

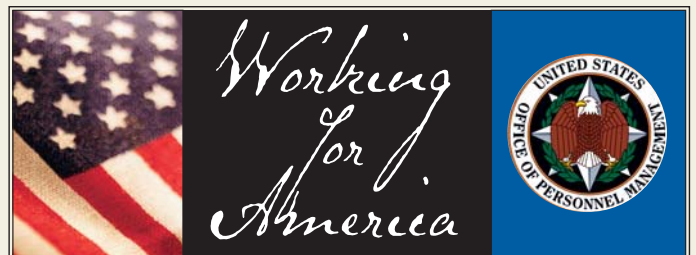


*UNITED STATES
OFFICE OF PERSONNEL MANAGEMENT*

**HUMAN RESOURCES
LINE OF BUSINESS**

**TARGET REQUIREMENTS
FOR
SHARED SERVICE CENTERS
VERSION 1.0**

UNITED STATES OFFICE OF PERSONNEL MANAGEMENT



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HUMAN RESOURCES LINE OF BUSINESS TARGET REQUIREMENTS FOR SSCS

A Message from the OPM Director

The *Target Requirements for Shared Service Centers Report* reflects the best thinking of both Federal Human Resources (HR) subject matter experts and also HR experts in the private sector.

This report gives the Federal government an outline to achieve the goals of the President's Management Agenda. It establishes a technology and business processing infrastructure that supports the strategic management of human capital and the implementation of pay-for-performance systems. The report, which carries out the vision of the Human Resources Line of Business, helps with the creation of governmentwide, modern, cost effective and interoperable Federal HR solutions.

It also provides common solutions that will enable Federal departments and agencies to work more effectively, and it provides managers and executives across the Federal Government improved tools to meet strategic objectives.

Most importantly, if the solutions in the report are enacted, they will help ensure the efficient management of automated information systems that support HR activities, giving agencies the ability to transform their internal HR focus from an emphasis on administrative processing to strategic planning.

Human Resources Line of Business Foreword to Target Requirements for Shared Service Centers

In the spring of 2004 the Office of Management and Budget (OMB) established five lines of business to fulfill the President's Management Agenda (PMA) through an enterprise-driven approach to electronic government. The Human Resources Line of Business (HR LOB), led by the Office of Personnel Management (OPM), was launched in 2004 to realize the potential of electronic government and fundamentally redefine human resources service delivery for all civilian employees of the Executive Branch of the Federal government.

The HR LOB Concept of Operations (CONOPS) proposes a service delivery model that preserves some HR functions at the agency level and moves other HR functions to Federal HR service centers. Over time, as the Federal HR service centers evolve and expand their capabilities, more and more functions will shift to the service center delivery mode.

The HR LOB service delivery model is guided by the concept of “shared services”. Shared services generally are defined as the consolidation of administrative non-mission critical processes into a stand-alone business enterprise that provides those services to other business units in an organization. The shared services delivery model for the U.S. Federal government will involve taking common HR information systems and some HR processes out of agencies and moving them into separate shared services organizations – shared service centers (SSCs). This approach will allow agencies to focus on their core missions, while the core mission of the shared service centers will be to deliver administrative services efficiently in a cost effective manner with a focus on the customer and service quality.

During the second half of 2004, OPM sponsored multi-agency workshops to improve the modeling of human resources baseline processes and sub-processes and to define the Business Reference Model (BRM) for the HR LOB. The collaboration achieved during the workshops is a model for the development of HR information system operations that was carried over to the development of the HR Target Requirements for SSCs.

This report is the product of another highly successful multi-agency effort. The detailed target requirements outline the expectations of shared service centers by describing the role of the SSC in the HR process and providing specifications for the efficient and successful delivery of services and solutions.

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Target Requirements for Shared Service Centers
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1. Introduction

The Human Resources Line of Business (HR LOB) service delivery model proposes to consolidate administrative non-mission critical processes into a “shared services” environment. The shared services delivery model will involve taking common HR processes out of agencies and moving them into separate shared service organizations – referred to as shared service centers (SSCs).

This HR LOB Target Requirements for Shared Service Centers Report describes expectations of shared service centers as they strive to achieve this new service delivery model, outlined in the “HR LOB Common Solution(s) White Paper and Concept of Operations”. It describes the role of the SSC in the HR process and it provides specifications for delivery of services and solutions.

Section 1, *Introduction*, describes the HR LOB initiative and explains the approach to HR LOB requirements. Section 2, *HR LOB Near-term Conceptual Design*, provides a process-driven concept of operation and high level design for the three core HR LOB business areas. Section 3, *HR LOB Long-term Conceptual Design*, provides a process-driven concept of operation and high level design for the remaining seven HR LOB business areas. Detailed requirements for core areas appear in Appendices A, B and C of this report. The non-core areas will be validated during FY 2006.

A. HR LOB Introduction

In the future Federal HR service delivery model, HR information system operations and some administratively intense non-mission critical HR activities will be migrated to shared service centers (SSCs) – agencies that will provide HR and payroll services for the civilian employees of other agencies in addition to their own employees. Private sector SSCs may be identified to compete for the opportunity to provide these services to agencies.

Moving HR information systems operations and some HR services to a SSC will free up agency HR personnel to perform more strategic HR functions and will afford the following potential business benefits:

- **Improved Management** -- Improve the government-wide strategic management of human capital through:
 - Faster decision making
 - More informed policy making
 - More effective workforce management
 - Knowledge sharing and exchange

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- Better alignment of resources to agency missions
- **Cost Savings / Avoidance** -- Achieve or increase cost savings / avoidance for HR activities through:
 - Increased competition
 - Reduced duplication of labor and IT resources
- **Improved Customer Service** -- Improve customer services and increase customer satisfaction through:
 - Increased focus on client and on client value
 - Improved communication and responsiveness
 - Enhanced quality
 - Enhanced timeliness
 - Enhanced accuracy
 - Enhanced consistency
- **Operational Efficiencies** -- Achieve or increase operational efficiencies in the operation of human resources services through:
 - Reduced cycle times
 - Improved access to information
 - Improved servicing ratio and response times

B. Requirements Introduction

Federal Enterprise Architecture (FEA) standards guide HR LOB efforts. During the period from September through December 2004, 271 people representing 33 Federal agencies met in a series of 16 workshops to construct the HR LOB Business Reference Model (BRM) – one of five FEA components. The result was an end-to-end process view of human resources for the Executive Branch of the U.S. Federal government. Forty-five (45) processes organized into nine sub-functions comprise the BRM. The 45 processes break down into a total of 208 activities.

In January 2005 an initiative was launched to define business and technical requirements around this end-to-end process. Each BRM activity was scrutinized to determine whether it should be supported by a shared service center in the future or continue to be performed at the agency. Each BRM activity was given one of the following designations:

1. The activity will be performed in the future by the agency.
2. The activity will be performed in the future by an SSC.

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3. The activity will be collaboratively performed in the future by some combination of both the agency and the SSC.

These designations provide the basis for scoping this requirements definition effort. Since the intention of the requirements in this document is to set *expectations of shared service centers*, requirements have been gathered for those activities that will be supported by SSCs (2. and 3. above). Since there is no need for requirements for BRM activities that will be performed by agencies alone, requirements have not been gathered for those BRM activities.

The benefits of investing in this coordinated set of expectations include:

- a single comprehensive business process-driven vision for services and technology,
- an agency-driven basis for OMB and OPM to endorse shared service centers,
- a consistent basis for each agency to select a shared service center,
- a single cross-government blueprint for future service and technology design specifications,
- a starting point for identifying future performance measures, and
- testing of core solutions in an open and transparent setting.

The HR LOB Program has designated three highly transactional administratively intense areas to be the focus of initial efforts. This requirements definition project focused on these areas, producing “core requirements” that specify services and supporting technology for activities that:

- Fall within the Compensation Management sub-function
- Fall within the Benefits Management sub-function
- Produce a Personnel Action transaction

Eighty-eight representatives from 24 agencies validated these requirements in a series of work sessions.

The requirements team identified, but did not validate, requirements associated with the remaining seven HR LOB sub-functions:

- HR Strategy
- Staff Acquisition
- Organization and Position Management
- Employee Development and Performance Management
- Employee Relations

- Labor Relations
- Separation Management

The Program Management Office of the HR LOB has partially compiled the “non-core requirements” associated with the above sub-functions and will extend and validate them in cross-agency sessions during Fiscal Year 2006.

Requirements describe business outcomes a shared service center must produce for each BRM sub-function and are not meant to provide design-level detail. Subsequent to this requirements initiative, each SSC will partner with customer agencies to establish business rules that are standard across the HR LOB and create design blueprints that expand these requirements into specifications that can be leveraged for system, process and role design.

This approach was taken to foster innovation among SSCs, to encourage competition and customer involvement and, because there will be more stability at this level, to decrease the need for maintenance over time.

C. Shared Service Center Expectations

Every requirement has been given one of three designations:

- Mandatory
- Critical
- Useful

OMB and OPM have established expectations that all mandatory requirements will be met within two years of being published. Expectations have also been set that critical requirements will likely become mandatory requirements in three years. However, new legislation and policies may accelerate the change in requirements designation. SSCs will not be pressed to meet all useful requirements, but useful requirements will distinguish solutions and services in the marketplace. Over time, market forces will compel SSCs to meet useful requirements.

Every requirement has also been associated with a “role”. The role designates the entity responsible for fulfilling the requirement. Since these requirements set expectations of shared service centers, there exist only two alternatives for role designation:

- SSC – the shared service center is responsible for fulfilling the requirement
- SSC and / or agency – the shared service center and the agency agree on roles. The SSC, the agency, or a combination of both fulfill the requirement

Under the HR LOB CONOPS, the services that agencies must obtain from SSCs are those relating to HR information systems and payroll operations. Customer agencies are not mandated to seek other services from an SSC in the near-term. However, the migration of highly transactional services to a SSC may help an agency achieve

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operational efficiencies and increase its focus on the strategic management of human capital.

A SSC certification program is being established to ascertain the extent to which SSCs are meeting requirements. The SSC will be required to pass three levels of examination:

- Self-evaluation – SSCs will evaluate themselves against all published requirements and will create high level plans for addressing partially met or unmet mandatory requirements
- Demonstration – SSCs will demonstrate their services and technology against published test cases and will develop detailed plans for addressing partially met or unmet mandatory requirements
- Independent review – SSCs will be evaluated for their ability to satisfy customer needs including the extent to which they meet requirements

2. HR LOB Near-term Conceptual Design

The HR LOB Conceptual Design is a BRM process-driven view of the future HR service delivery model for the U.S. Federal government. It covers a total of ten areas – one for each BRM sub-function plus Personnel Action, which is a capability that spans sub-functions. Cross-agency validation groups have validated three of the ten conceptual designs:

- Personnel Action
- Compensation Management
- Benefits Management

Conceptual designs for the above near-term sub-functions appear in this section of the report.

The remaining seven sub-functions will be validated during Fiscal Year 2006. Conceptual designs for the following long-term sub-functions appear in Section 3 of this report.

- HR Strategy
- Staff Acquisition
- Organization and Position Management
- Employee Development and Performance Management
- Employee Relations
- Labor Relations
- Separation Management

A process view concept of operations, delineating the role of the agency versus the shared service center for selected BRM activities, is presented for each sub-function. Also included are high level design points that provided the basis for the detailed requirements found in this report. These design points will guide the innovations that are expected to be adopted over time.

A. Personnel Action

The Office of Personnel Management's *Guide to Processing Personnel Actions* defines a **Personnel Action** as "the process necessary to appoint, separate or make other personnel changes." The concept of personnel action is not specific to a single HR LOB Business Reference Model sub-function. Rather, it is a concept that converges with multiple

activities across the BRM -- activities that result in a change to employee status or other key employee data.

The HR LOB shared service centers will provide a personnel action solution that offers the capability to initiate and process a personnel action. The solution will use automated workflow to route the personnel action through its approval sequence and provide appropriate notifications. It will seamlessly connect to other HR LOB and other e-Gov HR solutions.

The remainder of this section details the roles of the shared service center and the agency in personnel action-related activities and describes the innovations that shared service centers are expected to adopt.

i. Personnel Action Concept of Operations

Personnel action is a capability that supports multiple HR LOB Business Reference Model sub-functions. Agency and SSC involvement in this concept of personnel action is described in this sub-section.

Agency personnel will continue to initiate and approve personnel actions. Employees will receive electronic notification of personnel actions that have been processed on their behalf. Agency personnel will also continue to perform manual processing, should any remain. SSCs will provide the tools that will automate the process. SSCs will also capture and retain raw data that will enable performance tracking.

ii. Innovation

Shared service centers will be expected to deliver solutions to customer agencies that are both substantive and innovative. The following design points describe expectations of the personnel action solution. They provide the conceptual basis for the personnel action requirements found in Appendix A of this report.

- Personnel action data entry will be via a web-based facility that will allow for data entry from any secure device. The facility will exploit the use of electronic signatures, eliminating the need for paper forms.
- The personnel action facility will utilize web-based form(s) that will be tailored to the particular nature of action (NOA) being entered. Once agencies adopt this capability, these forms will link to and become part of the employee's eOPF. Drop down boxes will provide lists of values specific to the NOA. Data will be auto-populated to the extent possible with existing data specific to the position, role and / or employee. Data edits will decrease the entry of erroneous information and will provide contextual guidance regarding errors. Edits will also provide links to relevant policies. Effective dating will enable entry of personnel actions at any time.
- The personnel action facility will use automated workflow to manage the personnel action process. Personnel actions will be electronically moved through the chain of approval and notification, based on business rules. The chain of approval and notification will be tailored to the NOA. An electronic notification will be provided to the employee informing him or her that a personnel action has been processed on

his or her behalf -- eliminating the need for a paper notification -- after approval and as applicable. Any notifications requiring additional action will provide a link to the corresponding web-based form. Any manual processing may be delegated by the initiator to other individuals.

- Employee and manager checklists will be generated to manage follow-up actions.
- Integrated systems and interfaces will eliminate the need for duplicate data entry. Data updates will be cascaded to other systems as appropriate. Data captured on the employment application and during entry on duty will be retained and will be available throughout an employee's tenure.
- Personnel action-related performance measures will be identified and put into the service level agreement.
- Tracking data will be captured and retained to provide raw data for performance measurement, audits and trend analysis.
- People will be trained on personnel action concepts and on the use of the new personnel action facility.

B. Compensation Management

The HR LOB Business Reference Model defines the sub-function **Compensation Management** as “the adoption of nondiscretionary (government-wide), agency discretionary and alternative compensation programs that are fair, equitable and promote employee retention. Award and bonus payout strategies are devised and administered. Work schedules are established and time worked is recorded and approved. Leave taken is reconciled against leave accrued to determine leave balances. Payroll is processed and reconciled and employee pay and other third party disbursements are generated. Labor costs are distributed, as appropriate, to the appropriate cost accounts.”

In the future, shared service centers (SSCs) will play a key role in compensation management activities. SSCs will provide a compensation management solution that includes tools to support managers' pay and award decisions. The solution will use self-service and automated workflow to manage time reporting and approval. SSCs will also offer self-service capabilities to enable employees to enter employee-furnished payroll data (e.g., direct deposit, withholding). SSCs will provide automated support for leave processing. They will also manage the end-to-end payroll process including setup, processing, disbursement, reporting and compliance. SSCs will provide employees and managers with secure access to leave and pay data. And they will provide customer support to employees and managers for any leave, pay or time and attendance questions or issues. The SSC's solution will seamlessly connect to other HR LOB and other e-Gov HR solutions.

The remainder of this section details the roles of the shared service center and the agency in compensation management activities and it describes the innovations that shared service centers are expected to adopt.

i. Compensation Management Concept of Operations

The Compensation Management sub-function of the HR LOB Business Reference Model contains seven processes that break down to a total of 28 activities. Shared service centers will support 14 of the 28 BRM activities. Agency and SSC involvement in these 14 activities is described below.

4.4.3 Set Bonus or Award Pay. Agency personnel will review bonus / award information, determine bonus / award amounts and input bonus / award data in the payroll or other designated system provided by the SSC. They will also determine eligibility for pay changes and enter pay data in the payroll or any other designated system as required. SSCs will capture bonus / award and pay data in the payroll or other designated system.

4.5.1 Identify Employees to Receive Pay Change. Agency personnel will determine eligibility for and the amount of pay changes (e.g., manual salary increase, temporary salary increase, salary changes due to promotion, demotion and relocation). SSCs will capture pay data in the payroll or any other designated system.

4.6.1 Manage Leave Usage. Employees will request leave via self-service. Agencies will use automated work-flow tools to review and approve leave requests. SSCs will track employee leave accrual and usage (e.g., FMLA, leave banks, voluntary leave transfer, home leave) based on time worked and leave taken, verify eligibility for leave and requested leave duration, respond to employee questions and resolve basic leave issues per guidelines and business rules.

4.6.2 Schedule Employees. The manager or supervisor will schedule employees based on project and / or work requirements. SSCs will capture employee schedules.

4.6.3 Attest Attendance Data. Agency employees will record their time worked (e.g., premium pay, differentials, hazard pay) on an exceptions basis if possible. Employees will also record leave taken. SSCs will capture employee time entry.

4.6.4 Certify Employee Attendance Data. Agency managers or other designated approvers will certify that the employee-entered attendance data is accurate. SSCs will capture the time approval.

4.7.1 Manage Employee-Furnished Payroll Data. Employees will enter payroll data (e.g., direct deposit, voluntary deductions, withholdings information) via employee self-service. Alternative means will also be available (e.g., e-mail, fax, mail). SSCs will capture employee-derived payroll data.

4.7.2 Prepare for Payroll Processing. Agencies will make time and attendance data for the pay period available to the SSC. SSCs will perform preliminary payroll calculations and resolve any discrepancies.

4.7.3 Process On-Cycle Payroll. SSCs will calculate gross pay, apply taxes and deductions to calculate net pay and generate and disburse pay (e.g., employee, taxes, allotments).

4.7.4 Process Manual Payroll. To accommodate exception conditions, SSCs will operate outside the scheduled pay cycle and calculate gross pay, apply taxes and deductions to calculate net pay, verify net pay and generate and distribute pay checks or leave and earnings statements (LES). These will typically be one-time payments (e.g., awards, advances, defactos, settlements).

4.7.5 Process Disbursements to Third Parties. SSCs will calculate and send payments to third parties and reconcile payment data with the third parties.

4.7.6 Handle Payroll Issues. SSCs will provide help desk support to respond to or refer employee payroll issues. Support will be web-based self-service supplemented by tiered telephone support. SSCs will be evaluated on their ability to resolve reported payroll issues.

4.7.7 Distribute Labor Costs. SSCs will allocate payroll costs to projects or accounts for any time reported against a project or account code. They will transmit labor cost allocation information to the General Ledger and other financial account systems or third parties.

4.7.8 Perform Periodic Reporting. SSCs will make periodic standard reports available to agencies by pay period, quarterly, annually and as requested. They will also provide ad hoc reporting capabilities to the agency.

ii. Innovation

Shared service centers will be expected to deliver solutions to customer agencies that are both substantive and innovative. The following design points describe expectations of the compensation management solution. They provide the conceptual basis for the compensation management requirements found in Appendix B of this report.

Overall Compensation Management:

- SSCs will provide integrated systems with appropriate interfaces that will eliminate the need for duplicate data entry.
- Employees will have self-service capabilities for entry of employee-derived payroll data (e.g., direct deposit data, credit hour requests, compensatory time requests) and for visibility into leave balances and pay data.
- SSCs will provide web-based process automation and workflow including notification and approval capabilities. To support this workflow capability, SSCs will deliver multi-channel customer support including web-based help, phone assistance and tiered troubleshooting assistance.
- SSCs will work with customers to identify and prioritize their needs. They will provide robust tools for analysis (e.g., payroll forecasts and what-if scenarios for policy changes) plus standard and ad hoc reporting capabilities.

Set Bonus, Monetary Award and Pay Changes:

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- SSCs will provide a tool that supports invoking step increases based on pre-established business rules and with appropriate supervisory approvals. SSCs will also maintain pay bands and associate pay bands to pay ranges. SSCs will provide manager notification of pending increases and will prompt managers to certify the increases. Managers will either certify the increase or notify the SSC the increase is denied due to unacceptable performance.
- SSCs will provide tools to support managers' compensation decisions (e.g., pay pool manager, market-based compensation subscription services). This information will be used to generate pay change personnel actions. SSCs will provide timely training to managers and supervisors on these tools.
- SSCs will provide the capability to tie bonus, applicable awards and pay changes to performance review results.
- SSCs will provide the means to move pay change data automatically through chain of approval and notify appropriate individuals as necessary via workflow. They will also provide adequate levels of security that allow only authorized, appropriate individuals secure access to individual performance data to justify performance-based pay changes.

Manage Leave:

- SSCs will provide a tool that supports all paid and unpaid leave types, automatically manages leave balances in accordance with government-wide and agency-specific policies and guidelines and provides employees with visibility to their leave balances. The tool will include automatic triggers for continuation of benefits (for unpaid leave) and will allow settlement of leave accounts (e.g., separation, transfer between agencies and SSCs).
- SSCs will provide employee and manager self service and workflow to manage leave processing including leave request submission, balance verification, electronic approval routing, leave end date tracking, leave usage extension requests and leave donation support. The SSCs will include leave reporting capabilities at the employee, group, department and agency levels.

Manage Time & Attendance:

- SSCs will provide scheduling tools that support work schedules and tours of duty, specific employee schedule by time period, rescheduling, comments and project labor cost analysis. The solution will provide a view of scheduled leave across groups of employees and will identify not-to-exceed exceptions by project, group of employees or positions.
- SSCs will provide a tool that allows time to be entered electronically (e.g., web-based capability, badge swipes) and on an exception basis as appropriate. The capability will exist to associate time, by code or employee, with a project code.

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- SSCs will provide web-based time approval tool that uses electronic workflow to manage the approval process. The tool will accommodate out of office situations, moving the approval through an alternative routing. The tool will send notifications regarding overdue actions or approvals. It will make time data available to payroll and the general ledger and will provide visibility to time data to employees and managers.

Manage Payroll:

- SSCs will provide a real-time, web-enabled, self-service tool that allows an employee to enter employee-derived payroll data (e.g., direct deposit data, credit hour requests, compensatory time requests).
- SSCs will work to standardize business practices through the use of business rules, edits and automated processes. They will use standardized pay periods, pay dates and numbering of pay dates.
- SSCs will maximize the use of electronic transfer and secure web-based portals to make third party payments / remittances, allow employees to access their pay history, provide standardized leave and earning statements and provide real-time access to statutory and regulatory information.

Distribute Labor Costs:

- SSCs will provide a government-wide labor distribution system so agencies can feed standard data into a single strategic data warehouse for downstream use (e.g., Finance, project managers). SSCs will reconcile labor cost data against total charges made to appropriations.

Perform Periodic Reporting:

- SSCs will provide any-time, any-place secure access to reports. This facility will support standard and ad hoc reporting and secure electronic export of W-2 data to employees' tax programs for streamlined tax preparation.

C. Benefits Management

The HR LOB Business Reference Model defines the sub-function **Benefits Management** as “designs, develops and implements benefit programs that attract, retain and support current and former agency employees. This sub-function includes: establishing and communicating benefits programs; processing benefits actions; and interacting as necessary with third party benefits providers.”

The HR LOB shared service centers will provide a benefits solution that offers web-based employee self-service capabilities for benefits enrollment. SSCs will activate benefits enrollments based on predefined business rules and make benefits participation data available to payroll and to benefits providers. SSCs will deliver benefits communication and will provide benefits counseling to employees. SSCs will support both government-wide and agency-specific benefits programs. For agency-specific

benefits programs, SSCs will provide consultative support to agencies on communication content and approach and will provide facilities and media to deliver benefits communication to employees.

The remainder of this section details the roles of the shared service center and the agency in benefits management activities and it describes the innovations that shared service centers are expected to adopt.

i. Benefits Management Concept of Operations

The Benefits Management sub-function of the HR LOB Business Reference Model contains two processes that break down to a total of nine activities. Shared service centers will support seven of the nine BRM activities. Agency and SSC involvement in these seven activities is described below.

The following three activities apply where agencies are establishing their own discretionary benefits programs.

5.1.3 Coordinate Process Implementation with Partners and Providers. Agencies will continue to drive implementation of agency discretionary benefits programs. They will negotiate these benefits with providers, approve implementation plans and authorize implementation as milestones are reached. SSCs will partner in program implementation activities. SSCs will develop new or modify existing processes, roles and technology as required by the benefit program, based on implementation plans approved by the agency. And they will follow through with testing these components and staging them to a production environment.

5.1.4 Create Benefits Communication Approach and Content. Agencies will continue to devise the overall strategy and approach to communicate agency discretionary benefits programs. Agencies will also determine the overall content to be delivered. SSCs will provide consultative support to the agency on benefits communication, including advice on content, timing and media. SSCs may also prepare content for these communications.

5.2.2 Manage Provider Contracts. Agencies will monitor benefits service levels with providers for agency specific benefits programs. Agencies will track performance over time and renegotiate service level agreements as end dates near. SSCs will provide the data to enable agencies to monitor service levels and track performance.

The following four activities apply to both agency discretionary benefits programs and to government-wide benefits programs.

5.2.1 Deliver Benefits Communication. SSCs may serve as a provider of benefits counseling to employees. Additionally, SSCs may deliver benefits communication, making it available via various media.

5.2.3 Elect Benefits. Employees will enter benefits enrollment data via self-service applications. SSCs will provide the self-service tools and databases that support capture of benefits enrollment data.

5.2.4 Activate Enrollments. SSCs will determine employee eligibility for benefits based on business rules. The SSCs will process enrollment transactions.

5.2.5 Maintain Appropriate Records. If forms requiring ‘wet signature’ remain, SSCs will receive and maintain these completed and signed forms.

ii. Innovation

Shared service centers will be expected to deliver solutions to customer agencies that are both substantive and innovative. The following design points describe expectations of the benefits management solution. They provide the conceptual basis for the benefits management requirements found in Appendix C of this report.

- SSCs will use proven, repeatable processes, supported by tools and technologies, to manage the implementation of benefits programs.
- SSCs will provide change management assistance for new benefits programs or changes to existing programs.
- SSCs will provide subject matter expertise supporting the creation, editing and review of benefits communication content.
- SSCs will provide facilities and media to deliver benefits communication to employees. SSCs may provide assistance to enrollees via multiple channels (e.g., web, phone, fax and USPS).
- SSCs will provide enrollees web-enabled capabilities to evaluate benefits programs, review their eligibility, enroll in or waive benefits and make changes. To accommodate those employees that do not have access to the Internet, SSCs will make multiple other channels -- including e-mail, fax, phone and mail -- available to perform these activities
- SSCs will build and support a robust web-based information resource that provides information to enrollees and participants on benefits programs, eligibility, providers, forms and procedures. Decision support tools will be made available to employees to support benefits decisions. SSCs will provide real-time counseling on the use of those tools.
- SSCs will promote a “culture of self-sufficiency” for benefits election. For example, benefits counselors will not counsel enrollees on benefits but will lead them through the provided resources and tool to help them make their own decisions.
- SSCs will capture data in an integrated HRIS database and make it available for downstream use.
- SSCs will make benefits participation data available to benefits providers for billing, claims administration and customer support.
- SSCs will ensure secure transactions and seamless integration with any bolt-ons or other interfaced systems.

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- SSCs will enforce eligibility requirements during the enrollment process based on business rules and capitalizing to the extent possible on automated capabilities.
- SSCs will issue a consolidated annual benefits statement to each employee. An online benefits statement will also be available on demand. The statement will include all of the benefit programs for which the employee is eligible, his or her participation status in those programs and any applicable balances. SSCs will follow agency guidance on benefits statement content as part of benefits communication planning.
- SSCs will make standard and ad hoc benefits reporting capabilities available. Reports will include information on participation and cost of programs.

D. Detailed Requirements

The Concept of Operations and Innovations described in the previous sections provide the context for the detailed requirements that appear in the appendices that follow Section 3 of this report:

- A. Personnel Action
- B. Compensation Management
- C. Benefits Management

These requirements were validated by cross-agency working groups in a series of facilitated work sessions. Requirements for non-core sub-functions will be validated during Fiscal Year 2006.

3. HR LOB Long-term Conceptual Design

Over time, the focus of the HR LOB shared service centers will be expanded to include services and technology that fall outside of the previously described core areas. SSCs will begin to support activities in the following “non-core” HR LOB sub-functions:

- HR Strategy
- Staff Acquisition
- Organization and Position Management
- Employee Development and Performance Management
- Employee Relations
- Labor Relations
- Separation Management

This section of the report proposes a view of what that SSC involvement in these sub-functions could entail. *The conceptual designs for long-term sub-functions have not been validated by agency personnel. Validation will take place in a series of work sessions during Fiscal Year 2006.*

The structure of this section parallels the structure of Section 2 in this report. A process view concept of operations, delineating the role of the agency versus the shared service center for selected BRM activities, is presented for each sub-function. Also included are high level design points that provided the basis for the detailed requirements found in this report. These design points will guide the innovations that are expected to be adopted over time.

A. HR Strategy

The HR LOB Business Reference Model defines the sub-function **HR Strategy** as “develops effective human capital management strategies to ensure Federal organizations are able to recruit, select, develop, train and manage a high quality, productive workforce in accordance with merit system principles. This sub-function includes: conducting both internal and external environmental scans; developing human resources and human capital strategies and plans; establishing human resources policy and practices; managing current and future work force competencies; developing workforce plans; developing succession plans; managing the human resources budget; providing human resources and human capital consultative support; and measuring and improving human resources performance.”

SSCs may have a very limited role in a small number of HR strategy activities centering around two areas: external environment analysis and competency framework. The SSC

could leverage their expertise to search for external environmental data and may perform an initial analysis of that data. The SSC will provide a competency framework and suggested performance measures that meet the agency's specific knowledge, skills and abilities requirements. It is expected that the SSC will use the existing competency framework provided by OPM¹ within each agency's framework. The agency and SSC will work together to adapt the framework and measures as necessary. SSCs will also provide tools to support competency management, workforce planning and succession planning.

The remainder of this section details the roles of the SSC and the agency in HR strategy activities, and describes the innovations that shared service centers are expected to adopt.

i. HR Strategy Concept of Operations

The HR Strategy sub-function of the HR LOB Business Reference Model contains ten processes that break down to a total of 45 activities. SSCs could support six of the 45 BRM activities. Agency and SSC involvement in these six activities is described below.

Note: This HR Strategy Concept of Operations has not been validated by agency personnel. One or more of the following activities may be removed, or additional activities may be identified for SSC involvement.

1.2.2 Identify External Environmental Data Collection Protocols. Each agency may supply its SSC with external environment analysis scope and objectives. SSCs will advise agencies on data sources and collection approaches, capitalizing on their cross-agency experience. The agency may select sources and collection approaches.

1.2.3 Define External Environmental Data Collection Protocols. SSCs may supply consultative support to make recommendations about analysis practice and technique, incorporating the sources and approach determined in 1.2.2. This activity defines how data will be used to produce the information required by the agency. Each agency will evaluate the recommendations based on its specific requirements, and select the analysis and techniques best suited to fulfill meet its objectives.

1.2.4 Collect External Environment Data. SSCs may follow the approach and protocols previously approved by the agency in 1.2.2 and 1.2.3 to gather data. SSCs may collect the relevant data and information to support the human capital strategic planning process.

1.2.5 Analyze External Environmental Data. The agency may approve the SSC's analysis methodology. The SSC will then apply the approved analysis practice and methodology to the data collected. The SSC may analyze data and provide the results to the agencies. Agencies may perform additional analysis on the results.

