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**VETERANS
INDIVIDUAL
TRAINING
ASSISTANCE
LINK
MANUAL**

VITAL™ PROTOTYPE PROGRAM OF RECORD

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ACRONYMS

ADA - American with Disabilities Act

BRAC - Base Realignment and Closure

CNIC - Commander, Navy Installations Command

CIO – Chief Information Officer

CIV-Sub – Civilian substitution for programmed Contract or Military positions / billets

DOD CAPTECH – Department of Defense’s Computer/Electronic Accommodations Program
Technology Evaluation Center

FIRP - Federal Individual Recovery Plan

HR - Human Resources

HRSC - Human Resource Service Center

IA - Information Assurance

IDP - Individual Development Plan

IT - Information Technology

IT 101 - Introductory Information Technology Course

JHES – Joint Hosting Exchange Service

KSA - Knowledge, Skills, and Abilities

MTF - Military Treatment Facility

N Codes – Navy Office Code designator

NMCRS - Navy Marine Corps Relief Society

OJT – On the Job Training

PD - Federal Civil Service Government Position Descriptions

RCC – Recovery Care Coordinator

SPCAT – “Severely Disabled’ with injuries on or after Sept 11, 2001 (30% or greater VA
rating Special Category – SPCAT)

STS - Student Tracking System

THS - Transitional Hosting Service

T/A - Tuition Assistance resources

VITAL™ - Veterans Individual Training Assistant Link

EXECUTIVE OVERVIEW

The Veterans Individual Training Assistant Link (VITAL™) is a special program developed by Commander, Navy Installations Command (CNIC) to help eligible candidates, i.e., Wounded Warriors, with their transition from a military career into the Federal Civil Service for eventual employment within the Navy Installations Command's Information Technology (IT) Services department (Code N6). The VITAL™ program works with wounded warriors from the initial stages of recruiting through training/certification to job placement and continuous follow-ups.

The program proactively recruits eligible service members and makes them aware of the opportunities available to them within the CNIC enterprise.

All applicants are screened by CNIC Human Resources (HR) regarding their career desires, education and training background, and special accommodations that may be required for a particular position.

Selection will be decided by CNIC after completion of the screening process.

A Mentor is assigned to all applicants to provide personalized assistance and guidance throughout the VITAL™ process from recruitment through placement. The Mentor works with the Military Treatment Facility (MTF), Navy Campus, the CNIC site manager and the Navy Marine Corps Relief Society Visiting Nurse Service for assigned VITAL™ Students.

Once the candidate has been matched to a position, a Coach from the respective work area will work with the candidate. The Coach creates an Individual Development Plan (IDP) that will include an assessment of any training needs that may be required for the position, as well as a discussion of the performance goals and measures associated with the proposed position.

The Mentor and Coach work with the Recovery Care Coordinator (RCC) to ensure that the Recovery Plan and the Development Plan are synchronized.

1. INTRODUCTION

Navy ashore installations support our Navy's fleets, fighters and families. As the single responsible office, advocate and point of contact for Navy Installations, Commander, Navy Installations Command (CNIC) has the mission to provide consistent effective and efficient shore installation services and support to sustain and improve current and future fleet readiness and mission execution. CNIC does this by providing unified and consistent procedures, standards of service, practices and funding to manage and oversee shore installation support to the Fleet. CNIC executes delivery of installation services through its regions and installations. This mission involves the coordination of policy, planning, budgeting and reporting for all Navy regions and shore installations.

1.1. CNIC CHARTER SPONSORSHIP

The mission of the CNIC Chief Information Officer (CIO), Code N6, is to execute Department of Navy and Navy Chief Information Officer policies and programs and to provide Information Technology (IT) support required to support the mission of the Command. The CNIC N6 organization is tasked to provide an integrated framework of technology aimed at efficiently performing the business of CNIC.

The CNIC N6 organization manages all aspects of the systems, and the supporting infrastructure, providing critical systems and infrastructure support enterprise wide.

In support of Navy policy and direction and as an extension of ongoing Information Technology (IT) infrastructure reduction efforts, CNIC has initiated portfolio management of CNIC applications/networks and successfully and significantly reduced the number of applications.

CNIC has deployed a Transitional Hosting Service (THS), starting in Norfolk, VA, with the objective of putting an IT processing service model in place. The purpose is to offer a preferred site with secure enterprise service consolidating applications, servers, and networks; reducing IT operations support costs, while increasing overall performance and system security.

