

U.S. Army Human Resources Command

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Transparent 

We are empowered and communicate to share relevant information.

 **Customer-Centered**

We see and support the whole Soldier in each issue, request, and interaction.

HRC

serves our valued customers in ways that have a transformative impact on their careers and Family life while creating a positive and lifelong connection to the Army.

Agile 

We take timely action and are responsive.

 **Service Excellence**

We are consistent in the delivery of exceptional service, operational practices, and business outcomes.



Vision 2030 Focus Areas

Modernization: Technology and Platform Updates coupled with business process automation. Continuous improvement for a data-centric future.

Talent Management: Develop the systems and processes to better align Soldier talents to specific requirements.

Caring for Soldiers, Families, and Civilians: Build a legendary customer service culture. Provide value for Soldier, units, and civilians through effective and streamlined interactions.

Readiness: Develop the processes and tools to establish shared understanding of the Army's personnel readiness in a transparent and interactive environment.

Army People Strategy Outcomes

Ready – Professional – Diverse – Integrated

Our Vision

Human Resources Command (HRC) serves our valued customers – Soldiers, units, Families, and veterans – in ways that have a transformative impact on their careers and Family life while creating a positive and lifelong connection to our Army.



Optimize Readiness and Performance
Retain Top Talent

Our Foundational Values

Transparent: We are empowered and communicate to share relevant information. A transparent environment makes Soldiers feel valued.

Agile: We take timely action and are responsive. Our ability to effectively identify and respond to shifts inside the organization and our external environment allows the Army to remain competitive and better fight and win our nation's wars.

Customer-Centered: We see and support the whole Soldier in each issue, request, and interaction to fully harmonize the efforts and capabilities of the total force.

Commitment to Service Excellence

How we do our work, and its impact on those we support, is as important as what we do. Through our contributions we transform Army Human Resources.

HRC 2030 Reorganization



Organized by Function to Enhance Customer Experience and Agility

