

OPM e-Government Initiatives

Annual WCPS Conference

Norm Enger, OPM

E-Government Program Director



UNITED STATES OFFICE OF PERSONNEL MANAGEMENT

President's Management Agenda

- **Strategic Management of Human Capital**
- **Competitive Sourcing**
- **Improved Financial Performance**
- **Expanded Electronic Government**
- **Budget and Performance Integration**



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The President's Mandate

- **Goals for Expanding e-Government**
 - **Make it easy for citizens to obtain service and interact with government**
 - **Improve government efficiency and effectiveness**
 - **Improve government's responsiveness to citizens**
- **Vision for Reforming Government**
 - **Citizen-centered, not bureaucracy-centered**
 - **Results-oriented**
 - **Market-based, actively promoting innovation**
- **Government will spend \$53 billion on technology next year**



Expanded Electronic Government

- Create easy-to-find single points of access to government services
- Provide high quality customer service
- Reduce reporting burden on businesses by sharing electronic information
- Automate internal processes to reduce costs
- Increase access for persons with disabilities



Management of Human Capital

- Improve citizen access to federal job openings and other recruitment services
- Providing employees with one-stop access to training
- Increasing collaboration and sharing of human resource information between Agencies



Strategic Management of Human Capital

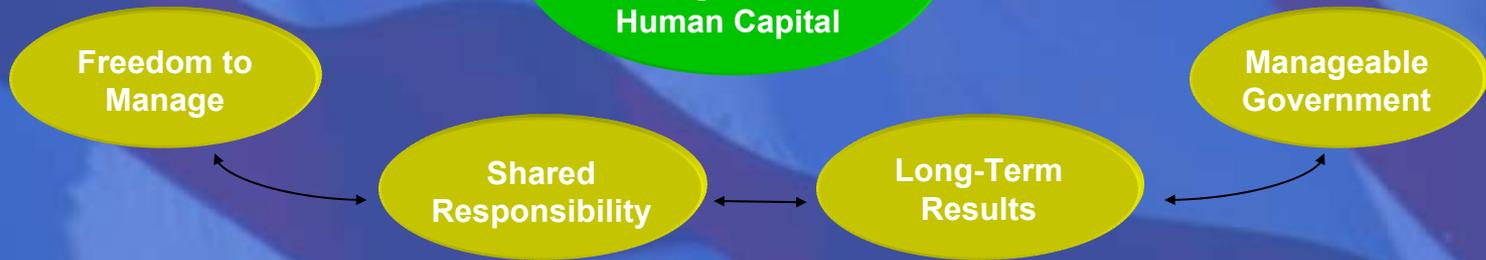
President's
Vision



OMB Executive
Management
Scorecard



Implementing the
Management
Agenda



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Supporting Homeland Security

- **Expediting the recruiting of qualified security personnel and Improving the training resources available to security personnel**
- **Reducing the time necessary to process security clearances**
- **Speeding and improving access to investigative and clearance information**
- **Making up to date investigation and clearance information accessible across Agencies**



e-Government Vision

A suite of integrated HR applications built on the five OPM e-Gov initiatives which will streamline and improve processes for moving Federal employees through their employment lifecycle.

- Recruitment One-Stop
- e-Clearance
- e-Training
- Enterprise Human Resource Integration
- e-Payroll

