

# HR LINE OF BUSINESS

ISSUE 14, NOVEMBER 2007



**MESSAGE FROM OPM  
DIRECTOR  
LINDA SPRINGER**



The HR LOB at the U.S. Office of Personnel Management continues to successfully transform HR service delivery throughout the Federal Government, and is a testament to the success of the program's leadership in cross-agency collaboration. I am pleased to share the November 2007 Communications Letter which provides the HR LOB stakeholder community updates on the status of the program and its key initiatives.

## HIGHLIGHTS FOR THE HR LOB

- HR LOB Acting Director presents to delegates from the Middle East and North Africa on HR LOB and E-Government on October 22, 2007
- HR LOB Agency Coordinator hosts the Learning and Development Advisory Council (LDAC) meeting on October 24, 2007
- HR LOB Agency Coordinator hosts the Customer Council meeting on October 31, 2007
- HR LOB Acting Director hosts the Multi-Agency Executive Strategy Committee (MAESC) meeting on November 6, 2007
- HR LOB Agency Coordinator hosts the Federal Case Studies Workgroup meeting on November 15, 2007
- OMB, GSA, and NIST sponsor the Implementation of USG Validation of E-Gov Standards on November 16, 2007

## JOE CAMPBELL PROVIDES UPDATES ON THE HR LOB

### Private Sector SSC Evaluations Continue

I am pleased to announce that the evaluations of private sector shared service center (SSC) candidates continue to move forward. The cross-agency panel of Federal HR subject matter experts evaluating the vendor proposals is now in the process of attending operational capability demonstrations for each of the vendors. The panel expects to have its recommendations completed by mid-December 2007. This is a major step for the Human Resources Line of Business (HR LOB), because once the private sector SSCs are in place early next year, agencies can start using the guidelines in the Competition Framework document to competitively select an SSC and more importantly, begin the migration process.



Joe Campbell,  
Acting Director  
HR Line of Business

### E-Gov Standards Meeting

On November 16, 2006, OMB, GSA, and NIST sponsored a meeting to update agency E-Gov and LOB managers on the status of NIST activities in support of E-Gov standards validation. (*Joe Campbell Provides Updates on the HR LOB continued on page 2*)

### INSIDE THIS ISSUE:

WELCOME	1-2
ENTRANCE ON DUTY MARKET SURVEY REPORT	2-3
EHRI ANNOUNCEMENTS	3
WEBSITE UPDATES	4
UPCOMING EVENTS	4
LOB IN THE NEWS	4
ABOUT THE HR LOB	5
HR LOB CONTACTS	5

## JOE CAMPBELL PROVIDES UPDATES ON THE HR LOB

*Continued from Page 1*

The premise behind the E-Gov standards initiative is that the E-Gov initiatives and Lines of Business use of standards improves the operational effectiveness of applications. Lack of uniform standards can lead to problems in Internet accessibility, data compatibility, etc. The goals of the E-Gov standards initiative are to ensure that the most effective standards are used in E-Gov applications, to institutionalize the use of non-government standards in E-Gov applications where available, and to document E-Gov initiative and LOB best practices. The validated E-Gov standards will be incorporated into policy/process for USG procurement actions.

NIST has established a formalized and streamlined process and central reference site for validated standards at the “E-Gov Standards Resource Center” website at <http://ts.nist.gov/standards/e-gov/>. This portal provides general information on E-Gov, general information on standards, and E-Gov standards validation. The HR LOB and Enterprise Human Resources Integration (EHRI) are two of nine initiatives and LOBs with validated standards.

### **November 2007 MAESC Meeting**

The Department of Labor (DOL) presented its strategic vision for HR service delivery at the November MAESC meeting. DOL discussed their process for selection and migration to a shared service center (SSC). Migration to an SSC is critical to realizing DOL’s strategic vision for HR service delivery. DOL utilized the HR LOB Migration Roadmap Transformation Methodology in their internal processes for selecting an SSC. They selected the National Business Center in August 2007 and are now preparing for their migration. DOL expects to complete the migration by September 2009. Highlights from DOL’s presentation included the expected benefits of migration to an SSC and key success factors for each phase of its HR transformation.

OPM’s Retirement Systems Modernization (RSM) program presented an update on its progress. RSM is OPM’s strategic initiative to improve the quality and timeliness of services received by members of the Civil Service and Federal Employees Retirement Systems. RSM plans to “Go-Live” in February 2008. RSM is working with SSCs and payroll providers to migrate employee data in a wave approach. Employees on GSA’s payroll system will be the first wave to “Go-Live”. RSM continues to reach out to agencies to communicate the goals of the effort.

