Launch a New Agencywide Program at the U.S. Environmental Protection Agency!

Project Title	Launch a New Agencywide Program at the U.S. Environmental Protection Agency!
Project Summary	Be a critical member of the launch team for a new agencywide program at USEPA! We're looking for a team of business process improvement innovators, communications gurus and organizational change whisperers, and data analytics visual artistes to maximize knowledge and adoption of our Program's goals.
Country	United States

Project Description

As a member of our VSFS team, you will be an integral part of standing up EPA's brand new External Forms Program. You will be tasked with developing business processes, a comprehensive marketing and communications plan and data visualization tools and products for engaging and educating employees on how to create forms for the public that meet the requirements of the 21st Century Integrated Digital Experience Act (IDEA). The Act directs government agencies to provide simpler, more cost-effective digital experiences for citizens and make it easier to conduct business and make transactions online. In addition, our Program aims to encourage adoption of digital transformation strategies that ensure EPA collects information in a manner that is least burdensome to the public and which maximize sharing and analysis of its data.
We are looking for a diverse group of change agents with backgrounds and/or interest in business process improvement, human centered design, communications and marketing, organizational change, strategic thinking, and data visualization and data analytics adoption to support the build out of several products. An ideal team would be:
-Business Process Improvement Innovators and Organizational Change Whisperers (2) who would work on: Analysis of existing Program functions, placement, and effectiveness as compared to other federal agencies; integrating governance and oversight functions into existing organizational business processes using Lean Six Sigma principles; creating strategic plans, roadmaps, vision statements, organizational charters and other internal documentation that communicate our Program goals, interviewing and polling internal focus groups for best practices and needs assessments; recommending strategic direction and criteria for making digital forms technology investment decisions within existing or newly created governance structures; contributing to creating digital transformation and data analytics adoption toolkits and/or online resources; providing recommendations for fostering innovation and best practices in managing the Agency's external forms inventory; developing metrics for program and create objectives and key results to measure success criteria.
-Communications and Marketing Gurus (2): Creating surveys and polls, interviewing focus groups, developing communication products that include standard operating procedures, text-based web content, one pagers, guidance, training, checklists, LEAN artifacts, newsletters, digitization toolkits, marketing packets, and developing the overall communications strategy.
-Data Analytics Wranglers & Data Visualization Artistes (2) with experience in Qlik or Power BI, and O365

Power Apps and Power Automate sought to serve as leads for development of the following products and services: Automated reminders and metric progress reports for customers; forms inventory database; wizards and checklist tools for customers; automated flows and project management reporting.

Required Skills or Interests

Skill(s)
Analytical writing
Data analysis
Data visualization
Design thinking
Editing and proofreading
Educational design
Infographic design
Marketing
Research
Storytelling/blogging/vlogging
Survey / polling design
Writing

Additional Information

A background or broad understanding/interest in information and communications technology, business process improvement, organizational change, creating metrics, and developing objectives and key results as related to information management and information technology is recommended, but not required.

The Office of Mission Support (OMS) leads the agency’s core mission support functions to improve efficiency, coordination, and customer experience for internal customers, stakeholders, and the public, including protection of EPA's facilities and other critical assets nationwide, acquisition activities (contracts), grants management, human capital, information technology, and information management activities.

Within OMS, the Office of Enterprise Information Programs (OEIP) ensures the proper use, release, and management of Agency information resources by leading the development, implementation, and coordination of Agency-wide programs that govern eDiscovery, information quality, the Paperwork Reduction Act (PRA), and records management. OEIP’s Regulatory Support Division (RSD) provides policy direction and oversight of implementation of the Paperwork Reduction Act (PRA) and processing of the Information Collection Requests (ICRs), manages the Agency's administration of the burden reduction provisions of the PRA, and promotes innovative alternatives to standard, paper-based recordkeeping and reporting by the public. Its new External Forms Program seeks to modernize and streamline the means by which EPA collects information from the public.

Language Requirements

None