander / Executive Director: Dr. Kevin D. Sullivan

Navy Recruiting Command's (NRC) mission is to leverage an inspirational culture to inform, attract, influence and hire the highest quality candidates from America's diverse talent pool to allow America's Navy to assure mission success and establish the foundation for Sailors to thrive in a life-changing experience. This year, NRC worked to consolidate recruiting processes and expand technological capabilities to improve talent acquisition and retention.



2022 Highlights

720 Sailor Contracts Attributed to E-Talent Chat Scouts

14%+ Recruiting Leads-to-Chat Ratio



Navy Recruiting Reserve Command (NRRC) Standup - In the summer of 2022, Commander, Navy Recruiting Command (CNRC) established Navy Recruiting Reserve Command (NRRC) to better support Reserve recruiting. The move was part of CNRC's realignment of its command structure, shifting from a three geographic region model (east, central, and west) to a two geographic region model (east and west) for active duty recruiting as well as Reserve New Accession Training (NAT) and Training and Administration of the Reserves (TAR).



E-Talent Divisions (ETD) Contributions to Contracts - The ETD continues to provide leads to field recruiters by engaging customers via Nice InContact on Navy.com. Chats decreased from 61,016 in 2021 to 52,617 in 2022. Despite a 14% reduction in chat volume, the ETD Lead-to-Chat ratio increased from 13.25% to 14.57%. Due to increased re-engagement of Leads entered through NALTs by E-Talent Chat Scouts, 720 contracts were signed for new recruits in 2022.



eCRM NRC continued to develop the eCRM Tableau site to provide leadership with real-time analytics to make accurate command decisions and course corrections. The eCRM dashboards allow Division Leading Chief Petty Officers (DLCPOs) to analyze current field conditions and immediately focus resources on the needed areas.

Transformation Highlight



The CNRC realignment allows for NRRC to focus specifically on the Prior Service Reserve mission in an incredibly competitive job market. Part of the restructure focus is on Canvasser Recruiter (CANREC) professionals. They make up 65% of NRRC and carry a critical portion of the NRRC enlisted goal and 100% of the officer mission goal.

2023 Focus

- Deploy the eCRM Mobile Application to all recruiters utilizing Flank Speed. This will enable all recruiters access to Flank Speed e-mails, Teams, and most importantly eCRM.
- Start transition from current NALTS construct to the eCRM and publish NASIS/PRIDE Mod II integration.
- Enhance the PRIDE Mod II to eCRM interface for strength gain information, eliminating the need for daily PRIDE Mod II/eCRM reconciliation of data.
- Commence IAT and requirements gathering meetings for WebSTEAM.





Force Development

Navy Reserve Forces Command

Line of Effort (LOE) Lead: CDR Deborah Kelley Duke

The Reserve Force continued to play an instrumental role in ensuring commands are prepared for NP2 Initial Operational Capability (IOC), as well as ensuring holistic design and testing completion for additional product functionalities.



2022 Highlights



System Upgrades



New User Capabilities



NP2 IOC

- Subject Matter Experts (SMEs) supported NP2 product design, development, and testing.
- SMEs participated in the design phase for management assignment and order writing processes as well as in the final development of NP2 enhancements for the Personnel and Pay processes.
- SMEs participated in critical legacy system sustainment and pay fixes required due to delays in future technology deployment.
- Provided NP2 My Personnel Relationships presentations to senior leadership.



Other Enhancement and Feature Support

- The Reserve Force supported adoption of performance upgrades to MyNavy Call Center eCRM Command Pay and Personnel Administrator (CPPA) dashboards, MyPCS CPPA voucher routing, and Navy Standard Integrated Personnel System (NSIPS) CPPA Supervisor approval capabilities.
- Reserve Force deployed eNavFit.
- Supported HR Service Delivery for the "Get Real, Get Better" fix Sailor pay campaign.

2023 Focus

- Reconstitute the Reserve Change Agent Network for change management and stakeholder engagement across the Reserve Force, instilling champions for future technology releases as well as the full NP2 IOC functionality and training assistance for the workforce.
- Prepare Reserve Component for NP2 MyPersonal Relationships deployment, enable PCS Travel Claims processing via NP2 for all Reserve orders types, and prepare Navy Reserve Center (NRC) Reserve Components through user training and account creation.
- Performance Integrated Testing on selected Reserve Unit Identification Codes (UICs) to demonstrate Active Component / Reserve Component (AC/RC) permeability.
- Embed eCRM across Reserve transaction models and adopt Learning Stack Learning Management System (LMS) into Reserve Training. Leverage ADE for data analytics capabilities to deliver Sailor dashboards and ensure Reserve Warfighting Readiness including readiness dash-boarding capabilities.
- Identify Mobile Solutions to support mobile Reserve Force.
- Streamline Reserve activation and training orders in preparation and planning for development of Single Order Writing Systems for AC/RC Sailors.





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Lt. Claudia Mackenzie reunites with her family after USS Fitzgerald (DDG 62) returns to San Diego from a deployment. | U.S. Navy photo by Mass Communication Specialist 2nd Class Stevin C. Atkins | Taken August 24, 2022 | <https://flic.kr/p/2nGkdrC>