As a component of the THS concept, the Joint Hosting Exchange Service (JHES) is an extension of IT rationalization that CNIC has done in infrastructure consolidation and modernization over the past three years.

With the JHES, CNIC will reutilize under-utilized facilities owned by the Navy that are fully capable – from a location, space and facilities perspective – of hosting large numbers of servers, storage and communications equipment supporting CNIC missions in a few consolidated locations.

By maintaining Navy ownership of the facilities, CNIC also avoids the long term security, contracting and workload problems and costs associated with outsourcing the hosting capability to a contractor owned facility.

1.2. JHES REQUIREMENTS

The JHES is essential in providing full and timely support for scheduled Base Realignment and Closure (BRAC), Joint Basing, emergency preparedness and recovery, and response at all Navy installations worldwide.

JHES requirements matrix is shown on the next page.

JHES REQUIREMENTS MATRIX		
FUNCTIONAL	TECHNICAL	STAFFING
<p>Located in major Navy and associated user communities for efficient and effective support of CNIC missions.</p> <p>Have full network exchange capabilities with connectivity to many network services, including NIPRNET, SIPRNET, Navy Enterprise networks (e.g. NMCI and One-Net), and other networks for DOD services and associated federal and government agencies.</p> <p>Have full IA exchange capabilities to manage and support a variety of required security zones, postures and boundaries for Navy, other DOD services and associated federal and government agencies.</p> <p>Include 24x7 operational and application management support.</p> <p>Include built-in physical and operational security.</p> <p>Allow physical access for application developers, contractors and support personnel, as well as disabled veterans as Federal Civil Service employees.</p> <p>Provide remote but secure service management.</p> <p>Support interoperable and compatible hosting suite both hardware and software.</p>	<p>Be a state-of-the-art Tier IV hosting structure as defined in TIA/EIA-942 standard, including proper primary and backup power feed and distribution, air conditioning, environmental control, and fire protection capabilities.</p> <p>Be an integral component of the CNIC Transitional Hosting Service as one of three geographically separated hosting and exchange facilities on US sovereign land of the Initial Operational Capability (IOC) to:</p> <p><i>Support CNIC CONUS and OCONUS operations and missions</i></p> <p><i>Minimize dependency on foreign support and control</i></p> <p><i>Implement a single 24x7 operational management of all THS/JHES facilities using ITIL and industrial best practices for efficient, effective and consistent “follow-the-sun” infrastructure management and support</i></p> <p>Leverage multiple GOTS and COTS.</p>	<p>A trained Dedicated staff with Federal Civil Servants in inherently government positions.</p> <p>Support an operations staff with a comprehensive skill set for CNIC, including application administration and 24x7 monitoring, management, and support.</p> <p>A contractor support team responsive to government direction and control.</p> <p>A Federal Civil Service team that can “surge” using contractors to meet any need.</p> <p>A succession plan for every JHES site with no staffing shortfalls.</p>

2. VITAL™ PROGRAM

VITAL™ is an employment program for wounded warriors interested in Civil Service jobs with Commander, Naval Installations Command (CNIC).

VITAL™ provides the wounded warriors opportunity to grow in a career of their choice. Career progression is closely considered on an individual basis, and mapped out from entry level to mid-level and even senior-level positions.

The VITAL™ focus is the wounded warriors. Accommodations are made to ensure a smooth transition from active duty status to Civil Service employment.

The objective of VITAL™ is to employ the Wounded Warrior “talent” to reduce the shortage of skilled IT staff at CNIC Hosting Service centers through a formal process from recruitment to coaching/training to job placement

VITAL™ is not only a process, it is also a partnership with a wounded hero for eventual placement into a new career as a government employee after individual Mentoring (career coach) IT Coaching (technical evaluation), and selection by CNIC.

VITAL™ works with HR professionals in preparing the list of knowledge, skills, and abilities (KSAs) that will be required for entry level positions. VITAL™ also works with Navy College to collect and recommend courses to develop the KSAs required to meet minimum certifications and/or qualifications.

2.1. VITAL™ CHARTER

The VITAL™ Program is designed to deliver a trained, reliable, stable workforce to JHES Worldwide. This capability and staff are required for the timely transitioning and consolidation of legacy CNIC applications and networks into a properly protected, managed and controlled environment leading toward final migration onto Navy enterprise networks and standards, as well as joint basing support in Guam.

