
Biographical Sketch

Holly D. Franz, M.S., C.P.M.

Labor Categories: Management Analyst and Technical Writer

Education: M.S., Recreation Administration, Aurora University

Holly Franz has 8 years of experience in developing human capital solutions. Ms. Franz has joined Human Technology (HT) in the past year. During this time, she has been responsible for the review and reporting of competency-based skills assessments, as well as consulting on succession planning and strategic human capital plans.

Prior to joining HT, Ms. Franz worked for the Fairfax County Government and the City of Danville, VA. During this time, in addition to managing an extensive workforce, facilities, and budget, she managed human capital initiatives at the organizational level. She also participated in human capital initiatives countywide, and developed and implemented succession planning at the department level. Ms. Franz served Fairfax County agency leaders and workforce as a network facilitator, certified mediator, and workforce performance appraisal process appeals panel specialist. She designed teambuilding best-practices processes, and consulted on human resources best practices. Ms. Franz also led asset mapping and strategic planning efforts with staff and stakeholders around neighborhood and community issues. In addition, Ms. Franz has been credentialed as a Certified Public Manager (CPM) by George Washington University.

Recent Experience

- Serving as core team member to develop a comprehensive, agencywide strategic human capital plan for the U.S. Patent and Trademark Office (USPTO). The project includes defining human capital requirements and establishing a strategic focus aligned with the agency mission, as well as reviewing and compiling reports based on data related to USPTO human capital trends and activities.
- Working on a team of HT staff to support a comprehensive workforce analysis and assessment initiative to define, develop, and validate core, occupation-specific technical and leadership competencies for the U.S. Missile Defense Agency (MDA). Analyzed results from over 1,600 employees and contractors agencywide who participated in a web-enabled skills assessment based on core competencies and occupation-specific technical competencies. Compiled and presented recommendations with results in a series of comprehensive reports. Summarized findings in briefings for MDA leadership. Briefings are currently being scheduled with MDA leadership to present the data in summary and facilitate the implementation of recommendations for closing gaps in mission-critical competency areas.
- Serving as core team member to develop a strategic succession planning strategy, through a collaborative process with agency leadership, for the Transportation Security Administration. The project includes:
 - Analyzing and presenting workforce data related to succession planning components.
 - Consulting on facilitation of process to identify mission-critical populations/positions for initial targeting for succession planning, and the desired competencies, background, and experience for those populations/positions. The project team is considering both internal and external talent pools.
 - Consulting to facilitate steps needed to develop a strategy for implementing succession plan and the associated evaluation and accountability strategies to ensure desired outcomes are set and achieved.

Recent Experience (Continued)

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- Consulted with the National Geospatial-Intelligence Agency to develop human capital solutions that will align the supervisory system with agency values, expectations, and the mission. This alignment will support the management, appraisal, and retention of a high-quality and diverse workforce.
- Directed a team for the Fairfax County (VA) Department of Community and Recreation Services to determine the optimal human capital intervention solutions to align human capital management with the agency's mission to ensure the selection, development, management, appraisal, and retention of a high-quality and diverse workforce. Developed a core competency model to align workforce with departmental and County vision, mission, and performance measures.
- Consulted with senior leadership of Fairfax County Department of Community and Recreation Services to revise pay-for-performance system, management, and evaluation processes. Performed analysis of existing workforce pay-for-performance elements, conducted focus groups with workforce representatives at all levels, and redesigned elements to align system with agency's mission and workforce efforts. Implemented training and external communications strategies to ensure workforce and management were prepared to implement revised system. Measured project deliverables against quality standards. Coached supervisors on effective strategies and solutions related to performance management, individual assessment, and feedback.
- Managed long-term project for the Fairfax County Department of Community and Recreation Services to integrate services and interests of multiple mission-critical stakeholders within one new facility. Established objective, measurable performance requirements and quality standards, effectively managed the development process, and ensured the project was successful and cost-efficient.
- Implemented enterprise-wide organizational development and change management strategies for the Fairfax County Government. Developed and implemented optimal training/learning intervention solutions around change management for new supervisors in the human services agency. Facilitated strategic planning sessions to align business processes and human capital strategies with vision and mission. Provided program management consultation and assistance to various agencies.