

Launching a 21st Century Mentor Program

Using Technology to Enhance Workforce Development

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Agenda

- VA's Workforce
- VA's Challenge
- VA ISO Development
 - Mentoring at VA
 - ISO Mentoring Program
- Closing/Questions

VA'S WORKFORCE

Department of Veterans Affairs

Mission

- To serve America's Veterans and their families with dignity and compassion and to be their principal advocate in ensuring that they receive medical care, benefits, social support, and lasting memorials promoting the health, welfare, and dignity of all Veterans in recognition of service to this Nation

VA's Workforce

- VA is the second largest Federal Department, with 318,359 employees
- VA's workforce includes physicians, nurses, counselors, statisticians, architects, computer specialists, attorneys, etc.
- IT makes up 3.18% of VA's workforce, 10,138 employees

ISO Workforce

- Information Security Officers (ISOs) are part of Field Security Service, including:
 - Regional Information Security Directors
 - Network Information Security Officers
 - Facility Information Security Officers



VA'S CHALLENGE

VA's Challenge

- Geographically dispersed workforce
- Quickly acclimating new employees
- High number of staff to be trained
- Developing an environment where employees can succeed
- Succession planning

VA ISO DEVELOPMENT

ISO Professional Development Program

- The goal of the program is to build a high performance, highly motivated workforce consisting of skilled personnel who are able to perform tasks proficiently and securely in order to achieve VA's mission
- Tools to support the professional development of ISOs include:
 - Competency Model
 - ISO Mentoring Program

Mentoring at VA

VA Mentoring Goals

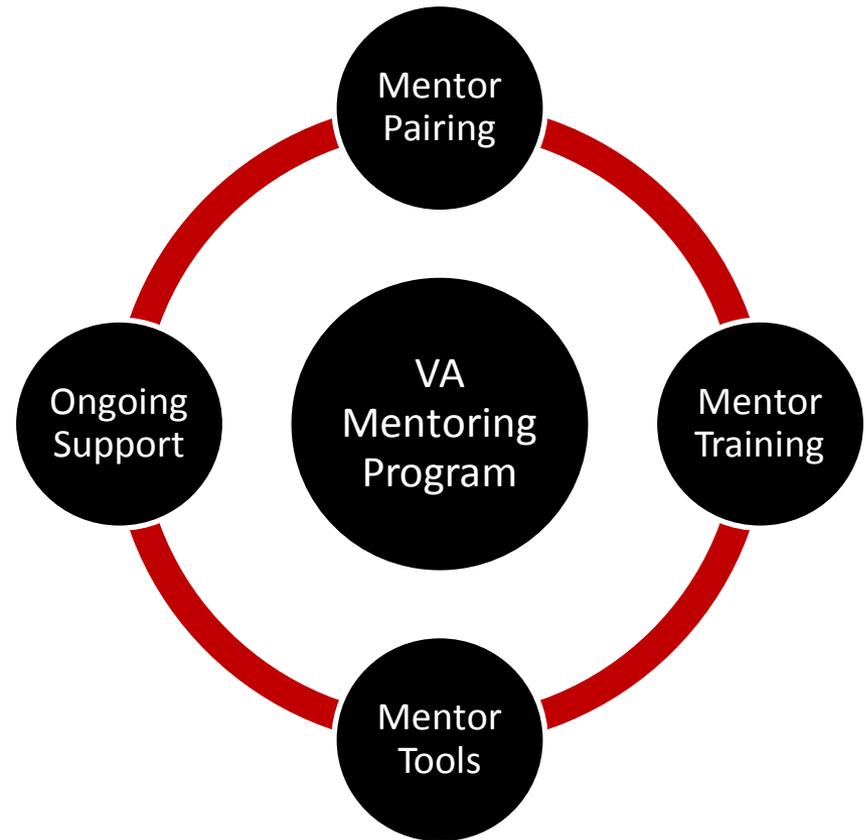
- To develop the next generation of leaders through information sharing from current staff



Mentoring at VA

VA Mentoring Overview

- VA offers and supports a mentoring culture
 - Pairing
 - Training
 - Tools
 - Ongoing support



Discussion

- How many of you have participated in a mentoring program as either a mentor or mentee?
- How many of you have been involved in the development of a mentoring program?

