OFFICE OF PERSONNEL MANAGEMENT

HR LINE OF BUSINESS

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SIGNIFICANT EVENTS

- Hosted Multi-Agency Executive Strategy Committee (MAESC) meetings on July 9 and September 10, 2013
- Hosted Shared Services Advisory Council (SSCAC) Tri-Annual Meeting on August 20 - 21, 2013, and monthly teleconferences on July 16 and September 17, 2013
- Hosted HRIT Strategic Planning Sessions on August 1 and September 10, 2013
- Participated in the ACT-IAC Shared Services Forum on September 12, 2013

HR LOB HIGHLIGHTS

David Vargas
Program Director
HR Line of Business

The HR LOB continues to serve as an ambassador for shared services throughout the Federal government. To this end, HR LOB Director David Vargas has advocated for the establishment of single integrated Federal HRIT environment to support the emergence of a 21st century Federal workforce, a Federal manager's portal for efficient access to human capital data, and self-funded investment mechanisms for Federal Shared Service Providers.

Modernization funding continues to be a high priority goal for the HR LOB moving forward, and is gaining traction with Federal leadership. According to a recent interview with Federal News Radio, "OMB's deputy controller Norm Dong said the administration understands … funding and franchise fund challenges and encourages agencies to submit a budget proposal to set up a franchise fund."[1] The HR LOB will continue to pursue modernization funding as a priority issue.

Dave Vargas was invited to participate at the ACT-IAC Shared Services Forum in Washington, DC on September 12, 2013 to discuss delivery and critical success factors for the expansion of shared services in the Federal space. Dave spoke on a panel about risk reduction and OMB's role in Federal shared services to a broad audience of government and industry professionals. Dave cited established governance structures, formalized processes for provider certification, information accessibility to customers, and oversight in the acquisition process as factors that reduce risks in a shared services operational model.

[1]http://www.federalnewsradio.com/?nid=145&sid=3451148&pid=0&page=2

HR LOB HIGHLIGHTS

The HR LOB continued to prioritize the development of the HRIT Strategic Plan in the fourth quarter of FY 2013. The goal of this effort is to develop a new 10 year plan to increase cost savings and avoidance, achieve human capital impact, and drive HRIT sustainability and innovation across the Federal government. Implementation of this plan will lead to a more interoperable HRIT portfolio that reduces costs while increasing responsiveness to human capital needs and policy changes.

The HRIT Strategic Plan focuses on nine opportunities identified by Federal HR SMEs:

- Data Standards and Data Exchange
- Time and Attendance
- Single Sign On & Authentication

- Employee Performance Management
- Benefits Enrollment
- Learning Management Systems

- Automated Retirement Applications
- Reciprocity and Adjudication
- Personnel Records Management

In total, these opportunities encompass many aspects of an end-to-end integrated HRIT environment for managing the federal employee lifecycle, while also representing opportunities for cost savings and consolidation. The HR LOB is currently developing recommended delivery strategies, readiness assessments, implementation roadmaps, certification scorecards, and current market analyses for these opportunities.

The engagement of the HR LOB stakeholder community has proven essential to the HRIT Strategic Plan's development. The HR LOB has collaborated extensively with OPM, OMB, the CHCO Council, the MAESC, and SSCAC, while also engaging other stakeholders through interviews. To date, over 100 Federal SMEs have been interviewed from 28 agencies. At the three most recent HR LOB MAESC and SSCAC meetings, stakeholders have participated in detailed working sessions to refine the definitions, benefits, and roles related to each opportunity. The participants also evaluated the readiness of each opportunity to assist in prioritization.

Going forward, the HR LOB will hold a joint MAESC / SSCAC HRIT Strategic Planning session on October 16, 2013 to gather additional insight from stakeholders on proposed opportunity definitions, delivery models, implementation roadmaps, and readiness assessments. Stakeholder participation in this session is critical to ensure that the perspectives of all providers and agencies are reflected as the planning process concludes.

The draft strategic plan will be completed in October 2013, while the release of the final plan is targeted for mid-December 2013. The final plan will cover the business imperatives behind the HRIT Strategic Plan, its mandate and authorities, synergies with other Federal initiatives, proposed concept of operations and governance structure, and recommendations for each opportunity. The plan will also address implementation of the recommendations, including strategic ownership, certification, funding, authorities, enforcement, and policy ownership for each opportunity.

WORKSTREAM UPDATES

This section of the HR LOB Communications Letter provides updates on our current workstreams. Please take time to review details of the Provider Assessment and HR LOB Governance. If you have any questions, please email the HR LOB at HRLOB@opm.gov.

Provider Assessment: *A business practice-based assessment that appraises HR LOB service providers on their ability to deliver services to their customers by measuring perceptions of quality and customer satisfaction.*

The HR LOB is finalizing draft provider reports for the Provider Assessment, one of the largest customer satisfaction studies across the federal government with participation from over 1,500 federal HR and payroll employees. Early

Workstream Updates

results for overall provider satisfaction show that all providers have achieved ratings of "somewhat satisfied" or "mostly satisfied" from their customer agencies. The HR LOB will distribute the final reports to providers and their customer agencies by November 19, 2013. The HR LOB will publish a public report in December 2013.

