

**U.S. OFFICE OF PERSONNEL MANAGEMENT**  
**Annual E-Government Act of 2002 Status Update**



**September 20, 2007**

## **Section 1 – Implementation of Electronic Government Initiatives**

In last year's report, you described an internal agency-specific E-Government initiative. This year's description must:

### **A. Describe how the initiative is transforming agency operations**

Retirement Systems Modernization (RSM) is OPM's strategic initiative to improve the quality and timeliness of services to members of the Civil Service and Federal Employees Retirement Systems by modernizing business processes and the technology that supports them.

OPM has realized early efficiencies in the way retirements are processed currently through the utilization of electronic files. Historical documents for active Federal employees kept in the Retirement Operations Center (ROC) have been scanned and access to the files is available to properly cleared employees.

The new retirement processing technology will be implemented in five waves beginning in February 2008 and concluding in FY 2009. These changes will increase the efficiency and effectiveness of OPM employees to process retirement claims by providing complete data and utilizing a proven technology that will automate the processing of the retirement claims. Annuitants and Federal employees will be able to view their individual information which will allow for financial planning for retirement and online access to information that is currently not available. RSM will also further improve the customer experience of both by putting tools and data in the hands of highly trained front line talent to enhance the customer experience and resolve issues.

### **B. Explain how your agency maintains an ongoing dialogue with interested parties to find innovative ways to use IT**

RSM maintains a continuous dialogue with agencies and Shared Service Centers (SSCs) to establish the mechanisms and technologies necessary to transfer employee retirement data. These data feeds are crucial to the success of the RSM initiative in that the data received from the agencies and SSCs and will fuel the licensed technology being implemented to process retirement and claims benefits.

RSM also continues to seek innovative ways to integrate the new tools and technology for agency and SSC use. RSM continues open dialogue with these organizations to establish methodologies not only to transfer information but also to identify processes and technologies that will support and improve the retirement process as active Federal employees initiate their retirement.

**C. Identify external partners (e.g., Federal, State or local agencies, industry) who collaborate with your agency on the initiative**

RSM implemented both executive and project-level communications initiatives to engage its stakeholders and foster ongoing dialogue. At the executive level, RSM leadership teams held briefings and presentations with Federal Chief Human Capital Officers (CHCO), the Interagency Shared Service Center Advisory Council (SSCAC), Human Resources Line of Business (HRLOB), agency executive leadership, and benefits officers from across government to communicate the value and benefits of RSM to their respective organizations. In addition, RSM launched several project-level working groups within OPM that include teams from policy, legal, and operations organizations to develop agreements that establish ongoing relationships and promote RSM, data exchange and the use of existing IT policies and tools.

OPM collaborates with five payroll SSCs as part of its implementation strategy are the General Services Administration (GSA), U.S. Postal Service (USPS), National Business Center (NBC), National Finance Center (NFC), and Defense Finance and Accounting Service (DFAS).

RSM works with numerous private industry contractors, union and labor groups, government-wide councils, and oversight agencies including the General Accountability Office (GAO), National Active and Retired Federal Employees Association (NARFEE), the HR Directors Group, and the National Labor Union Council.

**D. Identify improved performance (e.g., outcome measures) by tracking performance measures supporting agency objectives and goals**

In FY2007, RSM has achieved the five operational goals as defined in OPM's Strategic and Operational Plan for 2006-2010 (listed below):

*Build and test the Retirement Systems Modernization (RSM) program components in support of the February 2008 go-live objective:*

- *Make data element dictionary available for Government Shared Service Centers by January 31, 2007 (B-21) - Completed January 30, 2007*
- *Complete development of licensed technology – employee/client application by April 30, 2007 (B-22) - Completed April 25, 2007*
- *Begin RSM training by May 30, 2007 (B-23) - Completed May 30, 2007*
- *Develop licensed technology for GSA active employees by July 30, 2007 (B-24) - Completed July 30, 2007*
- *Complete Active Employee Folder imaging in the Retirement Operations Center by September 30, 2007 (B-25) - Completed*

In FY 2007, OPM completed the requirements definition phase for the RSM Defined Benefit Technology Solution (DBTS) and is currently in development and testing phase. OPM provided business rules to the DBTS vendor and they have been incorporated into the solution and the three user acceptance tests were completed. Through the RSM Paper Data Capture and

Conversion (PDCC) effort, OPM has completed the scanning and imaging of all employee records in the ROC and began converting the images to electronic data. In FY 2007 OPM defined all Financial and Human Resource electronic data requirements, published them in a data dictionary to all Federal Agencies and began coordinating receipt of all Agency held employee records in order to ensure all Federal employee data is obtained and integrated into the DBTS in preparation for going live with the system beginning in February 2008. Through the business transformation effort, OPM has completed definition of current and future business processes; the future organization and jobs design; and established Experience Centers to facilitate employee familiarization with the DBTS tool set and began formal training for Supervisors.

**E. Quantify the cost savings and cost avoidance achieved through implementing the initiative (e.g., by reducing or eliminating other investments in information technology)**

Cost savings and avoidance are expected to begin to accrue in FY2009 and are expected to reach \$143M and \$56M respectively, over the program lifecycle. The savings accrued are due to full time equivalent (FTE) reductions as well as contractor savings. FTE reduction is attributed to attrition in FY2008 through FY2011. The cost avoidance reflects projected increases in retirement program FTE levels that would be required to process an increasing number of retirement claims in the absence of the RSM program, and was based on data provided by OPM actuaries. Savings and cost avoidance associated with shutdown of legacy systems are also expected, but have not been estimated at this time.

