

HR Shared Service Center



Leverage access to proven expertise, standardized processes, and innovative tools that reduce administrative burden and deliver better HR outcomes for your agency.

Driving HR Excellence for Your Mission

OPM is redefining how human resources (HR) services are delivered across government, keeping your agency's mission as our priority. Our goal is simple: provide comprehensive, scalable solutions that allow your team to focus on delivering critical outcomes while we manage HR with efficiency, compliance, and proven results.

Seamless, End-to-End HR Support

Through our new Shared Service Center, you gain a dedicated team committed to responsive care, timely resolution, and continuous improvement. Our unified approach connects workforce planning, talent acquisition, performance management, and analytics—delivering every Human Capital Business Reference Model ([HCBRM](#)) function as one integrated service for maximum results.

Partnering for Measurable Impact

With decades of government-wide expertise, modern HR technology, and a highly skilled workforce, OPM delivers the full spectrum of HR functions through the ease of interagency agreements. Our deep policy knowledge and standardized processes ensure accuracy, speed, cost savings, and better workforce outcomes that directly support your agency's goals.

Sample Implementation Timeline

Phase 1: Planning (Months 1–2)

- Assess needs, priorities, and goals
- Define success measures, risks, and timelines
- Set communication protocols and contacts
- Confirm funding and formalize agreement

Phase 2: Coordination (Months 1–5)

- Share expansion and transition plans
- Hold regular check-ins to track progress and resolve issues

Phase 3: Onboarding (Months 2–4)

- Align agency and OPM processes
- Identify tools, resources, and documentation
- Jointly manage on/off-boarding

Phase 4: Migration (Months 4–6)

- Complete migration with guidance and resources
- Review outstanding tasks for smooth transition
- Conduct final checks and address emerging needs

What You Can Expect

Our experienced consultants work closely with you to assess your agency’s scope, priorities, and operational needs, then can recommend the best package for your specific requirements.

- **Proven value:** Expert-led solutions that drive measurable workforce outcomes and align HR to mission goals for smarter, faster decisions.
- **Streamlined operations:** Reduced administrative burden and simplified HR processes with expert project management that keeps timelines on track.
- **Strategic consulting:** Actionable guidance to strengthen workforce planning, hiring, retention, and engagement.
- **Dynamic collaboration:** We tailor support to existing resources and roles, delivering maximum impact for your mission.
- **Policy and compliance expertise:** Clear, consistent application of federal regulations and standards across all functions for reliable, high-quality delivery.

Why Choose OPM?

For decades, agencies of every size and mission have relied on OPM to deliver human capital solutions that help them meet the nation’s most pressing challenges.

We transform staffing and talent management policies into actionable strategies that support key priorities across a broad range of human capital areas—ensuring agencies have the workforce and capabilities needed to meet and exceed their goals.

Contact us:

sharedservice@opm.gov
opm.gov/sharedservice

Service Packages

Our packages are available to agencies on a voluntary, fee-for-service basis to enhance efficiency, improve service delivery, and provide operational continuity.

Whichever package you choose, our fully integrated, strategic approach fuels innovation and enhances efficiency across HR processes—spanning both operational execution and long-term strategy.

HR Operations

Strengthen strategic focus and elevate human capital outcomes by relying on simplified, efficient HR processes.

HR Strategy

Power smarter workforce planning with expert guidance and streamlined execution.

What's Included	Full Scale	Custom
	Combine strategic and operational support.	Choose offerings based on critical needs.
Benefits management	✓	✗
Classification and position management	✓	✓
Compensation management	✓	✗
Employee records management	✓	✗
Employee relations	✗	✓
Executive resources	✗	✓
Labor relations	✗	✓
Leave administration	✓	✗
Onboarding	✓	✗
Payroll administration	✓	✗
Personnel action processing	✓	✗
Performance management	✓	✓
Personnel vetting	✗	✓
Recognition management	✗	✓
Recruitment and staff acquisition	✓	✓
Retirement counseling	✓	✗
Time and attendance management	✓	✗
Executive and aspiring executive training	✗	✓
Hiring and talent development assessments	✗	✓
Human capital strategy	✓	✓
Organization design and reshaping	✗	✓
Organizational and workforce assessments	✗	✓
Supervisor training	✗	✓
Workforce planning	✓	✓