



DEPARTMENT OF THE NAVY
HUMAN RESOURCES SERVICE CENTER NORTHEAST
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MEMORANDUM

From: Director, Human Resources Service Center - Northeast (HRSC-NE)
To: All Naval Civilian Employees Serviced by HRSC-NE

Subj: REGIONALIZATION

Encl: (1) Frequently Asked Questions

As you may now know, human resources support in the Department of Navy (DON) has changed recently. Much of the support which was provided to you exclusively by a local Human Resources Office (HRO) is now provided through a "Service Center" working jointly with the local HRO. There are even some situations, i.e. employee benefits, in which human resources service is provided directly to you by the Center. The Service Center that works with your HRO is the Human Resources Service Center -Northeast (HRSC-NE) and we are located in Philadelphia, Pa.

These new service arrangements are complicated and can get a little confusing. So, I thought it might be helpful to send a letter to all of our serviced employees to explain some of the basics, with the hope of providing you a reasonable understanding of *how* human resources services are now being delivered.

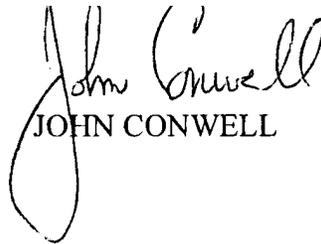
First of all, however, I would like to give you an explanation as to *why* this change came about. Like so much else in today's environment, it has to do with reducing costs. In 1993, in order to save manpower and resources, the Department of Defense (DOD) announced a strategy requiring all DOD agencies to consolidate many of their civilian personnel functions into regional centers. Since that time, the DON has been working toward full implementation of this new policy by redesigning the methods and processes to allow delivery of human resources services in a regionalized environment. DON has now set up eight Human Resources Service Centers and, as I have mentioned, your "Northeast" Service Center is located in Philadelphia.

If I were to anticipate and then answer most of the hard core questions you would have regarding this new approach to servicing, I'm afraid I'd be sending you a ten-page letter. Instead of that, we have put together a sheet identifying the most frequently asked questions (at least the ones we hear most often) and we have answered those questions as directly and as clearly as we can. It is attached to this letter, so take a look at it, it will be worth your time. In addition, I invite you to learn more about the HRSC-NE by visiting us on the World Wide Web at www.donhr.navy.mil. The web site combines human resources information for the eight DON service centers throughout the United States and Europe. The web site will provide you with general

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information about the HRSC-NE, but more importantly, it now contains information about employment opportunities; training courses; and health, retirement and Thrift Savings Plan benefits. The web site also provides new links to other web sites which will be useful and important to you. But that is not all. In the very near future you will be able to apply for merit promotion opportunities via the web and do other interactive personnel transactions. In short, the web will soon be a part of your world as a Navy or Marine Corps civilian employee and a routine method for requesting and acquiring the kind of human resources support you have always needed and will continue to need in the future. It will not surprise you then to know that I strongly recommend you make this a primary source for human resources information.

My staff and I are excited about our new role as members of your human resources service provider team. We are committed to providing you with excellent service and welcome your comments and feedback.



JOHN CONWELL