

HUMAN CAPITAL MANAGEMENT



Capabilities

Talent Management and Workforce Development

Organizational Change Management

Training Analysis, Design, Development, Delivery, and Evaluation

Competency Modeling and Professional Development

HCM Project and Program Management

HR Process Improvement





Workforce Planning

Employee Onboarding

Succession Planning



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Driven by Duty. First in Results.

Duty First Consulting LLC (DFC) is a verified Service-Disabled Veteran-Owned Small Business (SDVOSB) providing Management Consulting and Information Technology services to the Federal Government and organizations supporting federal agencies. With many years of public sector expertise, DFC offers services and support in the areas of human capital management, strategic communications and research, business process and strategy, and information technology.

Human Capital Management Life Cycle Support

DFC offers a broad range of human capital and change management services to help our clients train, develop, and ultimately transform the people-side of their organizations. Leveraging our insights and experience to address organizational and personnel challenges, DFC offers human resource (HR) solutions that allow clients to reach mission objectives. Our activities develop workforces, manage organizational change, and improve performance.

As part of a full service consulting firm, our team helps improve the effectiveness and efficiency of the workforce through organizational assessment, needs analysis, and strategic planning. Our human capital management team works closely with clients to address the people side of change. DFC:

- » Views organizational change management as risk management and uses a deliberate approach to facilitate change and garner buy-in from those affected
- » Aligns all components of an organization through HR transformation and process improvement
- » Partners with subject matter experts to streamline processes and meet performance improvement targets
- » Employs SPHR- and PMP-certified professionals to assist in executing large-scale human capital projects and programs in the most efficient and cost effective manner

Our focus on HR processes and functions has aided many clients, including the Department of Health and Human Services (HHS), and the Information Technology workforce, Enterprise Acquisition Systems Service, and Senior Executive workforce at the Department of Veterans Affairs (VA).



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Human Capital Management Experience

Training Analysis/Competency Mapping DFC provides training analysis and competency mapping of learning events for the Department of Veterans Affairs' (VA) Information Technology workforce. We review job-specific competency models and map courses to align to each competency and proficiency level in the models. We identify gaps in workforce development and recommend mitigation strategies for resolution of these gaps.

Workforce Planning Assessment DFC supported an extensive workforce planning assessment at VA. We conducted interviews and focus groups, collected information about workforce planning systems and tools, and developed an analysis to identify process and training gaps across the organization.

Organizational Change Management DFC evaluated organizational capabilities, identified needs, and created a roll out plan and associated communications for VA's Enterprise Acquisition Systems Service. Several recommendations, including standardized reporting and enhanced project management, were implemented immediately, resulting in enhanced organizational consistency and efficiency.

HR Process Improvement DFC directly supports VA's efforts to design and implement talent management processes for their entire Senior Executive workforce. Specific experiences include completing a current-state functional assessment, conducting a benchmarking study of top-performing government and private sector processes, developing a robust business process reengineering report, and supporting the implementation of a system to automate these processes.

Competency Model Development DFC created competency models in order to improve the ability of VA's Office of Construction and Facilities Management to develop its human capital into a proactive, forward-looking, and professional workforce. Specific experience included training needs assessment, the design and development of a competency-driven school curriculum, and career maps for future training.



“Individual commitment to a group effort - that is what makes a team work, a company work, a society work, a civilization work.” — Vince Lombardi



Jennifer Smiley, SPHR | Director, Human Capital Management

Ms. Smiley is the Director of the Human Capital Management practice at Duty First Consulting. She has over fourteen years of experience working with government agencies and commercial clients to help minimize the people-related risks to their organizations and to improve their workforce. Ms. Smiley is a certified Senior Professional in Human Resources (SPHR) with deep experience in employee development, HR process improvement and change management. Current and past clients include Department of Veterans Affairs, the United States Navy, and Customs and Border Protection within the Department of Homeland Security.

jen.smiley@dutyfirstconsulting.com