Consistent with Federal Enterprise Architecture and security standards

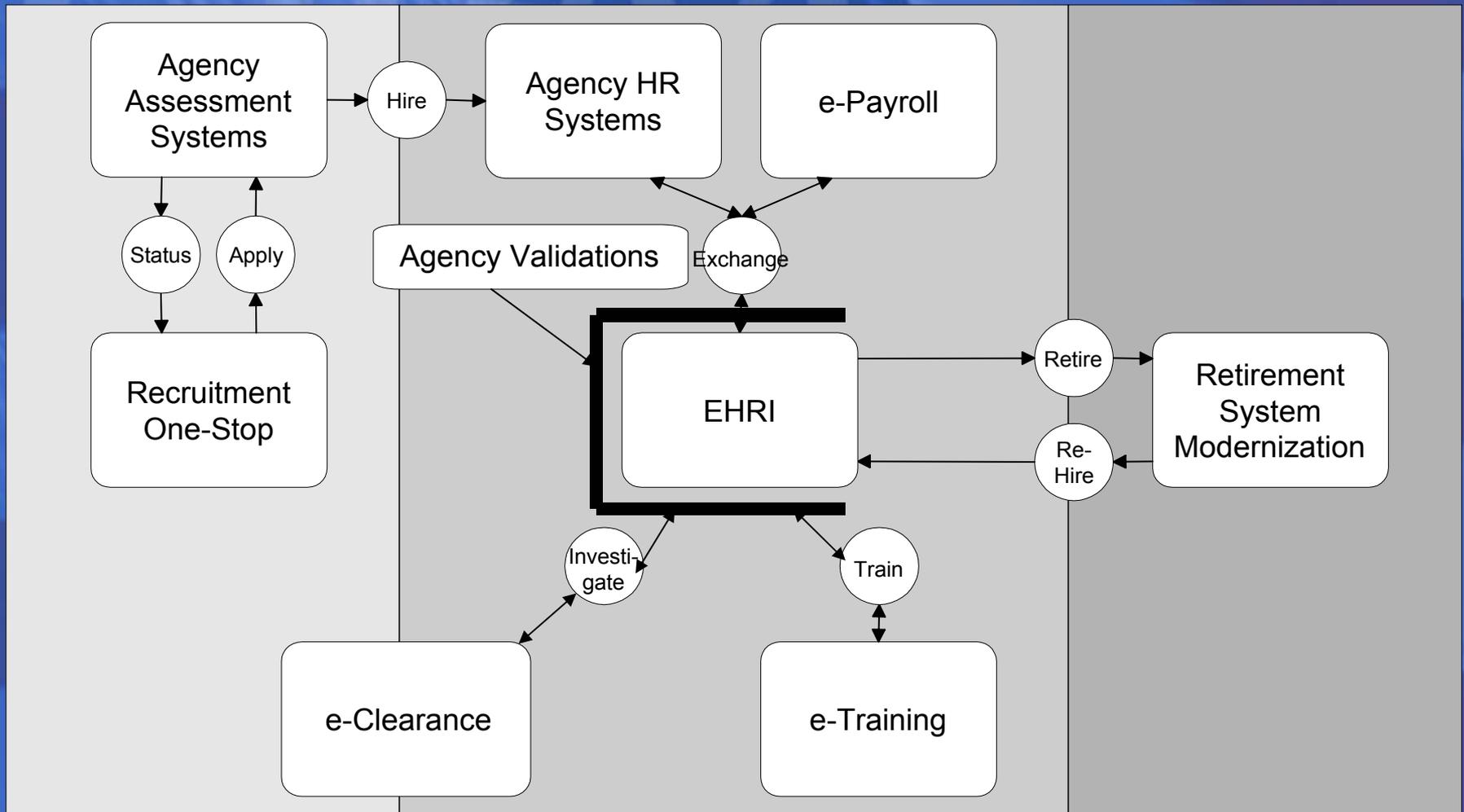


Employee Life Cycle

Recruitment

Employment

Retirement



Strategy

- **Secure policy management support**
- **Establish Program/Project management structure**
- **Communicate effectively with partners and users**
- **Clearly explain benefits of initiative**
- **Solicit feedback from partners and users**
- **Look for short term successes**



Recruitment One-Stop Vision

Seamless, one-stop recruiting
for Federal jobs



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Goals

- **Implement a single application point for Federal job seekers that includes vacancy information and basic job application submission**
- **Application status tracking capability; baseline employment eligibility screening; applicant database mining; and seamless movement of job seekers to agency automated assessment tools.**
- **Position the Federal Government as the first stop for job seekers.**



Benefits and Outcomes

- A Federal web presence that delivers a fast and responsive experience
- A job search routine that is clear, easy to use, and helps job seekers identify jobs that match skills and interests
- An intelligent process for building on-line resumes and job applications
- Early feedback regarding basic eligibility
- Seamless integration with Agency automated assessment systems



USAJOBS Overview

- USAJOBS is comprised of several interrelated components including vacancy entry, a web site, a nationwide phone system, a resume feature, a job search via E-mail capability, vacancy distribution, a gateway for students, and a federal jobs portal.
- All components of USAJOBS are available 24 hours a day, 7 days a week, with full on-call technical support.
- USAJOBS meets Section 508 accessibility requirements.



