

DEPARTMENT OF HEALTH & HUMAN SERVICES (HHS) PEOPLE MANAGEMENT PORTAL

The President's Management Agenda (PMA) is an initiative launched by President Bush in 2001 to establish a more efficient and productive workforce among government agencies. One of five major initiatives in the PMA is the strategic management of human capital. The Department of Health and Human Services (HHS), along with its thirteen operational divisions including the Centers for Disease Control and Prevention (CDC), the Center for Medicare and Medicaid Services (CMS), the Federal Drug Administration (FDA) and the National Institutes of Health (NIH) selected *Intekras* as the prime contractor to implement a comprehensive people management portal to address its human capital needs.

The implementation and deployment of the HHS portal commenced in March of 2007, with its official launch only 2½ months later. The process included the development of interfaces into HR and financial systems as well as the migration of large amounts of information from the previous Learning Management System (LMS). The portal will support 70,000 HHS employees across 13 divisions with plans to extend it to approximately 1 million contractors affiliated with the agency.

The *Intekras* solution is comprised of the following:

- A Learning Management suite
- A Performance Management suite
- A Competency Management suite
- Extensive collaboration tools (that include the market-leading Centra virtual classroom facility)

HHS is considering expanding the solution over time into areas such as Talent Management and Business Analytics.

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The solution will help HHS deliver learning products and services more effectively and economically to its employees. HHS will be able to easily add new divisions to the learning system, create job roles and training courses, process training requests and execute performance reviews. This will enhance employees' performance and productivity and improve their ability to deliver services to citizens.

The *Intekras* solution offers:

- A secure hosting environment and software application that have both been certified and accredited to NIST SP800-37.
- A team with a proven record of successful learning management system implementations.
- A product that is flexible, robust and scalable with the ability to add functionality merely by procuring additional licenses.
- A helpdesk with many years of e-Training customer service experience.

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