2.2. VITAL™ MISSION

The VITAL™ mission is comprised of a goal and a commitment. The goal of VITAL™ is to enable Wounded Warriors to smoothly transition from active duty service into Federal Civil Service positions. VITAL™ provides the link from hiring and training to a full-time Civil Service career for today’s Wounded Warriors. VITAL™ is committed to developing a stable, dedicated, and highly trained workforce which capitalizes on the proven qualities, experience, and dedication of Service Members. VITAL™ provides personalized assistance to Wounded Warriors throughout the process; from tutoring and training to final job placement.

The VITAL™ program will increase the job opportunities for almost all types of work performed in the Department of Navy Federal Civil Service positions. All VITAL™

students can begin studying for the VITAL™ IT positions and when interests change, evolve into other VITAL™ positions, as they become available.

2.3. VITAL™ PROGRAM COMPONENTS

The VITAL™ program consists of six components:

CANDIDATE PROFILE

Wounded Warriors have demonstrated a commitment to their country that they would like to continue. VITAL™ provides them with this opportunity. They will continue to serve their country and support the military as Federal Civil Servants with the Department of the Navy.

Wounded Warriors are valuable assets for CNIC, as they are individuals of proven integrity and reliability. Wounded Warriors have valuable experience on which CNIC is able to capitalize.

The VITAL™ candidate criteria are:

- A. Candidates classified as “Severely Disabled” with injuries on or after Sept 11, 2001 (30% or greater VA rating Special Category – SPCAT)
- B. Candidates classified as “Disabled” (30% or greater VA rating)
- C. Surviving Spouses of Service members killed since Sept 11, 2001

*Any active duty candidate, applying for VITAL™, who does NOT meet the eligibility criteria will be forwarded to the Naval Civilian Hiring Center of Excellence for other placement options.

VITAL™ commits to the following candidate-centric guidelines:

- A. Focus on the abilities of the candidate first
- B. Be creative and flexible in the development of career opportunities
- C. Personalize service to each student, creating an Individual Development Plan (IDP) with courses of study outlined for the student to gain the knowledge, skill and abilities needed for the target position.

FACILITY ASSESSMENT

VITAL™ identifies and develops a list of potential facility, equipment and/or software modifications that may be required to accommodate a diverse workforce.

VITAL™ validates and improves the current proposed physical building layout requirements at all JHES sites, to ensure effectiveness and efficiency while accommodating a physically impaired workforce. If needed, VITAL™ provides architectural drawings and advice to ensure all facilities are compliant with the American with Disabilities Act (ADA).

POSITION MATCHING

VITAL™ ensures JHES positions are properly staffed by VITAL™ candidates by identifying the capabilities and skills matrix required to staff the hosting service and comparing that to candidate qualifications.

VITAL™ reviews existing job descriptions for pertinence and assists with drafting new position descriptions as needed.

VITAL™ works with Navy Human Resources leadership to create not only permanent positions, but career progression and training tracks for VITAL™ candidates.

EDUCATION & TRAINING

VITAL™ Mentors and Coaches ensure the education and training for Wounded Warriors by identifying local training and educational opportunities required for Federal Civil Servant IT professional positions.

VITAL™ identifies educational/training institutions who teach courses in required disciplines near the first JHES site.

VITAL™ Mentors and IT Coaches meet with Navy and Marine Corps Tuition Assistance leadership and establish an appropriate IT training track for VITAL™ students.

SUCCESSION PLANNING

VITAL™ ensures succession planning for JHES sites by developing a methodology and career progression plan, including employment of disabled veterans from initial evaluation, apprenticeship/internship, through possible civil service employment or other long term employment.

VITAL™ identifies points of contact in the Navy, Marine Corps and Army who are responsible for the “wounded warrior” units.

VITAL™ develops an institutional process and criteria for referring candidates from the Wounded Warrior units for education and training to create a pipeline of students for JHES network operating center positions, including a process for assessments of the individuals learning style and best delivery method to ensure success for learning, e.g. tutors, classroom.

VITAL™ creates Individual Development Plans (IDPs) for each Wounded Warrior identified for a CNIC position; provides special coaching and development of special courses to meet individual and specific needs (which dictates need for special course developers and coaches); and ensures that functional learning is integrated with medical rehabilitation plans.

VITAL™ works with the points of contact and appropriate educational institutions; develops a process for establishing an apprenticeship/internship program that leads to credentialing of candidates for the network operating centers by region.

