



INFORMATION SERVICES DIVISION (ISD) BEST PRACTICES

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BEST PRACTICES



- ISD Hiring Process
 - Division Needs Analysis
 - Employee Interview Panel

- Employee ISD Orientation
 - ISD Handbook
 - ISD Publications Style Guide

- Workforce Development
 - Visioning and Planning Pathway
 - Common Performance Plan Element

HIRING PROCESS



- Division Needs Analysis
 - All vacancies are Division vacancies
 - Determine most critical Division needs
 - Prioritized
 - Combine positions
 - Reassign duties
 - Assign training

- Employee Interview Panel
 - Includes a cross section of Division employees
 - Career Path
 - Grade Level
 - Group

EMPLOYEE ORIENTATION



- ISD Employee Handbook
 - Organizational Profile
 - Safety
 - Training
 - Performance Evaluations

- ISD Publications Style Guide
 - Style notes
 - Grammar and usage
 - Format
 - Specific *ISDirections* notes
 - References

WORKFORCE DEVELOPMENT APPROACH



- Investing in employee growth and development is a strategic and operational priority
- Vision, Mission, Values, and Strategic and Operational Goals provide framework for employee learning
- Employee's performance plan is directly linked to ISD's Strategic and Operational Plans
- ISD budgets for the cost and time for staff to attend formal training, conferences, and seminars
- Staff are encouraged to seek out writing, presenting, and leadership opportunities within and external to NIST
- Recruitment of new staff targets needed skill sets and embodiment of ISD's Values

VISIONING AND PLANNING: THE PATHWAY TO SUCCESS



- Our future
- Our charge
- Our credo

- Align with NIST mission and research priorities
- Address customer expectations, workforce needs
- Improve and transform the organization

- Identify skills
- Rate comfort and proficiency
- Analyze results

- Addresses approaches
- Provides venues for publishing
- Lists training opportunities

- Map to ISD's Strategic Plan
- Address work assignments, & competency growth areas
- Identify measures for success

- Map to competency growth areas
- Identify long- and short-term goals, training, and developmental assignments.

WORKFORCE DEVELOPMENT RESULTS



- Systematic approach to individual training and professional growth contributes to ISD's organizational performance excellence, improvement, and sustainability
- ISD's workforce demonstrates high levels of expertise, resulting in new business, innovative approaches to service delivery, and increased customer satisfaction

PERFORMANCE PLAN



- **CRITICAL ELEMENT:**

Professional Development and Involvement in Key Communities

- **OBJECTIVE:**

To contribute to the building of ISD organizational capabilities and infrastructure

PERFORMANCE PLAN REQUIREMENT



REQUIREMENT

Continuous Learning/Training, as outlined in the IDP and incorporates culture of safety and IT security.

MEASURE

Completed 24 hours to include 4 hours in Safety, 1 hour in IT Security, 1 hour “No Fear Awareness” training.

Additional training should address **taxonomy creation methods and tools; digital content creation and discovery tools; scholarly communication/publishing; data collection and analysis tools; impact analysis techniques**

At least 12 hours must be completed by mid-year to include at least 2 hours in Safety.

Application of training, as evidenced by, but not limited to:

- Creation of a tool or information product
- Integration and consistent use of acquired skill or skills into a specific project or ongoing activity
- Information gathering for specific recommendations