



## About Client

The First Responder Network Authority (FirstNet Authority) is an independent agency within the U.S. Department of Commerce's National Telecommunications and Information Administration (NTIA) that oversees FirstNet, the nation's communications network dedicated to emergency responders and the public safety community.

## Client Organization Supported

First Responder Network Authority (FirstNet Authority)



The contractor did a great job of ensuring deliverables were delivered on time or ahead of schedule.

Andrew Greenfield,  
Contract Officer, FirstNet



## Objective

FirstNet Authority sought to build a flexible and responsive human capital support system to meet the needs of the organization, overcome operational challenges, and support engagement and collaboration with an experienced workforce of first responders and personnel with expertise in multiple disciplines.

## LinkVisum's Solution

- Developed the HCOP, aligning it to the FirstNet strategic plan, to outline the human capital goals, initiatives, milestones, and key performance indicators in support of FirstNet Authority's mission and strategic objectives.
- Analyzed the current workforce, identified mission-critical occupations, analyzed demographics and trend data, assessed workforce supply and demand, identified gaps, and developed and supported the implementation of actions to address gaps.
- Developed processes, tools, and training for annual performance plans, individual development plans, succession management, and staff and leadership development.
- Developed and introduced a supervisor training program, as well as a professional development training series on topics such as resiliency, handling difficult conversations, diversity, effective meetings, career development, and more.
- Helped with council initiatives, including hosting guest speakers for various monthly observances such as Black History, Hispanic Heritage, and Women's History months.

## Outcome

- Drafted and implemented the FirstNet Authority Human Capital Operating Plan (HCOP).
- Developed performance management and individual development plan (IDP) tools and training for increasing staff awareness of the process and accountability for meeting performance standards.
- Designed, developed, and facilitated 9 courses for a variety of leadership and professional development topics.
- Facilitated workforce planning and organizational restructuring to prepare the agency to meet its mission of supporting the public safety community.

## Additional Project Details

The First Responder Network Authority (FirstNet Authority) was established in 2012 under the Department of Commerce to create an interoperable public safety broadband network for public safety entities. As a new federal agency, the FirstNet Authority contracted LinkVisum beginning in 2017 for human capital strategy and operational support, as well as training and development services to improve organizational performance and increase its human capital capabilities. Our team used its expertise and experience in federal human capital consulting and understanding of the Office of Personnel Management's (OPM) Human Capital Framework to support the FirstNet Authority's effort to diversify its human capital management to fulfill its mission.



Developed performance management and IDP tools and training



Designed and facilitated 9 professional development courses



Facilitated workforce planning and organizational restructuring



## About LinkVisum

LinkVisum Consulting Group is a woman-owned company that provides a full range of management consulting services to government agencies and private industry. We are an ISO 9001 certified company with an approved DCAA accounting system. Our staff possess significant skills, advanced degrees, and relevant certifications, garnering numerous exceptional ratings on Contractor Performance Assessment Reporting System (CPARS).