Agency/Component: National Aeronautics and Space Administration (NASA)

2010 Hiring Reform Action Plan	
Hiring Reform Initiative: Ensure managers and supervisors are fully involved in the hiring process and are provided training on effective and efficient ways to recruit and hire	**Date:** **July 6, 2010**
Describe the barrier, problem, or deficiency being addressed: While NASA's hiring process requires managers to be involved in identifying required skills to evaluate candidates through its automated staffing system, improved coordination between HR specialists and hiring managers is needed.	
Describe what is causing the barrier/problem (i.e., What is the root cause?): Barrier is primarily resulting from inadequate communication and collaboration between both parties. HR specialists do not consistently inform hiring managers of options and alternative hiring solutions and hiring managers often are just unclear in expressing their needs and understanding of the hiring process	
Define success or the desired outcome upon completion of applied tasks: Establish a proactive and collaborative approach which would define and communicate the HR consultative role and create opportunities to build technical competence – Provide additional resources for communication by creating a Hiring Toolkit posted on NASA's Website	

Primary Action Planning Team
  Lead: NASA Staffing Program Manager
  Members: NASA Staffing Community and Local Hiring Managers	

Action Steps				
Actions to be Taken	**Key Deliverables/Output**	**Start Date/ End Date**	**Responsible Party (Parties)**	**Budget, Resources, and Approvals Needed**
Identify and utilize Agency Champion	Senior Official designated to be accountable for leading agency hiring reform	5/11/10 – 5/21/10	HRI Lead -Charles Scales – NASA Associate Deputy Administrator	Staff Support
Develop HR Consultative Role	• Gaps identified between model HR consultants and less than optimal staff • Training opportunities developed or identified that focus on technical competencies, communication, and collaboration	4/22/10 – 9/30/10 & On-going	NASA Staffing Community/Implementation Team	Staff Support

Develop HR Consultative Role (Continued)	• Established communities of practice where HR Specialists share best practices, address specific hiring scenarios, and learn from one another	4/22/10 – 9/30/10	NASA Staffing Community/Implementation Team	Staff Support
Increase Hiring Manager understanding of the hiring process	• Use of manager satisfaction survey results and/or focus groups to identifying areas for improving connecting hiring managers with HR specialists • Training opportunities such as courses offered through the HR University or OPM website • Hiring manager checklists or fact sheets on various hiring options, authorities, and roles and responsibilities	4/22/10 – 9/30/10 & On-going	NASA Staffing Community/Implementation Team	Staff Support
Develop approach for continual assessment and review accountability products	• Periodic HR Specialist focus groups for feedback and input regarding what's working and not working when engaging with managers • Periodic focus groups with hiring managers for feedback and input regarding what's working and not working when engaging with HR	On-going	NASA Staffing Community/ Implementation Team	Staff Support
Create a Toolkit website focused on NASA's hiring process	• Toolkit website to provide regulatory materials combined with practical application tools • Best locations on NASA website for maximum access identified • Identification, collection and arrangement of site's materials • Communication Plan • Website maintenance	9/30/10 & On-going	NASA Staffing Community/ Implementation Team	Staff Support Design Costs