

HR LINE OF BUSINESS

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**MESSAGE FROM OPM
DIRECTOR
LINDA SPRINGER**



The HR LOB at the U.S. Office of Personnel Management continues to demonstrate leadership in transforming HR service delivery throughout the Federal Government. The migration planning guidance provides agencies with guidance to select and migrate to an SSC. I am pleased to share this month's letter, which includes several Frequently Asked Questions on the SSC selection process along with other updates on the HR LOB.

HIGHLIGHTS FOR THE HR LOB

- Hosted the Multi-Agency Executive Strategy Committee (MAESC) meeting on April 1
- Hosted the Customer Council meeting on April 2
- Hosted Payroll Benchmarking Workgroup meetings on April 3 and 17
- Participated in the Shared Service Center Advisory Council (SSCAC) Conference on April 8 and 9
- Hosted an HR LOB Focus Group session on April 22
- Hosted the Payroll Benchmarking Workgroup workshop on April 23 and 24
- Hosted the RetireEZ/SSC workshop on April 25

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UPDATES ON THE HR LOB

Comments Received on Migration Planning Guidance version 2.0

The HR LOB has received comments from the Chief Human Capital Officers Council (CHCOC) HR LOB Subcommittee, MAESC, Customer Council, and SSCAC on the *HR LOB Migration Planning Guidance version 2.0* (MPG v2.0). These comments will be incorporated into the MPG v2.0, which will be finalized and posted on OPM's Web site. In the interim, the current version of the MPG, version 1.0, is available on the Web at <http://www.opm.gov/egov/documents/MPG/>.

Version 2.0 contains two new sections: "Service Delivery" and "Selection Guidelines". The "Service Delivery" section includes information about the public and private sector SSCs including links to their self-evaluations against target requirements. The "Selection Guidelines" section contains the Migration Competition Framework—available at http://www.whitehouse.gov/omb/memoranda/fy2007/business_migrations.pdf—as well as acquisition guidelines, tools, and templates to assist agencies in conducting a public-private competition to select an SSC.

The MPG v2.0 also contains Frequently Asked Questions (FAQs) to address concerns that are common to SSCs and agencies. On the next page we have shared three of the most common questions received by the program management office.

(Updates on the HR LOB continued on page 2)

UPDATES ON THE HR LOB

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How will agencies select an SSC?

Specific guidance for the SSC selection process and public-private competition is included in the Competition Framework in the MPG.

When and how will agencies move their HR services to an SSC?

The migration dates will depend on each agency. Migration decisions will be most dependent on the state of an agency's current HR solutions and how imminent the need for modernization is for each agency. Each agency is expected to work closely with the HR LOB and OMB to determine its readiness for the selection of, and migration to an SSC.

How will the migrations be funded?

Costs will be borne by the migrating agencies. Agencies should take this into consideration during their budget formulation process and coordinate their planning activities with OMB and OPM. More information is provided in the "Selection Guidance" section of the Migration Planning Guidance.

April 2008 MAESC Meeting

NASA's Portia Dischinger presented on the Universal Uniform Person Identification Code (UUPIC) system at the April 1 MAESC meeting. When NASA adopted the smart card system in 2002, it created the UUPIC system to address demands for a common identification standard for federal employees and contractors. The move preceded Homeland Security Presidential Directive 12 (HSPD-12) directing the implementation of a new standardized badging process designed to enhance security, reduce identity fraud, and protect the personal privacy of those issued government identification. The UUPIC is a 9-digit random number without any significance to the characteristics of the individual and serves as a replacement for Social Security Number (SSN) to safeguard identity information about employees. The UUPIC is generated for and associated with every claimed identity that is requested.

April 2008 Customer Council Meeting

The Customer Council held its monthly meeting on April 2 at OPM. The HR LOB previewed the proposed Provider Capability Model (PCM) at the meeting. The high-level concept is that the PCM will assess a provider's ability to deliver services. The assessments conducted as part of the proposed PCM will provide customer agencies with an objective means of evaluating provider capability and offer providers a roadmap for improving their capability. The proposed PCM leverages practices and lessons learned from the Financial Systems Integration Office (FSIO) certification program. The HR LOB will continue to discuss and define the PCM with its stakeholders including the SSCAC, MAESC, and CHCOC HR LOB Subcommittee in the coming months.