1.5.1 Establish Competency Model. Agencies may identify and describe key objectives for the competency model, incorporating feedback regarding the current model. While agencies have different missions, the competency framework will be based on the

¹ OPM has issued government-wide competencies. (MOSAIC Competencies, http://www.opm.gov/deu/Handbook_2003/DEOH-MOSAIC-5.asp)

standard government-wide professional competency model managed by OPM. Specific mission-related skills and knowledge will be defined within the framework as well.

1.5.2 Create Competency Validation Process. SSCs may identify specific, repeatable, measurable and legally defensible tests to validate the competency process.

ii. Innovation

SSCs will be expected to deliver solutions to customer agencies that are both substantive and innovative. The following design points describe expectations of the HR strategy solution. They provide the conceptual basis for the HR strategy requirements that will be validated in FY 2006.

- Primary support from the SSCs will be consultative in nature. SSCs will make subject matter experts available to agency subject matter experts for the HR strategy activities they support.
- SSCs will have extensive, up-to-date knowledge of external sources, protocols and analysis methodologies for external environment analysis activities. They will have a repository of relevant data for these activities. The repository may be based on their own current database or through relationship with data providers.
- SSCs will provide competency framework expertise. They will have the ability to tie agency mission to employee competencies. SSCs will use relevant government-wide competencies and leverage specific agency competency definitions. Competencies will link to individual job roles.

B. Staff Acquisition

The HR LOB Business Reference Model defines the sub-function **Staff Acquisition** as “establishes procedures for recruiting and selecting high quality, productive employees with the right skills and competencies, in accordance with merit system principles. This sub-function includes: developing a staffing strategy and plan; establishing an applicant evaluation approach; announcing the vacancy, sourcing and evaluating candidates against the competency requirements for the position; initiating pre-employment activities; and hiring employees.”

SSCs will have a role in some staff acquisition activities. Having received the staff acquisition strategy and plan from the agency, the SSC could operationalize the activities necessary to meet them. It could supply tools that capture applicant information and make it available to authorized individuals, based on roles, via web-based automated workflow. SSCs could also provide consultative support on marketing activities including candidate sourcing and ad placement. The SSC could determine candidate eligibility and it may make applicant and interview data available to the agency managers and supervisors who could be making the hiring decisions.

The remainder of this section details the roles of the shared service center and the agency in staff acquisition activities and it describes the innovations that shared service centers are expected to adopt.

i. Staff Acquisition Concept of Operations

The Staff Acquisition sub-function of the HR LOB Business Reference Model contains six processes that decompose to a total of 27 activities. SSCs could support 15 of the 27 BRM activities. Agency and SSC involvement in these 15 activities are described below.

Note: This Staff Acquisition Concept of Operations has not been validated by agency personnel. One or more of the following activities may be removed, or additional activities may be identified for SSC involvement.

2.3.1 Conduct Job Analysis. The SSC may review position descriptions and clarify the competencies, qualifications, education and experience required classes of jobs. Agency personnel could review and approve these analysis results.

2.3.2 Develop Selection Criteria. The SSC may use the results of the job analysis to develop any unique agency-specific selection criteria. The SSC may also validate the selection criteria against government and agency standards. Agency personnel could review and approve these selection criteria.

2.3.3 Establish Assessment Instruments. SSCs may supply applicant assessment tools. These tools could integrate the evaluation criteria identified for each vacancy and could promote uniformity across applicant evaluations for the vacancy.

2.4.1 Finalize Applicant Sources. Using the agency's staff acquisition plan, the SSC could determine applicant sources, capitalizing on their particular expertise in sources that meet the special criteria of the agency or vacancy being filled.

2.4.2 Announce / Market Jobs. SSCs could interpret the agency's staff acquisition strategy and staff acquisition plan to determine the marketing requirements for the position. The SSC could develop and distribute position announcements and coordinate any related marketing activities and materials to find qualified applicants.

2.4.4 Receive Applicant Documentation. SSCs could receive applications and supporting documentation. SSCs may have the capability to receive applications in multiple media formats (e-mail, fax, mail). SSCs will capture the application information and store it electronically.

2.5.1 Determine Eligible Applicants / Apply Federal Rules / Rate Candidates. SSCs could determine candidate eligibility and review Federal hiring rules and apply as required. The SSC could use evaluation tools in combination with applying Federal preferences.

2.5.2 Refer Candidates for Selection. The SSC may identify qualified applicants and create a ranked listing of qualified candidates.

2.5.3 Conduct Interviews. The agency may identify interviewers and conduct interviews with qualified candidates. The SSC could support these activities by ensuring that complete candidate information is available to the interview process. It could also supply tools that capture interview notes and provide for multiple hurdle assessments.

2.5.4 Conduct Reference Checks. The SSC may verify applicant information and may process reference checks. The SSC will capture and store required documentation.

2.6.1 Validate Selections. The agency may work with the SSC to validate that candidate selections have been made in accordance with agency-specific requirements and in accordance with Federal laws, regulations and guidelines.

2.6.2 Extend Job Offer. The agency may determine and negotiate the offer to candidates. The agency will enter candidates' responses. The SSC could capture the responses.

2.6.4 Initiate Pre-Employment Process. The SSC may initiate administrative activities and build the employee record utilizing applicant data to the extent possible. For those candidates who are current government employees, the record will be obtained from eOPF where one currently exists. For candidates who are former government employees, the record will be obtained from eOPF if available and otherwise from NARA.

2.6.5 Certify Compliance. The SSC may certify that pre-employment activities are complete and that any contingencies have been met.

2.6.7 Close Out Case File. The SSC may close the vacancy once it has been filled. The SSC could notify remaining candidates that the vacancy has been filled and update the application database for future reference and reporting.

ii. Innovation

SSCs will be expected to deliver solutions to customer agencies that are both substantive and innovative. The following design points describe expectations of the staff acquisition solution. They provide the conceptual basis for the staff acquisition requirements that will be validated in FY 2006.

- The SSC will leverage the agency's staff acquisition strategy and staff acquisition plan to advise the agency on marketing concepts and approaches, including branding and targeted marketing, to attract applicants. The SSC will recommend effective placement for job postings. The SSC will recommend recruiting sources and work with the agency to engage these sources (e.g., universities, career fairs). The SSC will track and report on marketing effectiveness.
- The SSC will provide automated tools that enable the Staff Acquisition sub-function including self-service and workflow for applicants, hiring managers and HR administrators. The SSC will also establish tools for job descriptions, eligibility requirements and legally defensible assessments.
- The SSC will receive and store applications via an automated solution. It will apply screening methods appropriate to job requirements (e.g., education, skills, experience). The SSC will offer a facility for identifying scarce skill sets.
- The SSC will capture applicant information including personal data, experience, education and certification. Data will be available for use across downstream HR

activities. The data will be stored in a manner that allows for analysis and standard and ad hoc reporting.

- The SSC will execute the staff acquisition process seamlessly and in a timely, accurate manner in accordance with service level agreements. The SSC will comply with performance expectations outlined in service level agreements and will provide raw data on performance results.
- The SSC will survey agency customers regarding critical skills needed and candidate quality. The SSC will execute staffing strategies to resolve competency and skills gaps.
- The SSC will execute agency-specific processes for internal recruiting.

C. Organization and Position Management

The HR LOB Business Reference Model defines the sub-function **Organization and Position Management** The HR LOB Business Reference Model defines the sub-function as “designs, develops and implements organizational and position structures that create a high performance, competency-driven framework that both advances the agency mission and serves agency human capital needs.”

SSCs may have a role in those organization and position management activities that are not critical to the mission of the agency. The role could be consultative in nature and will draw on the competency framework established in the HR Strategy and Staff Acquisition sub-functions. SSCs may capture and update position information and provide support to the agency during job requirement reviews. They may also update classifications and requirements as laws, regulations and policies change.

The Organization and Position Management sub-function is closely tied to several other sub-functions. Notably, the common job descriptions that result from this sub-function will be available for use by other BRM sub-functions. This sub-function provides: 1) standardized skill and competency definitions to the HR Strategy sub-function.; 2) inventories of skills to be embedded in job requirements for the Staff Acquisition sub-function; and 3) the competencies and skills that provide a basis for assessing individual performance and identifying individual employee development needs for the Employee Development and Performance Management sub-function.

The remainder of this section details the roles of the shared service center and the agency in organization and position management activities and it describes the innovations that shared service centers are expected to adopt.

i. Organization and Position Management Concept of Operations

The Organization and Position Management sub-function of the HR LOB Business Reference Model contains one process that breaks down to a total of ten activities. SSCs could support one of the ten BRM activities. Agency and SSC involvement in this activity is described below. *Note: This Organization and Position Management Concept of Operations has not been validated by agency personnel. One or more of the following activities may be removed, or additional activities may be identified for SSC involvement.*

3.1.6 Maintain Position. The SSC may capture and store position information. This information will be available to other sub-functions across HR as necessary to provide for consistency. During the job requirement review, the SSC may provide consultative support as needed. The SSC could accommodate changes in job classifications and requirements resulting from changes in laws, regulations and policies. The agency will validate new job classifications and requirements.

ii. Innovation

SSCs will be expected to deliver solutions to customer agencies that are both substantive and innovative. The following design points describe expectations of the organization and position management solution. They provide the conceptual basis for the organization and position management requirements that will be validated in FY 2006.

- SSCs and agencies will collaborate on job reclassification, revised description of duties, deactivation of jobs and new job requirements activities.
- SSCs will provides facility for sharing definitions and definitions will be available for use by other sub-functions.

D. Employee Development and Performance Management

The HR LOB Business Reference Model defines the sub-function **Employee Development and Performance Management** as “designs, develops and implements a comprehensive employee development approach to ensure that agency employees have the right competencies and skills for current and future work assignments. Designs, develops and implements a comprehensive performance management strategy that enables managers to make distinctions in performance and links individual performance to agency goals and mission accomplishment. This sub-function also includes conducting employee development needs assessments; designing employee development (e.g., training) programs; administering and delivering employee development programs; managing employee performance; and evaluating the overall effectiveness of the agency’s employee development approach.”

SSCs may have a role in those employee development and performance management activities that are not critical to the mission of the agency. They could perform employee development needs assessments and design and implement employee development programs that fill competency gaps. They could also design a performance management framework and work with agencies on implementation. SSCs may assist in capturing development plans and providing electronic workflow for completion and management review.

The remainder of this section details the roles of the SSC and the agency in employee development and performance management activities and it describes the innovations that SSCs are expected to adopt.

i. Employee Development and Performance Management Concept of Operations

The Employee Development and Performance Management sub-function of the HR LOB Business Reference Model contains eight processes that break down to a total of 35 activities. SSCs could support 19 of the 35 BRM activities. Agency and SSC involvement in these 19 activities is described below. *Note: This Employee Development and Performance Management Concept of Operations has not been validated by agency personnel. One or more of the following activities may be removed, or additional activities may be identified for SSC involvement.*

6.2.1 Determine Competencies to be Addressed by Employee Development. The SSC may provide subject matter experts to advise agency subject matter experts in prioritizing the competency gaps identified as a result of workforce planning activities and selecting the competencies that will be the focus of employee development program investments.

6.2.2 Identify / Proposed Employee Development Program Alternatives. The SSC may provide subject matter experts to advise agency subject matter experts in identifying alternative employee development programs that could help employees develop identified competencies.

6.3.1 Outline Employee Development Program Content and Methods of Delivery. The SSC may propose content and recommend alternative delivery methods by topic area.

6.3.2 Determine Methods of Delivery. The SSC may recommend one or more methods of delivery. Agency personnel will select from available approaches to accomplish learning goals and objectives.

6.3.3 Define Target Audiences for Employee Development Program. The SSC may identify employee population(s) who will benefit from the employee development program and who will be encouraged to experience the program.

6.3.4 Establish Employee Development Program Goals and Learning Objectives. The SSC may recommend program goals and learning objectives, subject to approval by agency personnel.

6.3.5 Establish Overall Implementation Time Frames and Predict Program Life Span. The SSC could project time frames and communicate them to agency personnel. Agency personnel may provide feedback and the SSC may respond with adjustments.

6.3.6 Select Employee Development Program Provider / Offering. The SSC could identify alternative providers and propose selection criteria. Agency personnel will evaluate and select the program provider.

6.3.7 Create Employee Development Implementation Plan. The SSC will work with the program provider to establish a plan that produces results in the time frames established.

6.3.8 Review Employee Development Program Materials. Agency personnel will review completed program materials, guided by the SSC.

6.4.1 Design Performance Management Plan. The SSC may play a consultative role in the design of an agency-wide competency-based performance management approach.

6.4.2 Develop Performance Management Processes. The SSC could identify employee populations for whom performance management processes, procedures and planning templates will be developed.

6.4.3 Implement Performance Management Processes. The SSC may develop communication materials explaining the performance management process. The agency will roll out the process.

6.4.4 Assess Performance Management Plan. The SSC may perform a consultative role in supporting the agency's assessment of the performance management approach.

6.5.1 Pilot Employee Development Program. The SSC could deliver a pilot offering of the new employee development program.

6.5.2 Revise Employee Development Program Content and Methods of Delivery. The SSC could tune the program based on pilot experience and feedback.

6.5.3 Announce Employee Development Program. The SSC could determine the frequency and timing of the program and add the program to program catalog(s).

6.5.4 Administer Training. The SSC may manage the administrative and logistical aspects of delivering the program and managing providers as necessary.

6.5.5 Deliver Employee Development Program. The SSC may deliver the program or coordinate other providers to deliver the program. The SSC may also update employee records to document program attendance and completion.

ii. Innovation

SSCs will be expected to deliver solutions to customer agencies that are both substantive and innovative. The following design points describe expectations of the employee development and performance management solution. They provide the conceptual basis for the employee development and performance management requirements that will be validated in FY 2006.

- SSCs will determine subsets of competencies and link them to individual jobs at an organizational level. They will determine performance standards for job categories (e.g., professional, managerial, administrative). The performance standards will communicate key performance factors and expectations and provide a job-relevant basis for evaluating employees. This will enable agency managers to translate competencies into specific job expectations and goals that are relevant to a given employee's job and use these competency models to identify and address developmental activities with employees.

HUMAN RESOURCES LINE OF BUSINESS TARGET REQUIREMENTS FOR SSCS

- SSCs will deliver a performance management approach that enables agency managers to use a performance evaluation numerical rating scheme that links to competency-based performance standards. The performance management approach will use performance metrics that focus on results rather than behaviors to assess employees. The approach will accommodate individual and team- or unit-level evaluation and provide for 360-degree feedback.
- Performance metrics based on competency-based performance standards will be available to support managers' decisions regarding pay for performance.
- SSCs will conduct employee development needs assessments and identify internal and external program options to address high priority competency gaps. These may include a variety of methods (e.g., traditional classroom, technology-enabled training, coaching and mentoring programs, brown bag lunch series, conferences, certifications, student employment programs, e-mail based newsletter).
- SSCs will determine target audiences for training based on employee populations such as occupational groups, positions, organizations and locations.
- Agencies will use eLearning, eTraining, knowledge management, classroom, outside resources (e.g., college, university, trade school) to meet their training objectives.
- SSCs will develop and execute a change management strategy to implement the new employee development and performance management programs. They will involve key individuals in the design and implementation process. They will pilot the new system with management teams as users to test the program, electronically survey employees for input on employee development and performance management and conduct focus groups to gather feedback on employee development and performance management. SSCs will provide training on the programs prior to implementation.

E. Employee Relations

The HR LOB Business Reference Model defines the sub-function **Employee Relations** as “designs, develops and implements programs that strive to maintain an effective employer-employee relationship that balances the agency’s needs against its employees’ rights. This sub-function includes: addressing employee misconduct; addressing employee performance problems; managing administrative grievances; providing employee accommodation; administering employee assistance programs; participating in administrative third party proceedings; and determining candidate / employee suitability based on information collected outside of the HR process (e.g., background investigation, drug testing. etc.).”

SSCs may have a role in a small number of employee relations activities. They may provide support to the agency by capturing employee information regarding accommodation requests, applying agency-specific procedures to accept or deny an accommodation, coordinate the approved accommodations and following up to ensure the accommodation requirements have been met. Additionally, the SSCs could implement and monitor the agency’s Employee Assistance Programs (EAP). As part of

the EAP monitoring, the SSC could provide the agency with usage metrics, deliver communication to the agency's employees and recommend improvements to the programs.

The remainder of this section details the roles of the SSC and the agency in employee relations activities and it describes the innovations that SSCs are expected to adopt.

i. Employee Relations Concept of Operations

The Employee Relations sub-function of the HR LOB Business Reference Model contains five processes that break down to a total of 27 activities. SSCs could support three of the 27 BRM activities. Agency and SSC involvement in these three activities is described below. *Note: This Employee Relations Concept of Operations has not been validated by agency personnel. One or more of the following activities may be removed, or additional activities may be identified for SSC involvement.*

7.4.3 Put Accommodation Into Place. SSCs may coordinate the implementation of the accommodation and could train the employee and the manager as necessary. SSCs may follow up with the employee and manager to verify that the approved accommodation requirements have been met.

7.5.1 Provide EAP Services. The agency may research and evaluate Employee Assistance Programs (EAP) and select the provider(s) based on evaluation results. The SSC could monitor program usage and recommend adjustments.

7.5.2 Make Referrals to EAP Services. The SSC may coordinate and deliver communication regarding EAP services and tools to agency employees.

ii. Innovation

SSCs will be expected to deliver solutions to customer agencies that are both substantive and innovative. The following design points describe expectations of the employee relations solution. They provide the conceptual basis for the employee relations requirements that will be validated in FY 2006.

- The SSC will have the ability to receive employee information via multiple channels (phone, fax, e-mail) regarding accommodation requests. The SSC will use case management tools to track accommodation incidents and outcomes.
- The SSC will enable access to the employee assistance program services the agency offers its employees. Assistance and information will be delivered through multiple channels (e-mail, phone, mail). The SSC will use industry standard metrics to assess impact on employee productivity and effectiveness of programs offered.
- The SSC will offer coaching to managers prior to employee interventions and will ensure confidentiality.

F. Labor Relations

The HR LOB Business Reference Model defines the sub-function **Labor Relations** as “manages the relationship between the agency and its unions and bargaining units. This

includes negotiating and administering labor contracts and collective bargaining agreements; managing negotiated grievances; and participating in negotiated third party proceedings.”

The Labor Relations sub-function of the HR LOB Business Reference Model contains three processes that break down to a total of 25 activities. At this point in time, it does not appear that SSCs will have a role in any labor relations activities.

G. Separation Management

The HR LOB Business Reference Model defines the sub-function **Separation Management** as “those activities that take place when an employee leaves an agency. This includes handling the appropriate notifications and determining the terms of the separation. Interactions take place to ensure knowledge transfer occurs between the separating employee and remaining employees. Separating employees are offered transition counseling and support.”

Shared service centers may support separation management activities by providing automated tools that allow agencies to initiate personnel actions for separations and enter other separation-related data. They could support out-processing and counseling of separating employees. They could also collect, analyze and record separation data and they could provide separation records management.

The remainder of this section details the roles of the SSC and the agency in separation management activities and describes the innovations that SSCs are expected to adopt.

i. Separation Management Concept of Operations

The Separation Management sub-function of the HR LOB Business Reference Model contains one process that breaks down to a total of five activities. SSCs could support four of the five BRM activities. Agency and SSC involvement in these four activities is described below. *Note: This Separation Management Concept of Operations has not been validated by agency personnel. One or more of the following activities may be removed, or additional activities may be identified for SSC involvement.*

9.1.1 Initiate Separation. Agency personnel will enter separation data and notify appropriate parties that an employee is leaving an agency. SSCs could develop and support automated tools, including workflow, which agency personnel will use to fulfill their data entry and notification responsibilities.

9.1.2 Determine Terms of Separation. Agency personnel may review the reason for separation and determine the terms of separation including proposed effective date and entitlements. Agency personnel will enter these terms into an automated application provided by the SSC.

9.1.3 Provide Separation Support. Agencies will design and oversee transition programs and outplacement counseling for departing employees and their family members. SSCs could provide transition and outplacement counseling and document

results. They could also work with separating employees to ensure necessary documentation has been provided.

9.1.5 Conduct Exit Processing. Agency personnel will use automated tools provided by the SSC to generate out-processing checklists and schedules. They will also collect agency property. SSCs could survey and meet with separating employees to gather information about why they are separating. SSCs could collect and analyze departing employee feedback and provide an analysis of this data to the agency. SSCs could notify appropriate third parties of the separation event and of any further coordination responsibilities.

ii. Innovation

Shared service centers will be expected to deliver solutions to customer agencies that are both substantive and innovative. The following design points describe expectations of the separation management solution. They provide the conceptual basis for the separation management requirements that will be validated in FY 2006.

- SSCs will provide a tool to support automated workflow for separation actions. This will include web-based separation requests but will also allow for alternate means (e.g., e-mail, fax, mail). The tool will also support electronic approval and notification.
- SSCs will provide a tool to support the determination of separation terms and benefits. Separation data will be made available for downstream use (e.g., vacancy notice, workforce planning, other providers). This data will also be available to generate separation checklists based on separation type, facilitate scheduling of required appointments based on separation action and schedule clearance procedures.

In support of out-processing, SSCs will provide links to separation benefit information, provide transition counseling and document counseling results. SSCs will provide comprehensive help desk support. And they will support records management and make data available for reporting and analysis.

Appendix A - Personnel Action Requirements

The Service Center has the primary role in providing and operating the facility or system to address the functionality, transaction, or process described by these requirements in accordance with the priority specified.

HUMAN RESOURCES LINE OF BUSINESS TARGET REQUIREMENTS FOR SSCS

Primary Reference	Unique ID	Requirements Description	Type	Priority	Who	Process Linkage	Process Linkage	Process Linkage	Process Linkage	Process Linkage
Guide to processing Personnel Actions (GPPA)Ch 1	PPA1	Use Nature of Action (NOAs) in accordance with Chapter 1 of the Guide to Processing Personnel Actions	Policy	Mandatory	Shared Service Center	2.6.6 Bring Candidate on Board	3.1.6 Maintain Positions	3.1.10 Implement Appeal Decisions (Position Management)	4.4.3 Set Bonus or Award Pay	4.5.1 Identify Employees to Receive Pay Change
						4.6.1 Manage Leave Usage	4.7.1 Manage Employee Furnished Payroll Data	5.2.5 Maintain Appropriate Records	6.5.5 Deliver Employee Development Program	6.6.5 Finalize Performance Appraisal
						7.1.4 Execute Formal or Informal Action (Misconduct)	7.2.2 Execute Formal or Informal Action (Performance)	7.7.3 Adjudicate Suitability Issues	7.4.3 Put Accommodations into Place	7.6.7 Implement Third Party Decisions/ Settlements (ER)
						8.3.7 Implement third party decisions	9.1.5 Conduct Exit Processing			
GPPA Ch 1	PPA2	Use legal authorities IAW Chapter 1 of the Guide to Processing Personnel Actions	Policy	Mandatory	Shared Service Center	2.6.6 Bring Candidate on Board	3.1.6 Maintain Positions	3.1.10 Implement Appeal Decisions (Position Management)	4.4.3 Set Bonus or Award Pay	4.5.1 Identify Employees to Receive Pay Change
						4.6.1 Manage Leave Usage	4.7.1 Manage Employee Furnished Payroll Data	5.2.5 Maintain Appropriate Records	6.5.5 Deliver Employee Development Program	6.6.5 Finalize Performance Appraisal

HUMAN RESOURCES LINE OF BUSINESS TARGET REQUIREMENTS FOR SSCS

Primary Reference	Unique ID	Requirements Description	Type	Priority	Who	Process Linkage	Process Linkage	Process Linkage	Process Linkage	Process Linkage
						7.1.4 Execute Formal or Informal Action (Misconduct)	7.2.2 Execute Formal or Informal Action (Performance)	7.7.3 Adjudicate Suitability Issues	7.4.3 Put Accommodations into Place	7.6.7 Implement Third Party Decisions/ Settlements (ER)
						8.3.7 Implement third party decisions	9.1.5 Conduct Exit Processing			
GPPA Ch 1	PPA3	Use remarks IAW Chapter 1 of the Guide to Processing Personnel Actions	Policy	Mandatory	Shared Service Center	2.6.6 Bring Candidate on Board	3.1.6 Maintain Positions	3.1.10 Implement Appeal Decisions (Position Management)	4.4.3 Set Bonus or Award Pay	4.5.1 Identify Employees to Receive Pay Change
						4.6.1 Manage Leave Usage	4.7.1 Manage Employee Furnished Payroll Data	5.2.5 Maintain Appropriate Records	6.5.5 Deliver Employee Development Program	6.6.5 Finalize Performance Appraisal
						7.1.4 Execute Formal or Informal Action (Misconduct)	7.2.2 Execute Formal or Informal Action (Performance)	7.7.3 Adjudicate Suitability Issues	7.4.3 Put Accommodations into Place	7.6.7 Implement Third Party Decisions/ Settlements (ER)
						8.3.7 Implement third party decisions	9.1.5 Conduct Exit Processing			

HUMAN RESOURCES LINE OF BUSINESS TARGET REQUIREMENTS FOR SSCS

HUMAN RESOURCES LINE OF BUSINESS TARGET REQUIREMENTS FOR SSCS										
Primary Reference	Unique ID	Requirements Description	Type	Priority	Who	Process Linkage	Process Linkage	Process Linkage	Process Linkage	Process Linkage
GPPA Ch 1	PPA4	Cancel personnel actions IAW Chapter 1 of the Guide to Processing Personnel Actions	Policy	Mandatory	Shared Service Center	2.6.6 Bring Candidate on Board	3.1.6 Maintain Positions	3.1.10 Implement Appeal Decisions (Position Management)	4.4.3 Set Bonus or Award Pay	4.5.1 Identify Employees to Receive Pay Change
						4.6.1 Manage Leave Usage	4.7.1 Manage Employee Furnished Payroll Data	5.2.5 Maintain Appropriate Records	6.5.5 Deliver Employee Development Program	6.6.5 Finalize Performance Appraisal
						7.1.4 Execute Formal or Informal Action (Misconduct)	7.2.2 Execute Formal or Informal Action (Performance)	7.7.3 Adjudicate Suitability Issues	7.4.3 Put Accommodations into Place	7.6.7 Implement Third Party Decisions/ Settlements (ER)
						8.3.7 Implement third party decisions	9.1.5 Conduct Exit Processing			
GPPA Ch 3	PPA5	Use Employee Name IAW Chapter 3, Subchapter 1-2 of the Guide to Processing Personnel Actions	Policy	Mandatory	Shared Service Center	2.6.6 Bring Candidate on Board	3.1.6 Maintain Positions	3.1.10 Implement Appeal Decisions (Position Management)	4.4.3 Set Bonus or Award Pay	4.5.1 Identify Employees to Receive Pay Change
						4.6.1 Manage Leave Usage	4.7.1 Manage Employee Furnished Payroll Data	5.2.5 Maintain Appropriate Records	6.5.5 Deliver Employee Development Program	6.6.5 Finalize Performance Appraisal

HUMAN RESOURCES LINE OF BUSINESS TARGET REQUIREMENTS FOR SSCS

HUMAN RESOURCES LINE OF BUSINESS TARGET REQUIREMENTS FOR SSCS										
Primary Reference	Unique ID	Requirements Description	Type	Priority	Who	Process Linkage	Process Linkage	Process Linkage	Process Linkage	Process Linkage
						7.1.4 Execute Formal or Informal Action (Misconduct)	7.2.2 Execute Formal or Informal Action (Performance)	7.7.3 Adjudicate Suitability Issues	7.4.3 Put Accommodations into Place	7.6.7 Implement Third Party Decisions/ Settlements (ER)
						8.3.7 Implement third party decisions	9.1.5 Conduct Exit Processing			
GPPA Ch 3	PPA6	Record Employee Name IAW Chapter 3, Subchapter 1-2 of the Guide to Processing Personnel Actions	Policy	Mandatory	Shared Service Center	2.6.6 Bring Candidate on Board	3.1.6 Maintain Positions	3.1.10 Implement Appeal Decisions (Position Management)	4.4.3 Set Bonus or Award Pay	4.5.1 Identify Employees to Receive Pay Change
						4.6.1 Manage Leave Usage	4.7.1 Manage Employee Furnished Payroll Data	5.2.5 Maintain Appropriate Records	6.5.5 Deliver Employee Development Program	6.6.5 Finalize Performance Appraisal
						7.1.4 Execute Formal or Informal Action (Misconduct)	7.2.2 Execute Formal or Informal Action (Performance)	7.7.3 Adjudicate Suitability Issues	7.4.3 Put Accommodations into Place	7.6.7 Implement Third Party Decisions/ Settlements (ER)
						8.3.7 Implement third party decisions	9.1.5 Conduct Exit Processing			

HUMAN RESOURCES LINE OF BUSINESS TARGET REQUIREMENTS FOR SSCS

HUMAN RESOURCES LINE OF BUSINESS TARGET REQUIREMENTS FOR SSCS										
Primary Reference	Unique ID	Requirements Description	Type	Priority	Who	Process Linkage	Process Linkage	Process Linkage	Process Linkage	Process Linkage
GPPA Ch 3	PPA7	Establish effective dates IAW Chapter 3, Subchapter 1-3 of the Guide to Processing Personnel Actions.	Policy	Mandatory	Shared Service Center	2.6.6 Bring Candidate on Board	3.1.6 Maintain Positions	3.1.10 Implement Appeal Decisions (Position Management)	4.4.3 Set Bonus or Award Pay	4.5.1 Identify Employees to Receive Pay Change
						4.6.1 Manage Leave Usage	4.7.1 Manage Employee Furnished Payroll Data	5.2.5 Maintain Appropriate Records	6.5.5 Deliver Employee Development Program	6.6.5 Finalize Performance Appraisal
						7.1.4 Execute Formal or Informal Action (Misconduct)	7.2.2 Execute Formal or Informal Action (Performance)	7.7.3 Adjudicate Suitability Issues	7.4.3 Put Accommodations into Place	7.6.7 Implement Third Party Decisions/ Settlements (ER)
						8.3.7 Implement third party decisions	9.1.5 Conduct Exit Processing			
GPPA Ch 3	PPA8	Obtain approval for personnel actions IAW Chapter 3, Subchapter 1-4 of the Guide to Processing Personnel Actions.	Policy	Mandatory	Shared Service Center	2.6.6 Bring Candidate on Board	3.1.6 Maintain Positions	3.1.10 Implement Appeal Decisions (Position Management)	4.4.3 Set Bonus or Award Pay	4.5.1 Identify Employees to Receive Pay Change
						4.6.1 Manage Leave Usage	4.7.1 Manage Employee Furnished Payroll Data	5.2.5 Maintain Appropriate Records	6.5.5 Deliver Employee Development Program	6.6.5 Finalize Performance Appraisal

HUMAN RESOURCES LINE OF BUSINESS TARGET REQUIREMENTS FOR SSCS

Primary Reference	Unique ID	Requirements Description	Type	Priority	Who	Process Linkage	Process Linkage	Process Linkage	Process Linkage	Process Linkage
						7.1.4 Execute Formal or Informal Action (Misconduct)	7.2.2 Execute Formal or Informal Action (Performance)	7.7.3 Adjudicate Suitability Issues	7.4.3 Put Accommodations into Place	7.6.7 Implement Third Party Decisions/ Settlements (ER)
						8.3.7 Implement third party decisions	9.1.5 Conduct Exit Processing			
GPPA Ch 3	PPA9	Obtain approval for use of electronic forms IAW Chapter 3, Subchapter 3 of the Guide to Processing Personnel Actions.	Policy	Mandatory	Shared Service Center	2.6.6 Bring Candidate on Board	3.1.6 Maintain Positions	3.1.10 Implement Appeal Decisions (Position Management)	4.4.3 Set Bonus or Award Pay	4.5.1 Identify Employees to Receive Pay Change
						4.6.1 Manage Leave Usage	4.7.1 Manage Employee Furnished Payroll Data	5.2.5 Maintain Appropriate Records	6.5.5 Deliver Employee Development Program	6.6.5 Finalize Performance Appraisal
						7.1.4 Execute Formal or Informal Action (Misconduct)	7.2.2 Execute Formal or Informal Action (Performance)	7.7.3 Adjudicate Suitability Issues	7.4.3 Put Accommodations into Place	7.6.7 Implement Third Party Decisions/ Settlements (ER)
						8.3.7 Implement third party decisions	9.1.5 Conduct Exit Processing			

