



## DEPARTMENT OF THE NAVY

CENTER FOR SERVICE SUPPORT  
1183 CUSHING ROAD  
NEWPORT, RI 02841

CENSERSUPPNOTE 1500  
N00  
01 Nov 13

### CENSERSUPP NOTICE 1500

From: Commanding Officer, Center for Service Support

Subj: FISCAL YEAR 2014 (FY14) CENTER FOR SERVICE SUPPORT GOALS  
AND TACTICAL OBJECTIVES

Ref: (a) Navy's Total Force Strategy for the 21<sup>st</sup> Century dtd  
22 Jan 10  
(b) NETC Notice 5000 dtd 16 Jan 13

Encl: (1) FY14 Center for Service Support (CSS) Goals and  
Tactical Objectives

1. Purpose. To promulgate Center for Service Support (CSS)  
Goals and Tactical Objectives for FY14.

2. Background. The Goals and Tactical Objectives outlined in  
enclosure (1) are governed by, and in alignment with, references  
(a) through (b). They are based on the following strategic  
imperatives and guiding principles, and are intended to direct  
domain focus over the next year. They may be adjusted as focus  
areas are refined or emerging requirements identified.

a. Strategic Imperatives

(1) During these unsettled times, it is very easy to  
lose focus of what is important. We need to get "back to  
basics", taking time to refocus attention on our core  
fundamentals and habits that tend to be neglected, when times  
are tough.

(2) People are the CSS's most valued asset and we must  
take care of our people. Showing appreciation for their efforts  
through our daily interaction and attention to their needs is  
essential to the future of the organization.

(3) We must deliver training that enhances a Sailor's  
proficiency, knowledge and utility to the Fleet.

(4) Our organization must be proactive and engage our  
customers/stakeholders at every opportunity. We must be seen as  
a valued resource and essential to their mission success.

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b. Guiding Principles

(1) Navy Ethos, Ethics and Core Values shall guide our moral compass.

(2) Teamwork, collaboration, communication, work/life balance and knowledge management will contribute to our success.

(3) Communication and cooperation with our customers, partners and stakeholders to ensure alignment, transparency, and synchronization of every training and education initiative will be clear and direct.

(4) Operational requirements drive our business to ensure mission readiness of today's forces by quickly adapting and responding to validated and resourced training requirements.

(5) Safety and safety awareness must be inherent in everything we do.

3. Action

a. CSS Headquarters leads will develop action plans for each tactical objective no later than 11 January 2014.

b. CSS Learning Sites will support requests to provide tactical objective team membership and support within the constraints of existing resources, and align FY14 efforts to support these goals and tactical objectives.

4. Cancellation Contingency. This notice is cancelled upon issuance of the next notice with the same subject.

*M. S. Murphy*  
M. S. MURPHY

Distribution:  
List I (Case A)

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FY14 Center for Service Support (CSS) Goals and Tactical Objectives

**GOAL 1:** Refocus CSS back to its basics, taking care of staff and customers to become a performance-driven organization. This is accomplished by aligning organizational goals with individuals' goals, mission/customer requirements, resources, training/HR-related documentation and processes.

**Tactical Objective 1:** Evaluate organization and individual performance outcomes against organizational goals. Correlate exceptional performance with command recognition programs.

- Establish a civilian/military recognition plan
- Promulgate an Awards Board schedule to ensure timely employee recognition
- Publically recognize superior accomplishments (by groups or individuals) on a regular basis

**Tactical Objective 2:** Provide adequate investment in training, communication and human capital to facilitate employee buy-in of organizational goals and key internal processes that drive the organization.

- In conjunction with supervisors and employees, establish and refine employee (civilian/military) training requirements

**Tactical Objective 3:** Align organizational and business processes to ensure they provide performance measurement insights in to operations and support planning.

- Conduct and document reviews of Management Internal Control Processes to ensure they are aligned with organizational goals and objectives
- Identify processes considered "high risk" and develop mitigation strategies
- Establish and execute a Command Evaluation schedule to include CSS Headquarters and all Learning Sites
- Identify Command Evaluation reviewers and ensure they are properly trained
- Establish/publish monthly schedule to focus on Back to the Basics Program in the Spotlight (PITS) (first program review Nov 13)

**GOAL 2:** Create a learning continuum to deliver graduates that meet Fleet expectations based on validated and resourced requirements through a robust, standardized process that continually assesses training effectiveness.