ISO Mentoring Program

ISO Mentoring Program Objectives

- Better integrate newly appointed ISOs into the larger FSS team
- Provide a solid support system for career development
- Prepare mentors for leadership roles and supervisor responsibilities
- Improve the interpersonal and communication skills of both mentors and mentees

ISO Mentoring Terms

Term	Description
Mentoring	A structured one-to-one relationship or partnership that focuses on the needs of the person being mentored, fosters a caring and supportive relationship, encourages the mentee to develop to his or her fullest potential, and helps the mentee develop their own vision for the future.
Mentor	A trusted counselor or guide. The VA ISO mentor provides long-term career development support for mentees, as well as on-the-job training and support for day-to-day ISO functions.
Mentee	One who is being mentored. The VA ISO mentee works with his/her mentor to learn more about day-to-day ISO functions, and develop and work toward long-term career goals.

ISO Mentoring Program Components

- Mentoring Agreement
- ISO Two Year Plan
- Reference Guide and Workbook
- Training
- Mentoring Forums

FSS MENTORING AGREEMENT

This agreement is to be signed by both the Mentor and Mentee agreeing to make a personal commitment to the Mentoring relationship. It is recommended that this be completed during the initial meeting between the Mentor and Mentee. The Mentor is responsible for making this item as complete in VALMS (item #1207935) and the ISO's Two Year Plan after both signatures have been obtained. This form will be provided to and stored with the Mentee's supervisor of record.

By signing this agreement both the Mentor and Mentee are required to do the following:

- > Participate in at least one one-hour Mentoring session per week. It is recommended that Mentors and Mentees spend additional time together but not required.

Mentor initials: _____ Mentee initials: _____

- > Commit to a Mentoring relationship for at least two years from the date this Mentoring agreement is signed.

Mentor initials: _____ Mentee initials: _____

Mentor Contact Information		Mentee Contact Information	
Name:		Name:	
Station:		Station:	
Phone Number:		Phone Number:	
Supervisor's Name/Phone:		Supervisor's Name/Phone:	
E-mail:		E-mail:	

Mentor's Name: _____
Mentor's Signature: _____ Date: _____

Mentee's Name: _____
Mentee's Signature: _____ Date: _____

ISO Mentoring Program Design, Development, and Implementation



- FSS Work Group put in place to design program framework
- Analysis of current state via interview and focus group with work group
- Surveys developed and distributed to the field

- Identify Program Champion
- Identify Mentor SMEs for each region

- Develop detailed program materials
- Design and develop workshop to deliver training on mentoring

- Develop and distribute communications announcing launch
- Conduct training workshop
- Distribute Reference Guide and Workbook

- Quarterly Mentoring Forums

- Develop metrics for evaluation of program
- Gather feedback through anonymous evaluation forms

Use of Technology

- Technology plays an important role in the success of the ISO Mentoring Program
- Mentoring relationships are maintained through virtual interaction, including:
 - E-mail
 - Instant Messenger
 - Conference calls
 - Live Meeting
 - Discussion boards



Discussion

How has technology helped in the career development of employees at your agency or organization?

Program Feedback

- Survey was sent to participants to gather feedback on the program:
 - 80% were satisfied with the ISO Mentoring Program
 - 75% of were satisfied with their mentoring relationship
 - 75% of Mentees and over 90% of Mentors felt the relationship is beneficial to the Mentee's career development
 - 80% of Mentors felt the relationship is beneficial to their own career development
- Some comments include:
 - Being the only ISO at my location, it is useful to be able to speak to someone with experience
 - I am in favor of helping out and working with new employees and I think the Mentor/Mentee process is a positive move in that direction

Discussion

How would a mentoring program benefit your organization?

CLOSING

Summary

- Purpose: Facilitates the transition of new ISOs into the VA environment
- Duration: Implemented/operational for one year
- Participants: 40 Mentors and 40 Mentees
- Benefits: Ensures a baseline ISO learning plan that clearly identifies and tracks training assigned and completed

Discussion

What are some best practices your agency has used to develop new employees?

Questions



For additional questions, contact IT Workforce Development at vaitwd@va.gov