

HR LOB Shared Service Center Catalog

Department of the Interior - National Business Center (NBC)

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1. Functional

In sections 1.1 Core Services and 1.2 Non-core Services, NBC has provided information on the solutions offered to customers for the following service components through IT systems and back-office support. Service components are self-contained business capabilities that support business processes and assist agencies to accomplish their missions and performance objectives.

For more information on service components, please refer to the [Service Component Model version 2](#).

1.1 Core Services

CORE SERVICES – PERSONNEL ACTION PROCESSING	
Personnel Action Processing - initiates, validates, approves, updates, and documents personnel actions and data.	
Click Here for NBC's Self Evaluation for Personnel Action Processing Target Requirements	
1.1.1	Please describe the solution you provide to customers for this service component through IT applications and/or back-office support.
<p>NBC's Federal Personnel and Payroll System (FPPS) is a comprehensive personnel and payroll system, meeting or exceeding all government requirements and federal payroll guidelines. FPPS is customer-driven, creating and generating the full life cycle of personnel and payroll transactions, enabling agencies to maintain records electronically. Certain aspects of security can be controlled by the customer and are flexible enough to support most business processes. FPPS is a fully integrated user friendly, point and click screens, system for real-time updates and edits of employee personnel and payroll data. This integrated approach clearly enhances the timeliness and accuracy of agency personnel and pay actions. The system's table-driven features allow for responsiveness and flexibility in implementing new programs, laws, and regulations; and for addressing client-specific pay plans and processes. A major feature of FPPS that substantially improves the personnel and payroll product is its capability for users to process retroactive personnel and T&A actions. The system automatically generates corrections to intervening personnel transactions, as well as triggers automated retroactive pay adjustments for up to 26 pay periods.</p> <p><u>FPPS General Highlights</u></p> <ul style="list-style-type: none"> • Integrated personnel and payroll system. Clients using FPPS do not need a separate system for processing personnel actions. This is a significant improvement over older technology that required two separate systems with separate databases, along with the necessary reconciliation between the systems. • Table-driven Order of Precedence • User-friendly query software and DataMart • Ticklers sent through a client's e-mail system 	

CORE SERVICES – PERSONNEL ACTION PROCESSING

Personnel Action Processing - initiates, validates, approves, updates, and documents personnel actions and data.

[Click Here for NBC's Self Evaluation for Personnel Action Processing Target Requirements](#)

1.1.1 Please describe the solution you provide to customers for this service component through IT applications and/or back-office support.

- Help desk support for end-users and employees
- Secure Data feeds for customer's down line operational systems

CORE SERVICES – PAYROLL PROCESSING

Payroll Processing - captures, validates, and processes payroll and disbursement data for a given pay period by gathering data on employee time worked and leave taken, calculating gross pay and processing deductions and taxes to calculate net pay.

[Click Here for NBC's Self Evaluation for Payroll Processing Target Requirements](#)

1.1.2 Please describe the solution you provide to customers for this service component through IT applications and/or back-office support.

NBC's Federal Personnel and Payroll System (FPPS) is a comprehensive personnel and payroll system, meeting or exceeding all government requirements and federal payroll guidelines. FPPS is customer-driven, creating and generating the full life cycle of personnel and payroll transactions, enabling agencies to maintain records electronically. Certain aspects of security can be controlled by the customer and are flexible enough to support most business processes. FPPS is a fully integrated user friendly, point and click screens, system for real-time updates and edits of employee personnel and payroll data. This integrated approach clearly enhances the timeliness and accuracy of agency personnel and pay actions. The system's table-driven features allow for responsiveness and flexibility in implementing new programs, laws, and regulations; and for addressing client-specific pay plans and processes. A major feature of FPPS that substantially improves the personnel and payroll product is its capability for users to process retroactive personnel and T&A actions. The system automatically generates corrections to intervening personnel transactions, as well as triggers automated retroactive pay adjustments for up to 26 pay periods.

Payroll Services are the foundation of our customer service approach. It includes the full range of activities necessary to provide accurate and timely pay, leave, deductions, benefits, and reports. Due to the integration in FPPS of personnel and payroll data, real-time updates of data occur for payroll processing. Our services include functions that other providers expect their customers to perform.

Pay Processing Highlights

- Pay processing, including all calculations of gross-to-net pay; processing of pay and leave adjustments; government additives; applying hourly, biweekly, and annual limitations; maintenance of data for current and future reporting; and production and distribution of reports
- Automatic deferral of payments that exceed the aggregate pay limitation, and automatic generation of those payments in the following year or upon the employee's separation
- Entitlements for items, such as uniform allowance, fringe benefits, recruitment and relocation incentives, and bonuses
- Entitlements and allowances for employees in foreign duty stations
- Prior pay period re-computations resulting from changes in T&A data, personnel actions, or retroactive regulatory changes. Changes within the last 26 pay periods are automated; older changes are calculated manually and then processed through FPPS as one-time adjustments.
- Computation and disbursement of back pay provisions of settlement cases, including payment and Form 1099 reporting of interest, as authorized
- Leave buy back related to periods of Office of Worker's Compensation Program (OWCP) are computed, collected, and the records adjusted accordingly
- Supplemental payments via a Pay Daily process
- Physician Comparability Allowance payments
- Administratively Uncontrollable Overtime payments
- Student Loan repayments as hiring incentives
- Automated processing of Transportation Pre-tax deductions and Fringe Benefits

CORE SERVICES – PAYROLL PROCESSING

Payroll Processing - captures, validates, and processes payroll and disbursement data for a given pay period by gathering data on employee time worked and leave taken, calculating gross pay and processing deductions and taxes to calculate net pay.

[Click Here for NBC's Self Evaluation for Payroll Processing Target Requirements](#)

1.1.2 Please describe the solution you provide to customers for this service component through IT applications and/or back-office support.