HUMAN RESOURCES LINE OF BUSINESS TARGET REQUIREMENTS FOR SSCS

Primary Reference	Unique ID	Requirements Description	Type	Priority	Who	Process Linkage	Process Linkage	Process Linkage	Process Linkage	Process Linkage
GPPA Ch 3	PPA10	Obtain approval for use of electronic signatures IAW Chapter 3, Subchapter 3 of the Guide to Processing Personnel Actions	Policy	Mandatory	Shared Service Center	2.6.6 Bring Candidate on Board	3.1.6 Maintain Positions	3.1.10 Implement Appeal Decisions (Position Management)	4.4.3 Set Bonus or Award Pay	4.5.1 Identify Employees to Receive Pay Change
GPPA Ch 3	PPA11	Use approved electronic forms IAW Chapter 3, Subchapter 3 of the Guide to Processing Personnel Actions	Policy	Mandatory	Shared Service Center	2.6.6 Bring Candidate on Board	3.1.6 Maintain Positions	3.1.10 Implement Appeal Decisions (Position Management)	4.4.3 Set Bonus or Award Pay	4.5.1 Identify Employees to Receive Pay Change
GPPA Ch 3	PPA12	Use approved electronic signatures IAW Chapter 3, Subchapter 3 of the Guide to Processing Personnel Actions	Policy	Mandatory	Shared Service Center	2.6.6 Bring Candidate on Board	3.1.6 Maintain Positions	3.1.10 Implement Appeal Decisions (Position Management)	4.4.3 Set Bonus or Award Pay	4.5.1 Identify Employees to Receive Pay Change
GPPA Ch 3	PPA13	Establish an entry on duty process for new employees to appointments to Federal Civil Service positions IAW Chapter 3, Subchapter 4 of the Guide to Processing Personnel Actions	Policy	Mandatory	Shared Service Center	2.6.6 Bring Candidate on Board	5.2.5 Maintain Appropriate Records			
GPPA Ch 4	PPA14	Establish a procedure for requesting personnel actions IAW Chapter 4 of the Guide to Processing Personnel Actions	Policy	Mandatory	Shared Service Center	2.6.6 Bring Candidate on Board	3.1.6 Maintain Positions	3.1.10 Implement Appeal Decisions (Position Management)	4.4.3 Set Bonus or Award Pay	4.5.1 Identify Employees to Receive Pay Change

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Primary Reference	Unique ID	Requirements Description	Type	Priority	Who	Process Linkage	Process Linkage	Process Linkage	Process Linkage	Process Linkage
GPPA Ch 4	PPA15	Establish a procedure for documenting personnel actions IAW Chapter 4 of the Guide to Processing Personnel Actions	Policy	Mandatory	Shared Service Center	2.6.6 Bring Candidate on Board	3.1.6 Maintain Positions	3.1.10 Implement Appeal Decisions (Position Management)	4.4.3 Set Bonus or Award Pay	4.5.1 Identify Employees to Receive Pay Change
GPPA Ch 4	PPA16	Establish a procedure for Notifications of Personnel Action IAW Chapter 4 of the Guide to Processing Personnel Actions	Policy	Mandatory	Shared Service Center	2.6.6 Bring Candidate on Board	3.1.6 Maintain Positions	3.1.10 Implement Appeal Decisions (Position Management)	4.4.3 Set Bonus or Award Pay	4.5.1 Identify Employees to Receive Pay Change
GPPA Ch 4	PPA17	Establish a procedure for documenting Notification of Personnel Action IAW Chapter 4 of the Guide to Processing Personnel Actions	Policy	Mandatory	Shared Service Center	2.6.6 Bring Candidate on Board	3.1.6 Maintain Positions	3.1.10 Implement Appeal Decisions (Position Management)	4.4.3 Set Bonus or Award Pay	4.5.1 Identify Employees to Receive Pay Change
GPPA Ch 4	PPA18	Establish a procedure for requesting exceptions to the Standard Form 50 IAW chapter 4 of the Guide to Processing Personnel Actions	Policy	Mandatory	Shared Service Center	2.6.6 Bring Candidate on Board	3.1.6 Maintain Positions	3.1.10 Implement Appeal Decisions (Position Management)	4.4.3 Set Bonus or Award Pay	4.5.1 Identify Employees to Receive Pay Change
GPPA Ch 4	PPA19	Establish a procedure for requesting exceptions to the Standard Form 52, IAW Chapter 4 of the Guide to Processing Personnel Actions	Policy	Mandatory	Shared Service Center	2.6.6 Bring Candidate on Board	3.1.6 Maintain Positions	3.1.10 Implement Appeal Decisions (Position Management)	4.4.3 Set Bonus or Award Pay	4.5.1 Identify Employees to Receive Pay Change

HUMAN RESOURCES LINE OF BUSINESS TARGET REQUIREMENTS FOR SSCS

Primary Reference	Unique ID	Requirements Description	Type	Priority	Who	Process Linkage	Process Linkage	Process Linkage	Process Linkage	Process Linkage
GPPA Ch 4	PPA20	Establish a procedure for documenting exceptions to the Standard Form 50 IAW Chapter 4 of the Guide to Processing Personnel Actions	Policy	Mandatory	Shared Service Center	2.6.6 Bring Candidate on Board	3.1.6 Maintain Positions	3.1.10 Implement Appeal Decisions (Position Management)	4.4.3 Set Bonus or Award Pay	4.5.1 Identify Employees to Receive Pay Change
GPPA Ch 4	PPA21	Establish a procedure for documenting exceptions to the Standard Form 50 IAW Chapter 4 of the Guide to Processing Personnel Actions	Policy	Mandatory	Shared Service Center	2.6.6 Bring Candidate on Board	3.1.6 Maintain Positions	3.1.10 Implement Appeal Decisions (Position Management)	4.4.3 Set Bonus or Award Pay	4.5.1 Identify Employees to Receive Pay Change
GPPA Ch 4	PPA22	Establish a procedure for requesting List Form of Notice IAW Chapter 4 of the Guide to Processing Personnel Actions	Policy	Mandatory	Shared Service Center	2.6.6 Bring Candidate on Board	3.1.6 Maintain Positions	3.1.10 Implement Appeal Decisions (Position Management)	4.4.3 Set Bonus or Award Pay	4.5.1 Identify Employees to Receive Pay Change
GPPA Ch 4	PPA23	Establish a procedure for documenting List Form of Notice IAW Chapter 4 of the Guide to Processing Personnel Actions	Policy	Mandatory	Shared Service Center	2.6.6 Bring Candidate on Board	3.1.6 Maintain Positions	3.1.10 Implement Appeal Decisions (Position Management)	4.4.3 Set Bonus or Award Pay	4.5.1 Identify Employees to Receive Pay Change
GPPA Ch 4	PPA24	Establish a procedure for collecting demographic data IAW Chapter 4 of the Guide to Processing Personnel Actions	Policy	Mandatory	Shared Service Center	2.6.6 Bring Candidate on Board	3.1.6 Maintain Positions	3.1.10 Implement Appeal Decisions (Position Management)	4.4.3 Set Bonus or Award Pay	4.5.1 Identify Employees to Receive Pay Change

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Primary Reference	Unique ID	Requirements Description	Type	Priority	Who	Process Linkage	Process Linkage	Process Linkage	Process Linkage	Process Linkage
GPPA Ch 6	PPA25	Process creditable service IAW Chapter 6 in the Guide to Processing Personnel Actions	Policy	Mandatory	Shared Service Center	2.6.6 Bring Candidate on Board	4.6 Manage Leave	5.2.5 Maintain Appropriate Records		
GPPA Ch 6	PPA26	Establish a procedure for calculating service computational dates which capture creditable service IAW Chapter 6 in the Guide to Processing Personnel Actions (future policy change)	Policy	Useful	Shared Service Center	2.6.6 Bring Candidate on Board				
GPPA Ch 7	PPA27	Document veterans' preference for reduction-in-force IAW Chapter 7 of the Guide to Processing Personnel Actions	Policy	Mandatory	Shared Service Center	5.2.5 Maintain Appropriate Records	9.1.5 Conduct Exit Processing			
GPPA Ch 7	PPA28	Document changes to veterans' preference for reduction-in-force IAW Chapter 7 of the Guide to Processing Personnel Actions	Policy	Mandatory	Shared Service Center	5.2.5 Maintain Appropriate Records	9.1.5 Conduct Exit Processing			
GPPA	PPA29	Process Personnel Actions IAW the Guide to Processing Personnel Actions	Policy	Mandatory	Shared Service Center	2.6.6 Bring Candidate on Board	3.1.6 Maintain Positions	3.1.10 Implement Appeal Decisions (Position Management)	4.4.3 Set Bonus or Award Pay	4.5.1 Identify Employees to Receive Pay Change
GPPA	PPA30	Ensure NOAs conform to the Guide to Processing Personnel Actions	Policy	Mandatory	Shared Service Center	2.6.6 Bring Candidate on Board	3.1.6 Maintain Positions	3.1.10 Implement Appeal Decisions (Position Management)	4.4.3 Set Bonus or Award Pay	4.5.1 Identify Employees to Receive Pay Change

HUMAN RESOURCES LINE OF BUSINESS TARGET REQUIREMENTS FOR SSCS

Primary Reference	Unique ID	Requirements Description	Type	Priority	Who	Process Linkage	Process Linkage	Process Linkage	Process Linkage	Process Linkage
GPPA	PPA31	Ensure authorities conform to the Guide to Processing Personnel Actions	Policy	Mandatory	Shared Service Center	2.6.6 Bring Candidate on Board	3.1.6 Maintain Positions	3.1.10 Implement Appeal Decisions (Position Management)	4.4.3 Set Bonus or Award Pay	4.5.1 Identify Employees to Receive Pay Change
GPPA	PPA32	Ensure required remark codes conform to the Guide to Processing Personnel Actions	Policy	Mandatory	Shared Service Center	2.6.6 Bring Candidate on Board	3.1.6 Maintain Positions	3.1.10 Implement Appeal Decisions (Position Management)	4.4.3 Set Bonus or Award Pay	4.5.1 Identify Employees to Receive Pay Change
GHRDS	PPA33	Ensure required remark codes conform to the Guide to HR Data Standards	Policy	Mandatory	Shared Service Center	2.6.6 Bring Candidate on Board	3.1.6 Maintain Positions	3.1.10 Implement Appeal Decisions (Position Management)	4.4.3 Set Bonus or Award Pay	4.5.1 Identify Employees to Receive Pay Change
GPPA	PPA34	Ensure required remarks conform to the Guide to Processing Personnel Actions	Policy	Mandatory	Shared Service Center	2.6.6 Bring Candidate on Board	3.1.6 Maintain Positions	3.1.10 Implement Appeal Decisions (Position Management)	4.4.3 Set Bonus or Award Pay	4.5.1 Identify Employees to Receive Pay Change
GHRDS	PPA35	Ensure required remarks conform to the Guide to HR Data Standards	Policy	Mandatory	Shared Service Center	2.6.6 Bring Candidate on Board	3.1.6 Maintain Positions	3.1.10 Implement Appeal Decisions (Position Management)	4.4.3 Set Bonus or Award Pay	4.5.1 Identify Employees to Receive Pay Change

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Primary Reference	Unique ID	Requirements Description	Type	Priority	Who	Process Linkage	Process Linkage	Process Linkage	Process Linkage	Process Linkage
GPPA	PPA36	Complete Personnel Actions IAW the Guide to Processing Personnel Actions	Policy	Mandatory	Shared Service Center	2.6.6 Bring Candidate on Board	3.1.6 Maintain Positions	3.1.10 Implement Appeal Decisions (Position Management)	4.4.3 Set Bonus or Award Pay	4.5.1 Identify Employees to Receive Pay Change
GPR	PPA37	Complete Personnel Actions IAW the Guide to Personnel Recordkeeping	Policy	Mandatory	Shared Service Center	2.6.6 Bring Candidate on Board	3.1.6 Maintain Positions	3.1.10 Implement Appeal Decisions (Position Management)	4.4.3 Set Bonus or Award Pay	4.5.1 Identify Employees to Receive Pay Change
GPPA	PPA38	File Personnel Actions IAW the Guide to Record Keeping	Policy	Mandatory	Shared Service Center	2.6.6 Bring Candidate on Board	3.1.6 Maintain Positions	3.1.10 Implement Appeal Decisions (Position Management)	4.4.3 Set Bonus or Award Pay	4.5.1 Identify Employees to Receive Pay Change
GPR	PPA39	File Personnel Actions IAW the Guide to Personnel Recordkeeping	Policy	Mandatory	Shared Service Center	2.6.6 Bring Candidate on Board	3.1.6 Maintain Positions	3.1.10 Implement Appeal Decisions (Position Management)	4.4.3 Set Bonus or Award Pay	4.5.1 Identify Employees to Receive Pay Change
GPPA	PPA40	Establish a procedure for suspense file systems IAW the Guide to Processing Personnel Actions	Policy	Mandatory	Shared Service Center	2.6.6 Bring Candidate on Board	3.1.6 Maintain Positions	3.1.10 Implement Appeal Decisions (Position Management)	4.4.3 Set Bonus or Award Pay	4.5.1 Identify Employees to Receive Pay Change

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Primary Reference	Unique ID	Requirements Description	Type	Priority	Who	Process Linkage	Process Linkage	Process Linkage	Process Linkage	Process Linkage
GPPA	PPA41	Prepare supporting documents IAW the Guide to Processing Personnel Actions	Policy	Mandatory	Shared Service Center	2.6.6 Bring Candidate on Board	3.1.6 Maintain Positions	3.1.10 Implement Appeal Decisions (Position Management)	4.4.3 Set Bonus or Award Pay	4.5.1 Identify Employees to Receive Pay Change
GPPA	PPA42	Distribute supporting documents IAW the Guide to Processing Personnel Actions	Policy	Mandatory	Shared Service Center	2.6.6 Bring Candidate on Board	3.1.6 Maintain Positions	3.1.10 Implement Appeal Decisions (Position Management)	4.4.3 Set Bonus or Award Pay	4.5.1 Identify Employees to Receive Pay Change
GPPA	PPA43	File supporting documents submitted IAW The Guide to Personnel Recordkeeping	Policy	Mandatory	Shared Service Center	2.6.6 Bring Candidate on Board	3.1.6 Maintain Positions	3.1.10 Implement Appeal Decisions (Position Management)	4.4.3 Set Bonus or Award Pay	4.5.1 Identify Employees to Receive Pay Change
GPPA	PPA44	File documents created in connection with Personnel Actions IAW with The Guide to Personnel Recordkeeping	Policy	Mandatory	Shared Service Center	2.6.6 Bring Candidate on Board	3.1.6 Maintain Positions	3.1.10 Implement Appeal Decisions (Position Management)	4.4.3 Set Bonus or Award Pay	4.5.1 Identify Employees to Receive Pay Change
GPPA	PPA45	Obtain signatures in support of Personnel Actions IAW the Guide to Processing Personnel Actions	Policy	Mandatory	Shared Service Center	2.6.6 Bring Candidate on Board	3.1.6 Maintain Positions	3.1.10 Implement Appeal Decisions (Position Management)	4.4.3 Set Bonus or Award Pay	4.5.1 Identify Employees to Receive Pay Change

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Primary Reference	Unique ID	Requirements Description	Type	Priority	Who	Process Linkage	Process Linkage	Process Linkage	Process Linkage	Process Linkage
GPPA Ch 9	PPA46	Obtain approvals for Personnel Actions IAW the Guide to Processing Personnel Actions	Policy	Mandatory	Shared Service Center	2.6.6 Bring Candidate on Board	3.1.6 Maintain Positions	3.1.10 Implement Appeal Decisions (Position Management)	4.4.3 Set Bonus or Award Pay	4.5.1 Identify Employees to Receive Pay Change
GPPA	PPA47	Obtain approvers for Personnel Actions IAW the Guide to Processing Personnel Actions	Policy	Mandatory	Shared Service Center	2.6.6 Bring Candidate on Board	3.1.6 Maintain Positions	3.1.10 Implement Appeal Decisions (Position Management)	4.4.3 Set Bonus or Award Pay	4.5.1 Identify Employees to Receive Pay Change
GPPA	PPA48	Obtain all required documents for Personnel Actions IAW the Guide to Processing Personnel Actions	Policy	Mandatory	Shared Service Center	2.6.6 Bring Candidate on Board	3.1.6 Maintain Positions	3.1.10 Implement Appeal Decisions (Position Management)	4.4.3 Set Bonus or Award Pay	4.5.1 Identify Employees to Receive Pay Change
GPPA Ch 31 and GPR	PPA49	Follow instructions in the Guide to Personnel Recordkeeping, Chapter 7, for transferring the Official Personnel Folder on separating employees	Policy	Mandatory	Shared Service Center	5.2.5 Maintain Appropriate Records	9.1.5 Conduct Exit Processing			
GPPA Ch 31 and GPR	PPA50	Follow instructions in the Guide to Personnel Recordkeeping, Chapter 7, for transferring the Employee Medical Folder on separating employees	Policy	Mandatory	Shared Service Center	5.2.5 Maintain Appropriate Records	9.1.5 Conduct Exit Processing			
GPPA	PPA51	Document voluntary service (service performed without compensation by persons who do not receive a Federal appointment) IAW Chapter 33 of the Guide to Processing Personnel Actions	Policy	Mandatory	Shared Service Center	2.6.6 Bring Candidate on Board	3.1.6 Maintain Positions	9.1.5 Conduct Exit Processing		

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Primary Reference	Unique ID	Requirements Description	Type	Priority	Who	Process Linkage	Process Linkage	Process Linkage	Process Linkage	Process Linkage
GPPA Ch 33	PPA52	Establish a procedure to document voluntary service (service performed without compensation by persons who do not receive a Federal appointment) IAW Chapter 33 of the Guide to Processing Personnel Actions	Service	Mandatory	Shared Service Center	2.6.6 Bring Candidate on Board	3.1.6 Maintain Positions	9.1.5 Conduct Exit Processing		
GPR Ch 1	PPA53	Create Personnel Records for Federal Civil Service employees IAW the Guide to Personnel Recordkeeping	Policy	Mandatory	Shared Service Center	2.6.6 Bring Candidate on Board	5.2.5 Maintain Appropriate Records			
GPR Ch 1	PPA54	Maintain Personnel Records for Federal Civil Service employees IAW the Guide to Personnel Recordkeeping	Policy	Mandatory	Shared Service Center	5.2.5 Maintain Appropriate Records				
GPR Ch 1	PPA55	Safeguard Personnel Records for Federal Civil Service employees IAW the Guide to Personnel Recordkeeping	Policy	Mandatory	Shared Service Center	5.2.5 Maintain Appropriate Records				
GPR Ch 1	PPA56	Store Personnel Records for Federal Civil Service employees IAW the Guide to Personnel Recordkeeping	Policy	Mandatory	Shared Service Center	5.2.5 Maintain Appropriate Records				
GPR Ch 1	PPA57	Dispose of Personnel Records for Federal Civil Service employees IAW the Guide to Personnel Recordkeeping	Policy	Mandatory	Shared Service Center	5.2.5 Maintain Appropriate Records				
GPR Ch 4	PPA58	Procedures must be in place to reconstruct a personnel folder IAW Chapter 4 of the Guide to Personnel Recordkeeping	Policy	Mandatory	Shared Service Center	5.2.5 Maintain Appropriate Records				

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Primary Reference	Unique ID	Requirements Description	Type	Priority	Who	Process Linkage	Process Linkage	Process Linkage	Process Linkage	Process Linkage
GPR Ch 5	PPA59	Procedures must be in place to construct a "Jointly-Owned" Personnel Folder (a record under the Office of Personnel Management's recordkeeping authority that contains personnel records that were established by agencies (other than OPM) that have their own personnel folder recordkeeping authority - such as Legislative and Judicial Branch agencies, Central Intelligence Agency, and the U.S. Postal Service) IAW Chapter 5 of the Guide to Personnel Recordkeeping	Policy	Mandatory	Shared Service Center	5.2.5 Maintain Appropriate Records				
GPR Ch 5	PPA60	Procedures must be in place to maintain a "Jointly-Owned" Personnel Folder (a record under the Office of Personnel Management's recordkeeping authority that contains personnel records that were established by agencies (other than OPM) that have their own personnel folder recordkeeping authority - such as Legislative and Judicial Branch agencies, Central Intelligence Agency, and the U.S. Postal Service) IAW Chapter 5 of the Guide to Personnel Recordkeeping	Policy	Mandatory	Shared Service Center	5.2.5 Maintain Appropriate Records				
GPR Ch 6	PPA61	Procedures must be in place to respond to requests for information on Federal employees IAW Chapter 6 of the Guide to Personnel Recordkeeping	Policy	Mandatory	Shared Service Center	5.2.5 Maintain Appropriate Records				

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Primary Reference	Unique ID	Requirements Description	Type	Priority	Who	Process Linkage	Process Linkage	Process Linkage	Process Linkage	Process Linkage
GPR Ch 6	PPA62	Procedures must be in place to respond to requests for information on former employees (for information from Employee Medical Folders and personnel folders) IAW Chapter 6 of the Guide to Personnel Recordkeeping	Policy	Mandatory	Shared Service Center	5.2.5 Maintain Appropriate Records				
GPR Ch 7	PPA63	Procedures must be in place to transfer interagency personnel records to the next Federal employer or the National Personnel Records Center IAW Chapter 7 of the Guide to Personnel Recordkeeping	Policy	Mandatory	Shared Service Center	5.2.5 Maintain Appropriate Records				
GPR Ch 8	PPA64	Procedures must be in place to search for records contained in personnel records, using the index of documents contained in Chapter 8 of the Guide to Personnel Recordkeeping	Policy	Mandatory	Shared Service Center	5.2.5 Maintain Appropriate Records				
GPR Ch 8	PPA65	Procedures must be in place to search for documents contained in personnel records, using the index of documents contained in Chapter 8 of the Guide to Personnel Recordkeeping	Policy	Mandatory	Shared Service Center	5.2.5 Maintain Appropriate Records				
GHRDS	PPA66	Collect data in the format required by the Guide to HR Data Standards	Policy	Mandatory	Shared Service Center	2.6.6 Bring Candidate on Board	3.1.6 Maintain Positions	3.1.10 Implement Appeal Decisions (Position Management)	4.4.3 Set Bonus or Award Pay	4.5.1 Identify Employees to Receive Pay Change

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Primary Reference	Unique ID	Requirements Description	Type	Priority	Who	Process Linkage	Process Linkage	Process Linkage	Process Linkage	Process Linkage
GHRDR	PPA67	Report data IAW the Guide to Human Resources Data Reporting	Policy	Mandatory	Shared Service Center	2.6.6 Bring Candidate on Board	3.1.6 Maintain Positions	3.1.10 Implement Appeal Decisions (Position Management)	4.4.3 Set Bonus or Award Pay	4.5.1 Identify Employees to Receive Pay Change
GHRDE	PPA68	Edit data IAW the Guide to Human Resources Data Editing	Policy	Mandatory	Shared Service Center	2.6.6 Bring Candidate on Board	3.1.6 Maintain Positions	3.1.10 Implement Appeal Decisions (Position Management)	4.4.3 Set Bonus or Award Pay	4.5.1 Identify Employees to Receive Pay Change
GPPA	PPA69	Nature of Action changes issued in changes to the Guide to Processing Personnel Actions must be implemented within 60 days of issuance of the GPPA change	Performance	Critical	Shared Service Center	2.6.6 Bring Candidate on Board	3.1.6 Maintain Positions	3.1.10 Implement Appeal Decisions (Position Management)	4.4.3 Set Bonus or Award Pay	4.5.1 Identify Employees to Receive Pay Change
GPPA	PPA70	Authority Code changes issued in changes to the Guide to Processing Personnel Actions must be implemented within 60 days of issuance of the GPPA change	Performance	Critical	Shared Service Center	2.6.6 Bring Candidate on Board	3.1.6 Maintain Positions	3.1.10 Implement Appeal Decisions (Position Management)	4.4.3 Set Bonus or Award Pay	4.5.1 Identify Employees to Receive Pay Change
GPPA	PPA71	Remark changes issued in changes to the Guide to Processing Personnel Actions must be implemented within 60 days of issuance of the GPPA change	Performance	Critical	Shared Service Center	2.6.6 Bring Candidate on Board	3.1.6 Maintain Positions	3.1.10 Implement Appeal Decisions (Position Management)	4.4.3 Set Bonus or Award Pay	4.5.1 Identify Employees to Receive Pay Change

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Primary Reference	Unique ID	Requirements Description	Type	Priority	Who	Process Linkage	Process Linkage	Process Linkage	Process Linkage	Process Linkage
GPPA	PPA72	System changes (other than NOA Authority Code, and Remark changes) necessitated by changes to the Guide to Processing Personnel Actions must be implemented within 180 days of issuance of the GPPA change	Performance	Critical	Shared Service Center	2.6.6 Bring Candidate on Board	3.1.6 Maintain Positions	3.1.10 Implement Appeal Decisions (Position Management)	4.4.3 Set Bonus or Award Pay	4.5.1 Identify Employees to Receive Pay Change
GPR	PPA73	Changes to Recordkeeping practices issues in changes to the Guide to Personnel Recordkeeping must be implemented within 60 days of the issuance of the GPR change	Performance	Critical	Shared Service Center	2.6.6 Bring Candidate on Board	3.1.6 Maintain Positions	3.1.10 Implement Appeal Decisions (Position Management)	4.4.3 Set Bonus or Award Pay	4.5.1 Identify Employees to Receive Pay Change
GHRDS	PPA74	Table changes necessitated by changes to the Guide to HR Data Standards must be implemented within 60 days of issuance of the GHRDS change	Performance	Critical	Shared Service Center	2.6.6 Bring Candidate on Board	3.1.6 Maintain Positions	3.1.10 Implement Appeal Decisions (Position Management)	4.4.3 Set Bonus or Award Pay	4.5.1 Identify Employees to Receive Pay Change
GHRDS	PPA75	System changes necessitated by changes to the Guide to HR Data Standards must be implemented within 180 days of issuance of the GHRDS change	Performance	Critical	Shared Service Center	2.6.6 Bring Candidate on Board	3.1.6 Maintain Positions	3.1.10 Implement Appeal Decisions (Position Management)	4.4.3 Set Bonus or Award Pay	4.5.1 Identify Employees to Receive Pay Change
GHRDR	PPA76	Table changes necessitated by changes to the Guide to HR Data Reporting must be implemented within 60 days of issuance of the GHRDR change	Performance	Critical	Shared Service Center	2.6.6 Bring Candidate on Board	3.1.6 Maintain Positions	3.1.10 Implement Appeal Decisions (Position Management)	4.4.3 Set Bonus or Award Pay	4.5.1 Identify Employees to Receive Pay Change

HUMAN RESOURCES LINE OF BUSINESS TARGET REQUIREMENTS FOR SSCS

Primary Reference	Unique ID	Requirements Description	Type	Priority	Who	Process Linkage	Process Linkage	Process Linkage	Process Linkage	Process Linkage
GHRDR	PPA77	System changes necessitated by changes to the Guide to HR Data Reporting must be implemented within 180 days of issuance of the GHRDR change	Performance	Critical	Shared Service Center	2.6.6 Bring Candidate on Board	3.1.6 Maintain Positions	3.1.10 Implement Appeal Decisions (Position Management)	4.4.3 Set Bonus or Award Pay	4.5.1 Identify Employees to Receive Pay Change
GHRDE	PPA78	Table changes necessitated by changes to the Guide to HR Data Editing must be implemented within 60 days of issuance of the GHRDE change	Performance	Critical	Shared Service Center	2.6.6 Bring Candidate on Board	3.1.6 Maintain Positions	3.1.10 Implement Appeal Decisions (Position Management)	4.4.3 Set Bonus or Award Pay	4.5.1 Identify Employees to Receive Pay Change
GHRDE	PPA79	System changes necessitated by changes to the Guide to HR Data Editing must be implemented within 180 days of issuance of the GHRDE change	Performance	Critical	Shared Service Center	2.6.6 Bring Candidate on Board	3.1.6 Maintain Positions	3.1.10 Implement Appeal Decisions (Position Management)	4.4.3 Set Bonus or Award Pay	4.5.1 Identify Employees to Receive Pay Change
Multi-Agency Workshop	PPA80	Move candidate data to employee data upon entry of the appointment personnel action	Technology	Mandatory	Shared Service Center	2.6.6 Bring Candidate on Board	3.1.6 Maintain Positions	3.1.10 Implement Appeal Decisions (Position Management)	4.4.3 Set Bonus or Award Pay	4.5.1 Identify Employees to Receive Pay Change
Multi-Agency Workshop	PPA81	Automatically delete the WGI due date when an employee converts from a permanent to a temporary appointment	Technology	Mandatory	Shared Service Center	2.6.6 Bring Candidate on Board	3.1.6 Maintain Positions	3.1.10 Implement Appeal Decisions (Position Management)	4.4.3 Set Bonus or Award Pay	4.5.1 Identify Employees to Receive Pay Change

HUMAN RESOURCES LINE OF BUSINESS TARGET REQUIREMENTS FOR SSCS

Capture Personnel Action Data										
Primary Reference	Unique ID	Requirements Description	Type	Priority	Who	Process Linkage	Process Linkage	Process Linkage	Process Linkage	Process Linkage
Multi-Agency Workshop	PPA82	Allow users to initiate personnel actions in a secure automated solution	Technology	Mandatory	Shared Service Center	2.6.6 Bring Candidate on Board	3.1.6 Maintain Positions	3.1.10 Implement Appeal Decisions (Position Management)	4.4.3 Set Bonus or Award Pay	4.5.1 Identify Employees to Receive Pay Change
Multi-Agency Workshop	PPA83	Allow users to initiate personnel actions in a secure automated Web-based solution	Technology	Critical	Shared Service Center	2.6.6 Bring Candidate on Board	3.1.6 Maintain Positions	3.1.10 Implement Appeal Decisions (Position Management)	4.4.3 Set Bonus or Award Pay	4.5.1 Identify Employees to Receive Pay Change
Multi-Agency Workshop	PPA84	Allow users to edit personnel action data to a secure automated solution	Technology	Mandatory	Shared Service Center	2.6.6 Bring Candidate on Board	3.1.6 Maintain Positions	3.1.10 Implement Appeal Decisions (Position Management)	4.4.3 Set Bonus or Award Pay	4.5.1 Identify Employees to Receive Pay Change
Multi-Agency Workshop	PPA85	Allow users to edit personnel action data to a secure automated Web-based solution	Technology	Critical	Shared Service Center	2.6.6 Bring Candidate on Board	3.1.6 Maintain Positions	3.1.10 Implement Appeal Decisions (Position Management)	4.4.3 Set Bonus or Award Pay	4.5.1 Identify Employees to Receive Pay Change

