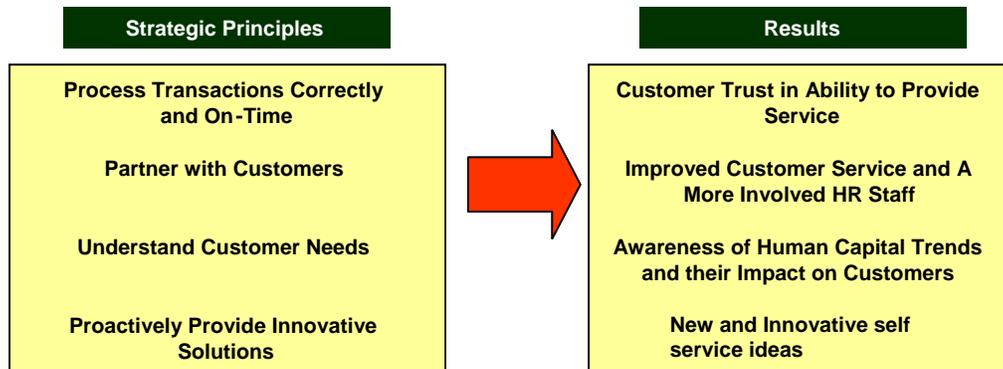


OHRM Vision

OHRM’s “Vision for the Future” reflects its goal to serve as a strategic business partner in managing human capital and deliver high value service to its customers. It addresses both where the organization will be in the future and how it will operate. OHRM’s vision statement commits to create a different future for the organization.

To be a trusted, strategic business partner in the overall management of human capital, by providing world-class human resource management services.

OHRM’s vision requires significant change in order to deliver on the following strategic principles and achieve the following results:



To be a high quality service provider and a strategic business partner, OHRM must participate in major organizational decisions that affect ITA. OHRM must consistently demonstrate the highest level of service and support to its customers. By bringing issues and solutions to customers’ attention and developing stronger relationships, OHRM will play a greater role in shaping the strategic direction of its customers and responding with a human capital strategy that supports the mission of ITA and the other bureaus it serves.

OHRM Mission

OHRM provides HR services to the employees of ITA and four other bureaus. OHRM’s mission statement highlights its core role within the organization and potential impact on ITA’s ability to achieve its own vision.

Attract, develop, and retain the right people, with the right skills, in the right jobs, at the right time, to carry out the mission of our customers.

OHRM Goals and Objectives

To fulfill its mission and its vision, OHRM has established three overarching performance goals. Each has a set of objectives and measures that focus on near term outcomes. Each year as priorities change and ITA's strategic direction evolves, these objectives and measures will be reviewed and modified.



Improve customer service by increasing HR technical competencies through:

- Training, including workshops
- Improving responsiveness to customers
- Increasing awareness of OHRM products and services
- Providing self service tools to help customers with HR problems



To become a strategic business partner, OHRM defined these objectives:

- Improve understanding of customers' mission and business to effectively support customers' human capital needs
- Increase consultation and collaboration with managers
- Align training/development programs with customer's strategic goals



Develop and implement customer-focused initiatives that improve service delivery. Areas of focus:

- New employee orientation
- SES hiring cycle and process
- Alternative Dispute Resolution
- Payroll and benefits processing
- ITA sponsored training