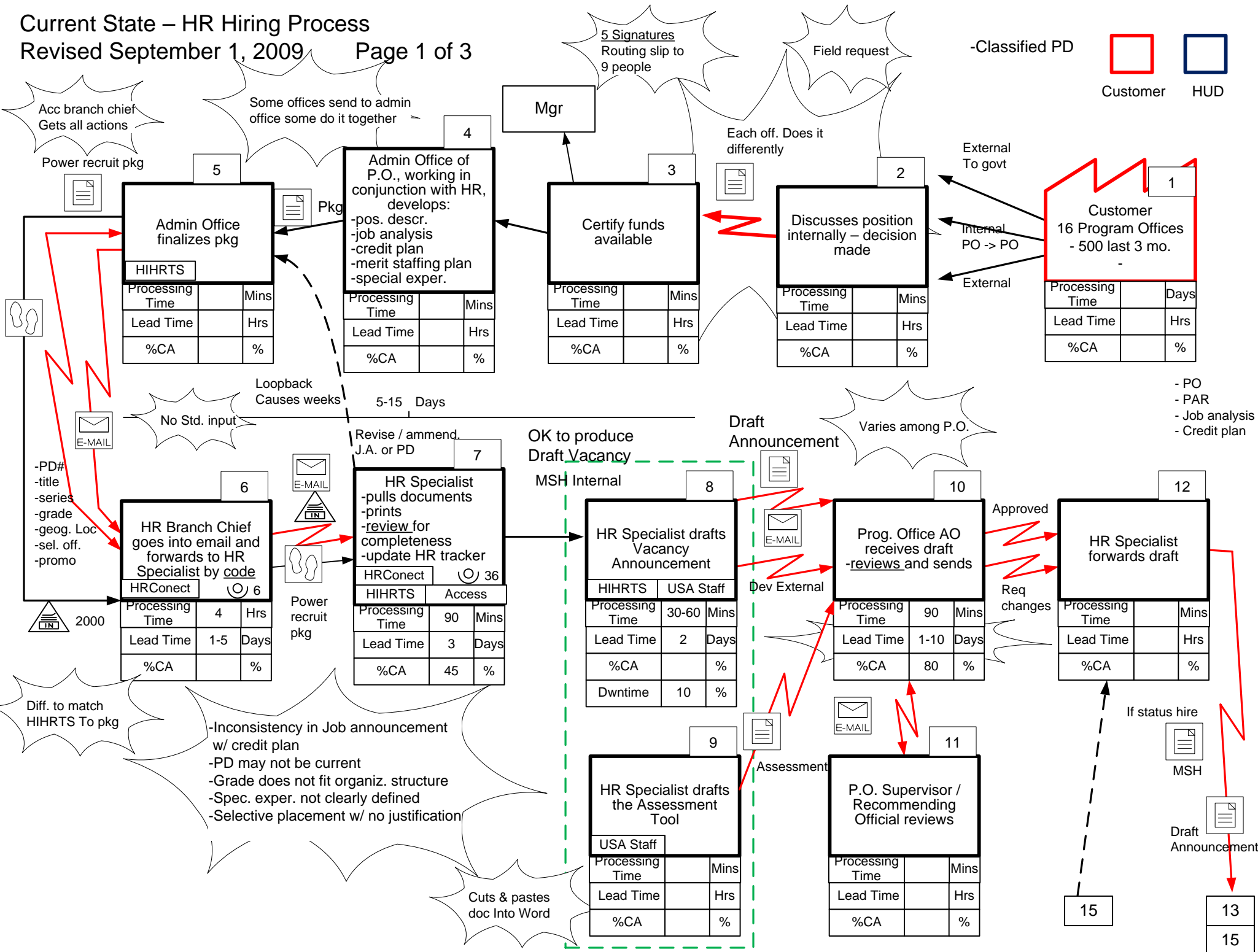


Current State – HR Hiring Process

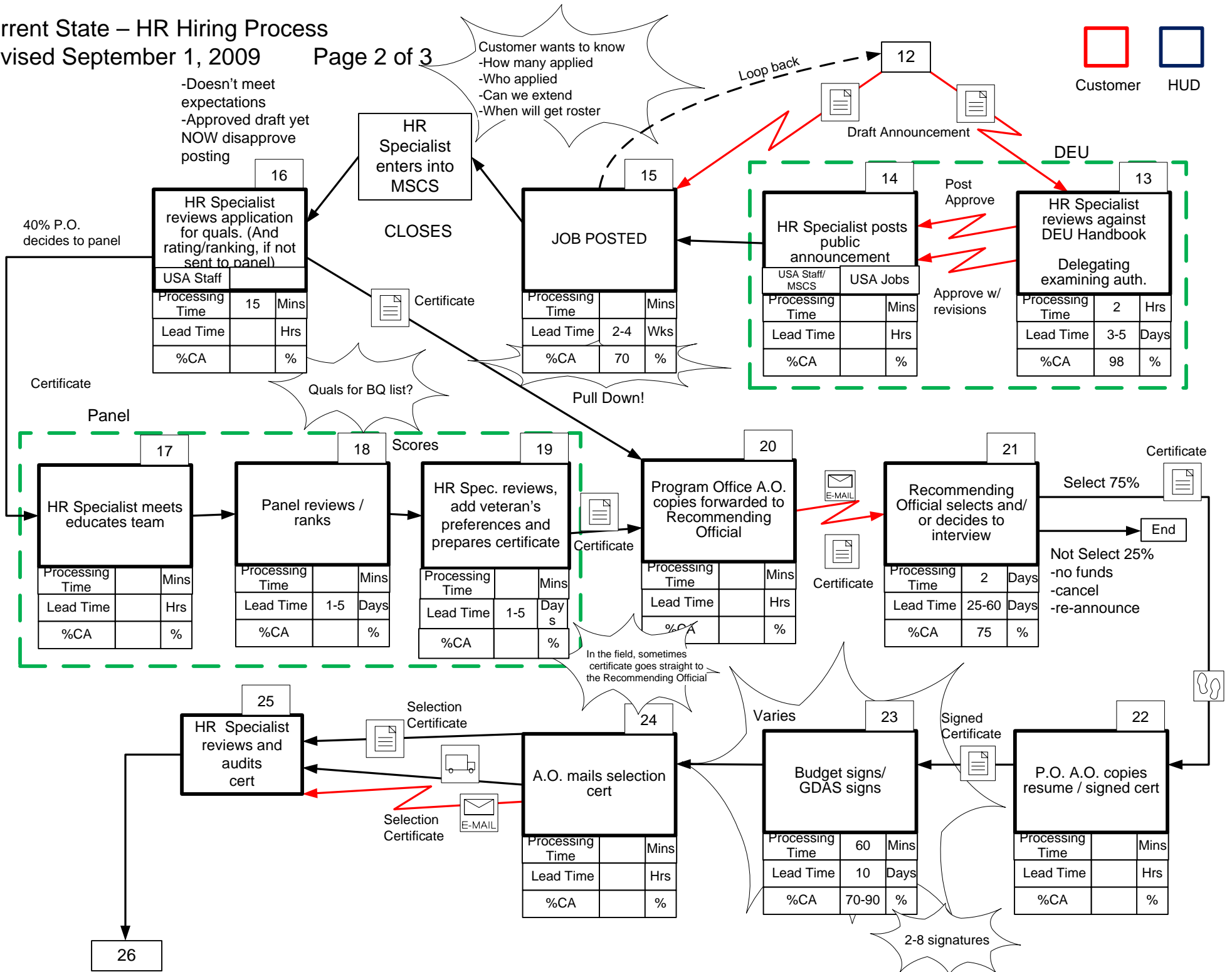
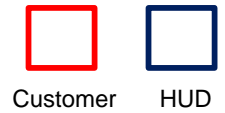
Revised September 1, 2009 Page 1 of 3