PROGRAM ADMINISTRATIVE SUPPORT

VITAL™ ensures that the appropriate type and amount of administrative support will be available at each JHES site for disabled veterans employed as staff for the hosting service.

VITAL™ works with local vocational rehabilitation specialists and other subject matter experts to discuss and identify on-going support required to ensure veterans are successful on the job (education; health and human services).

VITAL™ teams with the Wounded Warrior Regiments, the Navy Federal Credit Union, the Navy Marine Corps Relief Society and other local organizations to determine the availability and types of services needed to support veterans placed at JHES sites.

3. VITAL™ SERVICES

VITAL™ provides mentoring and coaching services that ensure a successful transition from active duty military to active federal civil service career. VITAL™ services provide assistance by:

- Establishing a collaborative website for and with candidates, that allows the candidate to stay connected 24/7 with:
 - Their Mentor
 - Their IT Coach
 - As appropriate
 - *Their Wounded Warrior unit*
 - *Their Tuition Assistance point of contact*
 - *Their Recovery Care Coordinator (RCC)*
 - *Their HR professional*
 - *Their government hiring official supporting the CNIC JHES site*
- Assigning a mentor to assist in the transition
- Proposing specifically targeted government positions
- Conducting IT 101 orientation, which serves as an assessment for the student and coach
- Developing an individualized training and development plan to ensure candidates have the requisite skills and certifications
- Assisting candidates, when appropriate, with resume writing, completing government job applications, and developing interview skills
- Helping to schedule, secure funding and successfully complete IT courses
- Familiarizing candidates with federal civilian service employment laws and practices)
- Ensuring special accommodations required for the transition, e.g., special equipment, furniture, and work scheduling to allow ongoing physical and mental health care are included as part of the OJT
- Monitoring and assisting the candidate throughout the VITAL™ process
- Providing through VITAL™ Mentors and Coaches organizational development and staff planning to CNIC field level line managers considering the employment possibilities for Wounded Warriors.

VITAL™ Mentors and functional Coaches (IT) understand the creation of government position descriptions (PDs). Mentors and Coaches assist the 'line manager' in restructuring current jobs to provide new and creative opportunities for employing Wounded, Severely Injured and Ill Veterans; preparing new jobs in the appropriate position description format; and considering physical alterations that may be needed at the workplace.

VITAL™ Mentors and Coaches match the personnel requirements of the CNIC line manager to the talent pool of Wounded Warriors seeking Federal Civil Service positions.

Mentors and Coaches evaluate the experience of each service member's Knowledge, Skill, and Abilities (KSAs) that will be required for a specific CNIC line manager's position. This evaluation results in a list of differences (called Deltas) in the KSAs of the individual, which must, and will, be addressed in the VITAL™ Program Individual Development Plan (IDP) created for each VITAL™ student.

The Mentor must work closely with the Coach and the Individual to ensure all three understand the Delta. The Mentor works with the Human Resources Support Center (HRSC) in Philadelphia, PA, the CNIC Line Manager and CNIC personnel professionals to fashion the Position Description suitable to the CNIC line manager and the service member. The Mentor also is responsible for the consideration of any unique timing of the career transition for each service member.

The Mentor works with the CNIC N1 (Total Force Manpower) professional as a part of the discharge from Active Duty of each service member and the hiring as a Federal Civil Servant. This 'seamless' transition usually involves Defense Finance and Accounting Service (DFAS) and the U.S. Department of Veterans Affairs (VA) and is a critical part of every successful transition from Active Duty into a successful Federal Civil Service career.

The Coach works with the service member to create the course of study expressed in an Individual Development Plan (IDP) which may include experiential goals, as well as the more formal courses of study. The Coach provides direct support to the service member working with the Navy Campus professional and assists with school selection, acceptance and the successful course completion. The service member's VITAL™ IDP will be carefully integrated with his/her recovery plan at the Military Treatment Facility (MTF) by the Mentor and Coach.

3.1. VITAL™ MENTORS

Mentors provide their expertise to individuals to help them advance their careers, enhance their education, and build their professional networks.

There are two types of mentoring relationships: formal and informal. Informal relationships develop on their own between partners. Formal mentoring, on the other hand, refers to assigned relationships, often associated with organizational mentoring programs designed to promote employee development.

The VITAL™ formal mentoring program was created with a focus specifically on career development towards obtaining a Federal Civil Service position. VITAL™ mentorship programs also provide both social and vocational support.