HUMAN RESOURCES LINE OF BUSINESS TARGET REQUIREMENTS FOR SSCS

Primary Reference	Unique ID	Requirements Description	Type	Priority	Who	Process Linkage	Process Linkage	Process Linkage	Process Linkage	Process Linkage
Multi-Agency Workshop	PPA86	Information displayed will be tailored to the role of the user. (Roles will be defined)	Technology	Mandatory	Shared Service Center	2.6.6 Bring Candidate on Board	3.1.6 Maintain Positions	3.1.10 Implement Appeal Decisions (Position Management)	4.4.3 Set Bonus or Award Pay	4.5.1 Identify Employees to Receive Pay Change
Multi-Agency Workshop	PPA87	Facilitate completion of online personnel action through menu-driven drop down boxes and lists of values with descriptions; values may vary by action	Technology	Mandatory	Shared Service Center	2.6.6 Bring Candidate on Board	3.1.6 Maintain Positions	3.1.10 Implement Appeal Decisions (Position Management)	4.4.3 Set Bonus or Award Pay	4.5.1 Identify Employees to Receive Pay Change
Multi-Agency Workshop	PPA88	Pre-populate existing applicable employee information	Technology	Mandatory	Shared Service Center	2.6.6 Bring Candidate on Board	3.1.6 Maintain Positions	3.1.10 Implement Appeal Decisions (Position Management)	4.4.3 Set Bonus or Award Pay	4.5.1 Identify Employees to Receive Pay Change
Multi-Agency Workshop	PPA89	Pre-populate position data	Technology	Mandatory	Shared Service Center	2.6.6 Bring Candidate on Board	3.1.6 Maintain Positions	3.1.10 Implement Appeal Decisions (Position Management)	4.4.3 Set Bonus or Award Pay	4.5.1 Identify Employees to Receive Pay Change
Multi-Agency Workshop	PPA90	Integrate personnel data (such as applicant data with the personnel system)	Technology	Critical	Shared Service Center	2.6.6 Bring Candidate on Board	3.1.6 Maintain Positions	3.1.10 Implement Appeal Decisions (Position Management)	4.4.3 Set Bonus or Award Pay	4.5.1 Identify Employees to Receive Pay Change

HUMAN RESOURCES LINE OF BUSINESS TARGET REQUIREMENTS FOR SSCS

Primary Reference	Unique ID	Requirements Description	Type	Priority	Who	Process Linkage	Process Linkage	Process Linkage	Process Linkage	Process Linkage
Multi-Agency Workshop	PPA91	Display corresponding related legal authorities after NOA is selected	Technology	Mandatory	Shared Service Center	2.6.6 Bring Candidate on Board	3.1.6 Maintain Positions	3.1.10 Implement Appeal Decisions (Position Management)	4.4.3 Set Bonus or Award Pay	4.5.1 Identify Employees to Receive Pay Change
Multi-Agency Workshop	PPA92	Allow users to select from possible personnel action remarks	Technology	Mandatory	Shared Service Center	2.6.6 Bring Candidate on Board	3.1.6 Maintain Positions	3.1.10 Implement Appeal Decisions (Position Management)	4.4.3 Set Bonus or Award Pay	4.5.1 Identify Employees to Receive Pay Change
Multi-Agency Workshop	PPA93	Edit data entered against business rules based on previously entered data	Technology	Mandatory	Shared Service Center	2.6.6 Bring Candidate on Board	3.1.6 Maintain Positions	3.1.10 Implement Appeal Decisions (Position Management)	4.4.3 Set Bonus or Award Pay	4.5.1 Identify Employees to Receive Pay Change
Multi-Agency Workshop	PPA94	Provide online help	Technology	Mandatory	Shared Service Center	2.6.6 Bring Candidate on Board	3.1.6 Maintain Positions	3.1.10 Implement Appeal Decisions (Position Management)	4.4.3 Set Bonus or Award Pay	4.5.1 Identify Employees to Receive Pay Change
Multi-Agency Workshop	PPA95	Provide online navigation instructions	Technology	Mandatory	Shared Service Center	2.6.6 Bring Candidate on Board	3.1.6 Maintain Positions	3.1.10 Implement Appeal Decisions (Position Management)	4.4.3 Set Bonus or Award Pay	4.5.1 Identify Employees to Receive Pay Change

HUMAN RESOURCES LINE OF BUSINESS TARGET REQUIREMENTS FOR SSCS

Primary Reference	Unique ID	Requirements Description	Type	Priority	Who	Process Linkage	Process Linkage	Process Linkage	Process Linkage	Process Linkage
Multi-Agency Workshop	PPA96	Provide online training for processing personnel actions	Technology	Useful	Shared Service Center	2.6.6 Bring Candidate on Board	3.1.6 Maintain Positions	3.1.10 Implement Appeal Decisions (Position Management)	4.4.3 Set Bonus or Award Pay	4.5.1 Identify Employees to Receive Pay Change
Multi-Agency Workshop	PPA97	Allow a user to save a personnel action-in-progress at any time prior to completion	Technology	Mandatory	Shared Service Center	2.6.6 Bring Candidate on Board	3.1.6 Maintain Positions	3.1.10 Implement Appeal Decisions (Position Management)	4.4.3 Set Bonus or Award Pay	4.5.1 Identify Employees to Receive Pay Change
Multi-Agency Workshop	PPA98	Allow a user to retrieve a personnel action-in-progress at any time	Technology	Mandatory	Shared Service Center	2.6.6 Bring Candidate on Board	3.1.6 Maintain Positions	3.1.10 Implement Appeal Decisions (Position Management)	4.4.3 Set Bonus or Award Pay	4.5.1 Identify Employees to Receive Pay Change
Multi-Agency Workshop	PPA99	Allow for multiple personnel actions for a single employee in one pay period and / or on the same day	Technology	Mandatory	Shared Service Center	2.6.6 Bring Candidate on Board	3.1.6 Maintain Positions	3.1.10 Implement Appeal Decisions (Position Management)	4.4.3 Set Bonus or Award Pay	4.5.1 Identify Employees to Receive Pay Change
Multi-Agency Workshop	PPA100	The system must be able to process personnel actions in accordance with the GPPA	Technology	Mandatory	Shared Service Center	2.6.6 Bring Candidate on Board	3.1.6 Maintain Positions	3.1.10 Implement Appeal Decisions (Position Management)	4.4.3 Set Bonus or Award Pay	4.5.1 Identify Employees to Receive Pay Change

HUMAN RESOURCES LINE OF BUSINESS TARGET REQUIREMENTS FOR SSCS

Primary Reference	Unique ID	Requirements Description	Type	Priority	Who	Process Linkage	Process Linkage	Process Linkage	Process Linkage	Process Linkage
Multi-Agency Workshop	PPA101	Allow for verification of reinstatement eligibility of former federal employees	Technology	Useful	Shared Service Center	2.6.6 Bring Candidate on Board	3.1.6 Maintain Positions	3.1.10 Implement Appeal Decisions (Position Management)	4.4.3 Set Bonus or Award Pay	4.5.1 Identify Employees to Receive Pay Change
Multi-Agency Workshop	PPA102	Allow for integration of prior military service (EOD)	Technology	Useful	Shared Service Center	2.6.6 Bring Candidate on Board	3.1.6 Maintain Positions	3.1.10 Implement Appeal Decisions (Position Management)	4.4.3 Set Bonus or Award Pay	4.5.1 Identify Employees to Receive Pay Change
Multi-Agency Workshop	PPA103	Support transfer of multiple employees from one agency to another (e.g."transfer of function")	Technology	Mandatory	Shared Service Center	2.6.6 Bring Candidate on Board	3.1.6 Maintain Positions	3.1.10 Implement Appeal Decisions (Position Management)	4.4.3 Set Bonus or Award Pay	4.5.1 Identify Employees to Receive Pay Change
Multi-Agency Workshop	PPA104	Support all types of employment (e.g. full-time, part-time, etc.)	Technology	Mandatory	Shared Service Center	2.6.6 Bring Candidate on Board	3.1.6 Maintain Positions	3.1.10 Implement Appeal Decisions (Position Management)	4.4.3 Set Bonus or Award Pay	4.5.1 Identify Employees to Receive Pay Change
Multi-Agency Workshop	PPA105	Support assignments to all Federal jobs (e.g. competitive, excepted, foreign nationals)	Technology	Mandatory	Shared Service Center	2.6.6 Bring Candidate on Board	3.1.6 Maintain Positions	3.1.10 Implement Appeal Decisions (Position Management)	4.4.3 Set Bonus or Award Pay	4.5.1 Identify Employees to Receive Pay Change

HUMAN RESOURCES LINE OF BUSINESS TARGET REQUIREMENTS FOR SSCS

Primary Reference	Unique ID	Requirements Description	Type	Priority	Who	Process Linkage	Process Linkage	Process Linkage	Process Linkage	Process Linkage
Multi-Agency Workshop	PPA106	Automatically generate personnel actions based on suspense dates	Technology	Mandatory	Shared Service Center	2.6.6 Bring Candidate on Board	3.1.6 Maintain Positions	3.1.10 Implement Appeal Decisions (Position Management)	4.4.3 Set Bonus or Award Pay	4.5.1 Identify Employees to Receive Pay Change
Multi-Agency Workshop	PPA107	Handle mass change actions via list (e.g. reorganization, transfer work, pay adjustment)	Technology	Mandatory	Shared Service Center	2.6.6 Bring Candidate on Board	3.1.6 Maintain Positions	3.1.10 Implement Appeal Decisions (Position Management)	4.4.3 Set Bonus or Award Pay	4.5.1 Identify Employees to Receive Pay Change
Multi-Agency Workshop	PPA108	Permit personnel actions with future effective dates to be entered	Technology	Mandatory	Shared Service Center	2.6.6 Bring Candidate on Board	3.1.6 Maintain Positions	3.1.10 Implement Appeal Decisions (Position Management)	4.4.3 Set Bonus or Award Pay	4.5.1 Identify Employees to Receive Pay Change
Multi-Agency Workshop	PPA109	Permit personnel actions with future effective dates to be processed	Technology	Mandatory	Shared Service Center	2.6.6 Bring Candidate on Board	3.1.6 Maintain Positions	3.1.10 Implement Appeal Decisions (Position Management)	4.4.3 Set Bonus or Award Pay	4.5.1 Identify Employees to Receive Pay Change
Multi-Agency Workshop	PPA110	Permit retroactive personnel actions to be entered without manually reentering actions already on file	service	Mandatory	Shared Service Center	2.6.6 Bring Candidate on Board	3.1.6 Maintain Positions	3.1.10 Implement Appeal Decisions (Position Management)	4.4.3 Set Bonus or Award Pay	4.5.1 Identify Employees to Receive Pay Change

HUMAN RESOURCES LINE OF BUSINESS TARGET REQUIREMENTS FOR SSCS

Primary Reference	Unique ID	Requirements Description	Type	Priority	Who	Process Linkage	Process Linkage	Process Linkage	Process Linkage	Process Linkage
Multi-Agency Workshop	PPA111	Permit retroactive personnel actions to be processed without manually reentering actions already on file	service	Mandatory	Shared Service Center	2.6.6 Bring Candidate on Board	3.1.6 Maintain Positions	3.1.10 Implement Appeal Decisions (Position Management)	4.4.3 Set Bonus or Award Pay	4.5.1 Identify Employees to Receive Pay Change
Multi-Agency Workshop	PPA112	Assign a unique processing number to each personnel action for identification and tracking purposes	Technology	Mandatory	Shared Service Center	2.6.6 Bring Candidate on Board	3.1.6 Maintain Positions	3.1.10 Implement Appeal Decisions (Position Management)	4.4.3 Set Bonus or Award Pay	4.5.1 Identify Employees to Receive Pay Change
Multi-Agency Workshop	PPA113	Capture employee name in the specified format	Technology	Mandatory	Shared Service Center	2.6.6 Bring Candidate on Board	3.1.6 Maintain Positions	3.1.10 Implement Appeal Decisions (Position Management)	4.4.3 Set Bonus or Award Pay	4.5.1 Identify Employees to Receive Pay Change
Multi-Agency Workshop	PPA114	Display the approving official's name	Technology	Mandatory	Shared Service Center	2.6.6 Bring Candidate on Board	3.1.6 Maintain Positions	3.1.10 Implement Appeal Decisions (Position Management)	4.4.3 Set Bonus or Award Pay	4.5.1 Identify Employees to Receive Pay Change
Multi-Agency Workshop	PPA115	Display the approving official's title	Technology	Mandatory	Shared Service Center	2.6.6 Bring Candidate on Board	3.1.6 Maintain Positions	3.1.10 Implement Appeal Decisions (Position Management)	4.4.3 Set Bonus or Award Pay	4.5.1 Identify Employees to Receive Pay Change

HUMAN RESOURCES LINE OF BUSINESS TARGET REQUIREMENTS FOR SSCS

Primary Reference	Unique ID	Requirements Description	Type	Priority	Who	Process Linkage	Process Linkage	Process Linkage	Process Linkage	Process Linkage
Multi-Agency Workshop	PPA116	Maintain employee personnel action history	Technology	Mandatory	Shared Service Center	2.6.6 Bring Candidate on Board	3.1.6 Maintain Positions	3.1.10 Implement Appeal Decisions (Position Management)	4.4.3 Set Bonus or Award Pay	4.5.1 Identify Employees to Receive Pay Change
Multi-Agency Workshop	PPA117	Capture all employee data necessary to document a personnel action	Technology	Mandatory	Shared Service Center	2.6.6 Bring Candidate on Board	3.1.6 Maintain Positions	3.1.10 Implement Appeal Decisions (Position Management)	4.4.3 Set Bonus or Award Pay	4.5.1 Identify Employees to Receive Pay Change
Multi-Agency Workshop	PPA118	Capture position data	Technology	Mandatory	Shared Service Center	2.6.6 Bring Candidate on Board	3.1.6 Maintain Positions	3.1.10 Implement Appeal Decisions (Position Management)	4.4.3 Set Bonus or Award Pay	4.5.1 Identify Employees to Receive Pay Change
Multi-Agency Workshop	PPA119	Allow multiple incumbency of positions (for example, employee is on extended sick leave for 6 months, the assignment is still active but HR may detail an employee or process a temporary appointment)	Service	Mandatory	Shared Service Center	2.6.6 Bring Candidate on Board	3.1.6 Maintain Positions	3.1.10 Implement Appeal Decisions (Position Management)	4.4.3 Set Bonus or Award Pay	4.5.1 Identify Employees to Receive Pay Change
Multi-Agency Workshop	PPA120	Capture with a code the reason for separation	Technology	Mandatory	Shared Service Center	2.6.6 Bring Candidate on Board	3.1.6 Maintain Positions	3.1.10 Implement Appeal Decisions (Position Management)	4.4.3 Set Bonus or Award Pay	4.5.1 Identify Employees to Receive Pay Change

HUMAN RESOURCES LINE OF BUSINESS TARGET REQUIREMENTS FOR SSCS

HUMAN RESOURCES LINE OF BUSINESS TARGET REQUIREMENTS FOR SSCS										
Primary Reference	Unique ID	Requirements Description	Type	Priority	Who	Process Linkage	Process Linkage	Process Linkage	Process Linkage	Process Linkage
Multi-Agency Workshop	PPA121	Identify employees who have been granted internal return rights (this relates to internal return rights - not external like IPAs and ICAOs)	Technology	Mandatory	Shared Service Center	2.6.6 Bring Candidate on Board	3.1.6 Maintain Positions	3.1.10 Implement Appeal Decisions (Position Management)	4.4.3 Set Bonus or Award Pay	4.5.1 Identify Employees to Receive Pay Change
Multi-Agency Workshop	PPA122	Capture priority consideration for employees	Technology	Critical	Shared Service Center	2.6.6 Bring Candidate on Board	3.1.6 Maintain Positions	3.1.10 Implement Appeal Decisions (Position Management)	4.4.3 Set Bonus or Award Pay	4.5.1 Identify Employees to Receive Pay Change
Electronically Route, Approve and Notify for a Personnel Action										
Multi-Agency Workshop	PPA123	Route personnel actions based on workflow	Technology	Mandatory	Shared Service Center	2.6.6 Bring Candidate on Board	3.1.6 Maintain Positions	3.1.10 Implement Appeal Decisions (Position Management)	4.4.3 Set Bonus or Award Pay	4.5.1 Identify Employees to Receive Pay Change
Multi-Agency Workshop	PPA124	Tailor the workflow routing to the action (e.g., NOA code, user authority, monetary thresholds, agency-specific specific rules)	Technology	Mandatory	Shared Service Center	2.6.6 Bring Candidate on Board	3.1.6 Maintain Positions	3.1.10 Implement Appeal Decisions (Position Management)	4.4.3 Set Bonus or Award Pay	4.5.1 Identify Employees to Receive Pay Change
Multi-Agency Workshop	PPA125	Route personnel actions to appropriate alternate parties when workflow routing is affected by "out of office" situations	Technology	Mandatory	Shared Service Center	2.6.6 Bring Candidate on Board	3.1.6 Maintain Positions	3.1.10 Implement Appeal Decisions (Position Management)	4.4.3 Set Bonus or Award Pay	4.5.1 Identify Employees to Receive Pay Change

HUMAN RESOURCES LINE OF BUSINESS TARGET REQUIREMENTS FOR SSCS

Primary Reference	Unique ID	Requirements Description	Type	Priority	Who	Process Linkage	Process Linkage	Process Linkage	Process Linkage	Process Linkage
Multi-Agency Workshop	PPA126	Notify individuals based on the role of the individual	Service	Mandatory	Shared Service Center	2.6.6 Bring Candidate on Board	3.1.6 Maintain Positions	3.1.10 Implement Appeal Decisions (Position Management)	4.4.3 Set Bonus or Award Pay	4.5.1 Identify Employees to Receive Pay Change
Multi-Agency Workshop	PPA127	Notify employee about initiated personnel action when applicable	Service	Mandatory	Shared Service Center	2.6.6 Bring Candidate on Board	3.1.6 Maintain Positions	3.1.10 Implement Appeal Decisions (Position Management)	4.4.3 Set Bonus or Award Pay	4.5.1 Identify Employees to Receive Pay Change
Multi-Agency Workshop	PPA128	Notify employee about completed personnel action	Service	Mandatory	Shared Service Center	2.6.6 Bring Candidate on Board	3.1.6 Maintain Positions	3.1.10 Implement Appeal Decisions (Position Management)	4.4.3 Set Bonus or Award Pay	4.5.1 Identify Employees to Receive Pay Change
Multi-Agency Workshop	PPA129	Provide access to personnel action data to the employee affected by the personnel action within a specified time period of the personnel action (determine where this belongs)	Technology	Mandatory	Shared Service Center	2.6.6 Bring Candidate on Board	3.1.6 Maintain Positions	3.1.10 Implement Appeal Decisions (Position Management)	4.4.3 Set Bonus or Award Pay	4.5.1 Identify Employees to Receive Pay Change
Multi-Agency Workshop	PPA130	Track personnel actions through workflow stages (role based)	Technology	Mandatory	Shared Service Center	2.6.6 Bring Candidate on Board	3.1.6 Maintain Positions	3.1.10 Implement Appeal Decisions (Position Management)	4.4.3 Set Bonus or Award Pay	4.5.1 Identify Employees to Receive Pay Change

HUMAN RESOURCES LINE OF BUSINESS TARGET REQUIREMENTS FOR SSCS

Primary Reference	Unique ID	Requirements Description	Type	Priority	Who	Process Linkage	Process Linkage	Process Linkage	Process Linkage	Process Linkage
Multi-Agency Workshop	PPA131	Track past personnel actions including effective dates(role based)	Technology	Mandatory	Shared Service Center	2.6.6 Bring Candidate on Board	3.1.6 Maintain Positions	3.1.10 Implement Appeal Decisions (Position Management)	4.4.3 Set Bonus or Award Pay	4.5.1 Identify Employees to Receive Pay Change
Multi-Agency Workshop	PPA132	Track current personnel actions including effective dates(role based)	Technology	Mandatory	Shared Service Center	2.6.6 Bring Candidate on Board	3.1.6 Maintain Positions	3.1.10 Implement Appeal Decisions (Position Management)	4.4.3 Set Bonus or Award Pay	4.5.1 Identify Employees to Receive Pay Change
Multi-Agency Workshop	PPA133	Track future dated personnel actions including effective dates (role based)	Technology	Mandatory	Shared Service Center	2.6.6 Bring Candidate on Board	3.1.6 Maintain Positions	3.1.10 Implement Appeal Decisions (Position Management)	4.4.3 Set Bonus or Award Pay	4.5.1 Identify Employees to Receive Pay Change
Multi-Agency Workshop	PPA134	Track status of all personnel action requests (role based)	Technology	Mandatory	Shared Service Center	2.6.6 Bring Candidate on Board	3.1.6 Maintain Positions	3.1.10 Implement Appeal Decisions (Position Management)	4.4.3 Set Bonus or Award Pay	4.5.1 Identify Employees to Receive Pay Change
Multi-Agency Workshop	PPA135	Track all time limited actions (define time limited)	Technology	Mandatory	Shared Service Center	2.6.6 Bring Candidate on Board	3.1.6 Maintain Positions	3.1.10 Implement Appeal Decisions (Position Management)	4.4.3 Set Bonus or Award Pay	4.5.1 Identify Employees to Receive Pay Change

HUMAN RESOURCES LINE OF BUSINESS TARGET REQUIREMENTS FOR SSCS

Primary Reference	Unique ID	Requirements Description	Type	Priority	Who	Process Linkage	Process Linkage	Process Linkage	Process Linkage	Process Linkage
Multi-Agency Workshop	PPA136	Track temporary employees nearing certain hours thresholds	Technology	Mandatory	Shared Service Center	2.6.6 Bring Candidate on Board	3.1.6 Maintain Positions	3.1.10 Implement Appeal Decisions (Position Management)	4.4.3 Set Bonus or Award Pay	4.5.1 Identify Employees to Receive Pay Change
Multi-Agency Workshop	PPA137	Notify individuals of temporary employees nearing certain hours thresholds (role based)	Service	Mandatory	Shared Service Center	2.6.6 Bring Candidate on Board	3.1.6 Maintain Positions	3.1.10 Implement Appeal Decisions (Position Management)	4.4.3 Set Bonus or Award Pay	4.5.1 Identify Employees to Receive Pay Change
Multi-Agency Workshop	PPA138	Automatically Produce notification for a time-sensitive action, triggered by elapsed time (e.g., completion of probationary period, completion of temporary appointment, within-grade salary increase).	Technology	Mandatory	Shared Service Center	2.6.6 Bring Candidate on Board	3.1.6 Maintain Positions	3.1.10 Implement Appeal Decisions (Position Management)	4.4.3 Set Bonus or Award Pay	4.5.1 Identify Employees to Receive Pay Change
Multi-Agency Workshop	PPA139	Notify other organization units of new hire start date	Service	Mandatory	Shared Service Center	2.6.6 Bring Candidate on Board	3.1.6 Maintain Positions	3.1.10 Implement Appeal Decisions (Position Management)	4.4.3 Set Bonus or Award Pay	4.5.1 Identify Employees to Receive Pay Change
Multi-Agency Workshop	PPA140	Vary notification by position for other organization units new hire start date	Service	useful	Shared Service Center	2.6.6 Bring Candidate on Board	3.1.6 Maintain Positions	3.1.10 Implement Appeal Decisions (Position Management)	4.4.3 Set Bonus or Award Pay	4.5.1 Identify Employees to Receive Pay Change

HUMAN RESOURCES LINE OF BUSINESS TARGET REQUIREMENTS FOR SSCS

Primary Reference	Unique ID	Requirements Description	Type	Priority	Who	Process Linkage	Process Linkage	Process Linkage	Process Linkage	Process Linkage
Multi-Agency Workshop	PPA141	Vary notification by role for other organization units of new hire start date	Service	useful	Shared Service Center	2.6.6 Bring Candidate on Board	3.1.6 Maintain Positions	3.1.10 Implement Appeal Decisions (Position Management)	4.4.3 Set Bonus or Award Pay	4.5.1 Identify Employees to Receive Pay Change
Multi-Agency Workshop	PPA142	Vary notification by agency-specific requirements	Service	useful	Shared Service Center	2.6.6 Bring Candidate on Board	3.1.6 Maintain Positions	3.1.10 Implement Appeal Decisions (Position Management)	4.4.3 Set Bonus or Award Pay	4.5.1 Identify Employees to Receive Pay Change
Multi-Agency Workshop	PPA143	Notify individuals of employees who have been granted return rights (role based)	Service	Mandatory	Shared Service Center	2.6.6 Bring Candidate on Board	3.1.6 Maintain Positions	3.1.10 Implement Appeal Decisions (Position Management)	4.4.3 Set Bonus or Award Pay	4.5.1 Identify Employees to Receive Pay Change
Multi-Agency Workshop	PPA144	Provide for on-line approval of personnel actions	Technology	Mandatory	Shared Service Center	2.6.6 Bring Candidate on Board	3.1.6 Maintain Positions	3.1.10 Implement Appeal Decisions (Position Management)	4.4.3 Set Bonus or Award Pay	4.5.1 Identify Employees to Receive Pay Change
Multi-Agency Workshop	PPA145	Provide for on-line disapproval of personnel actions	Technology	Mandatory	Shared Service Center	2.6.6 Bring Candidate on Board	3.1.6 Maintain Positions	3.1.10 Implement Appeal Decisions (Position Management)	4.4.3 Set Bonus or Award Pay	4.5.1 Identify Employees to Receive Pay Change

HUMAN RESOURCES LINE OF BUSINESS TARGET REQUIREMENTS FOR SSCS

Electronically Update Data										
Primary Reference	Unique ID	Requirements Description	Type	Priority	Who	Process Linkage	Process Linkage	Process Linkage	Process Linkage	Process Linkage
Multi-Agency Workshop	PPA146	Allow personnel action activity analysis for all NOAs (reporting)	Technology	Mandatory	Shared Service Center	2.6.6 Bring Candidate on Board	3.1.6 Maintain Positions	3.1.10 Implement Appeal Decisions (Position Management)	4.4.3 Set Bonus or Award Pay	4.5.1 Identify Employees to Receive Pay Change
Multi-Agency Workshop	PPA147	Allow personnel action activity analysis for each NOA(reporting)	Technology	Mandatory	Shared Service Center	2.6.6 Bring Candidate on Board	3.1.6 Maintain Positions	3.1.10 Implement Appeal Decisions (Position Management)	4.4.3 Set Bonus or Award Pay	4.5.1 Identify Employees to Receive Pay Change
Multi-Agency Workshop	PPA148	Allow personnel action activity reporting for all NOAs(reporting)	Technology	Mandatory	Shared Service Center	2.6.6 Bring Candidate on Board	3.1.6 Maintain Positions	3.1.10 Implement Appeal Decisions (Position Management)	4.4.3 Set Bonus or Award Pay	4.5.1 Identify Employees to Receive Pay Change
Multi-Agency Workshop	PPA149	Allow personnel action activity reporting for each NOA(reporting)	Technology	Mandatory	Shared Service Center	2.6.6 Bring Candidate on Board	3.1.6 Maintain Positions	3.1.10 Implement Appeal Decisions (Position Management)	4.4.3 Set Bonus or Award Pay	4.5.1 Identify Employees to Receive Pay Change
Multi-Agency Workshop	PPA150	Produce compliance report (reporting)	Technology	Mandatory	Shared Service Center	2.6.6 Bring Candidate on Board	3.1.6 Maintain Positions	3.1.10 Implement Appeal Decisions (Position Management)	4.4.3 Set Bonus or Award Pay	4.5.1 Identify Employees to Receive Pay Change

HUMAN RESOURCES LINE OF BUSINESS TARGET REQUIREMENTS FOR SSCS

Primary Reference	Unique ID	Requirements Description	Type	Priority	Who	Process Linkage	Process Linkage	Process Linkage	Process Linkage	Process Linkage
Multi-Agency Workshop	PPA151	Provide visibility to employment history across agencies (define agency and position history)	Technology	critical	Shared Service Center	2.6.6 Bring Candidate on Board	3.1.6 Maintain Positions	3.1.10 Implement Appeal Decisions (Position Management)	4.4.3 Set Bonus or Award Pay	4.5.1 Identify Employees to Receive Pay Change
Multi-Agency Workshop	PPA152	Delete history records based on legal requirements	Technology	Mandatory	Shared Service Center	2.6.6 Bring Candidate on Board	3.1.6 Maintain Positions	3.1.10 Implement Appeal Decisions (Position Management)	4.4.3 Set Bonus or Award Pay	4.5.1 Identify Employees to Receive Pay Change
Multi-Agency Workshop	PPA153	Delete history records based on settlement agreements	Technology	Mandatory	Shared Service Center	2.6.6 Bring Candidate on Board	3.1.6 Maintain Positions	3.1.10 Implement Appeal Decisions (Position Management)	4.4.3 Set Bonus or Award Pay	4.5.1 Identify Employees to Receive Pay Change
Multi-Agency Workshop	PPA154	Associate aggregate employee demographic data for each NOA (reporting)	Technology	Mandatory	Shared Service Center	2.6.6 Bring Candidate on Board	3.1.6 Maintain Positions	3.1.10 Implement Appeal Decisions	4.4.3 Set Bonus or Award Pay	4.5.1 Identify Employees to Receive Pay Change
Trigger Downstream Activity										
Multi-Agency Workshop	PPA155	Generate employee hire checklist	Technology	Critical	Shared Service Center	2.6.6 Bring Candidate on Board				
Multi-Agency Workshop	PPA156	Trigger hire event tracking (pre-employment) (e.g., medical, security clearance)	Technology	Critical	Shared Service Center	2.6.6 Bring Candidate on Board				
Multi-Agency Workshop	PPA157	Create OPF for new employee upon entry of the appointment personnel action	Technology	Mandatory	Shared Service Center	2.6.6 Bring Candidate on Board				

HUMAN RESOURCES LINE OF BUSINESS TARGET REQUIREMENTS FOR SSCS

Primary Reference	Unique ID	Requirements Description	Type	Priority	Who	Process Linkage	Process Linkage	Process Linkage	Process Linkage	Process Linkage
Multi-Agency Workshop	PPA158	Request office space for new hire	Service	useful	Shared Service Center	2.6.6 Bring Candidate on Board				
Multi-Agency Workshop	PPA159	Request system logon ID(s) for new hire	Service	Useful	Shared Service Center	2.6.6 Bring Candidate on Board				
Multi-Agency Workshop	PPA160	Request company property for new hire	Service	Useful	Shared Service Center	2.6.6 Bring Candidate on Board				
Multi-Agency Workshop	PPA161	Trigger enrollment in orientation N days after hire date	Technology	Useful	Shared Service Center	2.6.6 Bring Candidate on Board				
Multi-Agency Workshop	PPA162	Trigger enrollment in mandatory training N weeks after hire date	Technology	Useful	Shared Service Center	2.6.6 Bring Candidate on Board				
Multi-Agency Workshop	PPA163	Trigger the closing of the requisition when the hire personnel action is completed	Technology	Critical	Shared Service Center	2.6.6 Bring Candidate on Board				
Multi-Agency Workshop	PPA164	Produce employee checklist as required	Technology	Mandatory	Shared Service Center	2.6.6 Bring Candidate on Board				
Multi-Agency Workshop	PPA16	Notify appropriate personnel -- including HR staff, management, EEO, IT, security -- of tasks to be performed	Service	Mandatory	Shared Service Center	2.6.6 Bring Candidate on Board				
Multi-Agency Workshop	PPA166	Capture aggregate employee demographic data	Technology	Mandatory	Shared Service Center	5.2.5 Maintain Appropriate Records				
Multi-Agency Workshop	PPA167	Archive personnel action	Technology	Mandatory	Shared Service Center	5.2.5 Maintain Appropriate Records				

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Primary Reference	Unique ID	Requirements Description	Type	Priority	Who	Process Linkage	Process Linkage	Process Linkage	Process Linkage	Process Linkage
Multi-Agency Workshop	PPA168	Advise employees who make a name change that benefits coverage may also change (e.g., marriage, divorce)	Service	Mandatory	Shared Service Center	5.2.5 Maintain Appropriate Records				
Multi-Agency Workshop	PPA169	Retain historical data	Technology	Mandatory	Shared Service Center	5.2.5 Maintain Appropriate Records				
Multi-Agency Workshop	PPA170	Allow retrieval of historical data (role based)	Technology	Mandatory	Shared Service Center	5.2.5 Maintain Appropriate Records				
Multi-Agency Workshop	PPA171	Support the conversion of the paper Official Personnel Folder (OPF) to an electronic medium	Technology	Critical	Shared Service Center	5.2.5 Maintain Appropriate Records				

Appendix B - Compensation Management Requirements

The Service Center has the primary role in providing and operating the facility or system to address the functionality, transaction, or process described by these requirements in accordance with the priority specified.