- Computation, deduction, disbursement and reporting for federal, state, and local taxes, as well as Old Age Survivor's Disability Insurance (OASDI) and Medicare. We perform all tax accounting, reconciliation, 941, W2, W2c as well as 1099 reporting for interest and beneficiaries. We also provide separate tracking and reporting of prior year OASDI and Medicare transactions.
- Accounting, disbursement, reconciliation, and reporting of deductions and government contributions, as applicable, for Civil Service Retirement System (CSRS) and Federal Employee Retirement System (FERS), life insurance, health insurance, Thrift Savings Plan (TSP), thrift loans, and military service credit deposits.
- Disbursement of net pay via EFT and Treasury checks; accounting and disbursement of deductions, including savings allotments, discretionary allotments, quarters deductions, savings bonds, charities, union dues, association dues, commercial garnishments, child support, alimony, bankruptcies, education loans, Long-Term Care premiums, Flexible Spending Account (FSA) deductions, and Dental and Vision Care premiums
- Union deductions based on flat amounts, table lookups, or percentages of gross or base pay
- Payment of union dues and distribution of detailed union deduction information to unions and, if requested, labor relations officials
- Government Quarters Housing deductions, including appropriate tax treatment for required Quarters occupancy
- Separation processing; generation of lump sum payment based on Nature of Action (NOA) code; issuance and certification of Standard Form 1150 (SF-1150) Record of Leave Data report; submission of retirement packages; closeout of retirement cards and automated severance pay, if applicable
- Processing of taxable wage information from client finance offices for inclusion on the employees W2 (e.g., taxable travel payments and Permanent Change of Station reimbursements)
- Automated W2 processing, including ability to update W2 information after the final pay period for the year; automated W2c processing; and on-line generation of duplicate W2s
- Association and Fitness dues deduction processing
- Automated deceased employee beneficiary pay

CORE SERVICES – PAYROLL REPORTING

Payroll Reporting - reports on payroll and human resources information by pay period, by quarter, by calendar year, by fiscal year and as requested. These reports are a result of or integral to the payroll process.

[Click Here for NBC's Self Evaluation for Payroll Reporting Target Requirements](#)

1.1.3 Please describe the solution you provide to customers for this service component through IT applications and/or back-office support.

NBC Supports its clients' reporting needs through the DataMart, a state-of-the-art, web-based Hyperion data warehouse environment with an easy-to-use query capability. It is a robust tool that provides end users the ability to query, analyze, chart, and report on data from FPPS. These capabilities allow for information to be calculated real-time, by pay period, by quarter, by calendar year, by fiscal year and as requested. Additional features include the use of Dashboards, providing enhanced interactive reporting, which is useful for management analysis and performance monitoring. Datamart provides access to a library of standard queries available to all users that can be executed as is or used as a baseline for customized queries. Clients can also develop their own queries.

DataMart Highlights

- FPPS Datamart is a state-of-the-art, web-based data warehouse environment using an Oracle database and modern analytical query tools
- Clients can access their data through DataMart using any query tool that is Open Data Base Connectivity (ODBC) compliant or can access an Oracle database

CORE SERVICES – PAYROLL REPORTING	
Payroll Reporting - reports on payroll and human resources information by pay period, by quarter, by calendar year, by fiscal year and as requested. These reports are a result of or integral to the payroll process.	
Click Here for NBC's Self Evaluation for Payroll Reporting Target Requirements	
1.1.3	Please describe the solution you provide to customers for this service component through IT applications and/or back-office support.
<ul style="list-style-type: none"> • Offers a library of over 200 preformatted queries, plus the ability to create and run ad-hoc queries • On-line, real-time input enables every FPPS user to access timely information from DataMart and to produce high-quality reports from their desktops • Queries can be run as needed, or scheduled to run automatically • End users can export information to many formats for processing elsewhere • Data is safeguarded and restricted by client-controlled parameters, including limited view, which further restricts unauthorized access to portions of an employee's record. • Direct access to this data for reuse in other applications can be configured through secure, direct connections to the underlying Oracle database 	

CORE SERVICES – BENEFITS PROCESSING	
Benefits Processing - captures, validates, and processes benefits elections and actions.	
Click Here for NBC's Self Evaluation for Benefits Processing Target Requirements	
1.1.4	Please describe the solution you provide to customers for this service component through IT applications and/or back-office support.
<p><u>Benefits Processing and Support</u></p> <ul style="list-style-type: none"> • Maintenance of retirement records (both service history and fiscal data), military service credit deposit records and providing for check payment or payroll deduction of military service credit deposits • Health Benefit submissions to carriers and quarterly reconciliation program • Automated Retirement and Insurance Transfer System (RITS) reporting with capability to include external transactions • Thrift Lost Earnings pass-through from TSP record keeper to client agency via labor cost file • Benefits selections are captured primarily through OPM's Employee Express, following data back to FPPS for pay calculation of deductions. 	

CORE SERVICES – BENEFITS REPORTING	
Benefits Reporting - provides the capability to report employee participation in benefits programs.	
Click Here for NBC's Self Evaluation of Benefits Reporting Target Requirements	
1.1.5	Please describe the solution you provide to customers for this service component through IT applications and/or back-office support.
Benefits data is also supported through the Datamart, a state-of-the-art, web-based Hyperion data warehouse environment with an easy-to-use query capability. It is a robust tool that provides end users the ability to query, analyze, chart, and report on data from FPPS. These capabilities allows for information to be calculated real-time, by pay period, by quarter, by calendar year, by fiscal year and as requested. Additional features include the use of Dashboards, providing enhanced interactive reporting, which is useful for management analysis and performance monitoring.	

CORE SERVICES – TIME AND ATTENDANCE	
Time and Attendance - defines work schedules; records and certifies the time and attendance for employees of an organization.	
Click Here for NBC's Self Evaluation for Time and Attendance Target Requirements	

1.1.6	Please describe the solution you provide to customers for this service component through IT applications and/or back-office support.
<p>NBC currently offers three time and attendance systems to our customers; FPPS Time and Attendance, a basic system included in FPPS base level services, Quicktime, a government owned and operated system and webTA, through a vendor partnership with Kronos, which is hosted at our data center and supported through our customer/end user support services.</p> <p>webTA Highlights</p> <ul style="list-style-type: none"> • Configurable, web-based time and attendance solution • Menu driven, point and click user interface • Employee data entry or traditional timekeeper data entry • Email notification • Electronic leave and extra hours requests and approvals • Electronic certification • Extensive on-line edits • Default schedules for exception time processing • Extensive on-line reporting capability • Audit trails and management controls <p>Quicktime Highlights</p> <ul style="list-style-type: none"> • web-based time and attendance solution • Menu driven, point and click user interface • Employee data entry or traditional timekeeper data entry • Email notification • Electronic leave and extra hours requests and approvals • Electronic certification • Default schedules for exception time processing <p>FPPS T&A Highlights</p> <ul style="list-style-type: none"> • FPPS T&A Module provides for collection of leave and work hours, information on shift, overtime, and other premiums, exceptions to biweekly and hourly limits, project numbers, comprehensive editing at time of input, on-line help, and table look-ups. <p><u>Time and Attendance (T&A) Processing</u></p> <ul style="list-style-type: none"> • Timesheet processing includes on-line storage of timesheet data, and an on-line audit trail of changes. • Continuous T&A editing once T&As (timesheets) have been submitted to FPPS, and proactive interactions with timekeepers, personnel offices, and supervisors to resolve T&A errors before payroll calculation. An on-line error correction process used by the Payroll Office allows for cleaner T&A data to be sent to FPPS pay calculation. • Automated leave processing of all regulatory leave types, including annual, sick, restored, military, leave under the Family and Medical Leave Act (FMLA), bone marrow/organ donations, administrative, and numerous agency-unique leave types. FPPS also supports credit hours, compensatory time, time-off awards, home leave, and shore leave. Leave processing includes applying accruals, maintaining balances, applying regulatory maximums, and reporting. • Automated leave share and leave bank programs, including donations and receipts, accrual of special leave accounts per regulations, automated return of unused donations upon case closure • Automated support for worker's compensation and continuation of pay cases with quarterly reporting 	