In VITAL™ mentoring programs, there are program goals, schedules, training (for both mentors and students), and evaluation.

VITAL™ Mentors assist Students by:

- Familiarizing candidates with federal civilian employment laws and practices (their rights and responsibilities; this differs greatly from active duty military life)
- Assisting the VITAL™ IT Coach in developing an individualized training and development plan to ensure candidates have the requisite skills and certifications
- Proposing specifically targeted government positions in conjunction with JHES site supervisors and human resource professionals
- Conducting orientation and personalized introduction to a Navy Network Operating Center (NOC) prior to and after discharge from active duty
- Ensuring special accommodations required for the transition, e.g., special equipment, furniture, and work scheduling to allow ongoing physical and mental health care are included as part of the on-the-job training (OJT)
- Assisting candidates with resume writing, completing government job applications with a dedicated HR professional, and developing interview skills
- Monitoring and assisting the candidate throughout the VITAL™ process to successful placement in a CNIC Federal Civil Service position at a CNIC N6 JHES site

VITAL™ Mentors are expected to:

- Receive VITAL™ Interest forms and/or conduct interviews with candidates
- Work closely with the Military Treatment Facility (MTF) and the Wounded Warriors on site.
- Attend IT 101 with their assigned candidates
- Consult with Human Resources (HR) to match student position wishes with the CNIC N-6 position description (PD) requirements
- Make entries into the Smart Solutions “Students Tracking System” (STS) for each of the students
- Make very clear, up front the depth and breadth of the services than can be expected from the Mentor and VITAL™ program

- Be exceptionally candid as to whether the capabilities of the individuals will in the future match the Navy's needs, and if not, direct them to the appropriate organization
- Ensure all meetings are professionally conducted and accommodate the candidates' special needs.
- Explain the relevant laws enacted for their benefit, i.e., VA assistance. state/territory laws.
- Put them in contact with the appropriate HR professional and a dedicated VITAL™ IT Coach using visits, phone calls and an online collaborative tool
- Provide candidates with up-to-date information regarding their progress and career track working with the JHES site supervisor
- Inform candidates of any special unwritten and cultural nuances or procedures at CNIC sites to improve their chances of a smooth transition
- Make very clear that course completion and mentoring does not create an entitlement guarantee to a job in the future
- Demonstrate how to navigate within the collaborative site and highlight the most useful websites and links
- Offer follow-up due dates for responding to questions for which the mentor/coach does not have an immediate answer
- Treat all candidates with equal respect when providing information

VITAL™ Mentors DO NOT:

- Promise anyone a guaranteed job
- Share medical information without the Wounded Warrior's consent
- Replace the assigned HR professional in the hiring process for a Federal Civil Service position

3.2. VITAL™ COACHES

Coaching is a method of directing, instructing and training a person or group of people, with the aim to achieve a particular goal or develop specific skills. Coaching plays an important role in Human Resource (HR) Development for the critical work that JHES sites demand.

VITAL™ IT Coaches assist candidates by:

- Working with the Mentor to receive a new VITAL™ student
- Updating the Student Tracking System (STS)
- Proposing specifically targeted government IT positions in consultation with a VITAL™ Mentor and HR professional

- Developing an individualized IT training and development plan to ensure candidates have the requisite skills and certifications for the target position
- Coaching and assisting the candidate throughout the VITAL™ training and school process
- Assisting candidates with completing government IT job applications, and developing interview skills for a specific JHES site
- Ensuring special accommodations required for the transition, e.g., special equipment, furniture, and work scheduling to allow ongoing physical and mental health care are provided by the DOD CAPTECH program and are included as part of the VITAL™ process
- Helping the candidate make a successful transition from military service to a new career within the CNIC enterprise by providing guidance to achieve a particular career objective, and serve as an information resource to help the candidate to tie together what he/ she needs to know to go forward in a successful manner

VITAL™ IT Coaches are expected to:

- Establish credibility by making very clear, up front, the depth and breadth of the services than can be expected from the coach
- Ensure all meetings are professionally conducted and accommodate the candidates' special needs
- Work with, and for, the VITAL™ assigned Mentor, the Navy Chain of Command, and the military health professionals to ensure maximum success of each student
- Present an introductory Information Technology course, IT 101
- Be exceptionally candid as to whether the capabilities of the individuals will match the Navy's future needs, and if not, direct them to the appropriate organization
- Make very clear that course completion and mentoring does not create an entitlement guarantee to a job in the future
- Build a student notebook with each student
- Put students in contact with the appropriate Tuition Assistance and HR professionals
- Help each student with course selection, study, and successful completion of all courses
- Work with the MTF command Chief Information Officer (CIO) and the Chief Technology Officer (CTO) to set up experiential learning for the student
- Work with students to arrange for special accommodations