HUMAN RESOURCES LINE OF BUSINESS TARGET REQUIREMENTS FOR SSCS

Primary Reference										
Primary Reference	Unique ID	Requirements Description	Type	Priority	Who	Process Linkage	Process Linkage	Process Linkage	Process Linkage	Process Linkage
Policy Requirements										
Time and Attendance										
Collect Time and Attendance (T&A) Data										
5 USC, Chapter 61, Subchapters I & II; 5 CFR Part 610 and, OPM Handbook on Alternative Work Schedules (being replaced), GAO Requirement 03-352G (Jan 2003)	COMP1	Capture all types of established tours of duty and work schedules as prescribed	Policy	Mandatory	Shared Service Center	4.6.2 Schedule Employees				

HUMAN RESOURCES LINE OF BUSINESS TARGET REQUIREMENTS FOR SSCS

HUMAN RESOURCES LINE OF BUSINESS TARGET REQUIREMENTS FOR SSCS										
Primary Reference	Unique ID	Requirements Description	Type	Priority	Who	Process Linkage	Process Linkage	Process Linkage	Process Linkage	Process Linkage
GAO Requirement 03-352G (Jan 2003)	COMP2	Capture T&A data in days, hours, fractions of hours, or other units of measure (e.g., piecework) as required	Policy	Mandatory* (* indicates that the requirement may be government-wide or may apply to only to the provider solution that supports a specific agency need)	Shared Service Center	4.6.3 Attest Attendance Data				
JFMIP-SR-99-5	COMP3	Collect T&A data by day, clock hours, exception data, and by agency-defined increments (e.g., minute)	Policy	Mandatory*	Shared Service Center	4.6.3 Attest Attendance Data				
5 USC 5504-5505, Chapter 61, Subchapters I and II; and 5 CFR Part 610.	COMP4	Collect T&A data daily, weekly, biweekly, semi-monthly, and/or monthly basis to be reported on a pay period basis	Policy	Mandatory	Shared Service Center	4.6.3 Attest Attendance Data				

HUMAN RESOURCES LINE OF BUSINESS TARGET REQUIREMENTS FOR SSCS

HUMAN RESOURCES LINE OF BUSINESS TARGET REQUIREMENTS FOR SSCS										
Primary Reference	Unique ID	Requirements Description	Type	Priority	Who	Process Linkage	Process Linkage	Process Linkage	Process Linkage	Process Linkage
5 USC 5504-5505, Chapter 61 Subchapters I and II; and 5 CFR Part 610; Chapter 55, Subchapters I, IV, and V; Chapter 61 Subchapters I and II ; and 5 CFR Parts 550 and 610, GAO 03-352G	COMP5	Collect actual hours or days worked, leave taken and other pay-related data (e.g., piecework, fee basis units/dollars, and differentials and premium pay data for each employee)	Policy	Mandatory	Shared Service Center	4.6.3 Attest Attendance Data				
JFMIP-SR-99-5	COMP6	Collect data on employees who work temporarily in positions other than to which they are permanently assigned	Policy	Mandatory	Shared Service Center	4.6.3 Attest Attendance Data				
GAO 03-352G	COMP7	Allow attestation and verification of data	Policy	Mandatory	Shared Service Center	4.6.3 Attest Attendance Data				
Certify and Release T&A Data										
GAO 03-352G	COMP8	Accept electronic signatures, or other appropriately documented approvals from authorized approving officials	Policy	Mandatory	Shared Service Center	4.6.4 Certify Employee Attendance Data				
Edit and Correct T&A Data										
JFMIP-SR-99-5	COMP9	Edit T&A data at the earliest time	Policy	Mandatory*	Shared Service Center	4.6.4 Certify Employee Attendance Data				

HUMAN RESOURCES LINE OF BUSINESS TARGET REQUIREMENTS FOR SSCS

HUMAN RESOURCES LINE OF BUSINESS TARGET REQUIREMENTS FOR SSCS										
Primary Reference	Unique ID	Requirements Description	Type	Priority	Who	Process Linkage	Process Linkage	Process Linkage	Process Linkage	Process Linkage
JFMIP-SR-99-5	COMP10	Correct current-pay period and adjust prior-pay period T&A data	Policy	Mandatory	Shared Service Center	4.6.3 Attest Attendance Data				
Leave Processing and Other Paid Time Off										
Accrue Leave										
5 USC, Chapter 63 and other cites outside of title 5 (e.g., Title 5, 10, 12, 14, 20, 38, and 42); and 5 CFR, Part 630, 5 USC 5550a, and 5550b; and 5 CFR 532.504 550.114, 551.531, and Part 550, Subparts J and N.	COMP11	Accrue each type of leave based on the rate to which an employee is entitled, including partial accruals and carryovers. Special accrual rules for employees using donated leave, etc., must be accommodated	Policy	Mandatory*	Shared Service Center	4.6.1 Manage Leave Usage				

HUMAN RESOURCES LINE OF BUSINESS TARGET REQUIREMENTS FOR SSCS

Primary Reference										
Unique ID	Requirements Description	Type	Priority	Who	Process Linkage	Process Linkage	Process Linkage	Process Linkage	Process Linkage	Process Linkage
5USC, Chapter 63 and other cites outside of title 5 (e.g., Title 5, 10, 12, 14, 20, 38, and 42); and 5 CFR, Part 630.	COMP12	Accrue leave for special category employees, e.g., part-time employees, firefighters, etc.	Policy	Mandatory*	Shared Service Center	4.6.1 Manage Leave Usage				
Establish Other Paid Time Off										
USC 5543, 6123(a) (1), 5550a, and 5550b; and 5 CFR 532.504 550.114, 551.531, and Part 550, Subparts J and N, 5USC 6126, 5USC 45 and 5CFR 451.104	COMP13	Establish other paid time off (e.g., time off awards, compensatory time, credit hours)	Policy	Mandatory	Shared Service Center	4.6.1 Manage Leave Usage				

HUMAN RESOURCES LINE OF BUSINESS TARGET REQUIREMENTS FOR SSCS

HUMAN RESOURCES LINE OF BUSINESS TARGET REQUIREMENTS FOR SSCS										
Primary Reference	Unique ID	Requirements Description	Type	Priority	Who	Process Linkage	Process Linkage	Process Linkage	Process Linkage	Process Linkage
Process Absences from Duty										
5 USC, Chapter 63 and other cites outside of title 5 (e.g., Title 5, 10, 12, 14, 20, 38, and 42); and 5 CFR, Part 630.	COMP14	Process leave for each reported leave type at the end of each effective pay period. Process advances, accruals, usage and restored leave before usages are applied to the appropriate balance	Policy	Mandatory	Shared Service Center	4.6.1 Manage Leave Usage				
5 USC, Chapter 63 and other cites outside of title 5 (e.g., Title 5, 10, 12, 14, 20, 38, and 42); and 5 CFR, Part 630.	COMP15	Offset advanced annual and sick leave balances against subsequent pay period accruals of corresponding leave	Policy	Mandatory	Shared Service Center	4.6.1 Manage Leave Usage				
5USC 5543, 6123(a) (1), 5550a, and 5550b; and 5 CFR 532.504 550.114, 551.531, and Part 550, Subparts J and N.	COMP16	Determine all types of compensatory time to be paid or forfeited based on predetermined regulatory and agency time restraints	Policy	Mandatory*	Shared Service Center	4.6.1 Manage Leave Usage				

HUMAN RESOURCES LINE OF BUSINESS TARGET REQUIREMENTS FOR SSCS

Primary Reference	Unique ID	Requirements Description	Type	Priority	Who	Process Linkage	Process Linkage	Process Linkage	Process Linkage	Process Linkage
5USC 6126	COMP17	Determine credit hours to be paid or forfeited in accordance with law and internal agency policy	Policy	Mandatory*	Shared Service Center	4.6.1 Manage Leave Usage				
5USC 45 and 5CFR 451.104	COMP18	Determine time-off-award forfeiture based on agency policy	Policy	Mandatory*	Shared Service Center	4.6.1 Manage Leave Usage				
GAO 03-352G	COMP19	Maintain detailed audit trail and internal control data to ensure that all reported leave hours and other paid time off have been processed accurately and that the hours submitted are correct		Mandatory	Shared Service Center	4.6.1 Manage Leave Usage				
5 USC, Chapter 63 and other cites outside of title 5 (e.g., Title 5, 10, 12, 14, 20, 38, and 42); and 5 CFR, Part 630.	COMP20	Provide for fiscal-year-end, leave-year-end, calendar-year-end, contract-year-end, pay year-end and other leave year-end processing and forfeitures (leave ceilings) in accordance with established Government wide and agency specific guidelines	Policy	Mandatory*	Shared Service Center	4.6.1 Manage Leave Usage				
5USC 81	COMP21	Provide capability to accumulate non-pay hours for different purposes such as furloughs, Office of Workers Compensation Program (OWCP), sabbatical, and military duty	Policy	Mandatory	Shared Service Center	4.6.1 Manage Leave Usage				

HUMAN RESOURCES LINE OF BUSINESS TARGET REQUIREMENTS FOR SSCS

HUMAN RESOURCES LINE OF BUSINESS TARGET REQUIREMENTS FOR SSCS										
Primary Reference	Unique ID	Requirements Description	Type	Priority	Who	Process Linkage	Process Linkage	Process Linkage	Process Linkage	Process Linkage
Adjust Leave										
5 USC, Chapter 63 and other cites outside of title 5 (e.g., Title 5, 10, 12, 14, 20, 38, and 42); and 5 CFR, Part 630.	COMP22	Modify leave accruals, limits and/or balances for employees who change either leave systems or work schedules (i.e., full-time to part-time, etc.)	Policy	Mandatory	Shared Service Center	4.6.1 Manage Leave Usage				
JFMIP-SR-99-5	COMP23	Automatically convert leave taken in excess of available balance, based upon an established leave priority policy	Policy	Mandatory*	Shared Service Center	4.6.1 Manage Leave Usage				
JFMIP-SR-99-5	COMP24	Provide reports of leave conversions for appropriate management review and action	Policy	Mandatory*	Shared Service Center	4.6.1 Manage Leave Usage				
Comptroller General Decisions	COMP25	Re-compute leave balances due to prior-period hour adjustments or retroactive entitlement changes for each period subsequent to the effective period of the change	Policy	Mandatory	Shared Service Center	4.6.1 Manage Leave Usage				

HUMAN RESOURCES LINE OF BUSINESS TARGET REQUIREMENTS FOR SSCS

Primary Reference										
Primary Reference	Unique ID	Requirements Description	Type	Priority	Who	Process Linkage	Process Linkage	Process Linkage	Process Linkage	Process Linkage
Pay Processing										
Calculate Gross Pay										
5 USC, Chapter 53, 97 and 99; 5 CFR Part 531 Part 31, 9701, 9901; and any other authorities outside Title 5	COMP26	Calculate prior period base pay, including locality pay	Policy	Mandatory	Shared Service Center	4.7.2 Prepare for Payroll Processing				
5 USC, Chapter 53, 97 and 99; 5 CFR Part 531 Part 31, 9701, 9901; and any other authorities outside Title 5	COMP27	Calculate current period base pay, including locality pay	Policy	Mandatory	Shared Service Center	4.7.2 Prepare for Payroll Processing				

HUMAN RESOURCES LINE OF BUSINESS TARGET REQUIREMENTS FOR SSCS

Primary Reference	Unique ID	Requirements Description	Type	Priority	Who	Process Linkage	Process Linkage	Process Linkage	Process Linkage	Process Linkage
5 USC. Chapter 55, Subchapter V ; 5 USC Chapters 97 and 99, 5 CFR part 550, 9701 and any other authorities outside of title 5; and 5 CFR	COMP28	Calculate prior-period premium pays	Policy	Mandatory	Shared Service Center	4.7.2 Prepare for Payroll Processing				
5 USC. Chapter 55, Subchapter V ; 5 USC Chapters 97 and 99, 5 CFR part 550, 9701 and any other authorities outside of title 5; and 5 CFR	COMP29	Calculate current-period premium pays	Policy	Mandatory	Shared Service Center	4.7.2 Prepare for Payroll Processing				
5 USC 5755 and 5 CFR part 575, Subpart D.	COMP30	Calculate prior period supervisory differentials	Policy	Mandatory	Shared Service Center	4.7.2 Prepare for Payroll Processing				
5 USC 5755 and 5 CFR Part 575, Subpart D.	COMP31	Calculate current period supervisory differentials	Policy	Mandatory	Shared Service Center	4.7.2 Prepare for Payroll Processing				

HUMAN RESOURCES LINE OF BUSINESS TARGET REQUIREMENTS FOR SSCS

Primary Reference	Unique ID	Requirements Description	Type	Priority	Who	Process Linkage	Process Linkage	Process Linkage	Process Linkage	Process Linkage
5 USC 5901-5903, 5911 and 5941; Also 5 CFR Part 591, Subparts A and B.	COMP32	Calculate prior period non-foreign miscellaneous allowances	Policy	Mandatory	Shared Service Center	4.7.2 Prepare for Payroll Processing				
5 USC 5901-5903, 5911 and 5941; Also 5 CFR Part 591, Subparts A and B.	COMP33	Calculate current period non-foreign miscellaneous allowances	Policy	Mandatory	Shared Service Center	4.7.2 Prepare for Payroll Processing				
5 USC 5921-5928, Department of State Standardized Regulation (DSSR)	COMP34	Calculate prior period foreign allowances and differentials	Policy	Mandatory	Shared Service Center	4.7.2 Prepare for Payroll Processing				
5 USC 5921-5928, DSSR	COMP35	Calculate current period foreign allowances and differentials	Policy	Mandatory	Shared Service Center	4.7.2 Prepare for Payroll Processing				

HUMAN RESOURCES LINE OF BUSINESS TARGET REQUIREMENTS FOR SSCS

Primary Reference	Unique ID	Requirements Description	Type	Priority	Who	Process Linkage	Process Linkage	Process Linkage	Process Linkage	Process Linkage
5 USC, Chapter 57, Subchapter IV and 5 USC 5379; and 5 CFR Part 575, Subpart D; and other discretionary authorities outside of title 5.	COMP36	Calculate prior period incentives (e.g., recruitment, retention and relocation bonuses, student loan repayments)	Policy	Mandatory	Shared Service Center	4.7.2 Prepare for Payroll Processing				
5 USC, Chapter 57, Subchapter IV, 5 USC 5379; and 5 CFR Part 575, Subpart D; and other discretionary authorities outside of title 5.	COMP37	Calculate current period incentives (e.g., recruitment, retention and relocation bonuses, student loan repayments)	Policy	Mandatory	Shared Service Center	4.7.2 Prepare for Payroll Processing				
5 USC 4501-4513; and 5 CFR part 451.	COMP38	Calculate awards	Policy	Mandatory	Shared Service Center	4.7.2 Prepare for Payroll Processing				
5 USC 5524a; and 5 CFR part 550, Subpart B, DSSR	COMP39	Calculate pay advances	Policy	Mandatory	Shared Service Center	4.7.2 Prepare for Payroll Processing				

HUMAN RESOURCES LINE OF BUSINESS TARGET REQUIREMENTS FOR SSCS

Primary Reference	Unique ID	Requirements Description	Type	Priority	Who	Process Linkage	Process Linkage	Process Linkage	Process Linkage	Process Linkage
5 USC 5551-5553, 6306; and 5 CFR part 550, Subpart L, Negotiated agreements (for FAA only)	COMP40	Calculate lump sum leave (e.g., annual, FAA sick)	Policy	Mandatory*	Shared Service Center	4.7.2 Prepare for Payroll Processing				
5 USC 6121(4) and 6126.	COMP41	Calculate credit hour payouts	Policy	Mandatory	Shared Service Center	4.7.2 Prepare for Payroll Processing				
5USC 5543, 6123(a) (1), 5550a, and 5550b; and 5 CFR 532.504 550.114, and 551.531, and Part 550, Subparts J and N.	COMP42	Calculate compensatory time payout	Policy	Mandatory	Shared Service Center	4.7.2 Prepare for Payroll Processing				
5 USC 5595; 5 CFR Part 550, Subpart G	COMP43	Calculate severance pay	Policy	Mandatory	Shared Service Center	4.7.2 Prepare for Payroll Processing				
5 USC Chapter 55, Subchapter VIII	COMP44	Calculate settlements	Policy	Mandatory	Shared Service Center	4.7.2 Prepare for Payroll Processing				

HUMAN RESOURCES LINE OF BUSINESS TARGET REQUIREMENTS FOR SSCS

Primary Reference	Unique ID	Requirements Description	Type	Priority	Who	Process Linkage	Process Linkage	Process Linkage	Process Linkage	Process Linkage
5 USC 3521, 5CFR Part 576	COMP45	Calculate buy-out incentives	Policy	Mandatory	Shared Service Center	4.7.2 Prepare for Payroll Processing				
title 20, USC 901-907	COMP46	Calculate stipends (extracurricular pay and royalties)	Policy	Mandatory*	Shared Service Center	4.7.2 Prepare for Payroll Processing				
5 USC 5527, 5 CFR Subpart D	COMP47	Calculate foreign evacuation pay	Policy	Mandatory	Shared Service Center	4.7.2 Prepare for Payroll Processing				
5 USC 5547(a); and 5 CFR 550.105	COMP48	Apply bi-weekly premium pay limitations	Policy	Mandatory	Shared Service Center	4.7.2 Prepare for Payroll Processing				
5 USC 5547(b); and 5 CFR 550.106-107	COMP49	Apply annual premium pay limitations	Policy	Mandatory	Shared Service Center	4.7.2 Prepare for Payroll Processing				
5 USC 5307; and 5 CFR Part 530, Subpart B.	COMP50	Apply aggregate pay limitations	Policy	Mandatory	Shared Service Center	4.7.2 Prepare for Payroll Processing				
5 USC 5547; 5373, 5307, 5303(f), and 5404(g); and 5 CFR part 530, Subpart B, 531.604, and 550.105-107.	COMP51	Apply internal controls(, Limitations on pay)	Policy	Mandatory	Shared Service Center	4.7.2 Prepare for Payroll Processing				

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Primary Reference	Unique ID	Requirements Description	Type	Priority	Who	Process Linkage	Process Linkage	Process Linkage	Process Linkage	Process Linkage
JFMIP-SR-99-5	COMP52	Compute earnings amounts or rates for partial pay periods when entitlement dates do not coincide with pay period beginning and ending dates	Policy	Mandatory	Shared Service Center	4.7.2 Prepare for Payroll Processing				
JFMIP-SR-99-5	COMP53	Process earnings adjustments on a begin-date/end-date basis	Policy	Mandatory	Shared Service Center	4.7.2 Prepare for Payroll Processing				
5 USC 5531, 5533-5537 and CFR Part 550, Subparts E.	COMP54	Process and compute pay and deductions for multiple positions under different appointment authorities, and different pay, leave, and benefit entitlements	Policy	Mandatory	Shared Service Center	4.7.2 Prepare for Payroll Processing				
Calculate Pre-tax Deductions										
5CFR Part 837	CPOM55	Adjust taxable gross pay by deducting untaxed items (e.g., Thrift Savings Plan deductions) and civil service retirement annuity offsets	Policy	Mandatory	Shared Service Center	4.7.2 Prepare for Payroll Processing				
Calculate and Apply Deductions										
5 USC 55, Subchapter II	COMP56	Calculate mandatory deductions (e.g., retirement, Federal, state, local, and FICA taxes)	Policy	Mandatory	Shared Service Center	4.7.3 Process On-Cycle Payroll				
5 USC 5527, 5 CFR 550 Subpart C, 5USC 8716, 5CFR Part 870, 5USC 8913, 5 CFR Part 8980, 5 CFR Chapter VI	COMP57	Calculate voluntary deductions (e.g., additional state and local taxes for multiple taxing authorities, life insurance, health, insurance, thrift savings deductions, allotments, bonds, and pre-tax deductions for transportation benefits)	Policy	Mandatory	Shared Service Center	4.7.3 Process On-Cycle Payroll				
5 USC 55, subchapter II	COMP58	Calculate involuntary deductions (e.g., IRS levies, garnishments, and administrative debt collections)	Policy	Mandatory	Shared Service Center	4.7.3 Process On-Cycle Payroll				

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Primary Reference	Unique ID	Requirements Description	Type	Priority	Who	Process Linkage	Process Linkage	Process Linkage	Process Linkage	Process Linkage
5 USC Chapter 55, subchapter II	COMP59	Apply withholding limitations	Policy	Mandatory	Shared Service Center	4.7.3 Process On-Cycle Payroll				
42 USC 659-662; 5 USC 5520a; and 5CFR part 581-582	COMP60	Process deductions that apply in various pay periods and/or have specified limitations (e.g., garnishment amount)	Policy	Mandatory	Shared Service Center	4.7.3 Process On-Cycle Payroll				
5 CFR 550.313	COMP61	Apply order of precedence for deductions	Policy	Mandatory	Shared Service Center	4.7.3 Process On-Cycle Payroll				
5 USC 552; 5 CFR 550 Subpart C	COMP62	Deduct some items in every pay period and others in selected pay periods only (e.g., discretionary allotments)	Policy	Useful	Shared Service Center	4.7.3 Process On-Cycle Payroll				
Adjust Pay Calculations.										
5CFR550-1206, Subpart L	COMP63	Offset the dollar amount of all indebtedness against available pay upon separation	Policy	Mandatory	Shared Service Center	4.7.3 Process On-Cycle Payroll				
	COMP64	Calculate net pay		Mandatory	Shared Service Center	4.7.3 Process On-Cycle Payroll				
5USC 8716; 5CFR Part 870; 5USC 8913; 5 CFR Part 8980; 5 CFR Chapter VI	COMP65	Calculate employer contribution and fees	Policy	Mandatory	Shared Service Center	4.7.3 Process On-Cycle Payroll				
Treasury Financial Manual, Volume 1	COMP66	Derive summary totals of earnings, deductions, contributions, and paid hours for control purposes and to facilitate reconciliation	Policy	Mandatory	Shared Service Center	4.7.3 Process On-Cycle Payroll				

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HUMAN RESOURCES LINE OF BUSINESS TARGET REQUIREMENTS FOR SSCS										
Primary Reference	Unique ID	Requirements Description	Type	Priority	Who	Process Linkage	Process Linkage	Process Linkage	Process Linkage	Process Linkage
Treasury Financial Manual, Volume 1	COMP67	Certify payroll vouchers	Policy	Mandatory	Shared Service Center	4.7.3 Process On-Cycle Payroll				
Generate Output										
5 USC 5551-5553; 6306; and 5 CFR part 550, Subpart L., Negotiated agreements (for FAA only)	COMP68	Provide lump sum payment for leave (e.g., annual, FAA sick) for eligible employees, including any supplemental payment (e.g., statutory increases)	Policy	Mandatory	Shared Service Center	4.7.3 Process On-Cycle Payroll				
Treasury Financial Manual, Green Book	COMP69	Generate payments files including electronic funds transfer and other methods of payments, including off-cycle and third party payments	Policy	Mandatory	Shared Service Center	4.7.3 Process On-Cycle Payroll				
Treasury Financial Manual, Green Book	COMP70	Generate payment file of unpaid compensation to beneficiaries	Policy	Mandatory	Shared Service Center	4.7.5 Process disbursements to third Parties				

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Labor Cost Distribution										
Primary Reference	Unique ID	Requirements Description	Type	Priority	Who	Process Linkage	Process Linkage	Process Linkage	Process Linkage	Process Linkage
OMB, Office of Federal Financial Management, Core Financial System Requirements; OFFM-NO-0105; February 2005 (Exposure Draft)	COMP71	Provide electronic output on distributed work units from the labor distribution process for use in other systems	Policy	Mandatory	Shared Service Center	4.7.7 Distribute Labor Costs				
OMB, Office of Federal Financial Management, Core Financial System Requirements; OFFM-NO-0105; February 2005 (Exposure Draft)	COMP72	Provide electronic output on employer contributions and benefits for use in other systems	Policy	Mandatory	Shared Service Center	4.7.7 Distribute Labor Costs				

HUMAN RESOURCES LINE OF BUSINESS TARGET REQUIREMENTS FOR SSCS

Primary Reference	Unique ID	Requirements Description	Type	Priority	Who	Process Linkage	Process Linkage	Process Linkage	Process Linkage	Process Linkage
OMB, Office of Federal Financial Management, Core Financial System Requirements; OFFM-NO-0105; February 2005 (Exposure Draft)	COMP73	Produce all reports and vouchers necessary to recognize payroll expenses, establish related receivables	Policy	Mandatory	Shared Service Center	4.7.7 Distribute Labor Costs				
Joint Financial Improvement Program Humans Resources and Payroll System Requirement (JFMIP-SR-99-5)	COMP74	Accumulate work units in predefined data elements	Policy	Mandatory	Shared Service Center	4.7.7 Distribute Labor Costs				
Reporting, Reconciliation & Records Retention										
Internal and External Reporting										
JFMIP-SR-99-5	COMP75	Provide the capability to generate ad hoc human resources and payroll reports that are prescribed by the functional users	Policy	Mandatory	Shared Service Center	4.7.8 Perform Periodic reporting				
JFMIP-SR-99-5	COMP76	Produce employee earnings statements detailing the composition of gross pay, deductions, net pay, leave data and cumulative retirement data for the pay period and year to date	Policy	Mandatory	Shared Service Center	4.7.8 Perform Periodic reporting				

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Primary Reference	Unique ID	Requirements Description	Type	Priority	Who	Process Linkage	Process Linkage	Process Linkage	Process Linkage	Process Linkage
JFMIP-SR-99-5	COMP77	Produce managerial reports to facilitate monitoring of leave authorization, and personnel actions by human resources/payroll staff members and by operational supervisors or managers	Policy	Mandatory	Shared Service Center	4.7.8 Perform Periodic reporting				
Treasury Financial Manual, Volume I	COMP78	Produce data required by Treasury	Policy	Mandatory	Shared Service Center	4.7.8 Perform Periodic reporting				
IRS Publication 15 (Circular E)	COMP79	Produce data required by IRS, including W-2s	Policy	Mandatory	Shared Service Center	4.7.8 Perform Periodic reporting				
IRS Publication 15 (Circular E)	COMP80	Produce data required by the Social Security Administration	Policy	Mandatory	Shared Service Center	4.7.8 Perform Periodic reporting				
20 CFR Part 10	COMP81	Produce data required by the Department of Labor	Policy	Mandatory	Shared Service Center	4.7.8 Perform Periodic reporting				
USC 5379(h) (1); 5948(j); 5 CFR 575.515; court order; and any other ad hoc congressional reports or administration initiative that may be requested.	COMP82	Produce data required by OPM	Policy	Mandatory	Shared Service Center	4.7.8 Perform Periodic reporting				

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Primary Reference	Unique ID	Requirements Description	Type	Priority	Who	Process Linkage	Process Linkage	Process Linkage	Process Linkage	Process Linkage
29 CFR Part 1614	COMP83	Produce data required by Equal Employment Opportunity Commission	Policy	Mandatory	Shared Service Center	4.7.8 Perform Periodic reporting				
5 CFR Chapter VI; Thrift Savings Plan Bulletins	COMP84	Produce data required by Federal Retirement Thrift Investment Board	Policy	Mandatory	Shared Service Center	4.7.8 Perform Periodic reporting				
Treasury Financial Manual, Volume I	COMP85	Produce data required by Federal Reserve Banks	Policy	Mandatory	Shared Service Center	4.7.8 Perform Periodic reporting				
Pub. L. 104-193, the Personal Responsibility and Work Opportunity Reconciliation Act of 1996	COMP86	Produce data required by Department of Health and Human Services	Policy	Mandatory	Shared Service Center	4.7.8 Perform Periodic reporting				
Treasury Financial Manual, Volume I	COMP87	Produce data required by state taxing authorities	Policy	Mandatory	Shared Service Center	4.7.8 Perform Periodic reporting				
Treasury Financial Manual, Volume I	COMP88	Produce data required by local taxing authorities	Policy	Mandatory	Shared Service Center	4.7.8 Perform Periodic reporting				
Treasury Financial Manual, Volume I	COMP89	Produce data required by other taxing authorities	Policy	Mandatory	Shared Service Center	4.7.8 Perform Periodic reporting				

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Primary Reference	Unique ID	Requirements Description	Type	Priority	Who	Process Linkage	Process Linkage	Process Linkage	Process Linkage	Process Linkage
5 USC 5514, 5 CFR Subpart K	COMP90	Notify employee of indebtedness (e.g., health benefits)	Policy	Mandatory	Shared Service Center	4.7.8 Perform Periodic reporting				
5 USC Chapter 81, 20 CFR Part 10	COMP91	Provide the capability to track and report pay associated with job-related injury time (continuation of pay (COP))	Policy	Mandatory	Shared Service Center	4.7.8 Perform Periodic reporting				
5 CFR Part 890, Subpart E	COMP92	Notify agencies of employee indebtedness (e.g., health benefits to agencies)	Policy	Mandatory	Shared Service Center	4.7.8 Perform Periodic reporting				
OMB, Office of Federal Financial Management, Core Financial System Requirements; OFFM	COMP93	Accommodate information requirements for accounting transactions for accruals of pay, leave, and benefits during the year	Policy	Mandatory	Shared Service Center	4.7.8 Perform Periodic reporting				
OMB, Office of Federal Financial Management, Core Financial System Requirements; OFFM	COMP94	Generate reports of pay and benefit transactions required by the agency Core financial system	Policy	Mandatory	Shared Service Center	4.7.8 Perform Periodic reporting				

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Primary Reference	Unique ID	Requirements Description	Type	Priority	Who	Process Linkage	Process Linkage	Process Linkage	Process Linkage	Process Linkage
OMB, Office of Federal Financial Management, Core Financial System Requirements; OFFM; SF-1150 data	COMP95	Provide for transfer of data when an employee is transferred to a new agency/department or is re-employed after a separation from Federal service	Policy	Mandatory	Shared Service Center	4.7.8 Perform Periodic reporting				
Reconciliation										
GAO/AIMD 00-2.1.3.1	COMP96	Reconcile payroll and disbursing data to ensure accuracy	Policy	Mandatory	Shared Service Center	4.7.8 Perform Periodic reporting				
GAO/AIMD 00-2.1.3.1	COMP97	Notify agency human resources and payroll office staff of incorrect or missing data.	Policy	Mandatory	Shared Service Center	4.7.8 Perform Periodic reporting				
5CFR Part 890, Subpart A	COMP98	Compile employee data related to health insurance enrollment for validation purposes	Policy	Mandatory	Shared Service Center	4.7.8 Perform Periodic reporting				
5CFR Part 890, Subpart A	COMP99	Store audit trail data in the standard human resources/payroll data files	Policy	Mandatory	Shared Service Center	4.7.8 Perform Periodic reporting				
5CFR Part 890, Subpart A	COMP100	Generate detail registers or subsidiary ledgers which support all vouchers, accounting entries, and disbursements authorized by the payroll office	Policy	Mandatory	Shared Service Center	4.7.8 Perform Periodic reporting				