CORE SERVICES – MANAGER SELF-SERVICE	
Manager Self-service - allows managers to be self-sufficient in initiating actions or updating, retrieving, and analyzing employee and organization information within their sphere of control as a manager or supervisor.	
Click Here for NBC's Self Evaluation for Manager Self-Service Target Requirements	
1.1.7	Please describe the solution you provide to customers for this service component through IT applications and/or back-office support.
Managers may initiate personnel actions from their desktop using FPPS. The actions may be routed to any configuration that a customer requires for approval and/or concurrence. Customers are also provided many value-added features that reduce a client's workload, such as an extensive system "tickler" capability for upcoming actions.	

CORE SERVICES – EMPLOYEE SELF-SERVICE

Employee Self-service - allows employees to be self-sufficient in initiating actions or creating, updating, and retrieving information within their sphere of control as an employee.

[Click Here for NBC's Self Evaluation for Employee Self-Service Target Requirements](#)

1.1.8 Please describe the solution you provide to customers for this service component through IT applications and/or back-office support.

The Federal Personnel and Payroll System (FPPS) provides data to Employee Express (EEX) updated nightly for employees to have accurate up-to-date data. When employees use the self-service options in EEX these updates are transmitted back to FPPS for processing.

Employees receive an email notification at their work email address identifying and describing the documents added to your eOPF and any self-service changes initiated by the employee.

There are also data feeds to eOPF to include all new Federal Employee Health Benefits (FEHB) changes and/or Thrift Savings Plan (TSP) changes made in EEX. For any future FEHB and/or TSP changes you make in EEX, the data will automatically be fed to eOPF and employees are sent an email notification from eOPF identifying the addition of documents.

1.2 Non-core Services

NON-CORE SERVICES – STAFFING

Staffing - fulfills government-wide and agency-specific regulatory requirements to effect a hiring action for specific position(s). Applies assessment tools and methods to evaluate candidates against requirements of the job for which they are being considered.

[Click Here for NBC's Self Evaluation for Staffing Target Requirements](#)

1.2.1 Please describe the solution you provide to customers for this service component through IT applications and/or back-office support.

The NBC provides two solutions for Staffing which are integrated through our integration framework to our Federal Personnel and Payroll System allowing our customers to choose best of breed products.

OPM's USA Staffing provides:

- Automatically generates vacancy announcements
- Posts vacancy announcements on USAJOBS
- Accepts applications via Internet or fax
- Analyzes applicant competencies and qualifications
- Rates and ranks job applicants
- Covers all available hiring flexibilities
- Produces and updates certificates
- Notifies applicants
- Manages applicant records
- Meets all regulatory requirements and can be adapted for agency specific procedures
- Securely and reliably hosted by OPM

Monster's Hiring Management Suite provides:

- Monster Hiring Management Enterprise
- Monster Analytics
- Monster Position Classification
- Monster Onboarding
- Integration through USAJOBS and vacancy uploads.
- Subscription costs are based on the number of Fedscope FTE for your agency.
- NBC has a contract directly with Monster Government Solutions (MGS) which allows all customers to participate in cumulative volume discounts

NON-CORE SERVICES – ENTRANCE ON DUTY

Entrance on Duty is the automated collection and distribution of initial employment and work Information for Federal employees and contractors. It includes notifications to relevant Federal staff, the exchange of data between pre-employment certification providers, and Communication around provisioning.

1.2.2	Please describe the solution you provide to customers for this service component through IT applications and/or back-office support.
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The NBC Entrance on duty System is a component of the Workforce Transformation and Tracking System/Entry On Duty System (WTTS/EODS). WTTS allows HR users to:

- Monitor hiring activity from end-to-end
- Assist in planning, reporting, and tracking of activities for prospective and actual hires
- Review and approve hiring documents and forms on-line
- Transmit new hire information from completed hiring documents and forms directly to FPPS
- Share new hire information in a timely manner with other organizational components
- Improve the overall quality of information captured, as the same data captured at point of entry is shared and re-used by other systems

EODS allows employees to:

- Provides secure system access for new hires to complete on-line forms
- Forms are pre-populated with information captured by automated recruitment system during the selection process
- Information can be fed to eOPF
- Completed forms can be automatically submitted to the HR office

NON-CORE SERVICES – RECRUITING

Recruiting - allows execution of staff acquisition by engaging in marketing, advertising, personal contact, and other outreach activity aimed at building a pool of quality candidates that have potential for meeting the human capital needs of the agency. Recruiting may be aimed at a specific job or it may be more broadly aimed at general agency needs.

[Click Here for NBC's Self Evaluation for Recruiting Target Requirements](#)

1.2.3	Please describe the solution you provide to customers for this service component through IT applications and/or back-office support.
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The NBC recruiting component leverages staffing solutions from USA Staffing and Monster and works with OPM's government consolidated website in recruiting, USA jobs. Both of the staffing solutions are interfaced with USA Jobs for data collection and recruiting on behalf of our customers. The Customer Agency is responsible to perform their own recruitment and any offerings within the shared servicing do not limit or restrict agency recruiting activity.

NON-CORE SERVICES – SEPARATION MANAGEMENT

Separation Management is the automated collection and distribution of employee information pertaining to their separation. It includes notifications to relevant Federal staff, the exchange of data between agencies, their SSC/payroll providers, and between SSCs/payroll providers and OPM, the transfer of knowledge from a separating employee to an agency, and the exit processing which includes collecting Government resources from a separating employee.

1.2.4	Please describe the solution you provide to customers for this service component through IT applications and/or back-office support.
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1.2.4	Please describe the solution you provide to customers for this service component through IT applications and/or back-office support.
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Off-boarding and Separation Management is a future component planned for the WTTS application.

NON-CORE SERVICES – COMPETENCY MANAGEMENT

Competency Management supports the building of competency libraries, competency frameworks that help define and manage proficiency, and competency processes that support the development, maintenance, and use of competencies across the Federal Government.

