



Jane Hudson

Washington, DC



New Employee

Primary goal Get established as an HHS employee by enrolling in federal employee benefits programs, obtaining materials and space needed to perform work, understanding her role at HHS, and getting to know the organization and work environment.

- Secondary goals**
- Understand how the Secretary’s priorities shape the work being done by her office to promote and enable the use of technology to administer health care promptly and effectively.
 - Because Jane is new to government, she wants to learn how to maneuver successfully within the federal landscape.

Description Jane is thirty years old, having worked at a major health insurance provider since college. A week ago, she began her new position in HHS’s Office of the National Coordinator for Health Information Technology (ONCHIT). Jane is excited about working at HHS: she believes her work will be very rewarding because it will allow her to participate directly in the creation of major federal health care IT initiatives and programs.

Since arriving at HHS, Jane feels a bit disoriented by the scale of the Agency and the federal government. About two weeks before her first day, she received an e-mail requesting her to fill out some forms that she could access online. At her orientation, she received a large printout outlining benefits, and HR personnel checked her forms and helped with items she’d found confusing. They also communicated some basic information about HHS and took her to the security office to get a temporary ID badge.

Unfortunately, Jane became frustrated as she tried to settle into her new position. She had questions about payroll and health benefits, so she asked the administrative assistant in her office who to call. The admin gave her several contacts, but when Jane spoke with them, they couldn’t answer her questions. Sensing Jane’s frustration, a coworker suggested that she try the intranet. Hopeful, she looked for a directory of functional business contacts on the site, but she got lost and was unable to locate a directory or to find the information she needed.

As a new employee, Jane also had basic questions related to the building and to working at HHS:

- Where is the gym and when is it open?
- What are HHS’s core business hours?
- What is the number for the IT Help Desk?
- What is the schedule for picking up transit benefits?
- What is the copier code?

Computing environment Fast machine, 17-inch monitor, Windows 2000, IE 6.0, T-1 Internet connection

Computing & web proficiency Jane considers herself computer savvy. She spends most of her time at work online and stays informed about the latest IT trends, particularly those related to the health care industry. A big fan of bookmarks, Jane uses a Web-based bookmark manager to organize her ever-expanding list of government and IT sites. She would find it very useful if the intranet offered content and/or features like this to make it easier to manage resources she uses frequently.