

**The long-term results were as follows:**

- Citizens will recognize improved service and performance and citizen satisfaction will increase.
- Agencies will build, sustain, and effectively deploy the skilled, knowledgeable, diverse, and high-performing workforce needed to meet the current and emerging needs of government and its citizens.
- The workforce will adapt quickly in size, composition, and competencies to accommodate changes in mission, technology, and labor markets.
- Government employee satisfaction will increase.