The Navy is modernizing its Manpower, Personnel, Training, & Education (MPT&E) Enterprise to significantly and systemically improve MPT&E performance, productivity, and cost efficiencies in all aspects of personnel readiness processes. Over the next several years, the MPT&E Transformation will change how human resources (HR) services are offered throughout a Sailor’s entire “Hire-to-Retire” lifecycle and improve fleet combat readiness. By streamlining processes and systems, the Transformation will improve the speed, accuracy, and quality of personnel and pay services, better positioning the Navy to equip and manage our most valuable resource: our people.
MyNavy Career Center (MNCC)

**MNCC Overview**

MNCC provides tiered/shared services and increases self-service functions for Sailors. It also reduces operating costs and simultaneously improves all HR functional areas. The design process leverages proven and fielded industry-wide technology to create a robust and modern service delivery platform that improves quality of service, accountability and transparency. Fundamental changes include:

- **Single HR Portal with Self-Service Capability** – My Navy Portal gives Sailors 24-7 access to a one-stop shop for pay and personnel services.
- **Modern Contact Center** – Call center staff initiate and resolve Sailor inquiries, provide centralized operational support, and promptly elevate issues.
- **Operations Center** – Centralizes many HR processes and provides new enabling IT to HR specialist to help improve delivery of service, and delivers specialized support and real-time services to commands.

**Why MNCC?**

MNCC brings faster processing, improved accuracy, and increased efficiency of personnel actions to Sailors, their families, and HR personnel. Moving towards a more mobile-centric service center provides 24/7 access and the ultimate in self-service. Access to real-time information and modern software applications allows Sailors to have total career control at their fingertips. MNCC operates with a “One Team Concept,” enables a fully-integrated team without silos and brings our technology, facilities and quality of service in-line with 21st Century expectations.
The solution

Planned MNCC Support Includes:

MPT&E will overcome challenges through modernization efforts that enhance Fleet Readiness, reduce cost, drive data-based workforce decision making, and dramatically improve the way Navy HR supports Sailors and their families.

Transforming MPT&E Through...

Operations - Executing HR programs that increase process efficiency and improve Sailor career development through modernized recruiting efforts, streamlined ‘Street to Fleet’ process, and training that’s available whenever and wherever Sailors need it most.

Modern HR Service Delivery - Launching a new HR Operations center, MyNavy Career Center (MNCC), will enable the Navy to offer 24/7 self-service options, call center availability, shared service capabilities, and transactional HR support to Sailors – bringing Navy HR Operations into the 21st century and meeting the complex and unique needs of Sailors and their families.

Technology - Modernizing Navy HR systems by establishing an Authoritative Data Environment (ADE), standing up a core suite of integrated MPT&E systems (i.e., Commercial off the Shelf (COTS) Cloud-based solutions), and developing an Integrated Personnel and Pay System (IPPS-N) streamlines operations, optimizes data management processes, drives efficiency, and allows Sailors to conduct personnel matters with ease.
About MPT&E

MPT&E recruits, develops, manages, and distributes America’s best and brightest to project naval power today and in the future, as well as meet the needs of our Sailors and their families, the Navy, and the Nation.

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