USAJOBS Overview

- Approximately 16,000-18,000 vacancy announcements are available each day
- Site is accessed by 17 million unique visitors each year
- Receives 3.5 million e-mail messages each year
- Database contains an average of 175,000 resumes



Enhancements

- **June 30 2002 new look for the USAJOBS web site**
- **Deploy a Career Exploration module**
- **“Working for the Government” streaming video**
- **Implement Spanish Employment Information Fact Sheets**
- **Explore the possibly and potentially develop a natural language conceptual text search.**



Future Enhancements

- **Modern, best-of-breed web site appearance and functionality- COTS acquisition**
- **Cleaner, job searching and better matching of jobs to job seeker interests and skills**
- **Improved process for developing, submitting and storing a basic job application (resume)**
- **On-line movement of basic job application to Federal agencies and integration of application data in agency automated assessment systems**
- **Applicant database mining for Federal hiring officials**



Events

- **June 2002- Redesigned USAJOBS Web Site**
- **January 2003-Best of Breed System COTS and Improved Application Process**
- **CY 2003- Seamless Interface to Agency Systems**



e-Training Vision

To create a premier e-Training environment that supports development of the Federal workforce through simplified and one-stop access to high quality e-Training products and services, and, thus, advances the accomplishment of agency missions



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Goals

- **Simplifying and unifying e-Training services across Government**
- **To enhance agency Human Capital initiatives by supporting and/or leveraging existing e-Training resources**
- **To advance continuous learning as a strategic business investment that promotes organizational agility, cost efficiencies, and improvements in performance.**



Benefits and Outcomes

- To reduce redundancies and provide economies of scale for the purchase, development, and implementation of e-training products and services across Government.
- Implement a premier e-Training environment that provides enhanced one-stop access to high quality training
- Provide increased access to common need e-Training courses (i.e., computer security, ethics), and Government-centric/high-interest e-Training courses.
- To support and advance the use of communities of practice to improve human capital within agencies and across the Federal Government.



Gov On-Line Learning Center

- Available now through FirstGov.Gov site
- Designed as a building with rooms containing knowledge resources (e-books, courses, help desk)
- Access to a catalog of free legislative/agency mandated and high-interest courses (project management, leadership development, ethics, computer security); 50 e-books, encyclopedias, professional journals, libraries
- Reporting, user registration and survey tools



Virtual Rooms

- **Virtual Classroom with e-Courses**
- **E-Books-numerous business and professional books available**
- **Resource Center-Links to reference tools**
- **Search and Select- Exploring specific topics**
- **Learning Management Office- Agency reporting**



Future Enhancements

- Access to additional free courses and access to wide array of fee-for-service courses
- Courses organized and accessed by performance and knowledge identifiers
- Access to online instructors (Subject Matter Experts), enhanced registration process and additional reporting options, and evaluation and management tools
- Delivery October 2002



Events

- July 2002 release of GOLEARN.GOV web site
- Expand courses available and enhance registration process and management reporting- Fall 2002



e-Clearance Vision

**Improved processing of individuals
who must have an investigation
leading to a security clearance
decision.**



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Goals

- Each agency will be more accountable for maintaining and providing quality data and processes.
- Duplicative investigative efforts will be reduced through reciprocity and access to existing information.
- Contractor and government employee efficiency, recruitment and retention will improve because wait time for clearances will be reduced.
- Reduce the burden on and improve opportunities for federal employment and contractors.