**Tactical Objective 1:** Validate current training against stakeholder requirements.

- In concert with stakeholders, promulgate and execute a schedule to update Rate Training Manuals, Personal Qualification Standards and Enlisted Occupational Standards
- Promulgate and execute a schedule to revise Learning and Development Roadmaps and Military Apprenticeship Programs in FY14
- Ongoing engagement of CSS roles and responsibilities for sustainment training associated with Navy Training Systems Plan (NTSP) requests
- Collaborate with ITRO/other services to clearly communicate/coordinate demand signals and inter-service responsibilities for resources and manpower
- Collaborate with stakeholders, ATGs and course graduates to determine training effectiveness
- Liaise with system developers and system commands to ensure NTSPs address training requirements and life cycle management/support

**Tactical Objective 2:** Successful conversion from self-paced delivery to group paced instruction for NTTC Meridian

- Instructor Computation Rates/Contractor Utilization
- Course Master Schedules verification (Oct 13)
- Track MHT/metrics AI/AT, student flow process working with stakeholders

**Tactical Objective 3:** Provide relevant training content through dedicated, responsive and agile course revision process.

- Expand formal/periodic engagement with Learning Sites
- Conversion and implementation of ROM 3.0 (Pilot Jun 14)
- PS NSIPS-TOPS-MMPA-MPCC development (20 Nov kick-off meeting, NETC funded, stakeholder coordination)

- In concert with stakeholders, promulgate and execute a schedule to complete Job Duty Task Analyses and Human Performance Requirements Reviews for FY14 (FY14 schedules have been promulgated)
- Reconfiguration project for the NSCS BQC course, initial discussion and planning

**Tactical Objective 4:** Establish a CSS domain COE working group to prepare for the COE reaffirmation scheduled for FY15.

- COE initial planning meeting for key CSS HQ/Learning Site staff (Jan/Feb 14)
- Establish master POA&M for the preparation of the CSS Domain for FY15 COE reaffirmation
- Identify funding requirements for COE training, Learning Site visits, and planning meetings for core COE team members in preparation for the FY15 COE inspection/reaffirmation

**GOAL 3:** Develop and retain a diverse, world-class workforce that is continually learning and expanding its capacity to shape the CSS Domain's future; and nurture a culture of integrity and excellence that encourages creativity and initiative, and promotes a healthy work-life environment.

**Tactical Objective 1:** Enhance command climate through robust quality-of-life, education, training and advancement programs.

- Promote and monitor participation in employee programs

**Tactical Objective 2:** Create a culture which recognizes rewards and reinforces desirable behavior, and nourishes creative thinking and a sense of ownership in the organization.

- Continue to promote and measure the effectiveness of CSS recognition programs

**GOAL 4:** Reduce or eliminate preventable mishaps. The well-being of our employees, their families and resources entrusted to the command is paramount and the primary enabler of mission success and accomplishment.

**Tactical Objective 1:** Leverage safety capabilities resident on local installations to educate, train and safeguard CSS personnel.

- Determine what installation capabilities/responsibilities are available to each Learning Site
- Establish/review Memorandums of Agreement (MOA) as needed
- Establish Memorandums of Understanding (MOU) as needed
- Establish Inter-Service Support Agreements (ISSA) as needed

**GOAL 5:** Enhance and expand public affairs activity across the CSS Domain. An effective communications plan integrates all organizational programs, public education and advocacy efforts.

**Tactical Objective 1:** Standardize Public Affairs (PA) training for all Learning Site PAOs.

- Coordinate with NETC PAO to develop training plans
- Identify communication outlets

**Tactical Objective 2:** Expand social media interaction with CSS customers, revitalize rating web pages and publish news articles and visual information products.

- Identify and monitor social media presence
- Update Navy Knowledge Online (NKO) pages as required
- Monitor rating web pages for standardization and currency using the Navy Command Social Media Handbook as guidance

**Tactical Objective 3:** Create CSS Domain and Learning Site PA print/video products.

- Create CSS Headquarters trifold
- Establish CSS "elevator" talking points. (Keep all personnel on message)
- Ensure timely release of new articles and photos
- Create video on NTTC Meridian transition to Group-Paced training