[Click Here for NBC's Self Evaluation for Competency Management Target Requirements](#)

1.2.5	Please describe the solution you provide to customers for this service component through IT applications and/or back-office support.
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The Performance Management Module (PMM) is a component of the NBC-hosted Talent Management System (TMS), an integrated learning management and performance management system based on the industry leading SAP/Plateau/Success Factors software. PMM allows for libraries of competencies to be added and linked to performance and training plans resulting in active employee self service and competency management. An employee or manager is able to identify and select courses based on the employees learning development plan. Both the Performance Management Module (PMM) Module and the Learning Management Module (LMM) can be purchased separately or as a whole system.

NON-CORE SERVICES – PERFORMANCE MANAGEMENT

Performance Management - provides consultative support to agencies on the design, development, implementation, and evaluation of performance management programs. May also provide support to managers and supervisors on individual performance management processes and issues.

[Click Here for NBC's Self Evaluation for Performance Management Target Requirements](#)

1.2.6	Please describe the solution you provide to customers for this service component through IT applications and/or back-office support.
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The Performance Management Module (PMM) is a component of the NBC-hosted Talent Management System (TMS), an integrated learning management and performance management system based on the industry leading SAP/Plateau/Success Factors software. PMM allows for libraries of competencies to be added and linked to performance and training plans resulting in active employee self service and competency management. An employee or manager is able to identify and select courses based on the employees learning development plan. Both the Performance Management Module (PMM) Module and the Learning Management Module (LMM) can be purchased separately or as a whole system.

NON-CORE SERVICES – POSITION MANAGEMENT

Position Management - supports the assignment of work and establishment of positions to carry out the organization's mission or program and maintenance of the agency's inventory of positions.

[Click Here for NBC's Self Evaluation for Position Management Target Requirements](#)

1.2.7	Please describe the solution you provide to customers for this service component through IT applications and/or back-office support.
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NON-CORE SERVICES – POSITION MANAGEMENT

Position Management - supports the assignment of work and establishment of positions to carry out the organization's mission or program and maintenance of the agency's inventory of positions.

[Click Here for NBC's Self Evaluation for Position Management Target Requirements](#)

1.2.7	Please describe the solution you provide to customers for this service component through IT applications and/or back-office support.
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The Federal Personnel and Payroll System (FPPS) provides position management capabilities. Within FPPS, a "list of eligibles" can be generated based on specific qualifications of individuals. The data is then integrated with our staffing solutions which provide functional capabilities for position management.

NON-CORE SERVICES – POSITION CLASSIFICATION

Position Classification - supports the creation or revision of position descriptions, the evaluation of job requirements against classification standards, and administration of the classification appeal process.

[Click Here for NBC's Self Evaluation for Position Classification Target Requirements](#)

1.2.8	Please describe the solution you provide to customers for this service component through IT applications and/or back-office support.
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The NBC provides USA Staffing and Monster Staffing solutions which are integrated in our NBC HR offering framework. Each of these applications provides a web-based classification system that has easy-to-use Position Description (PD) builders based on the OPM classification standards. Each system has a PD library that can be shared depending on the client's requirements.

NON-CORE SERVICES – WORKFORCE PLANNING

Workforce Planning is the process of assessing the current workforce and identifying gaps with respect to future work requirements. It also involves the creation of plans and strategies to reduce or eliminate these gaps.

[Click Here for NBC's Self Evaluation for Workforce Planning Target Requirements](#)

1.2.9	Please describe the solution you provide to customers for this service component through IT applications and/or back-office support.
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Included in the FPPS base level services, the DataMart is available to our customers. Several hundred workforce analytic reports have been programmed in to DataMart. In addition, clients can write custom reports to suit their workforce planning needs. DataMart also allows our users to develop business analytics with their own data requirements in mind. The DataMart team continues to refine requested reports and dashboards to support our end users in all of their business analytics and dashboard needs. The data in our Human Resources DataMart portal is loaded from our source of record nightly, ensuring that the data being provided to our customers is accurate and timely. All nightly loads are automated and alarmed validating that data loads are complete and accurate.

NON-CORE SERVICES – SUCCESSION PLANNING

Succession Planning is the identification, creation, and development of a pipeline of talent available to fill current and future requirements for agency-identified positions.

[Click Here for NBC's Self Evaluation for Succession Planning Target Requirements](#)

1.2.10	Please describe the solution you provide to customers for this service component through IT applications and/or back-office support.
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The NBC has an online datamart with business analytics which is a Hyperion/Oracle infrastructure. Several hundred workforce analytic reports have been programmed in to Hyperion which can include succession planning reports. In addition our clients can write customer reports to suite their workforce planning needs.

The Customer Agency is responsible to perform their own succession planning and any offerings within the NBC shared servicing does not limit or restrict agency succession planning activity.

NON-CORE SERVICES – DECISION SUPPORT AND PLANNING

Decision Support and Planning - provides for the identification, gathering and analysis of data for decision making, resolution of problems and business issues and to support predicting of the impact of decisions before they are made or predicting events that require decision making in the present. **This service component includes Workforce Analytics (WA).**

1.2.11 Please describe the solution you provide to customers for this service component through IT applications and/or back-office support.

The National Business Center has an online DataMart with business analytics which is a Hyperion/oracle infrastructure. Several hundred workforce analytic reports have been programmed in to Hyperion which can include decision support and planning reports. In addition our clients can write customer reports to suite their decision and planning needs. The Customer Agency is responsible to perform their own decision support planning and any offerings. The NBC shared servicing does not limit or restrict agency decision support and planning activity.

NON-CORE SERVICES – LEARNING ADMINISTRATION

Learning Administration - supports the administrative and logistical aspects of human resource development. This includes publishing a course catalog, securing a facility, scheduling instructor(s), administering registration, receiving class evaluations, and certifying course completion. **This service component includes Learning Management Systems (LMS).**

[Click Here for NBC's Self Evaluation for Learning Administration Target Requirements](#)

1.2.12 Please describe the solution you provide to customers for this service component through IT applications and/or back-office support.

The Learning Management Module (PMM) is a component of the NBC-hosted Talent Management System (TMS), an integrated learning management and performance management system based on the industry leading SAP/Plateau/Success Factors software. LMM allows for libraries of classes to be added and linked to performance and training plans resulting in active employee self service and competency management. An employee or manager is able to identify and select courses based on the employees learning development plan. Both the Performance Management Module (PMM) Module and the Learning Management Module (LMM) can be purchased separately or as a whole system.