- Update STS Regularly
- Make weekly phone calls to follow up with the student
- Respond to all student questions expeditiously, providing due dates

VITAL™ IT Coaches DO NOT:

- Promise anyone a guaranteed job
- Share medical information without the patient's consent
- Replace the authorized Navy Department Tuition Assistance authority who will be paying for courses

3.3. VITAL™ WEB LINK

The CNIC Intranet (Gateway) is the official vehicle to communicate the specifics of the VITAL™ program to the CNIC community. The site includes an executive summary, a description of Mentors and the IT Coach roles, as well as the four phases of the program.

The CNIC public internet is www.cnic.navy.mil. This site will be the primary interface for VITAL™ candidates. It will contain a complete explanation of the program and the necessary forms that can be filled in on-line. To gain access to the VITAL™ area of the website, the individual must be authenticated through DEERS.

The VITAL™ Web Link will show VITAL™ position and program information that allows candidates to:

- Review JHES job postings
- Utilize Candidate Tools such as: Resume Tips, Interview Techniques, and the students Check List
- Access links to other Veteran Assistance organizations, e.g.,
 - Navy Campus
 - Wounded Warrior regiments and transition units
 - Local Navy Marine Corps Relief services
 - The DOD National Resources directory
 - Departments of Defense and Veterans Affairs sites

The VITAL™ collaborative site is under evaluation. It is expected to be available in October 2009

The Smart Solutions Student Tracking System (STS) is an internal electronic communication medium between Mentors and IT Coaches.

4. VITAL™ PROCESS

In support of the VITAL™ program, CNIC has implemented the Smart Solutions “Smart Staffing Method” of four phases: (1) Recruitment, (2) Coaching, (3) Training and (4) Job Placement. This method has proven its effectiveness for CNIC in promoting staff development of veterans, particularly in IT support functions.

PHASE 1 RECRUITMENT

- Identify talent pool
- Proactive sourcing
- Provide IT 101 course to determine interest level
- Candidates apply
- Assign mentor
- HR determines eligibility

PHASE 2 COACHING

- Assign IT Coach
- Identify potential IT positions
- Assess candidate’s experience and qualifications versus IT position requirements
- Create an Individual Development Plan (IDP) to close qualifications gap
- Determine special accommodations needed

The IT Coach develops an Individual Development Plan which will:

Detail the courses, certifications, and training needed for the desired career path for employment with the Navy Shore Command.

Detail where to take the courses or get the certification/training.

The IT Coach and Mentor will assist in securing the funds needed from Tuition Assistance for classes/training working with Navy Department Tuition Assistance.

PHASE 3 TRAINING

- Secure Navy Tuition Assistance (TA) funds
- Start education/certification training
- Start government application process with HR representative
- Liaison with local CNIC site supervisor

The IT Coach will assist and monitor the students' progress towards completing courses/training.

As the student progresses in his/her training, the Mentor and IT Coach will work with CNIC site supervisors to match the student's projected training completion date with job vacancy availability.

The Mentor and Navy HR professional assists with required paperwork (application and appointment) for Navy Federal Civil Service positions.

PHASE 4 PLACEMENT

- Receive Civil Service appointment
- Start on-the-job training (OJT)
- Receive periodic follow-ups from Mentor & Coach

Even prior to starting as a Federal Civil Servant working for the Navy, the Mentor and IT Coach will ensure a smooth transition from active duty discharge to the job at the CNIC site.

The IT Coach and supervisor continue to guide the student to any additional training needed to move to the next level utilizing VA funding.

4.1. VITAL™ RECRUITMENT: PHASE 1

Candidates apply to join the VITAL™ program through the internet at www.cnic.navy.mil or during a VITAL™ one-on-one session at the candidate's transition facility.

Candidates complete a simple "Interest" form. This form is reviewed by a Mentor.

