

HR LINE OF BUSINESS

ISSUE 13, OCTOBER 2007



**MESSAGE FROM OPM
DIRECTOR
LINDA SPRINGER**



The HR LOB at the U.S. Office of Personnel Management is revolutionizing the way HR services are delivered throughout the Federal Government, and is a testament to the success of cross-agency collaboration. I am pleased to share this communications letter which provides the HR LOB stakeholder community regular updates on the status of the program and its key initiatives.

HIGHLIGHTS FOR THE HR LOB

- HR LOB and Federal Shared Service Centers (SSCs) participated in a panel discussion at the International Public Management Association for Human Resources (IPMA-HR) conference on September 4, 2007
- Vendor proposals received in response to Solicitation for Multiple Award Schedule (MAS) 738.X on September 6, 2007
- Shared Service Center Advisory Council (SSCAC) quarterly conference held on September 20-21, 2007
- Federal HR Best Practices Case Studies Workgroup meeting held on September 25, 2007
- Customer Council meeting held on September 26, 2007
- Chief Human Capital Officers Council (CHCOC) Human Capital Workforce and HR LOB Subcommittees joint meeting held on September 27, 2007
- Multi-Agency Executive Strategy Committee (MAESC) meeting held on October 2, 2007

INSIDE THIS ISSUE:

WELCOME	1-2
HR LOB PROJECT PLAN FOR FISCAL YEAR 2008	2-3
EHRI ANNOUNCEMENTS	3-4
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

Private Sector SSC Evaluations Underway

I am pleased to announce that the evaluations of private sector shared service center candidates are underway. A cross-agency panel comprised of Federal HR subject matter experts is now in the process of evaluating vendor proposals and expects to have its recommendations completed by mid-December 2007. This is a major step for the 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 migrations.



Joe Campbell,
Acting Director
HR Line of Business

SSCs Provide Federal Agencies an Array of HR Services

HR LOB shared service centers will deliver Human Resource Information Technology (HRIT) services for Personnel Action Processing and Benefits Management, and Payroll Operations. *(Joe Campbell Provides Updates on the HR LOB continued on page 2)*

JOE CAMPBELL PROVIDES UPDATES ON THE HR LOB

Continued from Page 1

SSCs may also offer additional services in areas such as Human Resources Development, Employee Relations, and Staff Acquisition. As stated in the previous issue of the Communications Letter, version 2.0 of the HR LOB Migration Planning Guidance will contain a summary of non-core offerings from shared service centers. While agencies must obtain HRIT services for Personnel Action Processing and Benefits Management, and Payroll Operations from an SSC, the decision to obtain other services is solely at the discretion of the agency.

October 2007 Communications Letter Features

- Overview of HR LOB project plans for fiscal year (FY) 2008
- EHRI Announcements

HR LOB PROJECT PLAN FOR FISCAL YEAR 2008

Since its inception in April 2004, the HR LOB has engaged 24 agencies in defining its vision and goals, concept of operations, enterprise architecture, and supporting business cases. During Fiscal Year (FY) 2007 and continuing through FY 2008, the HR LOB continues to meet its goals in support of the President's Management Agenda. During FY 2008 the HR LOB will focus its efforts on three key strategic areas:

1. Shared Service Center (SSC) Support and Management
2. Strategic HR Transformation
3. Enterprise Architecture and Requirements

In **SSC Support and Management** the HR LOB plans to achieve the following milestones:

- Complete evaluation of vendor proposals to establish a schedule of private sector SSCs by the end of calendar year 2007.
- Publish version 1.0 of the Migration Planning Guidance.
- Update the Migration Planning Guidance to include SSC service offerings after the private sector SSC schedule is established and publish version 2.0 of the Migration Planning Guidance.

In **Strategic HR Transformation** the HR LOB plans to achieve the following milestones:

- Develop a report compiling case studies on Federal HR best practices. This report will document case studies of Federal HR best practices that agency management may leverage for planning purposes.
- Develop a report addressing strategies for retained HR at agencies, because agency migrations of select HR functions to SSCs will create opportunities to transform the HR functions remaining at agencies.
- Begin a benchmarking study of the SSCs and payroll providers to establish a baseline of service delivery performance.

In **Enterprise Architecture and Requirements** the HR LOB plans to achieve the following milestones:

- Develop the Technical Model, which will establish a common view of relevant technologies and compile a set of applicable government standards for each of the technology services identified.