LMM allows our agency customers to develop a comprehensive learning strategy for your organization by:

- Delivering training to anyone, anywhere throughout the organization
- Defining and assigning competencies based on known employee information
- Maintaining records of training delivered for compliance purposes
- Providing tests and exams to assess knowledge and provide certifications
- Distributing training scheduling and administration with a single centralized application environment
- Compiling lists of available, and searchable training using catalogs
- Managing competencies – from creation and assignment to assessment, development and tracking
- Measuring and tracking certification activities using Organizational Dashboards that provide point-in-time analysis of Learning Item Completions, Learning Projections, and Curriculum Status

Certifications can be tracked and managed through the use of curricula. A curriculum is a grouping of learning

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[Click Here for NBC's Self Evaluation for Learning Administration Target Requirements](#)

1.2.12	Please describe the solution you provide to customers for this service component through IT applications and/or back-office support.
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items that represent the required learning a particular user must complete. Curricula can be created to reflect the total training requirements for a job position, a specialty certification, or any other type of requirement. Curricula are a powerful building block of managing your learning activities. The Curricula section allows you to create a curriculum and to review and update existing curriculum information, including the curriculum's related items, documents, job locations, job positions, and sub-curricula. Curricula allow you to group any number of learning requirements together into one unit and track the completion of that required learning

NON-CORE SERVICES – CAREER DEVELOPMENT PLANNING

Career Development Planning - supports the identification of development opportunities and learning needs based on agency needs, individual goals and needs, and/or gaps in competencies, knowledge, skills and abilities. This may be at the individual level or at a department or program level.

[Click Here for NBC's Self Evaluation for Career Development Planning Target Requirements](#)

1.2.13	Please describe the solution you provide to customers for this service component through IT applications and/or back-office support.
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- The NBC's Talent Management System (TMS) allows customers the ability to easily measure individual employee contributions—accurately, clearly, and objectively. The performance of your employees is one of the most important factors in creating a successful business. And, employee evaluations stand as one of your most powerful tools for ensuring an engaged, focused and highly productive workforce. TMS allows agencies to:
 - Identify the best workers. Gain real-time, actionable insight into employee performance.
 - Revolutionize employee performance review process. Slash much of the time and costs associated with cumbersome paper-based review processes and complete evaluations quickly and easily.
 - Bring workforce performance to the next level. Transform standard evaluation process into a dynamic feedback loop between managers, subordinates, and peers.
 - Boost compliance. Create an audit trail of discoverable documents to ensure the legality of evaluations for Sarbanes-Oxley (SOX) compliance and / or many other industry-specific regulations.
 - Install a true meritocracy. Motivate and retain employees by creating a pay-for-performance culture.
 - Equip managers with in-depth employee performance information necessary to decide rewards, or single out for targeted development to create a high-performing workforce.
 - Plateau Performance Goals and Appraisals
 - Plateau Performance Goals & Appraisals improves workforce productivity on a continuous basis by creating and maintaining Performance Plans and helps with employee career development, facilitating a continual review Process, linking Performance to development and tracking improvements over time. It also links goals to job-relevant training. This closed-loop approach helps to ensure that employees have the right capabilities to effectively carry out their jobs.

NON-CORE SERVICES – WORKERS COMPENSATION

Workers Compensation - provides comprehensive workers compensation services including adjudication, case management, counseling, and fraud investigation.	
Click Here for NBC's Self Evaluation for Workers Compensation Target Requirements	
1.2.14	Please describe the solution you provide to customers for this service component through IT applications and/or back-office support.
As an HR operational benefits service, the NBC will provide comprehensive workers compensation services including adjudication, case management, and counseling to employees. NBC will contact management regarding any potential issues or incidents.	

NON-CORE SERVICES – UNEMPLOYMENT COMPENSATION	
Unemployment Compensation - provides services under the unemployment compensation program including claims processing, billing, reporting, and handling appeals.	
Click Here for NBC's Self Evaluation for Unemployment Compensation Target Requirements	
1.2.15	Please describe the solution you provide to customers for this service component through IT applications and/or back-office support.
As an NBC HR operational benefits service, the NBC will provide benefits counseling and NBC will advise employees on wide range of benefit options, eligibility and impacts on various federal benefit programs.	

NON-CORE SERVICES – APPLICATION MANAGEMENT	
Application Management - accepts employment applications and captures application information in a manner that makes it available to those who need it; manages and communicates application status; analyzes and assesses application information to determine applicant eligibility for employment.	
Click Here for NBC's Self Evaluation for Application Management Target Requirements	
1.2.16	Please describe the solution you provide to customers for this service component through IT applications and/or back-office support.
The NBC application management leverages staffing solutions from USA Staffing and Monster. These solutions integrate with OPM's government consolidated website in recruiting, USA jobs. Both of the staffing solutions are interfaced with USA Jobs for data collection and recruiting on behalf of our customers. The Customer Agency is responsible to perform their own recruitment and any offerings within the shared servicing do not limit or restrict agency recruiting activity. If the Customer Agency decides to enlist the NBC HR operational services, the staffing and application management will be completed by NBC. NBC's operational staff utilizes USA staffing as an integrated staffing solution.	

NON-CORE SERVICES – REPORTING	
Reporting - retrieves, manipulates, and presents information as needed.	
1.2.17	Please provide information on reports that your system makes available to customers. Please also describe the reporting features that your system offers (e.g. ad hoc, real-time, manager self-service, flexibility, customizability) and any costs or cost structure associated with making non-standard reports available.
NBC provides the capability to report through all of its offerings WTTS, FPPS, TMS, EODS, Quicktime, WebTA, and DataMart.	

NON-CORE SERVICES – RECORDS MANAGEMENT	
Records Management - provides the capability to store, protect, archive, classify, retrieve and retire documents and information. This service component includes eOPF.	

1.2.18	Please describe the solution you provide to customers for this service component through IT applications and/or back-office support.
As an HR operational service, the NBC will provide comprehensive management of our customer's electronic personnel file system folder. On behalf of our customers FPPS, provides a file feed to eOPF on transferring permanent employee records the eOPF folder.	

NON-CORE SERVICES – PROCESS TRACKING	
Process Tracking - allows the monitoring of activities within and/or across business cycles. This service component includes Workflow.	
1.2.19	Please describe the solution you provide to customers for this service component through IT applications and/or back-office support.
Each core and non-core system provides process tracking throughout the defined functional domain. Processes are integrated through the system-to-system HR Integration framework.	

NON-CORE SERVICES – CASE/ISSUE MANAGEMENT	
Case/Issue Management - manages the life cycle of a particular claim or investigation including the creation, routing, tracing, assignment and closing of a case; also supports collaboration among case handlers.	
1.2.20	Please describe the solution you provide to customers for this service component through IT applications and/or back-office support.
Each core and non-core system provides process and case/issue management tracking throughout the defined functional domain. Processes and issues are integrated through the system-to-system HR Integration framework.	