HR LOB Governance: *Through regularly scheduled governance meetings, stakeholder groups collaborate to address HRIT issues and provide advice and recommendations to the HR LOB in support of the HR LOB vision of interoperable HR solutions supporting the strategic management of human capital.*

The HR LOB August 2013 SSCAC Tri-Annual Meeting was anchored by thorough discussions of definitions and possible implementations of the HRIT Strategic Planning opportunities, and a discussion of a modernization funding mechanism. External speakers provided updates on Retirement Services and USAJOBS, while the HR LOB also provided updates on progress on its workstreams. Stakeholders rated the meeting a success, noting that " the most valuable asset of [these] meetings is [the ability] to be collaborative and work towards common goals, such as providing quality service to our customers at the lowest price possible."

The HR LOB also held SSCAC Monthly Calls in July and September 2013 to plan for the August 2013 Meeting, provide updates on HR LOB workstreams, and discuss OPM policy updates on issues as diverse as the Combined Federal Campaign, cybersecurity workforce categorization, Uncle Sam's List, and Pay and Leave policy updates. The HR LOB also hosted MAESC Meetings and HRIT Strategic Planning sessions in July, August, and September 2013 to provide updates on the HR LOB workstreams and gather insight from stakeholders in support of strategic planning efforts.

As a result of discussions at the August 2013 SSCAC Tri-Annual Meeting, the HR LOB will hold SSCAC Meetings bi-annually in FY 2014, beginning with the April 2014 SSCAC Bi-Annual Meeting. The HR LOB has also cancelled the October MAESC Meeting and SSCAC Monthly Call to facilitate greater attendance at the upcoming October 16, 2013 joint MAESC / SSCAC HRIT Strategic Planning session.

Upcoming HR LOB Communications Letter Highlights: Look out for updates on the final HRIT Strategic Plan and the results of the Provider Assessment in the next issue of the HR LOB Communications Letter.

Please take time to review the "Upcoming Events" table below for a schedule of upcoming governance meetings in Q1 FY 2014.

Upcoming Events

DATE	EVENT
October 16, 2013	Joint MAESC / SSCAC HRIT Strategic Planning Session
November 5, 2013	Multi-Agency Executive Strategy Committee (MAESC) Meeting
November 19, 2013	Shared Service Center Advisory Council (SSCAC) Monthly Call
December 17, 2013	Shared Service Center Advisory Council (SSCAC) Monthly Call
January 7, 2013	Multi-Agency Executive Strategy Committee (MAESC) Meeting

MIGRATION SCORECARD

The migration scorecard below shows the current migration status of the MAESC agencies to HR SSCs. As of the present date, three MAESC agencies have not selected or initiated a migration to an HR SSC. Currently, 99.2 percent of Federal agencies are serviced by a Federal payroll provider and 82.5 percent are serviced by or are in the process of migrating to a Federal HR SSC.

Agency Name	HR Migration Status
Department of Agriculture	In Progress
Department of Commerce	In Progress
Department of Defense	Complete
Department of Education	Complete
Department of Energy	Not Initiated
Department of Health and Human Services	In Progress
Department of Homeland Security	In Progress
Department of Housing and Urban Development	Complete
Department of the Interior	Complete
Department of Justice	Not Initiated
Department of Labor	In Progress
Department of State	Not Initiated
Department of Transportation	Complete
Department of the Treasury	Complete
Department of Veterans Affairs	In Progress
Environmental Protection Agency	In Progress
General Services Administration	Complete
National Aeronautics and Space Administration	Complete
National Science Foundation	Complete
Office of Management and Budget	Complete
Office of Personnel Management	Complete
Social Security Administration	Complete
US Agency for International Development	Complete

Please see the following links for more information on:

- Migration Planning Guidance: http://www.opm.gov/services-for-agencies/hr-line-of-business/migration-planning-guidance/
- Approved HR LOB SSCs: http://www.opm.gov/services-for-agencies/hr-line-of-business/migration-planning-guidance/service-delivery/
- Exception Business Case Template: http://www.opm.gov/services-for-agencies/hr-line-of-business/migration-planning-guidance/attachmenta.pdf

About The HR Line of Business

The vision of the HR LOB is government-wide, modern, cost-effective, standardized, and interoperable HR solutions providing common, core functionality to support the strategic management of human capital in addressing duplicative and redundant HR systems and processes across the Federal government. The goal of the HR LOB initiative is to allow the Federal civilian HR workforce to focus on providing improved management, operational efficiencies, cost savings or avoidance, and improved customer service.

The HR LOB common solution takes a phased approach to delivering HR services through shared service centers based on common, reusable architecture that leverages open architecture concepts. These solutions will enable the Federal government to standardize HR business functions and processes, as well as the systems that support them. The HR LOB common solution will enable a shift in emphasis within the agencies from administrative processing to customer service and strategic planning.

The shared service center approach is designed to encourage competition among Federal and private sector providers, and to maximize private sector involvement; this competition, in turn, should result in improved quality, efficiency, and customer satisfaction. Economies of scale will help reduce costs and improve efficiencies. A focus on performance results will improve quality and customer satisfaction.

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