

On Course



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New command assessment tool to pulse the Fleet on diversity

By LT(j.g.) Mike Morley,
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As part of the Navy's Diversity Initiative, Navy Personnel Command is initiating a pilot project in June to assess command climate using a new Web-based tool.

The Command Assessment Tool for the Web (CATWEB) is built around a simple premise – to reduce administrative work on Sailors and commands by using intuitive technology. CATWEB simplifies survey participation and execution, and provides command leaders easy-to-interpret results in a fraction of the time of the old surveys, which CATWEB will soon replace.

"CATWEB represents a transformational leap in customer relationship management between Navy decision makers and Sailors. We are very excited about bringing this capability online," said Rear Adm. John Townes, commander of the Navy Personnel Command. Under the pilot program, 25 Norfolk-area afloat and shore commands will randomly distribute instructions and one-time use passwords to their Sailors. Sailors can then use any Web-enabled

computer (at work or at home) to access the CATWEB survey via the Navy Personnel Command Customer Service Center Web site. It will take Sailors about 15 minutes to complete the survey and offer their feedback on suggested improvements.

"Using random, one-time-use passwords and enabling Sailors to participate using non-Navy computers increases confidentiality," said Cmdr. Leanne Braddock, director of Navy Equal Opportunity Programs in Millington, Tenn. "This should encourage Sailors to respond honestly."

Commanding officers will be able to view results within two to five days from the completion of the command survey. This compares with

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N-MAPS

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it's all about
measuring what
we do against the
kind of perfor-
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we expect.**

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News You Can Use

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Stay the course, but watch out for Sea Swap

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Admiral: Navy will streamline Fleet

Navy seeking more muscle at sea

Fleet Response Plan talking points

E-4 to E-6 advancement remains steady

CNP discusses future size, workforce of Navy

Recent NAVADMINS

107/04 2004 League of United Latin American Citizens National Convention

103/04 Retention Best Practices From the Fleet Number Nine

101/04 Force Shaping FY-04 Full-Time Support (FTS) Aviation Career Continuance Pay

100/04 Calendar Year 2003 CHINFO Merit Awards

099/04 Announcement/Authorization for Issue of KDSM for Navy Personnel

091/04 Military Spouse Appreciation Day

090/04 Announcement/Guidance for Issue of GWOT Medal

089/04 Unused Commercial Airline Tickets

087/04 Anthrax/ Smallpox Immunization Status Reports

Electronic submissions to boards in the works

By JO1 Teresa J. Frith,
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It's the last day for submitting your package to the Chief Petty Officer promotion board and suddenly you discover you forgot to include something. Today that would be a problem, but in the near future Sailors will be able to instantly send that package electronically over the Internet instead of the mail or fax.

Currently, all board packages are received at the Navy Personnel Command (NAVPERSCOM) Customer Service Center (CSC) via mail or fax. This service, with the CSC as the gateway for board packages at NAVPERSCOM, has been very well received by our Fleet custom-

ers. Customers receive verification of package receipt and packages are closely tracked on their way to actual selection boards. The CSC has processed as many as 1,561 pieces of selection board correspondence in one day.

However, the present method requires manpower intensive processing involving everything from hand-sorting, delivering items to the appropriate board and hand-scanning the documents into the Electronic Military Personnel Records System (EMPRS). Besides being time consuming, information may not be able to be processed if, for example, a fax is unreadable.

Electronic submission of board packages will solve these issues and is part of NAVPERSCOM's strategic plan to revolutionize business practices and be more responsive to the needs of its customers – the Sailors and officers in the Fleet. It is a combined effort within NAVPERSCOM that will streamline the process of receipt of information and up-

(To read the rest of the story click here)

WCMS Project update

The NAVPERSCOM Web Content Management System (WCMS) plan to restructure and consolidate over 19,000 web pages contained in the Persnet, StayNavy and intranet websites is entering phase two.

The first phase was exploration, which began several weeks ago. Phase two involves the development of templates for the web pages. The NAVPERSCOM team, which has members from each of the business pillars, meets with the Dell Professional Services team each week.

So far, the teams have agreed upon business rules, editing processes, approval levels and are currently looking over possible templates that will make the NAVPERSCOM web pages look more uniform throughout the command. After the templates are approved and in place, all materials currently posted must transition into the new format.

"The new templates and other changes will give NAVPERSCOM's web pages a very professional look and make navigation easier," said CDR Randy Lescault, NAVPERSCOM Communications Office.

For more information on the WCMS project click [here](#) to read a story from last month's On Course newsletter.

... CATWEB (cont'd)

waiting up to five months for results of surveys in the past — a quantum leap in the delivery of this vital information to commanding officers and their staffs. Additionally, senior commanders will be able to quickly compare data amongst similar commands; for example, destroyers based on the East and West Coasts.

"In the future, commands will be able to customize their surveys, adding up to 10 questions from a pre-approved list," said Lt. Jeff Burrell, CATWEB project officer in Millington, Tenn. "This will allow commanders the flexibility to look deeper into issues specific to their command, based on geographic location, platform or mission."

Commands using CATWEB will satisfy annual DoD survey requirements

and recommended OPNAV requirements for command climate surveys. Participants will be on the leading edge of the Navy's business practices revolution, saving time for their Sailors and money for the Fleet.

Other recent Customer Relations Management initiatives at Navy Personnel Command include the 1-866-U-ASK-NPC Customer Service Center, and in the future will also include Web-based detailer contact, and electronic document submissions for selection and redesignation boards.

CATWEB was designed by a team comprised of Navy Personnel Command, Anteon Corporation, Oracle Corporation, and Health Management Associates, a Memphis, Tenn.-based company specializing in workplace survey technology.

May-Aug LINK-Perspective first electronic-only

By JO1 Teresa J. Frith,
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The May-August *LINK-Perspective*, Navy Personnel Command's Career magazine, is the first electronic-only version since it's start in the 1970's. The move will make the magazine more timely and universally accessible, as well as save money that can be spent on other important Navy projects.

The electronic version also adds speed and convenience by providing links to relevant articles, messages and in-

structions that are referenced in the articles. It is available in two versions: an Adobe Acrobat pdf version with full color photos and articles, and text-only html files for those that have limited speed or bandwidth capabilities.

It is split into four sections for faster downloading: front, enlisted, officer and detailer directory. Both the pdf and html versions have clickable links to pertinent information referenced in the articles.

This issue provides updates on many

programs such as Perform to Serve, Assignment Incentive Pay, the Fleet Response Plan, Optimal Manning, and the new Junior Sailor BAH plan. It also contains articles from the enlisted and officer detailers on topics of interest to each rating and PERS codes.

The magazine can be accessed at <http://www.bupers.navy.mil/periodicals/link-perspective/Link-Perspective.htm>.