NON-CORE SERVICES – LABOR COST ALLOCATION	
Labor Cost Allocation - attaches labor costs to accounting codes.	
Click Here for NBC's Self Evaluation for Labor Cost Allocation Target Requirements	
1.2.21	Please describe the solution you provide to customers for this service component through IT applications and/or back-office support.
The NBC time and attendance systems capture labor cost allocation which is then processed through our FPPS system. The Federal Personnel and Payroll system provides a combined file feed to our customers on a predefined basis. In addition, Labor cost allocation files are interfaced from our FPPS application to both our DataMart and respective required client data feeds in a secure manner.	

NON-CORE SERVICES – EMPLOYEE RELATIONS	
Employee Relations - provides support to management for a variety of employee relations matters including disciplinary action, adverse action, administrative action, action related to unacceptable performance, alternative dispute resolution, grievance, third-party decisions and appeals, suitability, reasonable accommodation, and termination. Provides training to employees on standards of conduct.	
Click Here for NBC's Self Evaluation for Employee Relations Target Requirements	
1.2.22	Please describe the solution you provide to customers for this service component through IT applications and/or back-office support.

NON-CORE SERVICES – EMPLOYEE RELATIONS	
Employee Relations - provides support to management for a variety of employee relations matters including disciplinary action, adverse action, administrative action, action related to unacceptable performance, alternative dispute resolution, grievance, third-party decisions and appeals, suitability, reasonable accommodation, and termination. Provides training to employees on standards of conduct.	
Click Here for NBC's Self Evaluation for Employee Relations Target Requirements	
1.2.22	Please describe the solution you provide to customers for this service component through IT applications and/or back-office support.
Employ relations is provided on an HR back-office service basis, the NBC will advise employees and management customers on wide range of Labor relations issues including disciplinary action, adverse action, administrative action, action related to unacceptable performance, alternative dispute resolution, grievance, third-party decisions and appeals, suitability, reasonable accommodation, and termination. The NBC Provides training to employees on standards of conduct.	

NON-CORE SERVICES – LABOR RELATIONS	
Labor Relations - provides support to management and/or agency on a variety of labor relations matters including mediation, arbitration, alternative dispute resolution, filings, and compliance with statutory labor-management relations obligations. Provides training on labor relations topics.	
Click Here for NBC's Self Evaluation for Labor Relations Target Requirements	
1.2.23	Please describe the solution you provide to customers for this service component through IT applications and/or back-office support.
Labor relations is provided on an HR back-office service basis, the NBC will advise employees and management customers on wide range of Labor relations issues including providing support and consultation to management and/or agency on a variety of labor relations matters including mediation, arbitration, alternative dispute resolution, filings, and compliance with statutory labor-management relations obligations. The NBC can provide training on labor relations conduct.	

NON-CORE SERVICES – PAYROLL ADMINISTRATION	
Payroll Administration - determines eligibility and calculates values for pay and leave and other compensation. The pay data resulting from this service is used as an input to the Payroll Processing service.	
Click Here for NBC's Self Evaluation for Payroll Administration Target Requirements	
1.2.24	Please describe the solution you provide to customers for this service component through IT applications and/or back-office support.
The NBC provides pay administration through the integrated Federal Personnel and Payroll system.	

NON-CORE SERVICES – BENEFITS COUNSELING	
Benefits Counseling - advises individuals on a wide range of benefit options, eligibility and impacts. Provides information, counseling, assistance, and advocacy to employees regarding their benefits and entitlements.	
Click Here for NBC's Self Evaluation for Benefits Counseling Target Requirements	
1.2.25	Please describe the solution you provide to customers for this service component through IT applications and/or back-office support.
Through our NBC benefits operational servicing NBC will advise employees on wide range of benefit options, eligibility and impacts on various federal benefit programs. NBC will provide information, counseling, assistance, and advocacy to employees regarding their benefits and entitlements on Health Benefits, Life Insurance (FGLI), Thrift Savings Plan (TSP), Long Term Care (LTC), Leave Programs and Workman Compensation. NBC will	

NON-CORE SERVICES – BENEFITS COUNSELING	
Benefits Counseling - advises individuals on a wide range of benefit options, eligibility and impacts. Provides information, counseling, assistance, and advocacy to employees regarding their benefits and entitlements.	
Click Here for NBC's Self Evaluation for Benefits Counseling Target Requirements	
1.2.25	Please describe the solution you provide to customers for this service component through IT applications and/or back-office support.
provide counseling or advice via phone, email or face-to-face. NBC will provide guides, Standard Operating Procedures (SOPs) links via the DOI or NBC Web Page for benefits questions and information.	

NON-CORE SERVICES – HEALTH AND FITNESS	
Health and Fitness - supports the physical well-being of an organization's employees. This may include health, wellness, and fitness programs and education.	
1.2.26	Please describe the solution you provide to customers for this service component through IT applications and/or back-office support.
The NBC HR back office benefits servicing will work with the customer Agencies and implement their current Health and Fitness programs and work in a support role with our Agency customers.	

NON-CORE SERVICES – WORKFORCE RESHAPING	
Workforce Reshaping - considers the current personnel inventory and reallocates workforce as applicable.	
Click Here for NBC's Self Evaluation for Workforce Reshaping Target Requirements	
1.2.27	Please describe the solution you provide to customers for this service component through IT applications and/or back-office support.
The NBC Human Resources back office servicing will work with the customer Agencies and implement their current workforce programs or act in a consulting role to develop an Agency workforce plan. Data analytics can be obtained from the NBC datamart and combined with agency information for workforce plan development.	

NON-CORE SERVICES – ORGANIZATION DESIGN	
Organization Design - supports the creation or revision of an agency's organization structure and reporting relationships.	
Click Here for NBC's Self Evaluation for Organization Design Target Requirements	
1.2.28	Please describe the solution you provide to customers for this service component through IT applications and/or back-office support.
The NBC Human Resources back office servicing will work with the customer Agencies and implement their current organizational design programs or act in a consulting role to develop an Agency reorganization plans. Data analytics and be obtained from the NBC datamart and combined with agency information for organizational plan development. The Federal Consulting arm of the Department of the Interiors Human Resources line of business also offers executive consulting agreements	

NON-CORE SERVICES – ASSESSMENT MODEL	
Assessment Model - identifies or develops assessment tools and criteria to be used to determine the best qualified candidates for a particular job or job group.	

