

Army Assumes Role as DCMA's HR Service Provider

by Ms. Katherine Crawford, Staff Writer



The Defense Contract Management Agency recently changed Human Resource service providers from the Defense Logistics Agency's Customer Support Office — Columbus, Ohio, to the Army Civilian Human Resources Agency. The transition to the new provider was completed on April 3, 2005.

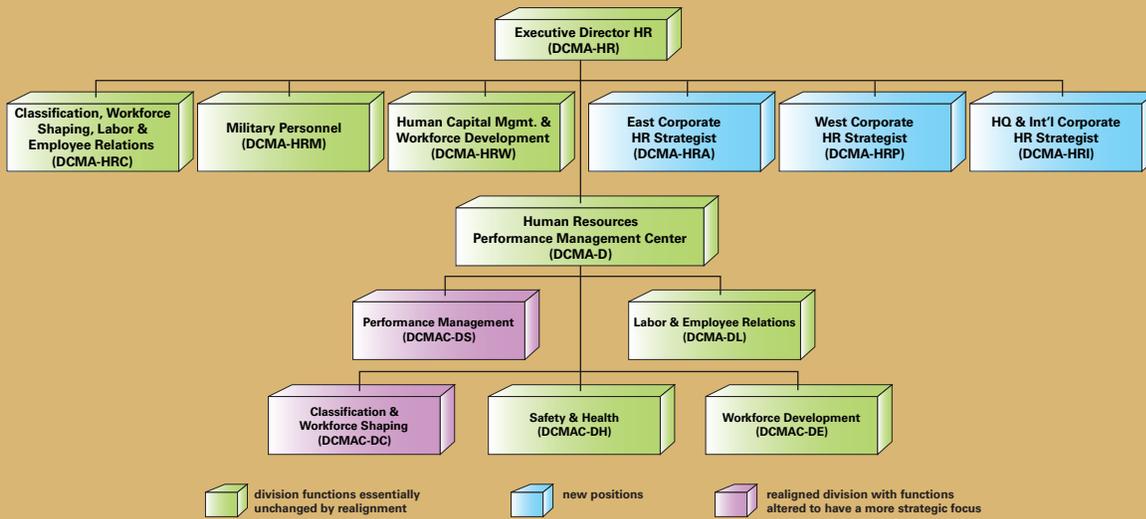
The impetus for the change came from a 2003 directive from the undersecretary of Defense for Acquisition, Technology and Logistics for all Defense agencies to consolidate Human Resources (HR) transactional processes. The consolidation, according to Maj. Gen. Darryl A. Scott, “is intended to strengthen and improve overall HR support.” Defense Contract Management Agency (DCMA) HR now focuses on strategic HR operations, while Army Civilian Human Resources Agency (CHRA) manages transactional operations (recruitment; position classification; and pay and benefits actions).

DCMA was looking to outsource, so a team of representatives from DCMA, the Defense Logistics Agency (DLA) and Army CHRA

looked at bids from other Department of Defense (DoD) entities willing and able to pick up those services and decided that Army CHRA would best benefit DCMA. In October 2004, DoD Civilian Personnel Management Services (CPMS) approved the realignment. After the approval, the team worked to iron out the many facets associated with the transition.

The Army provides services from two entities. The Southwest Civilian Personnel Operations Center (CPOC) in Fort Riley, Kan., serves DCMA Headquarters/Centers, DCMA East and DCMA International; the Army West CPOC, also located at Fort Riley, handles DCMA West. The Army Benefits Center – Civilian (ABC-C), Fort Riley, Kan., provides the same consolidated

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benefits services (retirement, health, life insurance and others) to DCMA civilians that it provides to Army civilians.

In terms of processes and procedures, working with the Army is very similar to working with DLA. For example, both agencies use Resumix¹ for vacancy announcements and referrals, and both use the Defense Civilian Personnel Data System (DCPDS) for maintenance and recording of civilian personnel data records. However, the change avails DCMA HR of some new data tools. For example, the Army offers a portal to its service managers and supervisors to allow them to have at their fingertips automated reports and records of their organizational structure and all active and historic personnel actions submitted throughout the entire organization. The Army also offers a sophisticated, searchable position description library through the Fully Automated System for Classification (FASCLASS)² system that also provides detailed organizational data and is fed directly by DCPDS records.

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Ms. Kathy Greenlaw, Human Resources, DCMA Headquarters, a member of the team of representatives who worked to accomplish the transition, is “particularly excited about these automated tools and all of the analysis that it allows us to do. The tools give us the ability to get a real-time handle on personnel actions and activities and allow us to do some significant forecasting in areas of our civilian personnel resources. This is extremely useful, particularly in view of the strategic focus on performance outcomes.”

In addition to the technological benefits that Army CHRA offers, Ms. Greenlaw and other team members enjoy a good working relationship with them.

Though the Army civilian workforce is enormous, Army CHRA says that DCMA employees are just as important as everyone else. And so far it really feels that way to DCMA HR. Throughout the entire process there “hasn’t been even the slightest drop in enthusiasm,” according to Ms. Greenlaw.

¹ Resumix is specialized recruiting software that helps companies reduce the time and cost of hiring the most qualified applicants. It uses a powerful search engine to help recruiters easily and quickly identify the best candidates from an ever-increasing volume of resumes. Resumix’s customers include recruiters throughout industries including government, financial services, energy and academia. Yahoo acquired Resumix in 2002 and subsequently rebranded it as Yahoo! Resumix. Source: Yahoo! Resumix, *About Us*, 2004, Yahoo!, 16 Feb. 2005. <<http://resumix.yahoo.com/company.html>>.

² FASCLASS is a Web-based centralized database that allows its users to search, create and modify Army position descriptions. Source: Civilian Personnel Operations Center Management Agency, *FASCLASS User Manual*, U.S. Army, 16 Feb. 2005. <<http://cpsfc.belvoir.army.mil/fasclass/help/userManual.pdf>>.