

Department of Transportation Office of Inspector General: Development of Integrated Human Capital Systems

Start - Completion Date (Status): October 2003 – August 2005 (Completed)

Intended Results

DOT Office of Inspector General project goals:

- A corporate competency model to serve as the foundation for DOT OIG's human capital systems and processes.
- A validated staffing process that consisted of job relevant interview assessments.
- Improvement in managers' competencies and skills to conduct effective selection interviews and better identify qualified candidates.

Achieved Results

Following a standard OPM TMA competition, the DOT OIG customer was not satisfied with the proposed contractors and subsequently requested that PDRI be retained to perform the work.

PDRI achieved the following results:

- A customized competency model, including key work behaviors, that captured the full range of performance requirements for DOT OIG jobs developed by 1) conducting benchmarking studies, 2) facilitating focus groups with Agency-wide representation, and 3) surveying entire DHS workforce using web-based job analytic survey.
- Alternative human capital system designs and processes that fully utilized an integrated competency model foundation, and the developmental steps involved in delivering each.
- Validated competency models and related work behaviors developed for all DOT OIG jobs.
- Large bank of validated interview questions and interview evaluation standards developed to assess all competency areas; item bank enabled developing multiple versions of interview, thereby mitigating test security concerns.
- An effective, job-relevant structured interview process developed that facilitated and improved the identification of qualified job candidates.
- "Interviewer" training program developed and administered to managers that improved their knowledge and skills in effective interviewing techniques and the identification of qualified job candidates.
- All tools, products, and processes validated to comply with legal and professional standards necessary to withstand legal challenges.
- All products and services delivered on schedule and within budget.