1.2.29	Please describe the solution you provide to customers for this service component through IT applications and/or back-office support.
<p>The NBC assessment model leverages staffing solutions from USA Staffing and Monster. These solutions integrate with OPM's government consolidated website in recruiting, USA jobs. Both of the staffing solutions are interfaced with USA Jobs for data collection and recruiting on behalf of our customers. Each staffing solution utilizes a job analysis process which identifies criteria to determine the best qualified candidates for a particular job or job group. Assessment models are defined in a library which may be accessible for a knowledgebase and reuse.</p>	

NON-CORE SERVICES – HUMAN RESOURCES DEVELOPMENT NEEDS ASSESSMENT

Human Resources Development Needs Assessment - works collaboratively with the agency to support the identification of development needs and recommendations regarding human resource development programs and priorities.

[Click Here for NBC's Self Evaluation for Human Resources Development Needs Target Requirements](#)

1.2.30	Please describe the solution you provide to customers for this service component through IT applications and/or back-office support.
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The NBC provides a Talent Management System which includes an integrated learning management and performance management module by Plateau Success Factors systems. Plateau Success Factors allows for libraries of competencies to be added and linked to the performance plan and training plans. The Performance Management (PM) Module of the Talent Management (TM) system is a separate option for the TMS hosted by NBC. Organizational reports and needs assessment reports can be run through the talent management system identifying organization trends and training needs assessment. Specific organizational goals and corresponding training courses can be pushed through the Agency staff and added to their learning management plans.

NON-CORE SERVICES – HUMAN RESOURCES DEVELOPMENT PROGRAM DEVELOPMENT

Human Resources Development Program Development - supports training needs analysis, design, development, and evaluation of human resource development learning opportunities. This may include a single learning opportunity or a group or series of learning opportunities.

[Click Here for NBC's Self Evaluation for Human Resources Development Program Development Target Requirements](#)

1.2.31	Please describe the solution you provide to customers for this service component through IT applications and/or back-office support.
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The NBC provides a Talent Management System which includes an integrated learning management and performance management module by Plateau Success Factors systems. Plateau Success Factors allows for libraries of competencies to be added and linked to the performance plan and training plans. The Performance Management (PM) Module of the Talent Management (TM) system is a separate option for the TMS hosted by NBC. Organizational reports and needs assessment reports can be run through the talent management system identifying organization trends and identifying training needs. Specific organizational goals and corresponding training courses can be pushed through the Agency staff and added to their learning management plans.

NON-CORE SERVICES – HUMAN RESOURCES DEVELOPMENT PROGRAM DELIVERY

Human Resources Development Program Delivery - provides the learning opportunity to enhance an employee's competencies, knowledge, skills, and abilities to support individual professional development and/or agency needs. This may include a single learning opportunity or a group or series of learning opportunities.

[Click Here for NBC's Self Evaluation for Human Resources Development Program Delivery Target Requirements](#)

1.2.32	Please describe the solution you provide to customers for this service component through IT applications and/or back-office support.
<p>The NBC provides a Talent Management System which includes an integrated learning management and performance management module by Plateau Success Factors systems. Plateau Success Factors allows for libraries of competencies to be added and linked to the performance plan and training plans. The Performance Management (PM) Module of the Talent Management (TM) system is a separate option for the TMS hosted by NBC. Organizational reports and needs assessment reports can be run through the talent management system identifying organization trends and training needs assessment. Specific organizational goals and corresponding training courses can be pushed through the Agency staff and added to their learning management plans.</p>	

NON-CORE SERVICES – HUMAN CAPITAL PROGRAM REVIEW AND ASSESSMENT

Human Capital Program Review and Assessment - supports the evaluation of HC and HR programs via an assessment of whether objectives have been met.

[Click Here for NBC's Self Evaluation for Human Capital Program Review and Assessment Target Requirements](#)

1.2.33	Please describe the solution you provide to customers for this service component through IT applications and/or back-office support.
<p>The NBC Human Resources back office servicing will work with the customer Agencies and implement their current Human Capital programs or act in a consulting role to develop an Agency human capital plans. Data analytics and be obtained from the NBC datamart and combined with agency information for a human capital management plan development. The Federal Consulting arm of the Department of the Interiors Human Resources line of business also offers executive consulting agreements In addition data from the Talent Management System can be leveraged as input to a comprehensive Human Capital Program Review and management plan.</p>	

END OF FUNCTIONAL CATEGORY

2. Business

In sections 2.1 through 2.6, NBC has provided an overview of its organizational structure, business practices for migration management, customer service and support, performance management, financial management, and alignment to OPM and HR LOB objectives.

2.1 Organization

ORGANIZATION – SERVICE DELIVERY MODEL	
2.1.1	Please describe your service delivery model. A service delivery model explains how an organization manages and improves the delivery of services offered to customers through systems, processes, and infrastructure.
<p>The NBC's Federal Personnel Payroll System (FPPS) provides systems capabilities for OPM's five core HR services (benefits administration, payroll, personnel action processing, time and attendance, and labor cost distribution) to 42 federal agencies. NBC provides these services with outstanding customer service, high performance accuracy, and for a competitive price. NBC has an established support infrastructure for both HR professionals and agency employees, and extensive experience in migrating clients. In December 2001, OPM selected NBC as one of four e-Payroll providers to service the Executive Branch. Currently, NBC is in the process of migrating its final e-Payroll agency to FPPS, and projects a service population of 300,000 employees in FY2006. Additionally, NBC provides other services to agencies including financial and procurement systems and operational services, Servicing Personnel Office operations, and Data Center services. As a shared service provider, NBC can assist agencies in reducing the total costs of delivering HR services by leveraging economies of scale, consolidating work, rationalizing IT systems, balancing workload, automating transactional work, directing work to lower cost channels, improving analytic capabilities, etc.</p>	

ORGANIZATION – ORGANIZATIONAL STRUCTURE	
2.1.2	Please describe your SSC organizational structure.
<p>The NBC SSC is governed by OPM as a shared service provider</p>	

ORGANIZATION – WORKFORCE MANAGEMENT	
2.1.3	Please provide information on workforce management practices currently used to ensure the availability of critical skill sets within your workforce.
<p>The NBC produces a five year strategic plan, goals, and incorporates a workforce plan to ensure that the NBC fulfills the goals as they have been defined by the Department of the Interior and the Office of Personnel management.</p>	

ORGANIZATION – SUCCESSION PLANNING	
2.1.4	Please provide information the succession planning process and/or practices currently in place for critical positions in your organization.
<p>Succession planning is defined as part of the National Business Center's workforce plan. Critical positions and workforce analysis is completed to ensure that critical skill sets are retained and available.</p>	

ORGANIZATION – GOVERNANCE	
2.1.5	Please describe your governance structure including boards, workgroups, and other bodies. Describe the functions and responsibilities of each main component. Describe the touch points for customer representation and participation in your governance structure. If applicable, please explain how governance structures or processes differ by customer type (e.g., large versus small agencies).