-Classified PD
 Customer HUD



Current State – HR Hiring Process

Revised September 1, 2009

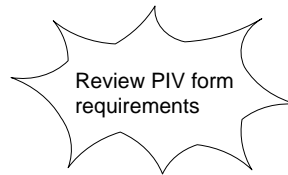


Current State – HR Hiring Process

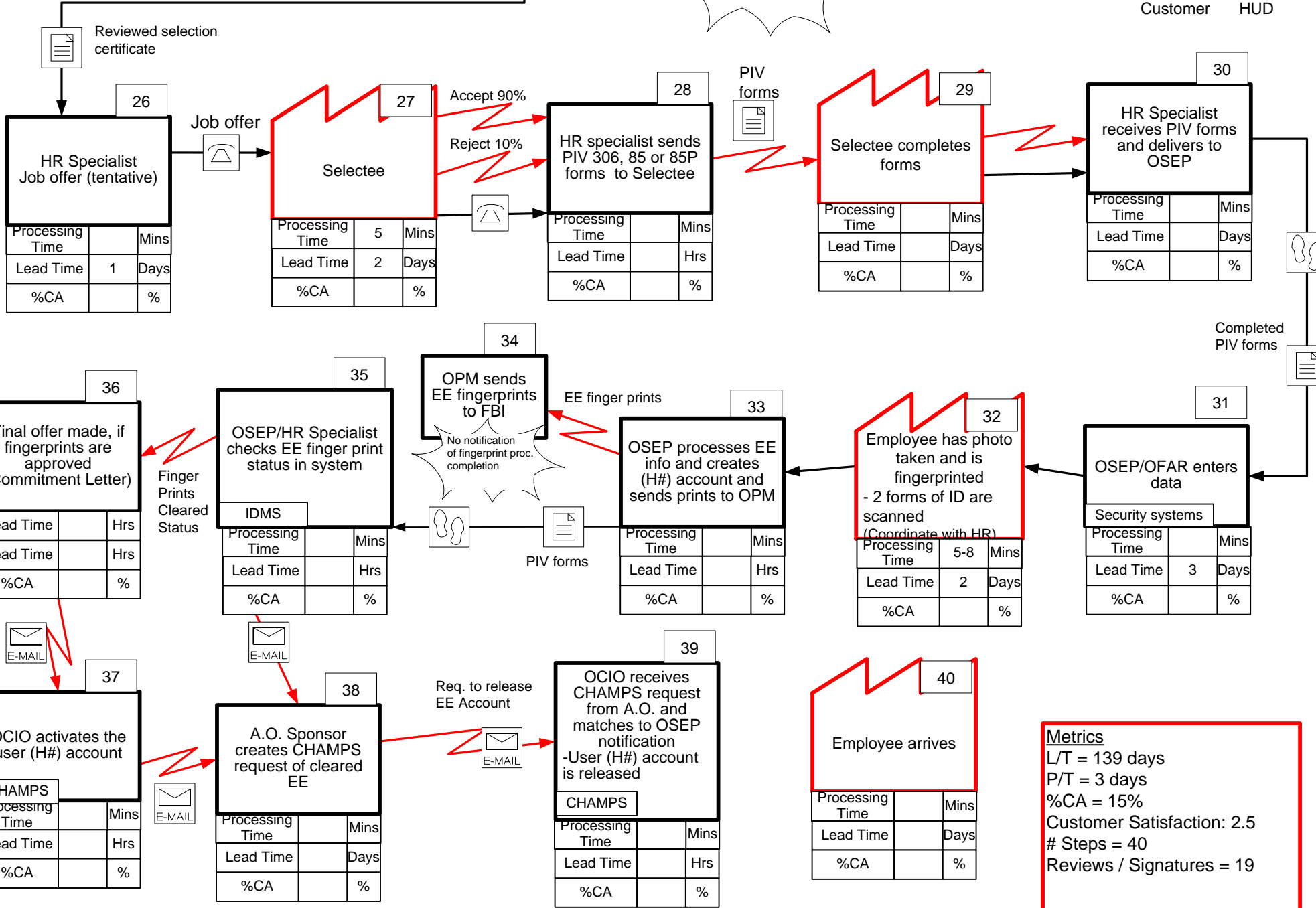
Revised September 1, 2009

Page 3 of 3

25



Customer HUD



Metrics
 L/T = 139 days
 P/T = 3 days
 %CA = 15%
 Customer Satisfaction: 2.5
 # Steps = 40
 Reviews / Signatures = 19