### **November 2007 Communications Letter Features**

- Entrance on Duty Market Survey Report
- EHRI Announcements
- HR LOB Website Updates

---

## ENTRANCE ON DUTY MARKET SURVEY REPORT

In 2006, Federal agencies identified an opportunity to improve the Federal Entrance on Duty (EOD) process. An improved EOD process will have a positive impact on the Federal on-boarding process through the elimination of redundant data entry, reduced administrative burden, and an enhanced experience for the prospective employee. The implementation of a more efficient EOD capability will result in a return on investment that reflects both human capital and financial benefits.

The EOD Concept of Operations (CONOPS) report, available on the OPM website at <http://www.opm.gov/egov/documents/EOD/>, describes a business process to leverage technology for increasing efficiencies in the EOD process. One of the recommendations in the EOD CONOPS is to issue a Request for Information (RFI) to assess how vendor EOD solutions comply with the architecture and requirements in the EOD CONOPS. The HR LOB issued an EOD RFI in May 2007 and received responses from public and private sector organizations. The HR LOB has completed an analysis of the responses and developed (*Entrance on Duty Market Survey Report continued on page 3*)

## ENTRANCE ON DUTY MARKET SURVEY REPORT

*Continued from Page 2*

an EOD Market Survey Report to assist agencies in their acquisition of EOD solutions.

The EOD Market Survey Report contains responses from nine organizations for providing EOD solutions to the Federal government. The report captures consolidated EOD solution information submitted as a result of the EOD RFI. The Market Survey Report complements the EOD CONOPS with an additional source of information that can be leveraged by agencies when acquiring an EOD solution and is available to agencies on QuickPlace, HR LOB's collaboration tool.

---

## EHRI ANNOUNCEMENTS

EHRI is transforming the collection, handling, and reporting of the Federal Government's human resources data. EHRI technology is replacing the paper personnel folder with an electronic Official Personnel Folder (eOPF) providing a central data repository that allows workforce analysis and analytics across the entire Federal government.

### **Elizabeth Anne Martin Selected to be eOPF Project Manager**

Elizabeth Anne Martin joined the EHRI Program Office on October 29, 2007, as the new Project Manager. Martin comes from the Department of Treasury, and has worked in human resources for more than 20 years in various areas. For the last 15 years, she worked with both legacy and modern human resource information systems and with a data warehouse. In addition, Martin was detailed to OPM to work on EHRI in the past and continued to serve as the Treasury representative for EHRI. She also served as a Treasury functional and system requirements expert for the HR LOB activities.

### **EHRI Launches New eOPF Helpdesk**

On October 1, the EHRI Office launched a new helpdesk to improve services, decrease response times, and deliver accurate and timely information. Telesis, a company based in Rockville, MD, will automate certain high volume requests for common tasks such as password reset and escalating tickets to agencies for handling. This automation is expected to significantly improve the turnaround time for the helpdesk to address user questions. To decrease helpdesk volume, agencies are also encouraged to communicate the features and benefits of eOPF before the system is launched to employees. This communication is recommended to include user training for both employees and HR specialists, as well as general information about eOPF and commonly asked questions. To find out more about Telesis, visit their website at <http://www.telesishq.com>. To contact the helpdesk at their new location, call 866-275-8518 or e-mail [eOPF\\_HD@TelesisHQ.com](mailto:eOPF_HD@TelesisHQ.com).

### **EHRI Details Web-Based Training**

EHRI is developing web-based training (WBT) to support agencies with their migration to version 4.0 and address ongoing training needs for employees and HR specialists. The WBT, announced in August, will complement instructor-led classes by enabling on-demand training, thereby reducing travel costs to an onsite location. The WBT modules are being developed using the eOPF 4.0 training environment, which allows users to obtain hands-on practice in the training environment once they have completed the modules. Titles will include Basic User, HR Specialist, System Administrator, Transfer, Scanning and Indexing and Supervisor.