(HR LOB Project Plan for Fiscal Year 2008 continued on page 3)

HR LOB PROJECT PLAN FOR FISCAL YEAR 2008

Continued from Page 2

- Develop a Separation Management Concept of Operations. This CONOPS will describe the functional requirements for off-boarding an employee, propose a process and technology model for delivering these services, and recommend an overall strategy for agencies to acquire the future solution.

The success of the HR LOB is driven by the active participation of the stakeholder community in achieving these significant milestones. The HR LOB looks forward to achieving these successes to continue to support the improvement of Federal human resources service delivery through shared service centers and agency transformation.

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.

eOPF Program Surpasses FY07 Goal

As of October 1, the electronic Official Personnel Folder (eOPF) project not only met, but exceeded its FY 2007 goal of converting 600,000 personnel folders to electronic files by converting 618,808 folders. This milestone represents a consistent work effort accomplished by a small army of people physically scanning, indexing, providing diligent quality reviews and then ultimately delivering electronic images of more than 100 million pages of Federal employee personnel folders.

"Replacing 600,000 paper folders with 600,000 electronic folders reduces storage, copying, and filing requirements; saves labor and mailing costs; and facilitates more strategic decision-making," declared Matthew Perry, EHRI Program Director. "More importantly, eOPF assures continuity of operations and disaster recovery by providing Agencies with offsite electronic record storage. Finally, eOPF fosters employee satisfaction by providing self-service web access to key personnel information, 24/7."

Federal agencies are lining up to learn more about eOPF in time to meet the 2010 deadline. To date, 35 Federal agencies have eOPF implementation programs either completed or underway.

Master Forms List To Be Available Online

To support collaboration across Agencies, the EHRI Program Office will post the Master Forms list online at www.opm.gov/egov/e-gov/EHRI/. The Master Forms list provides primary guidance to the conversion vendor for indexing and removing eOPFs, details all OPM- and Agency-specific forms, and maps each form to a permanent, temporary, or removal status. The Master Forms list includes: 1) OPM Master list, identifying the standard forms approved for use by all government agencies; 2) Generic Agency list, containing the list of forms generated by individual agencies that are used by various government agencies; 3) Agency-Specific list, containing forms that are limited to that Agency's personnel processing operations; and 4) Master Purge list, detailing forms to be removed from the Permanent and Temporary sides of the eOPF. Making the Master list easily accessible in its entirety enables Agencies to identify forms outside their governance and determine what action to take for conversion to eOPF. It also allows Agencies an additional opportunity to review the list for updates and revisions. Please contact Richard Hoffheins at Richard.hoffheins@opm.gov if a form is missing from one of these lists.

Agencies to Upgrade to eOPF R4 by February 2008

A standardized transfer process is a new key feature of eOPF Release 4 which also offers HR personnel greater functionality, time savings, and efficiency as well as improved usability for both HR and employees. (*EHRI Announcements continued on page 4*)

EHRI ANNOUNCEMENTS

Continued from Page 3

The EHRI PMO released the Agencies' upgrade schedule for Release 4, listing VA, NASA, NEA, NPRC, and USITC among the first to begin the process in August. USAID and HHS follow closely behind, with start dates in September and October, respectively. Other Agencies currently using eOPF 3.2 will be upgraded no later than February 2008 and in the future, only Release 4 will be offered to agencies when implementing eOPF.

UPCOMING EVENTS

DATE	EVENT
October 24, 2007	Learning and Development Advisory Council quarterly meeting
October 31, 2007	Customer Council monthly meeting
November 6, 2007	Multi-Agency Executive Strategy Committee (MAESC) monthly meeting
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

Competition for HR services could heat up in fiscal year 2008

The Office of Personnel Management and General Services Administration will award vendors a place on the Federal Supply schedule for human resources services by the end of the calendar year, and companies will begin competing to provide HR services to agencies shortly after that.

(http://www.fcw.com/print/13_33/policy/150022-1.html?topic=lob)

Justice's Paul becomes acting OMB chief architect

Kshemendra Paul has taken over as acting chief architect at the Office of Management and Budget. He started October 1, 2007, the day after Dick Burk retired from the position after more than 36 years of government service.

(<http://www.fcw.com/online/news/150445-1.html>)

Online talent tools assist HR in shaping federal workforce

Human resources offices seeking better ways to assess employee skills on a large scale, often agencywide, are turning to competency management tools. Those tools give managers a snapshot of where they need employees with certain skills.

(http://www.fcw.com/print/13_28/news/103443-1.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

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