ORGANIZATION – GOVERNANCE	
2.1.5	Please describe your governance structure including boards, workgroups, and other bodies. Describe the functions and responsibilities of each main component. Describe the touch points for customer representation and participation in your governance structure. If applicable, please explain how governance structures or processes differ by customer type (e.g., large versus small agencies).
The NBC is a member of the Shared Services Advisory Council. In addition our customers participate in user groups that input and voting rights in change request prioritization. Each customer is given the same consideration in participating the product decisions. The NBC is also a member of the Department of the Interiors Office of the Secretary. The NBC participates in all governing bodies within the Department of the interior.	

ORGANIZATION – CHANGE CONTROL PROCESS	
2.1.6	Please describe your change control process. Include information on steps for customer agency-initiated change requests, prioritization methodology, release schedule and notification procedures, and other information. In your response, please highlight points of customer involvement in the process.
The NBC has a robust change management process for each of its offerings. Each product has a documented change control process, change control board, and associated governing user group. The products are synchronized for three product releases per year.	

2.2 Migration Management

MIGRATION MANAGEMENT – PREVIOUS MIGRATION EXPERIENCE	
2.2.1	Please list and describe previous migrations you have completed. Include information such as employee populations, number of records, migration project duration, technical requirements, whether completion dates and budget targets were met, and other relevant information.
The NBC is experienced in both small customer and large customer migrations. We have an established fit gap and migration process for each of our products. The schedules are worked with the clients to ensure projects are kept on track and on budget.	

MIGRATION MANAGEMENT – MIGRATION METHODOLOGY	
2.2.2	Please describe your migration methodology. Consider including information on requirements and design, business transformation, data migration, testing/quality assurance, change management, and risk management.
The NBC is experienced in both small customer and large customer migrations. We have an established fit gap and migration process for each of our products. The schedules are worked with the clients to ensure projects are kept on track and on budget.	

MIGRATION MANAGEMENT – PROJECT MANAGEMENT	
2.2.3	Please describe your approach to migration project management. Consider including information on project staffing, earned value management (EVM) including cost and schedule control, and scope management.
As a shared service provider we provide migration information to OPM as required. EVM and schedule control are a standard part of the process	

2.3 Customer Support

CUSTOMER SUPPORT – CUSTOMER RELATIONSHIP MANAGEMENT	
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2.3.1	<p>Please describe your customer service organization. Include information on your approach to and/or processes for:</p> <ul style="list-style-type: none"> - managing customer relationships - handling customer service issues and complaints - communicating important updates to customers - measuring customer satisfaction
<p>The NBC has a Client Liaison Management group that is responsible for:</p> <ul style="list-style-type: none"> • managing customer relationships • handling customer service issues and complaints • communicating important updates • measuring customer satisfaction <p>In addition to the Client Liaison group, each product has a user group that meets several times per year. The users and NBC have information exchange and dialog regarding system improvements, regulatory changes, infrastructure investments, and other topics. The NBC conducts an annual customer survey and OPM also conducts benchmark audits and surveys.</p>	

CUSTOMER SUPPORT – HELP DESK	
2.3.2	<p>Please describe your help desk support structure and levels of responsibility for issue resolution. Additionally, provide information on your help desk hours of operation, call volume capacity, performance results, issues tracking process, etc.</p>
<p>The NBC Call Center utilizes both telephone and internet/email support. The call center is manned during regular business hours and is structured in a tier 1, tier 2, and tier 3 escalation processes. Each call is logged, tracked, and escalated based on the classification and category of the issue that is defined. The call center releases monthly call reports for incident and trend analysis.</p>	

CUSTOMER SUPPORT – TRAINING SUPPORT	
2.3.3	<p>Please provide information on training offered for your applications. Include information on types of training (see bullets below), how often training is made available, and costs or cost structure for training, if applicable.</p> <ul style="list-style-type: none"> - classroom courses with live instructors - computer-based training (online courses, simulations, etc.) - train-the-trainer program - user manuals, guides, and other training materials
<p>The National Business Center has an in house training group. This group provides on site, remote, and CBT training capabilities. User manuals, quick start guides, and other training materials are made available through the NBC information portal. When the NBC onboard a client a customized training plan is developed depending on the client requirements and needs.</p>	

2.4 Performance Management

PERFORMANCE MANAGEMENT – SERVICE LEVEL AGREEMENTS	
2.4.1	<p>Please list and describe the performance metrics and minimum acceptable levels of performance that are included in your SLAs with customers. Additionally, please describe any provisions for accountability in your SLAs if service levels or performance standards are not met.</p>
<p>An SLA can be provided on request</p>	

PERFORMANCE MANAGEMENT – CONTINUOUS IMPROVEMENT

2.4.2	Please describe your approach to performance management including information on how performance results are used to improve processes and practices.
SLA reports are distributed to our clients on a quarterly basis. Trend analysis and reporting is used for continuous service improvement.	

2.5 Financial Management

FINANCIAL MANAGEMENT – FUNDING UPGRADES AND MODERNIZATION	
2.5.1	Please describe your approach for funding upgrades and modernization.
The NBC Human resources line of business has spent the last several years implementing a best-of-breed, plug and play service oriented architecture. This enables the Department of Interior's HRLOB to refresh applications in the market place as they become available. For infrastructure funding and major enhancements the NBC has presented these costs to the users group to invest in the infrastructure costs and system enhancements.	

2.6 Business Alignment

BUSINESS ALIGNMENT – ENTERPRISE ARCHITECTURE	
2.6.1	Please describe how you use enterprise architecture to develop, expand, and/or improve the services you offer to your customers.
The NBC has implemented all of its systems in compliance with OPM's PRM, BRM, SRM, TRM, and DRM. This allows the NBC to provide new offerings as defined by OPM.	

BUSINESS ALIGNMENT – OPM HR LOB OBJECTIVES	
2.6.2	Please describe how your strategy and business practices are aligned to HR LOB goals and objectives .
The Business Case for the NBC HRLOB is included for strict alignment purposes for portfolio offerings these include both core and non-core systems.	

BUSINESS ALIGNMENT – OPM HIRING REFORM	
2.6.3	Please describe how you support OPM Hiring Reform .
The NBC Human Resource back office staff is trained in OPM Hiring Reform and enforces all regulations set forth by OPM	

END OF BUSINESS CATEGORY