Benefits and Outcomes

- Reduce future paper investigations records to electronic versions and make them universally accessible to authorized users on a real time basis
- Civilian agencies will “load” their clearance information into the Security/Suitability Investigations Index System (SII) in order to centralize the data
- Connect OPM’s SII System with DoD’s Joint Personnel Adjudication System (JPAS)
- Create a common, secure and standardized source of investigative information to support employee assignment decisions



System Capabilities

- **e-QIP**
 - Online version of security clearance application form
 - Controlled access to system protected by requiring approval to begin the form
- **CVS**
 - The ability to access clearance investigation data regardless of which agency performed the investigation
 - Provided by linking OPM and DOD databases
- **Imaging**
 - Creation, storage and retrieval of investigation file digital images



Events

- **E-QIP electronic form now in testing**
- **SII and JPAS Connected later this year**
- **Clearance load completed early 2003**
- **Investigative agencies begin Imaging newly created background investigations next year**
- **e-QIP in government-wide use next year**



EHRI Vision

Timely access to human resources data for a variety of stakeholders.

Accurate, up-to-date data on all Federal employees - active and separated



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EHRI Goals

- **Eliminate the need for a paper employee record and more than 100 multiple forms that are currently maintained for a minimum of 65 years after employee separation**
- **Enable the management of reporting benefits and electronic transfer of HR data throughout the Federal employee's lifecycle**
- **Enable strategic decisions regarding use of human capital and financial resources to improve agency performance**
- **Provide timely and accurate data for retirement claims processing and develop standardized HR data**



Benefits and Outcomes

- Transform the manual data currently captured on paper forms into a readily accessible electronic medium
- Develop the methods and means to support integrated resource forecasting and planning and policy analysis
- Modernize Government-wide HR record keeping, sourcing and reporting practices
- Provide a common data storage for government-wide HR reporting and to facilitate employee movement between agencies



Pay/Benefits

Accession

Train

Clear

Document

EHRI

OER

Transfer
Reassign

New
Employer

Retire
Separate

Archive

Analytics

OMB

OPM

GAO

EEOC

MSPB

Public

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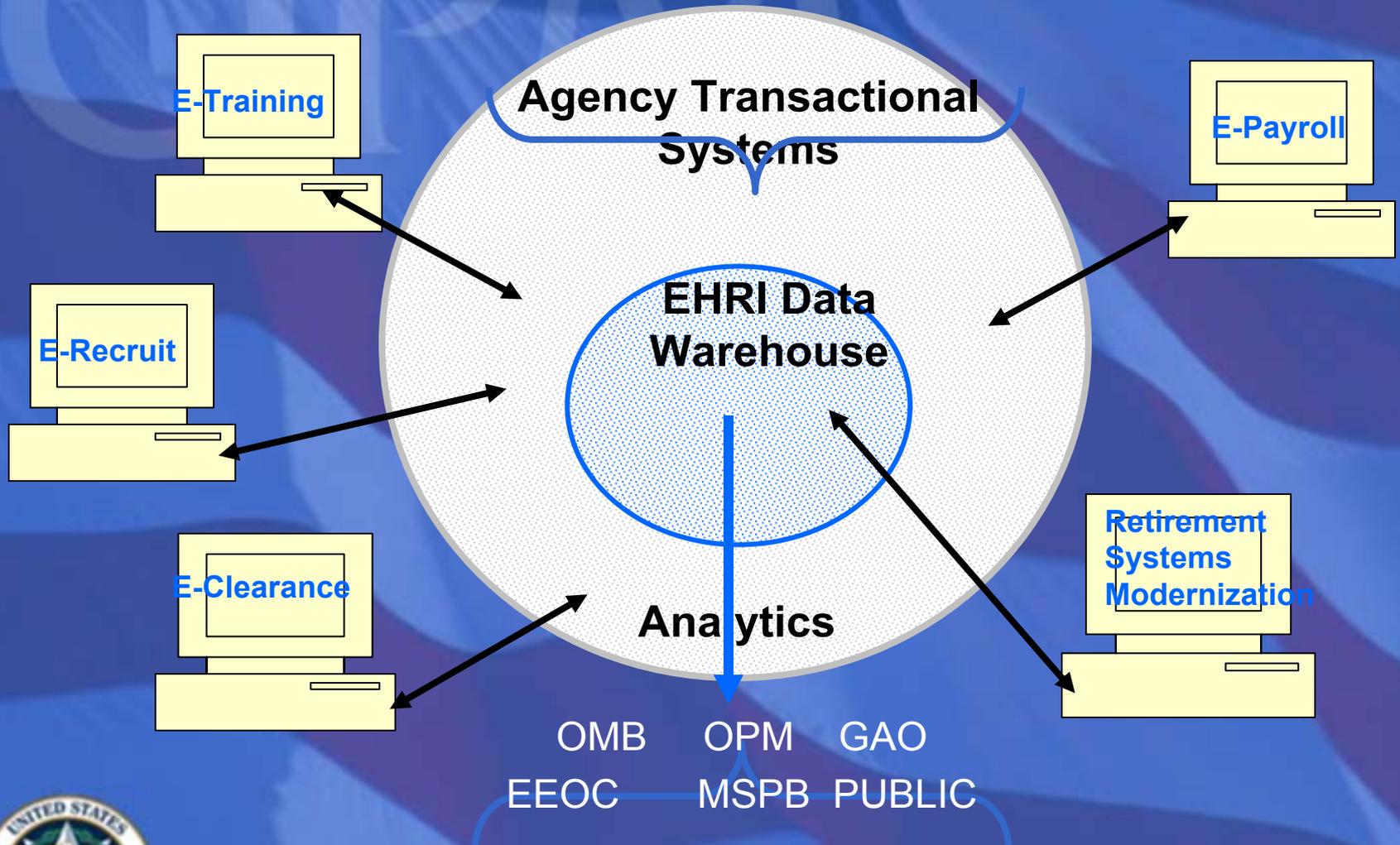