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Primary Reference	Unique ID	Requirements Description	Type	Priority	Who	Process Linkage	Process Linkage	Process Linkage	Process Linkage	Process Linkage
5CFR 550, Subpart K	COMP101	Provide a report of employee debt	Policy	Mandatory	Shared Service Center	4.7.8 Perform Periodic reporting				
GAO/AIMD 00-2.1.3.1	COMP102	Reconcile data to provide assurance that all employees on the payroll are bona fide and that all earnings, entitlements, and benefits are being computed as authorized and recognized in the human resources system	Policy	Mandatory	Shared Service Center	4.7.8 Perform Periodic reporting				
5CFR Part 890, Subpart A	COMP103	Make health insurance enrollment data available to carriers so that payroll and carrier records can be verified	Policy	Mandatory	Shared Service Center	4.7.8 Perform Periodic reporting				
Records Retention										
National Archives and Record Retention Administration General Records Schedule 2 (NARA) Privacy Act, FOIA)	COMP104	Maintain and/or dispose of personnel and payroll records in accordance with government wide and agency specific guidelines	Policy	Mandatory	Shared Service Center	4.7.8 Perform Periodic reporting				
General Systems Requirements										
NARA	COMP105	Provide for reporting, reconciling, and retaining records to accommodate a number of requirements	Policy	Mandatory	Shared Service Center	4.7.8 Perform Periodic reporting				
	COMP106	Provide for formatting data as required to satisfy regulatory, managerial, and accounting information requirements	Policy	Mandatory	Shared Service Center	4.7.8 Perform Periodic reporting				

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Primary Reference	Unique ID	Requirements Description	Type	Priority	Who	Process Linkage	Process Linkage	Process Linkage	Process Linkage	Process Linkage
	COMP107	Generate reports at specific time intervals or upon request, including reports that span fiscal years, calendar years, or other time periods	Policy	Mandatory	Shared Service Center	4.7.8 Perform Periodic reporting				
GAO/AIMD-00-21.3.1	COMP108	Provide for managerial reports including control reports used by human resources/payroll office staff members, as well as reports used by others such as supervisors	Policy	Mandatory	Shared Service Center	4.7.8 Perform Periodic reporting				
Process Requirements										
Leave Usage										
Leave Accrual/Balance										
GAO 03-352G	COMP109	Accumulate work units in predefined data elements	Technology	Mandatory	Shared Service Center	4.6.1 Manage Leave Usage				
5 USC, Chapter 63 and other cites outside of title 5 (e.g., Title 5, 10, 12, 14, 20, 38, and 42); and 5 CFR, Part 630.	COMP110	Apply current period leave accruals and leave charges to each employee's available leave balances, leave transfers, donations to leave banks or individuals and adjustments to leave balances for restored leave, settlements and similar after-the-fact situations	Technology	Mandatory	Shared Service Center	4.6.1 Manage Leave Usage				
5USC 81	COMP111	Store leave wage data and leave balance data for all employees	Technology	Mandatory	Shared Service Center	4.6.1 Manage Leave Usage				

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Primary Reference	Unique ID	Requirements Description	Type	Priority	Who	Process Linkage	Process Linkage	Process Linkage	Process Linkage	Process Linkage
5 USC, Chapter 63 and other cites outside of title 5 (e.g., Title 5, 10, 12, 14, 20, 38, and 42); and 5 CFR, Part 630.	COMP112	Report number of sick leave hours creditable to a retiree's annuity	Technology	Mandatory	Shared Service Center	4.6.1 Manage Leave Usage				
JFMIP-SR-99-5	COMP113	Store all types of leave history including beginning balances, leave accruals, leave usage, ending balance, and carry-overs by type, for each pay period and applicable year to date	Technology	Mandatory	Shared Service Center	4.6.1 Manage Leave Usage				
Multi-Agency Workshop	COMP114	Update employee's leave balance with accruals on a bi-weekly basis based on the established leave accrual rate	Technology	Mandatory	Shared Service Center	4.6.1 Manage Leave Usage				
Multi-Agency Workshop	COMP115	Make leave information available to supervisors and managers	Technology	Mandatory	Shared Service Center	4.6.1 Manage Leave Usage				
Multi-Agency Workshop	COMP116	Enforce the rules for leave accrual balance transfers for terminating employee's (transferring out) and for employees transferring in from another agency (e.g., comp time)	Technology	Mandatory	Shared Service Center	4.6.1 Manage Leave Usage				
Multi-Agency Workshop	COMP117	Permit allowed military leave credit to be carried over to the next fiscal year	Technology	Mandatory	Shared Service Center	4.6.1 Manage Leave Usage				
Multi-Agency Workshop	COMP118	Track continuation of pay (COP)	Technology	Mandatory	Shared Service Center	4.6.1 Manage Leave Usage				

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Primary Reference	Unique ID	Requirements Description	Type	Priority	Who	Process Linkage	Process Linkage	Process Linkage	Process Linkage	Process Linkage
Leave Donation										
Multi-Agency Workshop	COMP119	Process all requirements of the leave sharing program including leave transfers, leave accruals, leave restorations and periodic reporting	Technology	Mandatory	Shared Service Center	4.6.1 Manage Leave Usage				
Multi-Agency Workshop	COMP120	Retain unused donated leave balances in accordance with FPM Bull. 690-33 for yearly update of leave fields	Technology	Mandatory	Shared Service Center	4.6.1 Manage Leave Usage				
Multi-Agency Workshop	COMP121	Provide for the identification of approved leave recipients under the leave transfer program	Technology	Mandatory	Shared Service Center	4.6.1 Manage Leave Usage				
Multi-Agency Workshop	COMP122	Accept donated leave from federal employees in other departments and agencies	Technology	Mandatory	Shared Service Center	4.6.1 Manage Leave Usage				
5 CFR 630-913	COMP123	Support leave transfer program reporting	Technology	Mandatory	Shared Service Center	4.6.1 Manage Leave Usage				
Use/Calculate Leave										
Multi-Agency Workshop	COMP124	Determine compensatory time to be forfeited based on maximum earning ceiling	Technology	Mandatory	Shared Service Center	4.6.1 Manage Leave Usage				
Multi-Agency Workshop	COMP125	Provide for leave and other absence forfeitures processing using maximum carryover amounts	Technology	Mandatory	Shared Service Center	4.6.1 Manage Leave Usage				
Multi-Agency Workshop	COMP126	Automatically adjust leave accrual rates for employees who either: (1) change leave systems, (2) biweekly tours-of-duty, (3) become eligible for additional leave accruals, or (4) change from full-time to part-time and vice-versa	Technology	Mandatory	Shared Service Center	4.6.1 Manage Leave Usage				

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Primary Reference	Unique ID	Requirements Description	Type	Priority	Who	Process Linkage	Process Linkage	Process Linkage	Process Linkage	Process Linkage
Multi-Agency Workshop	COMP127	Process both current and prior period leave transactions on an effective pay period basis	Technology	Mandatory	Shared Service Center	4.6.1 Manage Leave Usage				
Multi-Agency Workshop	COMP128	Support the processing of advanced leave	Technology	Mandatory	Shared Service Center	4.6.1 Manage Leave Usage				
Multi-Agency Workshop	COMP129	Prevent automatic advances of sick leave	Technology	Mandatory*	Shared Service Center	4.6.1 Manage Leave Usage				
Multi-Agency Workshop	COMP130	Offset insufficient leave balances	Technology	Mandatory	Shared Service Center	4.6.1 Manage Leave Usage				
Multi-Agency Workshop	COMP131	Credit leave for use during the pay period in which it is earned	Technology	Mandatory	Shared Service Center	4.6.1 Manage Leave Usage				
Multi-Agency Workshop	COMP132	Do not automatically credit sick leave at the beginning of the leave year	Technology	Mandatory*	Shared Service Center	4.6.1 Manage Leave Usage				
Multi-Agency Workshop	COMP133	Process variable leave accruals for part-time employees (move up with accruals)	Technology	Mandatory	Shared Service Center	4.6.1 Manage Leave Usage				
Multi-Agency Workshop	COMP134	Provide for reduction in leave accrual when a full time employee's absence in a non-pay status within a leave year equals the base pay hours for a pay period (80 hours in most cases.)	Technology	Mandatory	Shared Service Center	4.6.1 Manage Leave Usage				

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Primary Reference	Unique ID	Requirements Description	Type	Priority	Who	Process Linkage	Process Linkage	Process Linkage	Process Linkage	Process Linkage
Multi-Agency Workshop	COMP135	Provide for accrued compensatory time to be paid off as overtime at the rate earned for separating employees	Technology	Mandatory*	Shared Service Center	4.6.1 Manage Leave Usage				
Multi-Agency Workshop	COMP136	Allow manual adjustment of leave data	Technology	Mandatory	Shared Service Center	4.6.1 Manage Leave Usage				
Multi-Agency Workshop	COMP137	Reduce annual leave balances to zero after lump sum payments are made and SF-1150 is produced,	Technology	Mandatory	Shared Service Center	4.6.1 Manage Leave Usage				
Multi-Agency Workshop	COMP138	Monitor the length of time employees are on LWOP to determine when health benefit payments are payable	Technology	Mandatory	Shared Service Center	4.6.1 Manage Leave Usage				
Multi-Agency Workshop	COMP139	Update leave data with retroactive adjustments	Technology	Mandatory	Shared Service Center	4.6.1 Manage Leave Usage				
Multi-Agency Workshop	COMP140	Generate SF-1150, Record of Leave Data	Technology	Mandatory	Shared Service Center	4.6.1 Manage Leave Usage				
Schedule Employees										
Multi-Agency Workshop	COMP141	Make external schedule information (e.g., training schedules) available to job scheduling	Technology	Useful	Shared Service Center	4.6.2 Schedule Employees				
Multi-Agency Workshop	COMP142	Make employee skills and / or competency data available to scheduling	Technology	Useful	Shared Service Center	4.6.2 Schedule Employees				
Multi-Agency Workshop	COMP143	Support a 24-hour day schedule	Technology	Mandatory	Shared Service Center	4.6.2 Schedule Employees				

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Primary Reference	Unique ID	Requirements Description	Type	Priority	Who	Process Linkage	Process Linkage	Process Linkage	Process Linkage	Process Linkage
Multi-Agency Workshop	COMP144	Integrate pay calendars into time and attendance system	Technology	Useful	Shared Service Center	4.6.2 Schedule Employees				
Multi-Agency Workshop	COMP145	Support variable scheduling using edits based on business rules and employee data (e.g., minors cannot be scheduled at certain times)	Technology	Mandatory*	Shared Service Center	4.6.2 Schedule Employees				
Multi-Agency Workshop	COMP146	Support overtime authorization through workflow	Technology	Mandatory	Shared Service Center	4.6.2 Schedule Employees				
Multi-Agency Workshop	COMP147	Manage pay calendars	Technology	Useful	Shared Service Center	4.6.2 Schedule Employees				
Multi-Agency Workshop	COMP148	Allow employees to maintain schedules (tours of duty)	Technology	Critical	Shared Service Center	4.6.2 Schedule Employees				
Multi-Agency Workshop	COMP149	Allow time data entry and approval to be driven by job scheduling	Technology	Mandatory	Shared Service Center	4.6.2 Schedule Employees				
Multi-Agency Workshop	COMP150	Maintain accounts for employees with multiple simultaneous appointments	Technology	Mandatory	Shared Service Center	4.6.2 Schedule Employees				
Multi-Agency Workshop	COMP151	Store work schedule history	Technology	Mandatory	Shared Service Center	4.6.2 Schedule Employees				
Multi-Agency Workshop	COMP152	Integrate organization data with scheduling function (e.g., department, cost center, work center, rate pool, etc.)	Technology	Mandatory	Shared Service Center	4.6.2 Schedule Employees				
Multi-Agency Workshop	COMP153	Make organization hierarchy available to scheduling function	Technology	Mandatory	Shared Service Center	4.6.2 Schedule Employees				
Multi-Agency Workshop	COMP154	Utilize automated workflow to support schedule changes	Technology	Critical	Shared Service Center	4.6.2 Schedule Employees				

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Primary Reference	Unique ID	Requirements Description	Type	Priority	Who	Process Linkage	Process Linkage	Process Linkage	Process Linkage	Process Linkage
Attest Attendance Data										
Multi-Agency Workshop	COMP155	Collect employee hours by categories	Technology	Mandatory	Shared Service Center	4.6.3 Attest Attendance Data				
Multi-Agency Workshop	COMP156	Support employees that clock in early or clock out late but are paid for scheduled hours	Technology	Mandatory*	Shared Service Center	4.6.3 Attest Attendance Data				
Multi-Agency Workshop	COMP157	Trigger workflow for approval of overtime where excess hours accumulate to overtime hours	Technology	Mandatory*	Shared Service Center	4.6.3 Attest Attendance Data				
Multi-Agency Workshop	COMP158	Support multiple shift start times	Technology	Mandatory	Shared Service Center	4.6.3 Attest Attendance Data				
Multi-Agency Workshop	COMP159	Provide for processing a variety of work schedule types (e.g., when actually employed (WAE))	Technology	Mandatory	Shared Service Center	4.6.3 Attest Attendance Data				
Multi-Agency Workshop	COMP160	Display both employee name and employee ID on time entry screens (contingent on non-SSN ID)	Technology	Critical	Shared Service Center	4.6.3 Attest Attendance Data				
Multi-Agency Workshop	COMP161	Retain electronic T&A entry to allow corrections to be performed without re-keying the entire T&A; unapproved T&As should not be purged from the system after cut-off	Technology	Mandatory	Shared Service Center	4.6.3 Attest Attendance Data				
Multi-Agency Workshop	COMP162	Allow the employee to view their T&A data (work history, annual leave, etc.)	Technology	Mandatory	Shared Service Center	4.6.3 Attest Attendance Data				
Multi-Agency Workshop	COMP163	Capture all leave in specified increments	Technology	Mandatory	Shared Service Center	4.6.3 Attest Attendance Data				
Multi-Agency Workshop	COMP164	Capture unpaid hours in specified increments	Technology	Mandatory	Shared Service Center	4.6.3 Attest Attendance Data				

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Primary Reference	Unique ID	Requirements Description	Type	Priority	Who	Process Linkage	Process Linkage	Process Linkage	Process Linkage	Process Linkage
Multi-Agency Workshop	COMP165	Require employees to attest to time data entered if required by policy. After attesting, if the employee amends the time card, they must re-attest	Technology	Mandatory*	Shared Service Center	4.6.3 Attest Attendance Data				
Multi-Agency Workshop	COMP166	Provide for automatic year-end leave forfeiture processing using maximum carry-over amounts maintained in reference tables	Technology	Mandatory	Shared Service Center	4.6.3 Attest Attendance Data				
Multi-Agency Workshop	COMP167	Provide projected annual leave accruals for leave year and "use or lose" each pay period	Technology	Critical	Shared Service Center	4.6.3 Attest Attendance Data				
Multi-Agency Workshop	COMP168	Support exception time reporting	Technology	Mandatory	Shared Service Center	4.6.3 Attest Attendance Data				
Section 2.6.1.1 Work Schedules	COMP169	Ensure credit hours are earned and used as authorized by the local credit hour plan	Technology	Mandatory	Shared Service Center	4.6.3 Attest Attendance Data				
Multi-Agency Workshop	COMP170	Ensure premium hours (e.g., overtime) are entered in authorized increments	Technology	Mandatory	Shared Service Center	4.6.3 Attest Attendance Data				
Multi-Agency Workshop	COMP171	Provide edits against the work schedule (e.g., no regular work hours over 80 in a pay period)	Technology	Mandatory	Shared Service Center	4.6.3 Attest Attendance Data				
Multi-Agency Workshop	COMP172	Update leave balance each time leave is accrued or used in the T&A System	Technology	Critical	Shared Service Center	4.6.3 Attest Attendance Data				
Certify Employee Attendance Data										
Multi-Agency Workshop	COMP173	Notify a supervisor that there is a prior period corrected timecard that needs approval	Technology	Critical	Shared Service Center	4.6.4 Certify Employee Attendance Data				
Multi-Agency Workshop	COMP174	Allow supervisors to approve time using a secure, automated Web-based time approval solution	Technology	Mandatory	Shared Service Center	4.6.4 Certify Employee Attendance Data				

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Primary Reference	Unique ID	Requirements Description	Type	Priority	Who	Process Linkage	Process Linkage	Process Linkage	Process Linkage	Process Linkage
Multi-Agency Workshop	COMP175	Allow supervisors to approve time by group, by employee, or by residual time	Technology	Mandatory	Shared Service Center	4.6.4 Certify Employee Attendance Data				
Multi-Agency Workshop	COMP176	Provide sufficient data, in addition to time data, to support supervisor approval	Technology	Mandatory	Shared Service Center	4.6.4 Certify Employee Attendance Data				
Multi-Agency Workshop	COMP177	Establish automated workflow to facilitate the time approval process	Technology	Mandatory	Shared Service Center	4.6.4 Certify Employee Attendance Data				
Multi-Agency Workshop	COMP178	Document approval for overtime, comp time, credit hours, sick and annual leave	Technology	Mandatory	Shared Service Center	4.6.4 Certify Employee Attendance Data				
Multi-Agency Workshop	COMP179	Accept electronic documented timecard approvals from authorized approving officials	Technology	Mandatory	Shared Service Center	4.6.4 Certify Employee Attendance Data				
Multi-Agency Workshop	COMP180	Validate that all electronic time cards have been approved by an approving official	Technology	Mandatory	Shared Service Center	4.6.4 Certify Employee Attendance Data				
Multi-Agency Workshop	COMP181	Provide an on-line reference to T&A regulations, policies and procedures to support research on timekeeping questions and issues	Service	Useful	Shared Service Center	4.6.4 Certify Employee Attendance Data				
Multi-Agency Workshop	COMP182	Support electronic signature for timecard approval	Technology	Mandatory	Shared Service Center	4.6.4 Certify Employee Attendance Data				
Multi-Agency Workshop	COMP183	Provide names of individuals involved in review and approval of time on electronic T&As media	Technology	Mandatory	Shared Service Center	4.6.4 Certify Employee Attendance Data				

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Primary Reference	Unique ID	Requirements Description	Type	Priority	Who	Process Linkage	Process Linkage	Process Linkage	Process Linkage	Process Linkage
Enter Employee Derived Payroll Data										
Multi-Agency Workshop	COMP184	Update employee-derived payroll information (e.g., direct deposit, voluntary deductions, tax withholding)	Technology	Mandatory	Shared Service Center	4.7.1 Enter Employee Derived Payroll Data				
Multi-Agency Workshop	COMP185	Allow input and changes to the employee's mailing address record or electronic fund transfer data record for net salary and saving allotment disbursements	Technology	Mandatory	Shared Service Center	4.7.1 Enter Employee Derived Payroll Data				
Multi-Agency Workshop	COMP186	Identify/update employee tax data required by specific states	Technology	Mandatory	Shared Service Center	4.7.1 Enter Employee Derived Payroll Data				
Multi-Agency Workshop	COMP187	Identify/update employee's locality withholding tax information for each locality in which employee resides or works	Technology	Mandatory	Shared Service Center	4.7.1 Enter Employee Derived Payroll Data				
Prepare for Payroll Processing										
Multi-Agency Workshop	COMP188	Update federal distribution destinations	Technology	Mandatory	Shared Service Center	4.7.2 Prepare for Payroll Processing				
Multi-Agency Workshop	COMP189	Update settings needed for tax calculations	Technology	Mandatory	Shared Service Center	4.7.2 Prepare for Payroll Processing				
Multi-Agency Workshop	COMP190	Update wage bracket settings	Technology	Mandatory	Shared Service Center	4.7.2 Prepare for Payroll Processing				
Multi-Agency Workshop	COMP191	Update local tax information	Technology	Mandatory	Shared Service Center	4.7.2 Prepare for Payroll Processing				

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Primary Reference	Unique ID	Requirements Description	Type	Priority	Who	Process Linkage	Process Linkage	Process Linkage	Process Linkage	Process Linkage
Multi-Agency Workshop	COMP192	Update information about the geographic area associated with the locality code	Technology	Mandatory	Shared Service Center	4.7.2 Prepare for Payroll Processing				
Multi-Agency Workshop	COMP193	Update rules to calculate local withholding taxes and tax rates	Technology	Mandatory	Shared Service Center	4.7.2 Prepare for Payroll Processing				
Multi-Agency Workshop	COMP194	Update settings on the locality's tax reporting requirements	Technology	Mandatory	Shared Service Center	4.7.2 Prepare for Payroll Processing				
Multi-Agency Workshop	COMP195	Update tax reciprocity for local taxes	Technology	Useful	Shared Service Center	4.7.2 Prepare for Payroll Processing				
Multi-Agency Workshop	COMP196	Update and maintain federal salary table	Technology	Mandatory	Shared Service Center	4.7.2 Prepare for Payroll Processing				
Multi-Agency Workshop	COMP197	Update state tax reciprocity	Technology	Mandatory	Shared Service Center	4.7.2 Prepare for Payroll Processing				
Multi-Agency Workshop	COMP198	Update accounting codes	Technology Service	Mandatory	Shared Service Center	4.7.2 Prepare for Payroll Processing				
Multi-Agency Workshop	COMP199	Update processing schedules to appropriate pay processing groups	Technology	Mandatory	Shared Service Center	4.7.2 Prepare for Payroll Processing				
Multi-Agency Workshop	COMP200	Update setup parameters for quarterly and yearly tax reporting	Technology	Mandatory	Shared Service Center	4.7.2 Prepare for Payroll Processing				

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Primary Reference	Unique ID	Requirements Description	Type	Priority	Who	Process Linkage	Process Linkage	Process Linkage	Process Linkage	Process Linkage
Multi-Agency Workshop	COMP201	Update tax form definition settings move to prepare	Technology	Mandatory	Shared Service Center	4.7.2 Prepare for Payroll Processing				
Multi-Agency Workshop	COMP202	Update payroll error messages that can occur during batch payroll processes	Technology	Mandatory	Shared Service Center	4.7.2 Prepare for Payroll Processing				
Multi-Agency Workshop	COMP203	Trigger final salary payment based on personnel action and or T&A action	Technology	Mandatory	Shared Service Center	4.7.2 Prepare for Payroll Processing				
Multi-Agency Workshop	COMP204	Update accumulators	Technology	Mandatory	Shared Service Center	4.7.2 Prepare for Payroll Processing				
Multi-Agency Workshop	COMP205	Store basic pay, locality pay, adjusted pay and all position related premium pay and differentials	Technology	Mandatory	Shared Service Center	4.7.2 Prepare for Payroll Processing				
Multi-Agency Workshop	COMP206	Store compensation plan variables (e.g., pay plan, grade or level, skill/knowledge data, organizational data [facility level] geographic location data). Associate this information to a position and use it to determine compensation amounts for employee	Technology	Mandatory	Shared Service Center	4.7.2 Prepare for Payroll Processing				
Multi-Agency Workshop	COMP207	Maintain base pay and locality pay separately to allow for accurate pay processing	Technology	Mandatory	Shared Service Center	4.7.2 Prepare for Payroll Processing				
Multi-Agency Workshop	COMP208	Provide workflow to support approval of individual pay, utilizing a defined routing and approval path including amount thresholds for higher approvals	Technology	Mandatory	Shared Service Center	4.7.2 Prepare for Payroll Processing				

HUMAN RESOURCES LINE OF BUSINESS TARGET REQUIREMENTS FOR SSCS

Primary Reference	Unique ID	Requirements Description	Type	Priority	Who	Process Linkage	Process Linkage	Process Linkage	Process Linkage	Process Linkage
Multi-Agency Workshop	COMP209	Maintain record of accrued non-pay status since last step increase or promotion	Technology	Mandatory	Shared Service Center	4.7.2 Prepare for Payroll Processing				
Multi-Agency Workshop	COMP210	Automatically change the due date of within-grade increase	Technology	Critical	Shared Service Center	4.7.2 Prepare for Payroll Processing				
Multi-Agency Workshop	COMP211	Automatically process WGI and changes in tenure group actions based on an employee's eligibility to receive an increase and appropriate authorization	Technology	Mandatory	Shared Service Center	4.7.2 Prepare for Payroll Processing				
Multi-Agency Workshop	COMP212	Update pay plans	Technology	Mandatory	Shared Service Center	4.7.2 Prepare for Payroll Processing				
Multi-Agency Workshop	COMP213	Update pay plan definitions	Technology	Mandatory	Shared Service Center	4.7.2 Prepare for Payroll Processing				
Multi-Agency Workshop	COMP214	Update pay plan pay frequency	Technology	Mandatory	Shared Service Center	4.7.2 Prepare for Payroll Processing				
Multi-Agency Workshop	COMP215	Update pay plan process controls	Technology	Mandatory	Shared Service Center	4.7.2 Prepare for Payroll Processing				
Multi-Agency Workshop	COMP216	Update/maintain appropriate FLSA status	Service	Mandatory	Shared Service Center	4.7.2 Prepare for Payroll Processing				
Multi-Agency Workshop	COMP217	Update pay tables	Technology	Mandatory	Shared Service Center	4.7.2 Prepare for Payroll Processing				

HUMAN RESOURCES LINE OF BUSINESS TARGET REQUIREMENTS FOR SSCS

Primary Reference	Unique ID	Requirements Description	Type	Priority	Who	Process Linkage	Process Linkage	Process Linkage	Process Linkage	Process Linkage
Multi-Agency Workshop	COMP218	Update interest rates that will be used in military service deposit processing	Technology	Mandatory	Shared Service Center	4.7.2 Prepare for Payroll Processing				
Multi-Agency Workshop	COMP219	Update employee additional pay	Technology	Mandatory	Shared Service Center	4.7.2 Prepare for Payroll Processing				
Multi-Agency Workshop	COMP220	Update calculation information	Technology	Mandatory	Shared Service Center	4.7.2 Prepare for Payroll Processing				
Multi-Agency Workshop	COMP221	Update off cycle net payment schedules	Technology	Mandatory	Shared Service Center	4.7.2 Prepare for Payroll Processing				
Multi-Agency Workshop	COMP222	Update off cycle net check summary information	Technology	Mandatory	Shared Service Center	4.7.2 Prepare for Payroll Processing				
Multi-Agency Workshop	COMP223	Update off cycle net payment information	Technology	Mandatory	Shared Service Center	4.7.2 Prepare for Payroll Processing				
Multi-Agency Workshop	COMP224	Store and report relocation, retention and recruitment bonuses (one time payments)	Technology	Mandatory	Shared Service Center	4.7.2 Prepare for Payroll Processing				
Multi-Agency Workshop	COMP225	Allow use of a continuing service agreement (CSA)	Technology	Useful	Shared Service Center	4.7.2 Prepare for Payroll Processing				
Multi-Agency Workshop	COMP226	Allow a user to enter and track cost of living allowances (COLA) for non-foreign areas based on the percentage provided by OPM	Technology	Mandatory	Shared Service Center	4.7.2 Prepare for Payroll Processing				

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Primary Reference	Unique ID	Requirements Description	Type	Priority	Who	Process Linkage	Process Linkage	Process Linkage	Process Linkage	Process Linkage
Multi-Agency Workshop	COMP227	Allow for physicians comparability allowance to be entered for an employee (begin date, amount, category - field or area of expertise, CSA - number of years the individual agrees to serve)	Technology	Mandatory*	Shared Service Center	4.7.2 Prepare for Payroll Processing				
Multi-Agency Workshop	COMP228	Specify a reimbursable agreement number	Technology	Useful	Shared Service Center	4.7.2 Prepare for Payroll Processing				
Multi-Agency Workshop	COMP229	Update employee Individual Retirement Record (IRR) historical fiscal balances	Technology	Mandatory	Shared Service Center	4.7.2 Prepare for Payroll Processing				
Multi-Agency Workshop	COMP230	Accommodate all implemented provisions of the Federal Employee's Pay Comparability Act (FEPCA) of 1990	Technology	Mandatory	Shared Service Center	4.7.2 Prepare for Payroll Processing				
Multi-Agency Workshop	COMP231	Update off-cycle deductions	Technology	Mandatory	Shared Service Center	4.7.2 Prepare for Payroll Processing				
Multi-Agency Workshop	COMP232	Update RITS interface parameters	Technology	Mandatory	Shared Service Center	4.7.2 Prepare for Payroll Processing				
Multi-Agency Workshop	COMP233	Update TSP interface control information	Technology	Mandatory	Shared Service Center	4.7.2 Prepare for Payroll Processing				
Multi-Agency Workshop	COMP234	Update employee voluntary deductions and information (e.g., allotments, bonds, CFC, union dues)	Technology	Mandatory	Shared Service Center	4.7.2 Prepare for Payroll Processing				

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Primary Reference	Unique ID	Requirements Description	Type	Priority	Who	Process Linkage	Process Linkage	Process Linkage	Process Linkage	Process Linkage
Multi-Agency Workshop	COMP235	Update military deposit data including period of military service, amount due, unpaid balance, date, amount of payments received and interest updates	Technology	Mandatory	Shared Service Center	4.7.2 Prepare for Payroll Processing				
Multi-Agency Workshop	COMP236	Update Calculate processing fee amount or percentage	Technology	Mandatory	Shared Service Center	4.7.2 Prepare for Payroll Processing				
Multi-Agency Workshop	COMP237	Update payroll records for employees not re-filing Form W-4 or Form W-5 to tax default settings	Technology	Mandatory	Shared Service Center	4.7.2 Prepare for Payroll Processing				
Multi-Agency Workshop	COMP238	Update payment method information for transmitting for all types of payments	Technology	Mandatory	Shared Service Center	4.7.2 Prepare for Payroll Processing				
Multi-Agency Workshop	COMP239	Update TSP voucher information to be used by the TSP interface process	Technology	Mandatory	Shared Service Center	4.7.2 Prepare for Payroll Processing				
Multi-Agency Workshop	COMP240	Support mass pay changes (tax table changes, health benefits rate changes, etc.) for current and retroactive processing (add requirement for individual and move to Prepare)	Technology	Mandatory	Shared Service Center	4.7.2 Prepare for Payroll Processing				
Multi-Agency Workshop	COMP241	Support individual pay changes (tax table changes, health benefits rate changes, etc.) for current and retroactive	Technology	Mandatory	Shared Service Center	4.7.2 Prepare for Payroll Processing				
Multi-Agency Workshop	COMP242	Update request for mass retroactive pay adjustments	Technology	Mandatory	Shared Service Center	4.7.2 Prepare for Payroll Processing				
Multi-Agency Workshop	COMP243	Update request for individual retroactive pay adjustments	Technology	Mandatory	Shared Service Center	4.7.2 Prepare for Payroll Processing				

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HUMAN RESOURCES LINE OF BUSINESS TARGET REQUIREMENTS FOR SSCS										
Primary Reference	Unique ID	Requirements Description	Type	Priority	Who	Process Linkage	Process Linkage	Process Linkage	Process Linkage	Process Linkage
Multi-Agency Workshop	COMP244	Update withholding percentage	Service	Mandatory	Shared Service Center	4.7.2 Prepare for Payroll Processing				
Process On-Cycle Payroll										
Multi-Agency Workshop	COMP245	Identify employees with net pay less than \$0.00 to trigger applicable intervention	Technology	Mandatory	Shared Service Center	4.7.3 Process On-Cycle Payroll				
Multi-Agency Workshop	COMP246	Allow reasonableness tests on gross pay	Technology	Mandatory	Shared Service Center	4.7.3 Process On-Cycle Payroll				
Multi-Agency Workshop	COMP247	Run the Retirement Insurance Transfer System Interface (RITS) process	Technology	Mandatory	Shared Service Center	4.7.3 Process On-Cycle Payroll				
Multi-Agency Workshop	COMP248	Process employee voluntary deductions	Technology	Mandatory	Shared Service Center	4.7.3 Process On-Cycle Payroll				
Multi-Agency Workshop	COMP249	Allow for a sufficient number of series I and series EE bonds	Technology	Mandatory	Shared Service Center	4.7.3 Process On-Cycle Payroll				
Multi-Agency Workshop	COMP250	Refund bond balances when the employee separates	Technology	Mandatory	Shared Service Center	4.7.3 Process On-Cycle Payroll				
Multi-Agency Workshop	COMP251	Determine when a bond may be issued given its denomination and the amount of the pay deduction	Technology	Mandatory	Shared Service Center	4.7.3 Process On-Cycle Payroll				