April 2008 SSCAC Conference

The Shared Service Center Advisory Council (SSCAC) held its quarterly conference April 8-9 in Pensacola, FL. The conference included a presentation on FSIO/FM LOB and a RetireEZ demonstration along with presentations on EHRI, the PCM, and the Migration Planning Guidance. GSA's Dianne Copeland presented an update on the FM LOB standardization efforts. The three major efforts center on the Common Governmentwide Accounting Code (CGAC), business process standardization, and interface standardization. These efforts will improve the integrity of financial management at both the agency and governmentwide levels and realize cost savings and efficiencies.

OPM's Tom O'Keefe provided a RetireEZ demonstration at the conference. RetireEZ offers a modeling tool that provides information on an employee's projected retirement earnings, their health insurance, life insurance, Thrift Savings, and Social Security benefits. (*Updates on the HR LOB continued on page 3*)

UPDATES ON THE HR LOB

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On February 25 Wave One of RetireEZ went live with agencies whose payroll is handled by the General Services Administration (GSA). The demonstration provided a forum allowing the providers to ask questions and provide feedback to the RetireEZ program.

EHRI

Since October 2007 the Electronic Official Personnel Folder (eOPF) program has seen many successes and made crucial progress towards the modernization of human resources systems across the Federal Civilian Workforce. Perhaps the most significant advance within the program is the selection of a new eOPF Project Manager: Anne Martin. Ms. Martin exhibits an enthusiasm for eOPF and for advancing service and inter-agency collaboration that is the result of over 20 years of experience with Federal human resources.

In the past few months, the eOPF program has implemented various enhancements to the current service. Agencies are now provided with a Daily SF 50 Load Report and a Weekly Error Listing of SF 50s to improve error tracking. Development of eOPF Version 4.0 incorporated an SF-50 Cancellation Workflow function based entirely on eOPF User Work Group feedback. Since 2007, two agencies have successfully gone live with TSP-1 feeds and several agencies are currently testing both SF-2809 and TSP-1 automated feeds. In January 2008 Northrop Grumman eOPF Implementation Team members became Six Sigma certified which is a testament to the quality processes surrounding eOPF Implementation. Additional eOPF successes include:

- Two Agencies graduated to the Production Group (formerly know as the Post Implementation Support Group)
- Three Agencies began the eOPF assessment phase
- Twenty-two Agencies converted to eOPF V.4.0
- Three Agencies rolled out eOPF to their employees
- Over 734,650 OPFs scanned through the end of Quarter 2 FY 2008

Since the beginning of FY 2008, the number of folders reviewed for accuracy and overall scanning quality has increased dramatically. The achievements of the past few months are the result of the EHRI PMO's effective planning and commitment to quality and responsiveness and demonstrate the success of the program.

The eOPF Change Management Work Group has been reenergized and reintroduced by the eOPF Project Manager, Anne Martin. A new charter focuses heavily on the development of constructive deliverables for eOPF lifecycle management. eOPF agencies have a unique advantage related to Change Management; the opportunity to learn from similar experiences of agency peers. Currently, over 40 agencies are in a phase of eOPF, and close to half of all eOPF agencies are in the eOPF Production Phase. Each agency has a set of current needs, lessons learned, and solutions. The goal of the Change Management Work Group is to provide a forum for discussing these items, and managing the creation of meaningful documents to aid agencies with similar challenges. For information regarding the Change Management Work Group, contact: Elizabeth Anne Martin, 202-606-1553

E-TRAINING

The e-Training Initiative continues to support agency migration milestones as agencies implement enterprise Learning Management Systems (LMS). Those migrations are proceeding successfully with HHS completing their agency LMS migration in early April. (*E-Training continued on page 4*)

E-TRAINING

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The e-Training Initiative also supports the CHCOC Learning and Development Subcommittee by featuring innovative training technologies at OPM's quarterly Learning and Development Advisory Council (LDAC). Selected technologies featured at the LDAC will be presented at upcoming CHCOC Academy sessions. Recent e-Training best practices and technology implementations include DHS' DHScovery LMS, Defense Acquisition University's use of simulation and gaming technologies applied to Defense Acquisition training, the Defense Advanced Distributed Learning Co-Lab Repository, and the American Society for Training and Development (ASTD) Workplace Learning and Performance Scorecard.