Operation

- Agencies will send payroll data to cross-servicing providers
- EHRI receives personnel extracts from agencies/systems
- EHRI moves electronically records from one EHRI-serviced agency to another EHRI-serviced agency
- Agencies use EHRI to:
 - View personnel information
 - Obtain data for transfer
 - Obtain data for re-instatement
 - Perform analytics



EHRI Influence & Relationships



Events

- **Capability to support a bi-directional interface from EHRI to an Agency HRIS/Payroll system**
- **Electronically look-up and retrieve an employee's personnel information from EHRI**
- **Prove capability to perform workforce analysis and forecasting on repository data with analytics tools**
- **Validate secure environment and security standards**
- **Develop a working prototype of EHRI**



e-Payroll Vision

Simple, easy to use, cost effective, standardized, integrated e-HR/Payroll services to support the mission and employees of the Federal government.



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Goals

- Establish a governance structure for payroll policy and standardize payroll policies and procedures.
- Establish an HR/Payroll Enterprise architecture in coordination with stakeholders.
- Identify a payroll service delivery consolidation strategy.
- Interoperable Government-wide payroll solutions will be “best in class” in terms of overall costs and ease of administration while delivering high quality service.



Benefits and Outcomes

- Consolidate Federal payroll providers with existing systems
- Provides consistent policies and procedures applicable across the Federal government
- Modernize payroll systems as necessary
- Develop a phased approach to achieve the end state, an integrated HR/Payroll system



The Current Environment

- **22 Payroll Providers**

- **4 Largest service 80% of total Federal civilian payroll**

- Defense Finance & Accounting Serv
- Dept of Interior

- Dept of Veterans Affairs
- Dept of Agriculture

- **Cost for current provider systems (FY 2003 – 2012)**

- **Operations** **\$1.5 billion**
- **Investments** **\$.7 billion**
- **TOTAL** **\$2.2 billion**



Events

- Determine requirements of a consolidated system
- Request service proposals from existing providers
- Select consolidated providers and allow agencies to choose payroll solution from that group
- Standardize major Federal payroll policies and procedures



RSM Vision

RSM is OPM's strategic initiative to reengineer the business processes that provide services to CSRS/FERS program participants and acquire modern technology to support them



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e-Gov Results

- **Recruitment One-Stop provides a single point of access for Federal jobseekers**
- **e-Training provides one-stop access to high quality training products and services**
- **e-Clearance provides improved and faster processing of security clearances**
- **EHRI seeks to develop electronic personnel forms and eliminate the paper personnel record**
- **e-Payroll will provide consolidated and simplified Federal payroll processing**



Summary

- Described five initiatives that cover the Federal employee life cycle from recruitment to retirement
- They support Expanded Electronic Government in the President's Management Agenda
- They support Strategic Management of Human Capital in the President's Management Agenda
- They support the establishment and operation of the new Department of Homeland Security