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Primary Reference	Unique ID	Requirements Description	Type	Priority	Who	Process Linkage	Process Linkage	Process Linkage	Process Linkage	Process Linkage
Multi-Agency Workshop	COMP252	Edit involuntary collections as a percentage of disposable income	Technology	Mandatory	Shared Service Center	4.7.3 Process On-Cycle Payroll				
Multi-Agency Workshop	COMP253	Support adjustments and regular calculations that cross fiscal and/or calendar years, providing proper information to the core financial system	Technology	Mandatory	Shared Service Center	4.7.3 Process On-Cycle Payroll				
Multi-Agency Workshop	COMP254	Pay certain employees over the pay limit for a period of time	Technology	Mandatory	Shared Service Center	4.7.3 Process On-Cycle Payroll				
Multi-Agency Workshop	COMP255	Run pay calculation process	Technology	Mandatory	Shared Service Center	4.7.3 Process On-Cycle Payroll				
Multi-Agency Workshop	COMP256	Run pay reversal and adjustment process	Technology	Mandatory	Shared Service Center	4.7.3 Process On-Cycle Payroll				
Multi-Agency Workshop	COMP257	Run the Individual Retirement Record (IRR) process	Technology	Mandatory	Shared Service Center	4.7.3 Process On-Cycle Payroll				
Multi-Agency Workshop	COMP258	Provide disbursement voucher data for verification and certification of the payroll process	Technology	Mandatory	Shared Service Center	4.7.3 Process On-Cycle Payroll				
Multi-Agency Workshop	COMP259	Automatically refund to the employee any unpaid bond balance when a bond allotment is cancelled	Technology	Mandatory	Shared Service Center	4.7.3 Process On-Cycle Payroll				
Multi-Agency Workshop	COMP260	An incident number or injury date must be recorded with COP	Technology	Mandatory	Shared Service Center	4.7.3 Process On-Cycle Payroll				

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Primary Reference	Unique ID	Requirements Description	Type	Priority	Who	Process Linkage	Process Linkage	Process Linkage	Process Linkage	Process Linkage
Multi-Agency Workshop	COMP261	If annual leave payout for a separating employee extends into a new year and employee's pay has increased, pay monies owed to the employee	Service	Mandatory	Shared Service Center	4.7.3 Process On-Cycle Payroll				
Multi-Agency Workshop	COMP262	Offset the dollar amount of other receivables owed the agency against final net pay or, if applicable, lump sum annual leave payments on separation from the agency	Technology	Mandatory	Shared Service Center	4.7.3 Process On-Cycle Payroll				
Multi-Agency Workshop	COMP263	Update employee balance adjustments (e.g., FICA balances for transfer-ins)	Technology	Mandatory	Shared Service Center	4.7.3 Process On-Cycle Payroll				
Multi-Agency Workshop	COMP264	Process supplemental, re-certified, reissued, and death case schedule payments and generate the appropriate accounting entries in a format acceptable for uploading to the responsible office's accounting system	Technology	Mandatory	Shared Service Center	4.7.3 Process On-Cycle Payroll				
Multi-Agency Workshop	COMP265	Record gross pay, deductions and net pay, generating information to update other processes and other systems as appropriate, including the standard general ledger maintained in the core financial system	Technology	Mandatory	Shared Service Center	4.7.3 Process On-Cycle Payroll				
Multi-Agency Workshop	COMP266	Agency systems must provide for the reconciliation of human resources and payroll data within the systems, for comparison and reconciliation with that of disbursing, accounting, and other administrative systems/subsystems/modules to ensure accuracy, completeness, and data integrity	Technology	Mandatory	Shared Service Center	4.7.3 Process On-Cycle Payroll				
Multi-Agency Workshop	COMP267	Agency systems must maintain, store, and permit ready retrieval of employment and payroll data. The time frames for varying pieces of this requirement differ depending on the subject matter and the system must be sufficiently flexible to retain and purge data consistent with the varying record keeping requirements	Technology	Mandatory	Shared Service Center	4.7.3 Process On-Cycle Payroll				

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Primary Reference	Unique ID	Requirements Description	Type	Priority	Who	Process Linkage	Process Linkage	Process Linkage	Process Linkage	Process Linkage
Multi-Agency Workshop	COMP268	Reconcile Payroll Distribution, Voucher and Schedule of Payments (SF-1166), and Control Master Record (CMR) data	Technology	Mandatory	Shared Service Center	4.7.3 Process On-Cycle Payroll				
Multi-Agency Workshop	COMP269	Adjust individual employee records after final pay period calculation and prior to issuance of W-2s (e.g. state tax switch, erroneously recorded PCS moves)	Technology	Mandatory	Shared Service Center	4.7.3 Process On-Cycle Payroll				
Multi-Agency Workshop	COMP270	Update employee year-to-date balances	Technology	Mandatory	Shared Service Center	4.7.3 Process On-Cycle Payroll				
Multi-Agency Workshop	COMP271	Allow automatic reconciliation of payroll reports	Technology	Mandatory	Shared Service Center	4.7.3 Process On-Cycle Payroll				
Multi-Agency Workshop	COMP272	Allow reconciling and correction processing for each taxing authority processing in reconcile	Technology	Mandatory	Shared Service Center	4.7.3 Process On-Cycle Payroll				
Multi-Agency Workshop	COMP273	Certify payroll schedules with the disbursing authority	Technology	Mandatory	Shared Service Center	4.7.3 Process On-Cycle Payroll				
Multi-Agency Workshop	COMP274	Accept, process and report on transactions with other internal and external systems	Technology	Mandatory	Shared Service Center	4.7.3 Process On-Cycle Payroll				
Multi-Agency Workshop	COMP275	Provide visibility to multiple awards occurrences for an employee	Technology	Mandatory	Shared Service Center	4.7.3 Process On-Cycle Payroll				
Multi-Agency Workshop	COMP276	Accept imported performance ratings and award amounts to generate award actions	Technology	Mandatory	Shared Service Center	4.7.3 Process On-Cycle Payroll				

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Primary Reference	Unique ID	Requirements Description	Type	Priority	Who	Process Linkage	Process Linkage	Process Linkage	Process Linkage	Process Linkage
Multi-Agency Workshop	COMP277	Accept notification of an employee's death to prevent normal payment processing of unpaid compensation	Technology	Mandatory	Shared Service Center	4.7.3 Process On-Cycle Payroll				
Multi-Agency Workshop	COMP278	Record incident number or injury date for employees injured on the job and receiving continuation of pay	Technology	Mandatory	Shared Service Center	4.7.3 Process On-Cycle Payroll				
Multi-Agency Workshop	COMP279	Provide capability to accept data on fringe benefits	Technology	Mandatory	Shared Service Center	4.7.3 Process On-Cycle Payroll				
Multi-Agency Workshop	COMP280	Provide default for employee's tax withholding status if data is missing	Technology	Mandatory	Shared Service Center	4.7.3 Process On-Cycle Payroll				
Multi-Agency Workshop	COMP281	Accept withholding amounts for employees who transfer from other Federal agencies to ensure limits are not exceeded Move to prepare	Technology	Mandatory	Shared Service Center	4.7.3 Process On-Cycle Payroll				
Multi-Agency Workshop	COMP282	Track wage and tax limitations by employee SSN to ensure limits are not exceeded	Technology	Mandatory	Shared Service Center	4.7.3 Process On-Cycle Payroll				
Multi-Agency Workshop	COMP283	Provide a method for entering taxable travel payments data into the system	Technology	Mandatory	Shared Service Center	4.7.3 Process On-Cycle Payroll				
Multi-Agency Workshop	COMP284	Run the TSP interface process	Technology	Mandatory	Shared Service Center	4.7.3 Process On-Cycle Payroll				
Multi-Agency Workshop	COMP285	Generate electronic fund transfers of amounts withheld to appropriate organizations	Technology	Mandatory	Shared Service Center	4.7.3 Process On-Cycle Payroll				

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Primary Reference	Unique ID	Requirements Description	Type	Priority	Who	Process Linkage	Process Linkage	Process Linkage	Process Linkage	Process Linkage
Multi-Agency Workshop	COMP286	Run the Treasury schedule and FRB bond interface processes	Technology	Mandatory*	Shared Service Center	4.7.3 Process On-Cycle Payroll				
Multi-Agency Workshop	COMP287	Receive Treasury interface control information	Technology	Mandatory*	Shared Service Center	4.7.3 Process On-Cycle Payroll				
Multi-Agency Workshop	COMP288	Run process to generate mass pay adjustment and report to other legislative authorities	Technology Service	Mandatory	Shared Service Center	4.7.3 Process On-Cycle Payroll				
Multi-Agency Workshop	COMP289	Run process to undo a previously processed retro pay request	Technology	Mandatory	Shared Service Center	4.7.3 Process On-Cycle Payroll				
Multi-Agency Workshop	COMP290	Include adjustments from the retro process in on-cycle pay period pay calculation	Technology	Mandatory	Shared Service Center	4.7.3 Process On-Cycle Payroll				
Multi-Agency Workshop	COMP291	Process a retroactive pay raise	Technology	Mandatory	Shared Service Center	4.7.3 Process On-Cycle Payroll				
Multi-Agency Workshop	COMP292	Provide the capability to change any pay-related data element on a one-time basis with the appropriate controls	Technology	Mandatory	Shared Service Center	4.7.3 Process On-Cycle Payroll				
Multi-Agency Workshop	COMP293	Identify leave types that could cause employee indebtedness (such as health/life premiums for employees on LWOP) and generate automatic receivables transaction for accounting system)	Service	Critical	Shared Service Center	4.7.3 Process On-Cycle Payroll				

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Process Disbursements to Third Parties										
Primary Reference	Unique ID	Requirements Description	Type	Priority	Who	Process Linkage	Process Linkage	Process Linkage	Process Linkage	Process Linkage
Multi-Agency Workshop	COMP294	Transmit the TSP interface file	Technology	Mandatory	Shared Service Center	4.7.5 Process disbursements to third Parties				
Multi-Agency Workshop	COMP295	Provide wage and tax data to SSA/IRS	Technology	Mandatory	Shared Service Center	4.7.5 Process disbursements to third Parties				
Multi-Agency Workshop	COMP296	Provide quarterly tax data to IRS	Technology	Mandatory	Shared Service Center	4.7.5 Process disbursements to third Parties				
Multi-Agency Workshop	COMP297	Provide periodic wage and tax data to state and local authorities	Technology	Mandatory	Shared Service Center	4.7.5 Process disbursements to third Parties				
Multi-Agency Workshop	COMP298	Provide appropriate payment data to agency accounting systems	Technology	Mandatory	Shared Service Center	4.7.5 Process disbursements to third Parties				
Multi-Agency Workshop	COMP299	Electronically transmit payment records to US Treasury or other authorized disbursing officers	Technology	Mandatory	Shared Service Center	4.7.5 Process disbursements to third Parties				
Multi-Agency Workshop	COMP300	Electronically transmit data to Federal Reserve Bank or other authorized bond-issuing agent for issuance of US Savings Bonds	Technology	Mandatory	Shared Service Center	4.7.5 Process disbursements to third Parties				

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Primary Reference	Unique ID	Requirements Description	Type	Priority	Who	Process Linkage	Process Linkage	Process Linkage	Process Linkage	Process Linkage
Multi-Agency Workshop	COMP301	Interface to benefits third party administrators	Technology	Mandatory	Shared Service Center	4.7.5 Process disbursements to third Parties				
Multi-Agency Workshop	COMP302	Return unclaimed pay to agency to be repaid to Treasury	Technology	Mandatory	Shared Service Center	4.7.5 Process disbursements to third Parties				
Multi-Agency Workshop	COMP303	Provide electronic payroll history and separation information for use in unemployment compensation	Technology	Mandatory	Shared Service Center	4.7.5 Process disbursements to third Parties				
Multi-Agency Workshop	COMP304	Reconcile with each health benefit carrier at least quarterly	Technology	Mandatory	Shared Service Center	4.7.5 Process disbursements to third Parties				
Multi-Agency Workshop	COMP305	Provide electronic payroll history for use in employment verification	Technology	Mandatory	Shared Service Center	4.7.5 Process disbursements to third Parties				
Multi-Agency Workshop	COMP306	Reconcile detailed labor cost data to the total charge to an agency's appropriation for gross pay and government additives	Technology	Mandatory*	Shared Service Center	4.7.5 Process disbursements to third Parties				
Multi-Agency Workshop	COMP307	Provide capability to manage the printing of checks or advices (move to Disburse)	Service	Mandatory	Shared Service Center	4.7.5 Process disbursements to third Parties				

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Primary Reference	Unique ID	Requirements Description	Type	Priority	Who	Process Linkage	Process Linkage	Process Linkage	Process Linkage	Process Linkage
Distribute Labor Costs										
Multi-Agency Workshop	COMP308	Accumulate cost data	Technology	Critical	Shared Service Center	4.7.7 Distribute Labor Costs				
Multi-Agency Workshop	COMP309	Accumulate work units by cost structure and responsibility center to provide to other systems performing cost accounting functions	Technology	Critical	Shared Service Center	4.7.7 Distribute Labor Costs				
Multi-Agency Workshop	COMP310	Support the collection of labor distribution hours by the data elements to interface with financial system(s)	Technology	Mandatory	Shared Service Center	4.7.7 Distribute Labor Costs				
Multi-Agency Workshop	COMP311	Summarize and convert labor cost records into accounting entries in a format acceptable to target accounting system(s)	Technology	Mandatory	Shared Service Center	4.7.7 Distribute Labor Costs				
Multi-Agency Workshop	COMP312	Allocate actual payroll costs and payments between fiscal years, done on a day-by-day basis, not a percentage of the pay period basis, so that costs are allocated accurately (e.g. 4 days in FY-05 and 6 days in FY-06). Should have the cap recast all of the cost data elements by fiscal year segments for a pay period that spans fiscal years	Technology	Mandatory	Shared Service Center	4.7.7 Distribute Labor Costs				
Multi-Agency Workshop	COMP313	Allow revisions to accounting codes by employee for a specified time period (used for details to other organizations when a SF-50 is not prepared)	Technology	Mandatory	Shared Service Center	4.7.7 Distribute Labor Costs				
Multi-Agency Workshop	COMP314	Make labor cost data available online	Technology	Critical	Shared Service Center	4.7.7 Distribute Labor Costs				
Multi-Agency Workshop	COMP315	Make labor cost data downloadable	Technology	Critical	Shared Service Center	4.7.7 Distribute Labor Costs				
Multi-Agency Workshop	COMP316	Archive labor cost allocation data for a specified time period	Technology	Critical	Shared Service Center	4.7.7 Distribute Labor Costs				
Multi-Agency Workshop	COMP317	Report work years and personnel cost for a specified time period	Technology	Mandatory	Shared Service Center	4.7.7 Distribute Labor Costs				

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HUMAN RESOURCES LINE OF BUSINESS TARGET REQUIREMENTS FOR SSCS										
Primary Reference	Unique ID	Requirements Description	Type	Priority	Who	Process Linkage	Process Linkage	Process Linkage	Process Linkage	Process Linkage
Multi-Agency Workshop	COMP318	Distribute the government share of taxes and other costs to the appropriate accounting codes	Technology	Mandatory	Shared Service Center	4.7.7 Distribute Labor Costs				
Multi-Agency Workshop	COMP319	Charge one-time actions (e.g., awards) to accounting codes on the Personnel Action for the award	Technology	Mandatory*	Shared Service Center	4.7.7 Distribute Labor Costs				
Multi-Agency Workshop	COMP320	Allow distribution of costs for non employees	Policy	Mandatory*	Shared Service Center	4.7.7 Distribute Labor Costs				
Perform Periodic Reporting										
Multi-Agency Workshop	COMP321	Allow for decentralized printing and distribution of selected payroll reports recurring	Technology	Mandatory	Shared Service Center	4.7.8 Perform Periodic Reporting				
Multi-Agency Workshop	COMP322	Allow reporting to external entities (e.g., quarterly, annual, and ad hoc)	Technology	Mandatory	Shared Service Center	4.7.8 Perform Periodic Reporting				
Multi-Agency Workshop	COMP323	Provide a predefined set of standard payroll reports along with predefined run frequencies or dates	Technology	Mandatory	Shared Service Center	4.7.8 Perform Periodic Reporting				
5CFR Part 890, Subpart A check ref	COMP324	Make Information available for budget execution, (e.g., total pay and awards paid out)	Technology	Mandatory	Shared Service Center	4.7.8 Perform Periodic Reporting				

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Primary Reference	Unique ID	Requirements Description	Type	Priority	Who	Process Linkage	Process Linkage	Process Linkage	Process Linkage	Process Linkage
OMB, Office of Federal Financial Management, Core Financial System Requirements; OFFM-NO-0105; February 2005 (Exposure Draft)	COMP325	Generate SF-113A report	Technology	Mandatory	Shared Service Center	4.7.8 Perform Periodic Reporting				
Multi-Agency Workshop	COMP326	Generate SF-113G report recurring	Technology	Mandatory	Shared Service Center	4.7.8 Perform Periodic Reporting				
Multi-Agency Workshop	COMP327	Provide pay and benefit transaction data, as necessary, to agency financial systems	Technology	Mandatory	Shared Service Center	4.7.8 Perform Periodic Reporting				
Multi-Agency Workshop	COMP328	Allow for messages to appear on the employee earnings and leave statements	Service	Mandatory	Shared Service Center	4.7.8 Perform Periodic Reporting				
Multi-Agency Workshop	COMP329	Reflect current period monetary value for each employee's record leave balance	Service	Mandatory	Shared Service Center	4.7.8 Perform Periodic Reporting				
Multi-Agency Workshop	COMP330	Provide employee leave and earnings statement	Technology	Mandatory	Shared Service Center	4.7.8 Perform Periodic Reporting				

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Primary Reference	Unique ID	Requirements Description	Type	Priority	Who	Process Linkage	Process Linkage	Process Linkage	Process Linkage	Process Linkage
Multi-Agency Workshop	COMP331	Generate reports on various methods of payments (e.g., direct deposit/electronic funds transfer)	Technology	Mandatory	Shared Service Center	4.7.8 Perform Periodic Reporting				
IRS Publication 15 (Circular E)	COMP332	Provide an interface for end-user ad hoc reporting for needs not met by EHRI	Technology	Mandatory	Shared Service Center	4.7.8 Perform Periodic Reporting				
Record of Payments										
Multi-Agency Workshop	COMP333	Generate notification when an employee for whom health benefit deductions have not been taken returns to pay status and repayment of benefits become payable	Technology	Mandatory	Shared Service Center	4.7.8 Perform Periodic Reporting				
Withholdings Reports										
Multi-Agency Workshop	COMP334	Report payroll deductions	Technology	Mandatory	Shared Service Center	4.7.8 Perform Periodic Reporting				
Tax Reports										
Multi-Agency Workshop	COMP335	Produce W2C	Technology	Mandatory	Shared Service Center	4.7.8 Perform Periodic Reporting				
Multi-Agency Workshop	COMP336	Produce form 1099	Technology	Mandatory	Shared Service Center	4.7.8 Perform Periodic Reporting				
Multi-Agency Workshop	COMP337	Provide automatic reconciliation of W-2s by mid-January	Service	Mandatory	Shared Service Center	4.7.8 Perform Periodic Reporting				
Multi-Agency Workshop	COMP338	Provide capability to reprint W-2s by employee or specific groups for the last five years	Technology	Mandatory	Shared Service Center	4.7.8 Perform Periodic Reporting				

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Primary Reference	Unique ID	Requirements Description	Type	Priority	Who	Process Linkage	Process Linkage	Process Linkage	Process Linkage	Process Linkage
Multi-Agency Workshop	COMP339	Derive summary totals of earnings, deductions, contributions and paid hours for control purposes and to facilitate	Technology	Mandatory	Shared Service Center	4.7.8 Perform Periodic Reporting				
Multi-Agency Workshop	COMP340	Generate detail registers of subsidiary ledgers that support all vouchers, accounting entries and disbursements authorized by the payroll office	Technology	Mandatory	Shared Service Center	4.7.8 Perform Periodic Reporting				
Multi-Agency Workshop	COMP341	Destruction of records created within the Federal government must be in accordance with the National Archives and Records Administration (NARA), per 36 C.F.R 1228. Basic payroll records are currently authorized for disposal by General Records Schedule 2, Payrolling and Pay Administration Records, and General Records Schedule 20, Electronic Records. (Copies may be obtained from your agency's records officer or from NARA.)	Technology	Mandatory	Shared Service Center	4.7.8 Perform Periodic Reporting				
Multi-Agency Workshop	COMP342	Provide standard employee payroll reports	Technology	Mandatory	Shared Service Center	4.7.8 Perform Periodic Reporting				
Multi-Agency Workshop	COMP343	Identify employees with closed military service accounts	Technology	Mandatory	Shared Service Center	4.7.8 Perform Periodic Reporting				
Multi-Agency Workshop	COMP344	Run the register of separations and transfers (ROST) process to select and print ROST to accompany IRRs for separating employees	Technology	Mandatory	Shared Service Center	4.7.8 Perform Periodic Reporting				
Multi-Agency Workshop	COMP345	Update state unemployment information	Technology	Mandatory	Shared Service Center	4.7.8 Perform Periodic Reporting				

HUMAN RESOURCES LINE OF BUSINESS TARGET REQUIREMENTS FOR SSCS

HUMAN RESOURCES LINE OF BUSINESS TARGET REQUIREMENTS FOR SSCS										
Primary Reference	Unique ID	Requirements Description	Type	Priority	Who	Process Linkage	Process Linkage	Process Linkage	Process Linkage	Process Linkage
Multi-Agency Workshop	COMP346	Update state disability information	Technology	Mandatory	Shared Service Center	4.7.8 Perform Periodic Reporting				
Multi-Agency Workshop	COMP347	Identify employees claiming exemption from withholding needing to re-file Form W-4	Technology	Mandatory	Shared Service Center	4.7.8 Perform Periodic Reporting				
Multi-Agency Workshop	COMP348	Identify employees receiving advance EIC payments needing to re-file Form W-5	Technology	Mandatory	Shared Service Center	4.7.8 Perform Periodic Reporting				
Multi-Agency Workshop	COMP349	Provide advice of payments to recipients (e.g., individual charities, unions, professional organizations, health organizations) (move to Report)	Technology	Mandatory	Shared Service Center	4.7.8 Perform Periodic Reporting				
Cross-process										
OMB, Office of Federal Financial Management, Core Financial System Requirements; OFFM	COMP350	Accept and disseminate data and interfaces using current technology	Technology	Mandatory	Shared Service Center	Cross-process				
Multi-Agency Workshop	COMP351	Provide for all necessary interfaces to internal and external entities	Technology	Mandatory	Shared Service Center	Cross-process				
Multi-Agency Workshop	COMP352	Accept, process and report on transactions with other internal and external systems	Technology	Mandatory	Shared Service Center	Cross-process				
Multi-Agency Workshop	COMP353	Subject all transactions from interfacing systems to the standard human resources-payroll system edits, validations, and error-correction procedures	Technology	Mandatory	Shared Service Center	Cross-process				

HUMAN RESOURCES LINE OF BUSINESS TARGET REQUIREMENTS FOR SSCS

Primary Reference	Unique ID	Requirements Description	Type	Priority	Who	Process Linkage	Process Linkage	Process Linkage	Process Linkage	Process Linkage
Multi-Agency Workshop	COMP354	Provide system flexibility in accepting data input from multiple media that recognizes the unique data input requirements of interface systems	Technology	Mandatory	Shared Service Center	Cross-process				
Multi-Agency Workshop	COMP355	Record and track such transactions and related information to provide the basis for control purposes	Technology	Mandatory	Shared Service Center	Cross-process				
Multi-Agency Workshop	COMP356	Allow customized data input, processing rules and edit criteria	Technology	Mandatory	Shared Service Center	Cross-process				
Multi-Agency Workshop	COMP357	Allow flexibility in defining internal operational procedures and in supporting agency requirements	Technology	Mandatory	Shared Service Center	Cross-process				
Multi-Agency Workshop	COMP358	Identify and process transactions from other systems that enter and update the standard human resources-payroll system	Technology	Mandatory	Shared Service Center	Cross-process				
Multi-Agency Workshop	COMP359	Provide employees and managers self-service capabilities providing information pertinent to their needs (e.g., provide employees access to their personal employment and earnings data; provide managers access to their organizational and subordinate work force non-personal data)	Technology	Mandatory	Shared Service Center	Cross-process				
Multi-Agency Workshop	COMP360	Allow user to specify and personalize the screens to view data	Technology	Useful	Shared Service Center	Cross-process				

Appendix C - Benefits Management Requirements

The Service Center has the primary role in providing and operating the facility or system to address the functionality, transaction, or process described by these requirements in accordance with the priority specified.

HUMAN RESOURCES LINE OF BUSINESS TARGET REQUIREMENTS FOR SSCS

Benefits Management Communications									
Primary Reference	Unique ID	Requirements Description	Type	Priority	Who	Process Linkage	Process Linkage	Process Linkage	Process Linkage
HR Policy (Ch 83, Title 5, USC; Parts 831-839, 847, Title 5, CFR; Ch 84, Title 5, USC; Parts 841-847, Title 5, CFR; Ch 87, Title 5, USC; Part 870, Title 5, CFR; Ch 84, Title 5, USC; Part 1600, Title 5, CFR; SP Bulletins; Title 42, USC; Title 26, USC; Ch 81, Title 5, USC; Title 26, USC, 5 CFR Part 892, OPM FEDFLEX Plan; Title 5, CFR 5 USC, Ch 90; Pub. L. 108-496; Title 42, USC; Pub. L. 104-208; Pub. L. 107-67; Ch 53, Title 5, USC; Part 537, Title 5, CFR; 26 USC 132(f); Ch 57, Title 5, USC; Part 575, Title 5, CFR)	Ben1	Provide users with benefits guidance and reference materials	Policy	Mandatory	Service Center and/or Agency	5.1.3 Coordinate Process Implementation with Partners & Providers	5.1.4 Create Benefits Communications Approach & Content		
HR Policy	Ben2	Provide ability for users to request benefits guidance and reference materials	Service	Mandatory	Service Center and/or Agency	5.1.3 Coordinate Process Implementation with Partners & Providers	5.1.4 Create Benefits Communications Approach & Content		

HUMAN RESOURCES LINE OF BUSINESS TARGET REQUIREMENTS FOR SSCS

Primary Reference	Unique ID	Requirements Description	Type	Priority	Who	Process Linkage	Process Linkage	Process Linkage	Process Linkage
HR Policy	Ben3	Provide ability for users to provide feedback on benefits guidance and reference materials	Service	Useful	Service Center and/or Agency	5.1.3 Coordinate Process Implementation with Partners & Providers	5.1.4 Create Benefits Communications Approach & Content		
HR Policy	Ben4	Provide ability for users to periodically evaluate the benefits guidance and reference materials	Service	Critical	Service Center and/or Agency	5.1.3 Coordinate Process Implementation with Partners & Providers	5.1.4 Create Benefits Communications Approach & Content		
HR Policy	Ben5	Provide ability for users to receive changes to benefits guidance and reference materials	Service	Mandatory	Service Center and/or Agency	5.1.3 Coordinate Process Implementation with Partners & Providers	5.1.4 Create Benefits Communications Approach & Content		
HR Policy	Ben6	Provide ability for users to create agency-specific benefits guidance and reference materials (e.g. augmented benefits materials from OPM; materials for discretionary programs; materials for reservists called for duty; materials tailored for other specific audiences)	Service	Mandatory	Service Center and/or Agency	5.1.3 Coordinate Process Implementation with Partners & Providers	5.1.4 Create Benefits Communications Approach & Content		
HR Policy	Ben7	Provide ability for users to modify existing agency-specific guidance and reference materials	Service	Mandatory	Service Center and/or Agency	5.1.3 Coordinate Process Implementation with Partners & Providers	5.1.4 Create Benefits Communications Approach & Content	5.2.1 Deliver Benefits Communication	
02.02.01.32	Ben8	Allow benefits program manager to modify the feedback mechanisms of editable materials	Service	Critical	Service Center	5.1.4 Create Benefits and Communications Approach and Content	5.2.1 Deliver Benefits Communication		

HUMAN RESOURCES LINE OF BUSINESS TARGET REQUIREMENTS FOR SSCS

HUMAN RESOURCES LINE OF BUSINESS TARGET REQUIREMENTS FOR SSCS									
Primary Reference	Unique ID	Requirements Description	Type	Priority	Who	Process Linkage	Process Linkage	Process Linkage	Process Linkage
	Ben9	Format communication messages into appropriate media tools (web/email/letters/etc)	Technology	Mandatory	Service Center and/or Agency	5.1.3 Coordinate Process Implementation with Partners & Providers	5.1.4 Create Benefits Communications Approach & Content		
02.02.02.699	Ben10	Allow a benefits specialist to generate ad-hoc notices regarding a counseling session	Service, Technology	Mandatory	Service Center and/or Agency	5.1.3 Coordinate Process Implementation with Partners & Providers	5.1.4 Create Benefits Communications Approach & Content		
HR Policy	Ben11	Provide employees with benefits related communications	Policy	Mandatory	Service Center	5.2.1 Deliver Benefits Communication			
HR Policy	Ben12	Generate proactive communications to inform employees of benefits related information	Technology	Critical	Service Center	5.1.3 Coordinate Process Implementation with Partners & Providers			
HR Policy	Ben13	Generate benefits related communications for employees based on benefits eligibility	Technology	Mandatory	Service Center	5.1.3 Coordinate Process Implementation with Partners & Providers			
HR Policy	Ben14	Identify employees for benefits related communications based on life event changes indicators (e.g. changes in marital status, changes in dependents)	Technology	Useful	Service Center	5.1.3 Coordinate Process Implementation with Partners & Providers			
HR Policy	Ben15	Generate benefits related communications for employees based on life event changes indicators (e.g. changes in marital status, changes in dependents)	Service, Technology	Useful	Service Center	5.1.3 Coordinate Process Implementation with Partners & Providers			

HUMAN RESOURCES LINE OF BUSINESS TARGET REQUIREMENTS FOR SSCS

Primary Reference	Unique ID	Requirements Description	Type	Priority	Who	Process Linkage	Process Linkage	Process Linkage	Process Linkage
HR Policy	Ben16	Advise employees of the existence and potential impact of any court orders when the employee requests a change of beneficiary designation	Policy	Mandatory	Service Center and/or Agency	Service Center and/or Agency			
HR Policy	Ben17	Identify employees for benefits related communications based on changes to benefits programs (e.g. government administrative changes, policy changes, court cases)	Service, Technology	Mandatory	Service Center	5.1.3 Coordinate Process Implementation with Partners & Providers			
HR Policy	Ben18	Generate benefits related communications for employees based on changes to benefits programs (e.g. government administrative changes, policy changes, court cases)	Policy, Service, Technology	Mandatory	Service Center	5.1.3 Coordinate Process Implementation with Partners & Providers			
02.02.04.19	Ben19	Document the reasons for creating new notices or changing notices	Service	Critical	Service Center and/or Agency	5.1.4 Create Benefits Communications Approach & Content			
	Ben20	Send changes to agency benefit point of contact in the format requested by agency	Service	Mandatory	Service Center	5.2.1 Deliver Benefits Communications			
Ch 83, Title 5, USC; Parts 831-839, 847, Title 5, CFR. Ch 84, Title 5, USC; Parts 841-847, Title 5, CFR., Pub. L. 106-265;	Ben21	Identify employees for benefits related communications based on elections to transition from Federal Insurance Contributions Act (FICA) only coverage to the Federal Employees Retirement System (FERS) Program coverage	Policy	Mandatory	Service Center	5.1.3 Coordinate Process Implementation with Partners & Providers			