### **Items of Interest**

The Workflow Workgroup is soliciting agency participation. For more information, please contact Joanna Aslin at [joanna.aslin@ngc.com](mailto:joanna.aslin@ngc.com) or Monte Washburn at [montewashburn@bellsouth.net](mailto:montewashburn@bellsouth.net).

eOPF v4.0 (without the transfer functionality) is available on the Training System at <https://eopf.nbc.gov/training/>. Contact Dion Anderson for a user ID at [dion.anderson@opm.gov](mailto:dion.anderson@opm.gov) or 202-606-8153.

## WEBSITE UPDATES

A number of important updates have been made to the HR LOB website <http://www.opm.gov/egov>. The HR LOB Service Component Model (SCM) version 2, updated under the leadership of the multi-agency SCM workgroup, has been posted to the website at <http://www.opm.gov/egov/documents/architecture/#scm>. The SCM provides a common view of business services for agencies and SSCs. The SCM can be used by agencies to compare service offerings across SSCs.

The October 2007 edition of the HR LOB Communications Letter has been developed and posted to the website at [http://www.opm.gov/egov/news\\_info/communications/index.asp](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.

## UPCOMING EVENTS

DATE	EVENT
December 4-5, 2007	Shared Service Center Advisory Council (SSCAC) quarterly conference
December 5, 2007	Shared Service Center Advisory Council and Customer Council joint quarterly meeting
December 11, 2007	Multi-Agency Executive Strategy Committee (MAESC) monthly meeting
January 8, 2008	Multi-Agency Executive Strategy Committee (MAESC) monthly meeting
January 30, 2008	Customer Council monthly meeting
February 5, 2008	Multi-Agency Executive Strategy Committee (MAESC) monthly meeting
February 27, 2008	Customer Council monthly meeting
March 4, 2008	Multi-Agency Executive Strategy Committee (MAESC) monthly meeting

## LOB IN THE NEWS

### *Line of Business program to add private-sector providers*

Today most agencies get their human resources management systems, which process payroll, benefits, and track employees' careers, from one of five government agencies. By January they'll have more options from the private sector.

(<http://www.federaltimes.com/index.php?S=3163487>)

### *E-government bill clears Senate government panel*

The Senate Homeland Security and Governmental Affairs Committee easily adopted a bill on November 14 reauthorizing legislation to improve the accessibility of online government information another five years.

([http://www.govexec.com/story\\_page.cfm?articleid=38591&dcn=todaysnews](http://www.govexec.com/story_page.cfm?articleid=38591&dcn=todaysnews))

### *GSA's Mitchell to retire*

When Mary Mitchell came to the General Services Administration eight years ago, she told her boss at the time, Marty Wagner, that she would retire in June 2007. She was six months off her prediction. Mitchell announced earlier this week that she will retire Jan. 3 after 32 years as a federal employee.

(<http://www.fcw.com/online/news/150825-1.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.

## HR LOB KEY POINTS OF CONTACT

AREA	NAME	PHONE	EMAIL
<b>Acting Program Manager</b>	Joe Campbell	202-606-1534	<a href="mailto:Joseph.Campbell@opm.gov">Joseph.Campbell@opm.gov</a>
<b>Funding Contributions</b>	Liz Mautner	202-606-1121	<a href="mailto:Elizabeth.Mautner@opm.gov">Elizabeth.Mautner@opm.gov</a>
<b>Agency Coordination</b>	Marty Mitchell	202-606-4836	<a href="mailto:Martha.Mitchell@opm.gov">Martha.Mitchell@opm.gov</a>
<b>Requirements Board</b>	Phong Ngo	202-606-1010	<a href="mailto:Phong.Ngo@opm.gov">Phong.Ngo@opm.gov</a>
<b>EHRI</b>	Matt Perry	202-606-1416	<a href="mailto:Matthew.Perry@opm.gov">Matthew.Perry@opm.gov</a>
<b>e-Payroll</b>	Joe Campbell	202-606-1534	<a href="mailto:Joseph.Campbell@opm.gov">Joseph.Campbell@opm.gov</a>
<b>Administrative Issues</b>	Linda Vera	202-606-4185	<a href="mailto:Linda.Vera@opm.gov">Linda.Vera@opm.gov</a>

Human Resources Line of Business

Office of Personnel Management  
1900 E Street NW  
Washington, DC 20415



Phone: 202-606-1800  
Fax: 202-606-0530  
E-mail: [hrlob@opm.gov](mailto:hrlob@opm.gov)



FOR MORE INFORMATION  
VISIT US ON THE WEB:

[WWW.OPM.GOV/EGOV](http://WWW.OPM.GOV/EGOV)