CNIC N6 VITAL™ Candidate Information Sheet

SECTION 1 - CANDIDATE INFORMATION						
Name:					Date:	
Telephone:			Email:			
Service:	Navy:	USMC:	Army:	USAF:	USCG:	
Local Address:						
City, State, Zip:						
Special Accommodations (Wheelchair, etc):						
Location Desired:	Norfolk:	San Diego:	Guam:	Other:		
SECTION 2 - CANDIDATE BACKGROUND						
Education:						
Military Training (MOS/NEC):						
Other (Classes, certification):						
SECTION 3 - OTHER						
Any other information you would like us to know (security clearance, etc):						

The “Interest” form is reviewed and the applicant is contacted by a VITAL™ Mentor or Coach.

The VITAL™ Mentor and an IT Coach conduct personal introductions and an informal interview with the candidate to ensure that the candidate fully understands the intent and scope of the Program and that the candidate knows how to stay in contact with the Mentor and Coach.

Candidates’ may indicate more than one position of interest while in the VITAL™ program. The VITAL™ Mentor and IT Coach will work with the candidates to ensure that the target position best meets the candidates’ desires and the needs of the government.

The VITAL™ Mentor conducts a review of available positions to match the candidate’s desired locations with CNIC IT knowledge, skills, & abilities requirements.

Therefore, the qualification process will require numerous meetings and counseling sessions between the candidate, the VITAL™ Mentor and/or the IT Coach; this includes the HR professional assigned to provide assistance.

VITAL™ Program Mentors and Coaches evaluate each service member to ensure his / her success in whatever career field they choose to pursue.

Any service member who thinks they may want to study and enter the IT field with CNIC is asked to attend a half day classroom experience to more fully understand the civilian IT field, VITAL™ calls this “IT-101”. At IT 101, the VITAL™ program is explained in greater detail, including courses in Information Technology (IT) and available civilian positions in the Navy Department Federal Civil Service.

4.2. VITAL™ COACHING: PHASE 2

Candidates may be in stressful situations during rehabilitation and during their transition to Federal Civil Service. Therefore, it is imperative that VITAL™ Mentors and Coaches support the candidates to identify an attainable position and training track.

The Candidate and Mentor establish high level goals and plans. The goals reflect specific training certifications and the milestones to be met while the candidate is in the VITAL™ Program. Samples of VITAL™ goals may include, but are not limited to:

- Identifying of Federal Civil Service positions in IT within CNIC
- Developing of an VITAL™ Individual Development Plan (IDP)
- Planning for the utilization of Navy Campus and Navy/Marine Corps Tuition Assistance funds
- Preparing and submission of a Civil Service application with the Mentor and HR professional

VITAL™ Individual Development Plan				
Student Name	Mentor Name	Coach Name	CNIC Supervisor Name	Target Position
Section I – Career Goals				
Short Term (6 months – 1 year)		Long Term (1 – 3 years)		
Section II – Position Requirements				
Section III – Individual Development Plan				
College				
Class	Institution	Meets Position Requirement?	Notes	Completed
Certification Progress				
Certification Pursued	Class/ Institution	Meets Position Requirement?	Notes	Class or Certification Completed
Experiential Learning				
Program	Program Goals	Meets Position Requirement?	Notes	Completed
This IDP is subject to change depending on availability of funds and courses, job requirements, and candidate’s abilities.				

Any recommended IT position must be one that the candidate has a high confidence that training can be completed within the designated timeframe and that he or she has the visible support of the service component, family and the VITAL™ Mentors and IT

Coaches. The candidate must keep a positive outlook and attitude, with the desire to complete the VITAL™ Program and commence a new career.

CNIC entry level IT positions are classified in the Customer Support field because the work involves the planning and delivery of customer support services, including installation, configuration, troubleshooting, customer assistance, and/or training, in response to customer requirements. Functions commonly performed by employees in this specialty may include:

- Diagnosing and resolving problems in response to customer reported incidents;
- Researching, evaluating, and providing feedback on problematic trends and patterns in customer support requirements;
- Developing and maintaining problem tracking and resolution databases (Help Desk);
- Installing, configuring, troubleshooting, and maintaining customer hardware and software;
- Developing and managing customer service performance requirements;
- Developing customer support policies, procedures, and standards;
- Providing customer training; and/or
- Ensuring the rigorous application of information security/information assurance policies, principles, and practices in the delivery of customer support services.

CNIC N6 IT positions currently open to VITAL™ candidates are:

- Information Assurance (IA) Specialists
- IT and Network Shift Managers
- Network Operators
- Network and System Engineers
- Software Engineers
- Database Administrators
- Application Testers
- Help Desk Support

As the VITAL™ program matures other positions may be opened to VITAL™ Students.