HUMAN RESOURCES LINE OF BUSINESS TARGET REQUIREMENTS FOR SSCS

Primary Reference	Unique ID	Requirements Description	Type	Priority	Who	Process Linkage	Process Linkage	Process Linkage	Process Linkage
Ch 83, Title 5, USC; Parts 831-839, 847, Title 5, CFR. Ch 84, Title 5, USC; Parts 841-847, Title 5, CFR.	Ben22	Generate benefits related communications for employees based on elections to transition from the Civil Service Retirement System (CSRS) Program to the Federal Employees Retirement System (FERS) Program	Policy	Mandatory	Service Center	5.1.3 Coordinate Process Implementation with Partners & Providers			
Pub. L. 106-265; Part 839, Title 5, CFR	Ben23	Generate benefits related communications for employees based on elections to transition from Federal Insurance Contributions Act (FICA) only coverage to the Federal Employees Retirement System (FERS) Program coverage	Policy	Mandatory	Service Center	5.1.3 Coordinate Process Implementation with Partners & Providers			
Ch 84, Title 5, USC; Part 846, Title 5, CFR	Ben24	Identify employees for benefits related communications based on the employee's eligibility to make individual coverage elections (e.g. employees who are eligible to elect FERS, NAFI)	Policy	Mandatory	Service Center	5.1.3 Coordinate Process Implementation with Partners & Providers			
Ch 84, Title 5, USC; Part 846, Title 5, CFR	Ben25	Generate benefits related communications for employees based on the employee's eligibility to make individual coverage elections (e.g. employees who are eligible to elect FERS, NAFI)	Policy	Mandatory	Service Center	5.1.3 Coordinate Process Implementation with Partners & Providers			
Part 353, Title 5, CFR	Ben26	Identify employees for benefits related communications based on restoration rights	Policy	Mandatory	Service Center	5.1.3 Coordinate Process Implementation with Partners & Providers			

HUMAN RESOURCES LINE OF BUSINESS TARGET REQUIREMENTS FOR SSCS

Primary Reference	Unique ID	Requirements Description	Type	Priority	Who	Process Linkage	Process Linkage	Process Linkage	Process Linkage
Part 353, Title 5, CFR	Ben27	Generate benefits related communications for employees based on restoration rights	Policy	Mandatory	Service Center	5.1.3 Coordinate Process Implementation with Partners & Providers			
HR Policy	Ben28	Identify employees for benefits related communications based on interest free anniversary dates	Policy, Service	Mandatory	Service Center	5.1.3 Coordinate Process Implementation with Partners & Providers			
HR Policy	Ben29	Generate benefits related communications for employees based on interest free anniversary dates	Policy, Technology, Service	Critical	Service Center	5.1.3 Coordinate Process Implementation with Partners & Providers			
HR Policy	Ben30	Identify employees for ad-hoc benefits related communications as appropriate	Service, Technology	Critical	Service Center	5.1.3 Coordinate Process Implementation with Partners & Providers			
HR Policy	Ben31	Generate ad-hoc benefits related communications for employees as appropriate	Service, Technology	Critical	Service Center	5.1.3 Coordinate Process Implementation with Partners & Providers			
HR Policy	Ben32	Send benefits related communications to appropriate parties other than employees	Service	Mandatory	Service Center	5.1.3 Coordinate Process Implementation with Partners & Providers			
HR Policy	Ben33	Provide benefits statements to employees on-demand	Service, Technology	Mandatory*	Service Center	5.2.1 Deliver Benefits Communication			

HUMAN RESOURCES LINE OF BUSINESS TARGET REQUIREMENTS FOR SSCS

Primary Reference	Unique ID	Requirements Description	Type	Priority	Who	Process Linkage	Process Linkage	Process Linkage	Process Linkage
HR Policy	Ben34	Generate a standard proactive communication at the commencement of non-pay status that explains the impacts to the various benefits programs for which the employee is covered	Policy, Service, Technology	Mandatory	Service Center	5.1.3 Coordinate Process Implementation with Partners & Providers			
Part 353, Title 5, CFR	Ben35	Generate a standard proactive communication based on an employee transferring to the military (i.e. upon a reservist being called up to active duty)	Policy, Service, Technology	Mandatory	Service Center	5.1.3 Coordinate Process Implementation with Partners & Providers			
Part 353, Title 5, CFR	Ben36	Generate a standard proactive communication based on an employee transferred to an international organization, an Indian tribal organization, state/local governments, institution of higher education, or employee organization.	Policy Service, Technology	Mandatory	Service Center	5.1.3 Coordinate Process Implementation with Partners & Providers			
HR Policy	Ben37	Generate a standard proactive communication prior to the end of restoration rights	Policy Service, Technology	Mandatory	Service Center	5.1.3 Coordinate Process Implementation with Partners & Providers			
Ch 89, Title 5, USC; Part 890, Title 5, CFR	Ben38	Generate a standard proactive communication to employees who are approaching the statutory limitations of non-pay service and thus a loss of Federal Employees Health Benefits (FEHB) coverage	Policy Service, Technology	Mandatory	Service Center	5.1.3 Coordinate Process Implementation with Partners & Providers			

HUMAN RESOURCES LINE OF BUSINESS TARGET REQUIREMENTS FOR SSCS

Primary Reference									
Unique ID	Requirements Description	Type	Priority	Who	Process Linkage	Process Linkage	Process Linkage	Process Linkage	Process Linkage
Ch 87, Title 5, USC; Part 870, Title 5, CFR	Ben39	Generate a standard proactive communication to employees who are approaching 12 months of non-pay service and thus a loss of Federal Employees Group Life Insurance (FEGLI) coverage	Policy Service, Technology	Mandatory	Service Center	5.1.3 Coordinate Process Implementation with Partners & Providers			
HR Policy	Ben40	Generate a standard proactive communication to employees who are affected by mandatory separations	Policy Service, Technology	Mandatory	Service Center	5.1.3 Coordinate Process Implementation with Partners & Providers			
HR Policy	Ben41	Generate a standard proactive communication based on separation code status	Policy Service, Technology	Critical	Service Center	5.1.3 Coordinate Process Implementation with Partners & Providers			
HR Policy	Ben42	Generate communications relating to retirement claims to the employee	Service	Critical	Service Center	5.1.3 Coordinate Process Implementation with Partners & Providers			
HR Policy	Ben43	Generate a detailed employee-specific benefits information communication for new employees (e.g., new hire, transfer, re-employed annuitants)	Policy Service, Technology	Mandatory	Service Center and/or Agency	5.1.3 Coordinate Process Implementation with Partners & Providers			
HR Policy	Ben44	Generate communications to counselors prior to communications being sent to employees	Policy Service, Technology	Critical	Service Center	5.1.3 Coordinate Process Implementation with Partners & Providers			

HUMAN RESOURCES LINE OF BUSINESS TARGET REQUIREMENTS FOR SSCS

Primary Reference	Unique ID	Requirements Description	Type	Priority	Who	Process Linkage	Process Linkage	Process Linkage	Process Linkage
HR Policy	Ben45	Generate a standard communications calendar for benefits counselors	Policy Service, Technology	Useful	Service Center	5.1.3 Coordinate Process Implementation with Partners & Providers			
HR Policy	Ben46	Generate ad-hoc communications, as necessary	Policy Service, Technology	Critical	Service Center	5.1.3 Coordinate Process Implementation with Partners & Providers			

HUMAN RESOURCES LINE OF BUSINESS TARGET REQUIREMENTS FOR SSCS

Primary Reference									
Unique ID	Requirements Description	Type	Priority	Who	Process Linkage	Process Linkage	Process Linkage	Process Linkage	
HR Policy (Ch 83, Title 5, USC; Parts 831-839, 847, Title 5, CFR; Ch 84, Title 5, USC; Parts 841-847, Title 5, CFR; Ch 89, Title 5, USC; Part 890, Title 5, CFR; Ch 87, Title 5, USC; Part 870, Title 5, CFR; Part 1600, Title 5, CFR; Title 42, USC; Title 26, USC; Ch 81, Title 5, USC; Title 26, USC; Section 125, Internal Revenue Code; Pub. L. 106-265; Part 875, Title 5, CFR; Pub. L. 108-496; Pub. L. 104-208; Pub. L. 107-67; Ch 53, Title 5, USC; Part 537, Title 5, CFR; 26 USC 132(f); Ch 57, Title 5, USC; Part 575, Title 5, CFR)	Ben47	Educate all employees on all available benefits programs	Policy, Service	Mandatory	Service Center and/or Agency	5.1.3 Coordinate Process Implementation with Partners & Providers			

HUMAN RESOURCES LINE OF BUSINESS TARGET REQUIREMENTS FOR SSCS

Benefits Program Processing									
Primary Reference	Unique ID	Requirements Description	Type	Priority	Who	Process Linkage	Process Linkage	Process Linkage	Process Linkage
HR Policy	Ben48	Create benefits related training based on changes to benefits programs	Policy, Service	Mandatory	Service Center and/or Agency	5.1.3 Coordinate Process Implementation with Partners & Providers			
HR Policy (Title 5, USC, 8350; Title 26, USC; Section 125, Internal Revenue Code; Pub. L. 104-208; Pub. L. 107-67; Ch 53, Title 5, USC; Part 537, Title 5, CFR; 26 USC 132(f); Ch 57, Title 5, USC; Part 575, Title 5, CFR)	Ben49	Train benefits management personnel on appropriate benefits programs	Policy , Service	Mandatory	Service Center and/or Agency	5.1.3 Coordinate Process Implementation with Partners & Providers			
HR Policy	Ben50	Generate a standard proactive communication to the Agency HR Benefits Counselor at the commencement of insufficient pay status that explains the impacts to the various benefits programs for which the employee is covered	Policy, Service, Technology	Mandatory	Service Center	5.1.3 Coordinate Process Implementation with Partners & Providers			
Ch 89, Title 5, USC; Part 890, Title 5, CFR	Ben51	Communicate to employees the impact of insufficient pay on their benefits	Policy Service, Technology	Mandatory	Service Center	5.1.3 Coordinate Process Implementation with Partners & Providers			

HUMAN RESOURCES LINE OF BUSINESS TARGET REQUIREMENTS FOR SSCS

Primary Reference	Unique ID	Requirements Description	Type	Priority	Who	Process Linkage	Process Linkage	Process Linkage	Process Linkage
	Ben52	Provide project management to implement processes with partners and providers	Service	Mandatory	Service Center and/or Agency	5.1.3 Coordinate Process Implementation with Partners & Providers			
JFMIP 18 - pg. 18	Ben53	Record the benefit specialist's ID, date, and time updated for each transaction affecting benefit coverage	Technology	Mandatory	Service Center	All Benefit Transactions			
JFMIP 49 - pg. 43	Ben54	Display message to the benefit specialist notifying them of acceptance or rejection of each transaction once inputs are completed	Service	Critical	Service Center	All Benefit Transactions			
Ch 89, Title 5, USC; Part 890, Title 5, CFR, Ch 87, Title 5, USC; Part 870, Title 5, CFR	Ben55	Process benefit elections resulting from insufficient pay, non-pay status, or transfer to an international or tribal organization	Policy, Service	Mandatory	Service Center	5.1.3 Coordinate Process Implementation with Partners & Providers			
HR Policy	Ben56	Terminate benefits when employees are no longer eligible	Policy, Service, Technology	Mandatory	Service Center	5.1.3 Coordinate Process Implementation with Partners & Providers	5.2.4 Activate Enrollments		
JFMIP HR Systems 35 - pg. 40	Ben57	Record termination of benefit payment including the reason and effective date	Technology	Critical	Service Center	5.2.4 Activate Enrollment			
HR Policy	Ben58	Process all benefits related files from multiple sources in multiple formats	Policy, Service, Technology	Mandatory	Service Center	5.1.3 Coordinate Process Implementation with Partners & Providers			
HR Policy	Ben59	Create standard reports based on benefits related data	Service, Technology	Mandatory*	Service Center and/or Agency	5.1.3 Coordinate Process Implementation with Partners & Providers			

HUMAN RESOURCES LINE OF BUSINESS TARGET REQUIREMENTS FOR SSCS

Primary Reference	Unique ID	Requirements Description	Type	Priority	Who	Process Linkage	Process Linkage	Process Linkage	Process Linkage
HR Policy	Ben60	Create ad-hoc reports based on benefits related data	Service, Technology	Mandatory*	Service Center and/or Agency	5.1.3 Coordinate Process Implementation with Partners & Providers			
HR Policy (Ch 83, Title 5, USC; Parts 831-839, 847, Title 5, CFR; Ch 87, Title 5, USC; Part 870, Title 5, CFR; Ch 84, Title 5, USC; Part 1600, Title 5, CFR)	Ben61	Provide the ability for employees to designate beneficiaries for the appropriate benefits programs	Policy, Service	Mandatory	Service Center and/or Agency	5.1.3 Coordinate Process Implementation with Partners & Providers	5.2.5 Maintain Appropriate Records		
Ch 84, Title 5, USC; Part 1600, Title 5, CFR	Ben62	Enroll eligible employees into the appropriate benefits programs	Policy, Service, Technology	Mandatory	Service Center	5.1.3 Coordinate Process Implementation with Partners & Providers	5.2.4 Activate Enrollments	5.2.5 Maintain Appropriate Records	
Ch 89, Title 5, USC; Part 890, Title 5, CFR. Ch 81, Title 5, USC.	Ben63	Transfer an eligible Workers' Compensation (OWCP) recipient's enrollment in the Federal Employees Health Benefits (FEHB) Program to the Workers' Compensation (OWCP) Program upon OWCP request, separation of service, or at the end of 10 months, whichever comes first	Policy	Mandatory	Service Center	5.1.3 Coordinate Process Implementation with Partners & Providers	5.2.4 Activate Enrollments		
Ch 87, Title 5, USC; Part 870, Title 5, CFR	Ben64	Transfer an eligible Workers' Compensation (OWCP) recipient's enrollment in the Federal Employees Group Life Insurance (FGLI) Program from the agency to the Office of Personnel Management (OPM) at the end of 12 months of non-pay status or when the employee separates, whichever comes first	Policy	Mandatory	Service Center	5.1.3 Coordinate Process Implementation with Partners & Providers	5.2.4 Activate Enrollments		

HUMAN RESOURCES LINE OF BUSINESS TARGET REQUIREMENTS FOR SSCS

Primary Reference	Unique ID	Requirements Description	Type	Priority	Who	Process Linkage	Process Linkage	Process Linkage	Process Linkage
HR Policy (For Example: Pub. L. 107-67; Ch 53, Title 5, USC; Part 537, Title 5, CFR; 26 USC 132(f); Ch 57, Title 5, USC; Part 575, Title 5, CFR; Pub. L. 104-208)	Ben65	Determine eligibility for Agency specific benefits	Policy	Mandatory	Service Center	5.1.3 Coordinate Process Implementation with Partners & Providers	5.2.4 Activate Enrollments		
ERP18	Ben66	Track dependent eligibility based on birthday	Technology	Critical	Service Center	5.2.4 Activate Enrollment			
HR Policy (Ch 89, Title 5, USC; Part 890, Title 5, CFR; Ch 87, Title 5, USC; Part 870, Title 5, CFR; Title 26, USC; Ch 83, Title 5, USC; Parts 831-839, 847, Title 5, CFR. Ch 84, Title 5, USC; Parts 841-847, Title 5, CFR; Pub. L. 106-265)	Ben67	Accept and process benefits elections via various customer service mechanisms including self-service	Service	Mandatory	Service Center	5.1.3 Coordinate Process Implementation with Partners & Providers	5.2.4 Activate Enrollments		
HR Policy	Ben68	Provide the ability for employees to change their benefits coverage based on qualifying life events via various mechanisms	Service, Technology	Mandatory	Service Center	5.1.3 Coordinate Process Implementation with Partners & Providers	5.2.4 Activate Enrollments		
JFMIP 4 - pg. 16	Ben69	Provide for electronic acceptance of benefit application	Service	Critical	Service Center	5.2.4 Activate Enrollment			

HUMAN RESOURCES LINE OF BUSINESS TARGET REQUIREMENTS FOR SSCS

Primary Reference	Unique ID	Requirements Description	Type	Priority	Who	Process Linkage	Process Linkage	Process Linkage	Process Linkage
JFMIP HR Systems 07 - pg. 16	Ben70	Incorporate inputs and completeness controls to ensure only complete applications are accepted	Technology	Mandatory	Service Center	5.2.4 Activate Enrollment			
JFMIP HR Systems 32 - pg. 39	Ben71	Capture changes in claimant circumstances from other systems - include death, change in residence, change in income, marriage/divorce/separation, change in disability condition, etc	Technology	Mandatory	Service Center	5.1.3 Coordinate Process Implementation with Partners & Providers	5.2.4 Activate Enrollment		
02.02.01.42	Ben72	Receive target audience comments via various media	Technology	Mandatory	Service Center	5.1.3 Coordinate Process Implementation with Partners & Providers	5.2.1 Deliver Benefits Communications		
HR Policy	Ben73	Accept and process benefit program deposits	Service	Mandatory	Service Center	5.1.3 Coordinate Process Implementation with Partners & Providers	5.2.2 Manage Provider Contracts	5.2.4 Activate Enrollments	5.2.5 Maintain Appropriate Records
Ch 89, Title 5, USC; Part 890, Title 5, CFR. Ch 87, Title 5, USC; Part 870, Title 5, CFR.	Ben74	Perform processing of reemployed annuitants (e.g. eligibility to make contributions, salary offsets, FEHB, FEGLI)	Policy, Service, Technology	Mandatory	Service Center	5.1.3 Coordinate Process Implementation with Partners & Providers	5.2.2 Manage Provider Contracts	5.2.3 Elect Benefits	5.2.4 Activate Enrollments
Pub. L. 104-208	Ben75	Adjudicate civilian line-of-duty death gratuity benefit applications	Policy	Mandatory	Service Center	5.1.3 Coordinate Process Implementation with Partners & Providers			
HR Policy (Ch 84, Title 5, USC; Parts 841-847, Title 5, CFR)	Ben76	Determine/redetermine retirement benefits coverage based on qualifying events	Policy	Mandatory	Service Center	5.1.3 Coordinate Process Implementation with Partners & Providers	5.2.3 Elect Benefits	5.2.4 Activate Enrollments	

HUMAN RESOURCES LINE OF BUSINESS TARGET REQUIREMENTS FOR SSCS

Primary Reference	Unique ID	Requirements Description	Type	Priority	Who	Process Linkage	Process Linkage	Process Linkage	Process Linkage
Pub. L. 106-265; Part 839, Title 5, CFR	Ben77	Perform Federal Erroneous Retirement Coverage Corrections Act (FERCCA) error corrections in coordination with processes outside of benefits program management (e.g. determine coverage error, prepare election package, notify employee and OPM, process election)	Policy, Service, Technology	Mandatory	Service Center	5.1.3 Coordinate Process Implementation with Partners & Providers	5.2.2 Manage Provider Contracts	5.2.4 Activate Enrollments	
Ch 89, Title 5, USC; Part 890, Title 5, CFR	Ben78	Process temporary continuation of Federal Employees Health Benefits (FEHB) Program coverage where appropriate	Policy Service,	Mandatory	Service Center	5.1.3 Coordinate Process Implementation with Partners & Providers	5.2.4 Activate Enrollments		
HR Policy	Ben79	Receive court order information from various sources	Service	Mandatory*	Service Center and/or Agency	5.1.3 Coordinate Process Implementation with Partners & Providers			
	Ben80	Determine relevant parties and disseminate court order information	Service	Mandatory*	Service Center and/or Agency	5.1.3 Coordinate Process Implementation with Partners & Providers			
HR Policy (Ch 89, Title 5, USC; Part 870, Part 890, Title 5, CFR; Ch 84, Title 5, USC; Part 1600, Title 5, CFR)	Ben81	Provide due process on a denial of benefits	Policy, Service	Mandatory	Service Center and/or Agency	5.2.4 Activate Enrollments			
HR Policy	Ben82	Receive and validate retirement program claims to appropriate parties for adjudication	Service, Technology	Mandatory	Service Center	5.1.3 Coordinate Process Implementation with Partners & Providers	5.2.2 Manage Provider Contracts		

HUMAN RESOURCES LINE OF BUSINESS TARGET REQUIREMENTS FOR SSCS

Primary Reference									
Unique ID	Requirements Description	Type	Priority	Who	Process Linkage	Process Linkage	Process Linkage	Process Linkage	Process Linkage
	Ben83	Send retirement program claims to appropriate parties	Service, Technology	Mandatory	Service Center	5.1.3 Coordinate Process Implementation with Partners & Providers	5.2.2 Manage Provider Contracts		
HR Policy	Ben84	Determine which benefits program a claim is covered under	Service	Mandatory	Service Center	5.1.3 Coordinate Process Implementation with Partners & Providers	5.2.2 Manage Provider Contracts		
Ch 87, Title 5, USC; Part 870, Title 5, CFR	Ben85	Assist potential beneficiaries with the claims process for Federal Employees Group Life Insurance (FEGLI) claims	Policy, Service	Mandatory	Service Center and/or Agency	5.1.3 Coordinate Process Implementation with Partners & Providers	5.2.2 Manage Provider Contracts		
Ch 89, Title 5, USC; Part 890, Title 5, CFR	Ben86	Assist in the Federal Employees Health Benefits (FEHB) Program enrollment reconciliation process	Policy, Service, Technology	Mandatory	Service Center and/or Agency	5.1.3 Coordinate Process Implementation with Partners & Providers	5.2.2 Manage Provider Contracts		
Ch 89, Title 5, USC; Part 870, Title 5, CFR	Ben87	Receive and maintain Foster Child certification forms for appropriate benefits programs	Policy, Service,	Mandatory	Service Center and/or Agency	5.1.3 Coordinate Process Implementation with Partners & Providers	5.2.2 Manage Provider Contracts		
Ch 89, Title 5, USC; Part 890, Title 5, CFR	Ben88	Determine eligibility of coverage for dependents incapable of self support for applicable benefits programs	Policy, Service	Mandatory	Service Center	5.1.3 Coordinate Process Implementation with Partners & Providers	5.2.2 Manage Provider Contracts		

HUMAN RESOURCES LINE OF BUSINESS TARGET REQUIREMENTS FOR SSCS

Primary Reference										
Unique ID	Requirements Description	Type	Priority	Who	Process Linkage	Process Linkage	Process Linkage	Process Linkage	Process Linkage	
Title 5, USC (Ch 89, Title 5, USC; Part 890, Title 5, CFR; Ch 87, Title 5, USC; Parts 870, Title 5, CFR; Ch 83, Title 5, USC; Parts 831-839, 847, Title 5, CFR; Ch 84, Title 5, USC; Parts 841-847, Title 5, CFR)	Ben89	Maintain a special non-pay (e.g. transfers to an international organization, transfers to an Indian tribal organization) employee's elections to continue benefits coverage in the Official Personnel File (OPF)	Policy, Service, Technology	Mandatory	Service Center	5.1.3 Coordinate Process Implementation with Partners & Providers	5.2.2 Manage Provider Contracts			
Benefits Program Oversight										

HUMAN RESOURCES LINE OF BUSINESS TARGET REQUIREMENTS FOR SSCS

HUMAN RESOURCES LINE OF BUSINESS TARGET REQUIREMENTS FOR SSCS									
Primary Reference	Unique ID	Requirements Description	Type	Priority	Who	Process Linkage	Process Linkage	Process Linkage	Process Linkage
HR Policy (Ch 83, Title 5, USC; Parts 831-839, 847, Title 5, CFR; Ch 84, Title 5, USC; Parts 841-847, Title 5, CFR; Ch 89, Title 5, USC; Part 890, Title 5, CFR; Ch 87, Title 5, USC; Part 870, Title 5, CFR; Part 1600, Title 5, CFR; Title 42, USC; Title 26, USC; Ch 81, Title 5, USC; Title 26, USC; Pub. L. 104-208; Pub. L. 107-67; Ch 53, Title 5, USC; Part 537, Title 5, CFR; 26 USC 132(f); Ch 57, Title 5, USC; Part 575, Title 5, CFR; Pub. L. 108-469; Pub. L. 106-265; Part 875, Title 5, CFR)	Ben90	Implement eligibility rules for each benefits program	Policy	Mandatory	Service Center and/or Agency	5.1.3 Coordinate Process Implementation with Partners & Providers	5.2.3 Elect Benefits	5.2.4 Activate Enrollments	
HR Policy	Ben91	Implement future benefits programs as necessary or appropriate	Service, Technology	Mandatory*	Agency	All Activities			
HR Policy (Pub. L. 107-67; Pub. L. 104-208; Ch 53, Title 5, USC; Part 537, Title 5, CFR; 26 USC 132(f))	Ben92	Administer discretionary benefits programs	Service, Technology	Mandatory*	Service Center	All Activities			

HUMAN RESOURCES LINE OF BUSINESS TARGET REQUIREMENTS FOR SSCS

HUMAN RESOURCES LINE OF BUSINESS TARGET REQUIREMENTS FOR SSCS									
Primary Reference	Unique ID	Requirements Description	Type	Priority	Who	Process Linkage	Process Linkage	Process Linkage	Process Linkage
HR Policy	Ben93	Implement other agency-specific benefits programs as necessary or appropriate (e.g. FIRREA) (*If the requirement is applicable, the requirement is mandatory)	Service	Mandatory*	Agency	All Activities			
HR Policy	Ben94	Obtain and archive appropriate information and agreements to effectively manage provider contracts	Policy, Service, Technology	Mandatory	Agency	5.1.3 Coordinate Process Implementation with Partners & Providers	5.2.2 Manage Provider Contracts		
HR Policy	Ben95	Allow access to the official employee record	Service, Technology	Mandatory	Service Center and/or Agency	5.2.2 Manage Provider Contracts			
Ch 81, Title 5, USC	Ben96	Provide the ability to contest workers' compensation (Office of Workers Compensation Programs) claims when appropriate	Policy	Mandatory	Service Center	5.1.3 Coordinate Process Implementation with Partners & Providers	5.2.4 Activate Enrollments		
Benefits Customer Service									
HR Policy	Ben97	Provide the ability for employees to obtain benefits related customer service through multiple servicing channels	Service	Mandatory	Service Center and/or Agency	5.1.4 Create Benefits Communications Approach & Content	5.2.1 Deliver Benefits Communication		
HR Policy	Ben98	Model and calculate estimated benefits payments	Technology	Critical	Service Center	5.1.4 Create Benefits Communications Approach & Content	5.2.1 Deliver Benefits Communication		
	Ben99	Provide comparison tables for potential benefit choices	Service	Critical	Service Center	5.1.4 Create Benefits Communications Approach & Content	5.2.1 Deliver Benefits Communications		

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Primary Reference	Unique ID	Requirements Description	Type	Priority	Who	Process Linkage	Process Linkage	Process Linkage	Process Linkage
02.02.02.536	Ben100	View the estimated annuity	Service	Mandatory*	Service Center	5.1.4 Create Benefits Communications Approach & Content	5.2.1 Deliver Benefits Communications		
HR Policy	Ben101	Support multiple languages	Policy	Useful	Service Center	All Activities			
HR Policy	Ben102	Support the English language	Technology	Mandatory	Service Center	All Activities			
HR Policy	Ben103	Provide on-demand benefits counseling upon employee request	Service	Mandatory	Service Center and/or Agency	5.2.1 Deliver Benefits Communication			
HR Policy	Ben104	Provide benefits counseling as necessary based on agency-driven changes (e.g. mandatory retirements, reductions in force)	Service	Mandatory	Service Center and/or Agency	5.2.1 Deliver Benefits Communication			
HR Policy	Ben105	Provide tiered customer service with increasing knowledge levels to effectively address employees' benefits needs	Service, Technology	Critical	Service Center and/or Agency	All Activities			
	Ben106	Provide information to benefits specialists involved in resolving complex employee benefit issues	Service, Technology	Mandatory	Service Center and/or Agency	All Activities			
02.02.02.176	Ben107	Send notices to end-users when information has been gathered that fulfills a customer service request	Service	Mandatory*	Service Center and/or Agency	5.2.1 Deliver Benefits Communications			
HR Policy	Ben108	Refer customer service requests from non-vested and deferred-vested former employees or their survivors to the appropriate parties	Service	Mandatory	Service Center and/or Agency	5.2.1 Deliver Benefits Communication			

HUMAN RESOURCES LINE OF BUSINESS TARGET REQUIREMENTS FOR SSCS

Benefits Data									
Primary Reference	Unique ID	Requirements Description	Type	Priority	Who	Process Linkage	Process Linkage	Process Linkage	Process Linkage
HR Policy (Ch 83, Title 5, USC; Parts 831-839, 847, Title 5, CFR; Ch 84, Title 5, USC; Parts 841-847, Title 5, CFR; Ch 89, Title 5, USC; Part 890, Title 5, CFR; Ch 87, Title 5, USC; Part 870, Title 5, CFR; Ch 84, Title 5, USC; Part 1600, Title 5, CFR; Title 42, USC; Title 26, USC; Ch 81, Title 5, USC; Section 125, Internal Revenue Code; Pub. L. 106-265; Part 875, Title 5, CFR; Pub. L. 108-496; Title 42, USC; Pub. L. 104-208; Pub. L. 107-67; Ch 53, Title 5, USC; Part 537, Title 5, CFR; 26 USC 132(f); Ch 57, Title 5, USC; Part 575, Title 5, CFR)	Ben109	Receive employee benefits data related to all benefits programs	Policy	Mandatory	Service Center	5.1.3 Coordinate Process Implementation with Partners & Providers			
HR Policy; Data Reference Model	Ben110	Create employee benefits data elements in accordance with the Data Reference Model (DRM)	Technology	Critical	Service Center and/or Agency	5.1.3 Coordinate Process Implementation with Partners & Providers			

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Global Benefits									
Primary Reference	Unique ID	Requirements Description	Type	Priority	Who	Process Linkage	Process Linkage	Process Linkage	Process Linkage
HR Policy	Ben111	Handle multiple data formats	Technology	Critical	Service Center	5.1.3 Coordinate Process Implementation with Partners & Providers			
HR Policy	Ben112	Edit existing benefits data elements, as necessary	Technology, Service	Mandatory	Service Center	5.1.3 Coordinate Process Implementation with Partners & Providers			
HR Policy	Ben113	Confirm that authorized changes to existing benefits data elements were successfully processed	Service, Technology	Mandatory	Service Center and/or Agency	5.1.3 Coordinate Process Implementation with Partners & Providers			
HR Policy	Ben114	Ensure that benefits data is made available as necessary to outside parties	Technology	Mandatory	Service Center	5.1.3 Coordinate Process Implementation with Partners & Providers			
HR Policy	Ben115	Ensure there is access to all necessary data to effectively perform benefits related transactions	Technology	Mandatory	Service Center and/or Agency	5.2.2 Manage Provider Contracts			
HR Policy	Ben 116	Ensure all necessary forms and documents to effectively perform benefits related transactions are available for users	Service	Mandatory	Service Center and/or Agency	5.2.2 Manage Provider Contracts			
HR Policy	Ben117	Ensure that all benefits management processes, procedures and activities are ADA compliant	Policy, Technology	Mandatory	Service Center and/or Agency	All Activities			
Global Benefits									

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Primary Reference									
Unique ID	Requirements Description	Type	Priority	Who	Process Linkage	Process Linkage	Process Linkage	Process Linkage	Process Linkage
	Ben118	Adapt agency process requirements to automated solutions	Technology	Mandatory	Service Center and/or Agency	All Activities			
HR Policy	Ben119	Reply to ad-hoc requests for information and assistance (that are outside of the scope of other benefits management requirements) as necessary	Technology	Mandatory	Service Center and/or Agency	All Activities			
HR Policy	Ben120	Ensure that access to employee data is limited to appropriate personnel only	Technology	Mandatory	Service Center and/or Agency	All Activities			
HR Policy	Ben121	Ensure the systematic security of all employee data	Technology	Mandatory	Service Center and/or Agency	All Activities			
HR Policy	Ben123	Ensure that the appropriate change management activities occur to facilitate the transition to a Service Center and/or Agency services environment	Service, Technology	Mandatory	Service Center and/or Agency	All Activities			
HR Policy	Ben124	Ensure that Service Level Agreements are created with all service centers	Performance	Mandatory	Service Center and/or Agency	All Activities			



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