Tuck GIVES

Sara Paccamonti, T ’15
National Park Service
Indiana Dunes National Lakeshore

“I realized what a dramatic difference MBA thinking can make in a setting that hasn’t put much thought into the business side of a social mission.”

The National Park Service is an agency of the U.S. Government’s Department of the Interior. The National Park Service was created in 1916 with the mission of “preserving unimpaired the natural and cultural resources and values of the national park system for the enjoyment, education, and inspiration of this and future generations.” The NPS today has over 400 national park units across the country and 273 million visitors in 2013.

Sara designed a shared services model for back office functions across 11 parks in the Midwest Region. The goals of the project were to attain a higher level of service for all parks, create a promotion ladder to better build and retain strong talent, and to deliver the same high quality services in the face of increasing budget constraints. While at the Park Service, Sara:

• conducted interviews and a time tracking analysis to determine key gaps and FTEs needed in the zone
• made extensive proposals for a career ladder with a clear path for promotion and the ability to build managerial skills; facilitated a half-day decision meeting to select a governance model and a sharing model
• visited seven parks in the zone, from a national lakeshore to historic presidential homes and Native American earthworks, as part of her summer work