4.3. VITAL™ TRAINING: PHASE 3

VITAL™ Training (Phase 3) consists of two parallel tracks of learning: 1) college courses towards a Bachelor's degree and 2) online, computer based training classes towards IT certification. Phase 3 uses DOD training assistance (T/A) resources. Tuition Assistance enables service-members to earn degrees, technical or professional credentials and/or certifications.

Most accredited higher educational institutions give credit to military personnel based on rank/rate, military schools, and other training. VITAL™ takes advantage of this life experience through Navy Campus, which determines the number of credits a candidate can receive.

Active Duty service members, including VITAL™ Candidates, have access to education centers to advance or continue their education and knowledge, at no or reduced cost to the service member.

VITAL™ enhances these training services through the use of experienced Mentors and Coaches to guide candidates through training and placement. VITAL™ enhancements to training include:

- Assistance and advice on job skills
- Identification of potential job opportunities as a civil servant
- Setting goals, objectives, and milestones to work while on active duty
- Assistance with course selection and successful learning
- Utilization of Smart Transcripts to outline a course of study.

VITAL™ Individual Development Plans (IDPs) ensure that candidates understand the required entry level education/certifications for their chosen Federal Civil Service career with CNIC.

Entry-level education/certification requirements for each position are developed in conjunction with Human Resource Support Center (HRSC), Philadelphia. HRSC Philadelphia is the cognizant Human Resource Office for everyone enrolled in the VITAL™ program.

The VITAL™ IDP projects, charts and maps each candidate an individual plan of courses, for successful active duty study and successful transition into the Federal Civil Service with CNIC. The IDP typically includes:

1. Base Level Requirements (education, certifications, KSAs) as defined in the target CNIC Civil Service position
2. Training course, goals & objectives to gain the KSAs
3. Training timeline for best use of the student's time to reach the goal
4. Transition plan for beginning the accepted CNIC position, developed with an assigned HR professional

4.4. VITAL™ PLACEMENT: PHASE 4

Since the VITAL™ Program has previously identified positions for which a candidate has been preparing, it is possible to have candidates submit applications, and begin the hiring process before leaving active military service.

The basis for the VITAL™ Staffing Program for CNIC N6 is the correlation of persons required for the JHES sites and Veterans being qualified for those positions. The very essence of the VITAL™ Program is the analysis of work requirements currently being performed by contractors and the ‘creation’ of Federal Civil Service positions to reduce the N6 reliance on contractor support. The “In Sourcing” of these positions meets the spirit and the letter of section 324 of the FY-2009 National Defense Authorization Act (NDAA).

The CNIC Manpower and Budget offices in N14 maintain a manning document that shows the N6 authorized positions. This on line document lists government civilian, military and contractor positions. For the VITAL™ Program, authorized positions will be converted from Contractor, and on occasion military billets, to Federal Civil Service positions. These are not new or additional positions.

CNIC N60 is the Manpower and Budget Authority to work with the N14 for the CIV-Sub process. The VITAL™ Program provides support to N60 for this process.

Advance planning for VITAL™ placements include solutions for a long term supportive environment to ensure N6 JHES supervisors have the outside support required for every Wounded Warrior at their site. Mentors evaluate the type and scope of the administrative support that will be required for each VITAL™ student. VITAL™ has created a long term relationship with the Navy Marine Corps Relief Society (NMCRS) to connect the NMCRS Visiting Nurse Program and other vocational rehabilitation specialists to ensure VITAL™ placements are successful on the job.

Once a desired CNIC Hosting Center IT position has been identified by the student, and the VITAL™ Mentor and Coach believe the candidate can fill the position with schooling, coaching and JHES site OJT, the Federal Civil Service job application can begin.

The JHES Site Supervisor is a critical part of the VITAL™ Program. Supervisors work with the VITAL™ Staffing Team (Mentors & Coaches) to identify positions, help in course selections for VITAL™ Students and plan for any special accommodations. The Supervisor is offered an introduction to VITAL™ Students as part of the experiential learning process in VITAL™. The Supervisor is the final authority in the Placement and hiring process.

Finally, the VITAL™ Program establishes a bridge from Service Tuition Assistance to the Veterans Administration. There are numerous contacts prepared to help a VITAL™ Student continue school when they become Federal Civil Servants at no cost to the CNIC.