**F. Explain how this initiative ensures the availability of Government information and services for those without access to the Internet and for those with disabilities**

Currently, OPM customers access retirement and benefits information through various avenues which includes: the internet, written correspondence, face to face, and through the call center. The new RSM technologies will not hinder OPM customers from using already established methods to communicate with OPM. Rather, this program will improve the access to this information by providing expanded self-service tools as well as providing electronic access to information internally at OPM. This access to electronic information will provide tools to OPM employees to provide more timely information to all customers through all communications avenues.

OPM will maintain alternative methods to ensure that information and products are available to the public. These alternatives include multiple call centers, including TTY (Text Telephone) capability for the hearing impaired, interactive voice response systems, brochures, forms, and direct mail. Federal employees seeking retirement information can also visit their Agency Benefits Office for support and information. OPM retirement operations will continue to maintain these channels in the modernized environment.

**G. Explain how the project applies effective capital planning and investment control procedures.**

The Retirement Systems Modernization (RSM) Program is an OPM Major Investment, and is subject to OMB and OPM capital planning and investment control (CPIC) policies and procedures. The RSM Program must annually develop, update, and submit a Capital Asset Plan (CAP) for the program which is subject to several levels of IT Governance and review by OPM management. Prior to submission of the CAP to OMB, it is reviewed by Technical and Business Panels who review the technical and business criteria to ensure the requirements are met. The CAP then is reviewed by OPM's IT Investment Review Board (IRB) which is chaired by the CIO and OPM senior management. The IRB reviews the initiative and then makes a decision and provides a recommendation to the OPM Director for her consideration in finalizing the agency's IT Budget request. This process ensures that OPM management is engaged in the CPIC Select process.

Internal to the RSM program, all RSM changes to program scope, schedule and cost are reviewed and approved by the program Change Control Board composed of RSM senior leadership, project leads, representatives of the OPM IT and retirement operations organizations, and the RSM Contracting Officer. The program also requires full earned value management (EVM) reporting from program vendors and consolidates this reporting at the overall program level. This reporting is reviewed monthly by RSM Leadership and the OPM EVM Program Management Office. Program progress is reviewed monthly by the RSM Executive Steering Committee and quarterly by the OPM IRB. These procedures ensure that OPM management is engaged in the investment control phase of the CPIC Control process and ensures that the investment is properly managed.

**Section 2 – Agency Information Management Activities**

In last year's report, you provided information on how your agency makes government information available on your agency's public website. This year's report streamlines the information you will provide, so that only the website link is required. As identified above, this year's section includes both previously reported (A and B) and new information (E and F). Subsections C and D will include additional information on some activities you have previously reported on. Please provide the link(s) to your agency's website where the following information is located:

**A. Your agency's Information Resources Management (IRM) Strategic Plan;**

OPM is currently working through Section 508 issues relative to the IRM Strategic Plan and will post the strategic plan once issues are resolved. In addition, we will provide an updated Annual E-Government Act Status Report when the strategic plan is posted. For your convenience, we have attached a copy for your use.

**B. Final determinations, priorities, and schedules. Also include your agency's information dissemination product catalogs, directories, inventories, and any other management tools used to improve the dissemination of and access to your agency's information by the public;**

The link to OPM's information dissemination product catalogs and inventories used to improve the dissemination of and access to the agency's information by the public is: [http://www.opm.gov/about\\_opm/WebContentInventory-OMB.asp](http://www.opm.gov/about_opm/WebContentInventory-OMB.asp), [www.usajobs.gov](http://www.usajobs.gov) and [usajobs.com](http://usajobs.com).

**C. Your agency's FOIA handbook, the link of your agency's primary FOIA website, and the website link where frequent requests for records are made available to the public;**

The URLs for the U.S. Office of Personnel Management primary FOIA website, the link where frequent requests for records are made available to the public and the Agency's FOIA handbook are as follows: <http://www.opm.gov/efoia/>, <http://www.opm.gov/efoia/html/reading.asp> and <http://www.opm.gov/efoia/foiagide.asp>,

**D. A list of your agency's public websites disseminating research and development (R&D) information to the public, describing for each whether the website provides the public information about federally funded R&D activities and/or provides the results of Federal research;**

The Office of Personnel Management does not fund research and development activities. Therefore, it does not have a public website that disseminates research and development information to the public.

**E. An inventory describing formal agency agreements (e.g., contracts, memorandum of understanding) with external entities (e.g., partnerships with State and local governments, public libraries, industry and commercial search engines) complementing your agency's information dissemination program, briefly explaining how each agreement improves the access to and dissemination of government information to the public;**

OPM has a formal agency agreement with Monster World Wide for improved access to and dissemination of government information. Through the agreement with Monster World Wide OPM is able to provide world-wide access to job postings for employment opportunities throughout the Federal government.

**F. An inventory that describes your agency's NARA-approved records schedules(s) or the link to the publicly-posted records schedules(s), and a brief explanation of your agency's progress to implement NARA Bulletin 2006-02. For the brief explanation please report the number of systems for which a record schedule was submitted to NARA in FY 2007 and the number of systems still requiring records schedules.**

OPM does not have link(s) on its website for an inventory that describes its NARA-approved records schedules(s) nor a link to publicly-posted records schedules. The inventory describing Office of Personnel Management (OPM) NARA-approved record schedule is located in the OPM Records Management Handbook. You can contact the OPM to schedule an appointment to review the OPM Records Management Handbook.

OPM's progress to implement NARA Bulletin 2006-02 "NARA Guidance for Implementing Section 207(e) of the E-Government Act of 2002" includes imaging the following: official personnel folders for Federal employees through our Electronic Official Personnel Folder (EOPF) program, retirement files through Retirement Systems Modernization (RSM) and background investigation forms through the OPM PIPS Imaging System (OPIS). OPM did not submit FY2007 record schedules for any systems to NARA. Currently, OPM has three systems that require records schedules.