The upcoming Learning and Development Advisory Council, scheduled for June 24, will feature presentations on Second Life and Virtual Worlds technologies adoption by Federal agencies. The featured speaker, Dr. Paulette Robinson, National Defense University, leads the Federal Consortium for Virtual Worlds. She will discuss Second Life's potential application in the Federal training environment.

FEDERAL CASE STUDIES

The *Federal Case Studies* report presents two case studies showcasing Federal HR success stories. This first excerpt from the "Evaluating and Improving Performance Management Systems" case study, summarizes some of the practices and systems that have been put into place to improve the employee appraisal process and lay the foundation for improved performance management at the Department of Defense.

In May of 2001, President George W. Bush – in response to emerging, radically different global security issues and the resulting implications for new and radically different war fighting capability – described a new direction for the Department of Defense (DoD). This new direction, transformational in nature, involves a fundamental shift in both defense strategy and defense management at DoD. Subsequently, in November of 2003, President Bush signed legislation to carry out this strategy. The National Defense Authorization Act gave the Department of Defense the authority to create a new human resources management system – the National Security Personnel System (NSPS). NSPS establishes for the Department new approaches to:

- Pay rates, pay system, and pay administration
- Staffing
- Classification
- Performance management
- Labor relations
- Adverse actions
- Employee appeals

These changes are designed to ensure that the Department's human resources management and labor relations systems align with the newly defined mission while continuing to adhere to merit system principles and protect the civil service rights of DoD civilian employees.

The full case study will be available in the *Federal Case Studies* report at: <http://www.opm.gov/egov/documents/practices/index.asp>. Next month's Communications Letter will include an excerpt from the "Evaluating and Improving Performance Management Systems" case study, which describes the practices and systems that have been put into place to improve the employee appraisal process and lay the foundation for improved performance management at the Department of Homeland Security.

WEB SITE UPDATES

The March 2008 edition of the *HR LOB Communications Letter* has been developed and posted to the Web site at http://www.opm.gov/egov/news_info/communications/index.asp. The purpose of the *HR LOB Communications Letter* is to provide stakeholders with monthly updates on the progress of the HR LOB initiative.

HR LOB is also in process of posting a number of important documents to the HR LOB Web site. The MPG version 2.0 will include an overview of both the private sector and public Shared Service Centers (SSCs) and their service offerings including links to their full self-evaluations. The MPG version 2.0 will also include tools and templates to assist in the selection process.

The HR LOB is also preparing the Technical Model (TM) version 1.0 for posting on the Web site. The TM version 1.0 defines standards, specifications, and technologies of the four Service Areas for HR LOB. The TM provides agencies with a foundation to understand HR LOB standards and technologies and the groundwork for re-use of technology and component services across the Federal Government through standardization.

UPCOMING EVENTS

DATE	EVENT
May 1, 2008	Separation Management Workgroup kickoff meeting
May 6, 2008	Multi-Agency Executive Strategy Committee (MAESC) monthly meeting
May 20-22, 2008	Separation Management Workgroup process model workshop
May 28, 2008	Joint Customer Council-SSCAC meeting
June 3, 2008	Multi-Agency Executive Strategy Committee (MAESC) monthly meeting
June 10-12, 2008	Separation Management Workgroup requirements workshop
June 24, 2008	Learning and Development Advisory Council meeting
June 25, 2008	Customer Council monthly meeting

LOB IN THE NEWS

Federal Computer Week: Putting SOA to the test

FCW provides 4 steps to developing effective service-level agreements for SOA-based applications.

(http://www.fcw.com/print/22_10/features/152284-1.html)

Federal Computer Week: OPM proposes to add EA to specialty positions

The Office of Personnel Management is proposing to add enterprise architecture to information technology management specialty titles to help agency recruiters meet the growing demand for expertise.

(<http://www.fcw.com/online/news/152281-1.html>)

Federal Computer Week: OPM, GSA upgrade telework site

The Office of Personnel Management has revamped its telework Web site, giving it a new, bright-green look and adding features that make it easier find information about federal telework.

(<http://www.fcw.com/online/news/152310-1.html>)

ABOUT THE HR LINE OF BUSINESS

The vision of the HR LOB is Governmentwide, modern, cost-effective, standardized, and interoperable HR solutions providing common, core functionality to support the strategic management of human capital that will address duplicative and redundant HR systems and processes across the Federal government. The goals of the HR LOB initiative are 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 leverage 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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