



### Courts Administration Service

#### PSMA HR Initiatives

NIVA was selected to provide the project management and business process re-engineering leadership needed to implement five human resources initiatives: HR planning, staffing monitoring and reporting, communication, policies and procedures development, and learning. Currently at the half-way mark, NIVA is employing the project management methods, tools, and techniques related to project planning; engagement with stakeholders and target audiences; facilitation of planning and information gathering sessions; and business process re-engineering analysis and redesign efforts. The project is on target to achieve the Courts Administration Service's goal of modernizing HR management and improving business processes and practices.

### Canadian Food Inspection Agency

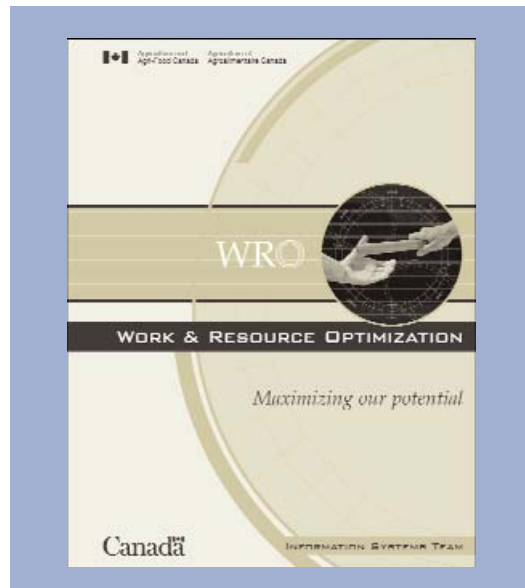
#### Human Resources Site

NIVA conducted extensive consultation and developed a strategy aimed at improving the Agency's HR intranet site. NIVA wrote the content to respond to the needs of three target audiences: employees, managers, and HR professionals.

### Department of Justice Canada

#### HR and You

The Human Resources Directorate of Justice Canada wanted to bring its *HR and You* intranet site—originally developed by NIVA in 2000—up-to-date so that it would resume its status as a leading-edge information repository and communications platform. NIVA consulted widely with different content providers and site users, as well as key stakeholders in the department. To ensure the site will achieve the goals of the directorate, NIVA developed a report with recommendations demonstrating best practices in intranet usability, an eye-catching design reinforcing the directorate's commitment to innovative service, and an actionable work plan. The report provided the foundation for an intranet site that will be efficient, easy to use, and above all, support managers, employees, and HR professionals with timely and relevant HR information.



### Health Canada

#### HPFB HR Services Pilot Project

NIVA managed a pilot to test a series of recommendations to improve service delivery and staff morale in the staffing unit supporting Health Products and Food Branch managers at Health Canada. To ensure commitment to the new organization and service delivery model, NIVA used a three-pronged approach: develop and implement a change management strategy; lay the groundwork for the re-organization of the Unit; and develop skills and a client-service mindset among staff. The result was less time spent on staffing transactions, lower staff turnover, and greater client satisfaction. Inspired by the pilot's success, senior executives within Human Resources are scaling the pilot's best practices to all staffing units within Health Canada.

### Agriculture and Agri-Food Canada

#### Work and Resource Optimization Employee Information Kit

AAFC required the design and development of an employee information kit for the approximately 600 employees to be affected by its new Work and Resource Optimization (WRO) management model. NIVA designed and wrote the content for the kit, which is composed of a booklet outlining how the WRO model works and the responsibilities of employees and managers, career planning worksheets, and other materials to help prepare employees for meetings with their Resource Managers.

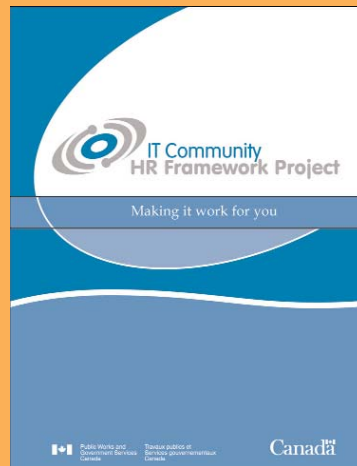
**"HR and You has become a model for similar sites across the federal government."**

— Department of Justice

**Public Works and Government Services  
Canada, Organizational Readiness Office**

**CS Generics Implementation**

The Organizational Readiness Office required NIVA's assistance in developing a long-term strategy to distribute generic HR tools and support documentation under its IT Community HR Framework Project. NIVA designed and wrote a variety of communication vehicles including fact sheets, a Q&A, and a generic PowerPoint presentation. We also developed the design, structure, and content for the intranet site.



**Agriculture and Agri-Food Canada  
Manager's Staffing Portal**

Agriculture and Agri-Food Canada (AAFC) sought NIVA's assistance in reviewing, revising, and updating its existing staffing models, policies, and tools for publication on the AAFC intranet site to enable employees, managers, and HR professionals to understand the new *Public Service Employment Act*. Given the requirements to publish usable information as quickly as possible, NIVA proposed a portal approach that focused on the needs of managers. In addition to restructuring the information and writing the content, NIVA facilitated the development of procedures for the various staffing actions, and edited ten appointment-related policies on topics such as area of selection, employment equity, informal discussion, notification, and assessment.

**Agriculture and Agri-Food Canada  
Executive Gateway**

Based on the success of the Managers' Staffing Portal, NIVA was retained by Agriculture and Agri-Food Canada (AAFC) to develop the Executive Gateway, a web portal that will provide HR information specifically aimed at executives. The Executive Gateway is intended to help ensure that AAFC has the talent it will need to carry out the policy and service work of the future. When complete, this project will help AAFC address the Public Service renewal objective of managing and developing talent at the executive level.

**Health Canada**

**Client Service Workshops**

NIVA was selected to examine how the Health Products and Food Branch (HPFB) Human Resource Services Unit provided guidance and transactional assistance to HPFB managers in support of their staffing delegation. The examination led to a major organizational overhaul, after which client service became an issue. NIVA presented a series of client service workshops that were not only tailored to the groups involved but were interactive in their approach to client service definitions, awareness, practices, and excellence.

**Courts Administration Service**

**HR Online**

The Courts Administration Service is modernizing its human resources management based on the requirements of the *Public Service Modernization Act*. As a result, CAS identified a need to develop an "express" means of submitting and processing staffing and classification requests. HR Online is a state-of-the-art, e-forms solution that will allow sub-delegated managers to securely submit HR service requests. The information draws on and populates a database that enables performance measurement, monitoring, and reporting. All parties involved in the approval of an HR request may use the system to review and approve their various components of the process. NIVA was responsible for recommending the solution, developing the business process, coordinating system development with CAS information technology staff, and planning the focus test. When complete, the system will streamline and fast-track all staffing and classification requests.

**Human Resources Council**

**PE Generics Communications Strategies  
and Materials**

The PE Generics Project is designed to develop generic work descriptions and competency profiles for the federal PE community, the principal classification in human resources. It is headed by a steering committee and heavily involves consultation and the participation of a senior management advisory panel. As an HR communication specialist, NIVA was retained to develop a communications strategy, a fact sheet on the project, a list of benefits, text for the website, questions and answers, and various PowerPoint decks for audiences ranging from HR practitioners to central agency executives.

