

# HR LINE OF BUSINESS

ISSUE 32, MAY 2009



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## HIGHLIGHTS FOR THE HR LOB

- Hosted the Multi-Agency Executive Strategy Committee (MAESC) meeting on May 5, including presentations on Enterprise Human Resources Integration (EHRI) and the retirement process
- Held a Shared Service Center Advisory Council (SSCAC) Provider Assessment conference call on May 15
- Held a Provider Assessment Customer workgroup conference call on May 19
- Met with the Environmental Protection Agency (EPA) and Department of Transportation (DOT) to review their Cost-Benefit Analysis submissions

## REGGIE BROWN PROVIDES HR LOB UPDATES

John Berry, the new OPM Director, wants to make the Federal Government the model employer for the nation. He has formulated three short-term goals: (1) reform the government's recruiting and hiring practices, (2) improve worklife and workplace conditions, and (3) increase Federal employment opportunities for veterans. He has introduced three long-term goals as well: (1) increase Federal workforce diversity, (2) control Federal employee health-care costs, while maintaining benefits, and (3) reform the Federal pay system. In the days to come, we can expect to see what Director Berry labels Governmentwide "wolfpacks" forming to tackle these long-standing challenges. The HR LOB is working to help Director Berry reach these goals by continuing to focus on achieving a Governmentwide HR environment, which enables improved management, operational efficiencies, cost savings/avoidance and improved customer service.

We are making significant progress toward that end by engaging with our stakeholder community on our major workstreams. This month, the HR LOB continued its outreach efforts to visit the MAESC agencies, as part of the Cost Benefit Analysis (CBA) initiative. The purpose of these meetings is to discuss the cost savings and avoidance realized across the Government as a result of the HR LOB. We are making rapid progress with developing the Provider Assessment program so we can roll it out in FY 2010. We continue to design the Integration Support Project so that the HR community can see a tangible set of benefits as quickly as possible. We will soon have the initial results of our HR and Payroll benchmarking studies—something many of you will find interesting. I would like to thank the MAESC and other agency representatives who continue to support the HR LOB initiative and all of our efforts and activities. Your support, time and effort continue to help the HR LOB be successful in meeting goals and objectives for this fiscal year and beyond.



Reggie Brown,  
Director of Modernization and  
HR Line of Business

## WORKSTREAM UPDATES

### **Provider Assessment**

In the second quarter of FY2009, the HR LOB focused on the design phase of the Provider Assessment during which the high-level process and criteria for assessment were drafted by the customer workgroup. The HR LOB and customer workgroup representatives held a half-day session at the SSCAC tri-annual conference in April to explain the process and criteria. After the HR LOB received the providers' feedback, it met with both the providers and customers to review this feedback on two separate conference calls. The provider call gave SSCs the opportunity to clarify their comments about the process and criteria. Their concerns were either addressed by the HR LOB or forwarded to the customer workgroup for its consideration. The purpose of the customer call was to address any outstanding provider feedback on the high-level process and criteria.

Another significant outcome of the Provider Assessment activities this month was to identify a preliminary assignment of customer and provider interview questions. It is estimated that the customers will respond to 70 percent of the assessment questions and the providers will respond to the remaining 30 percent of the assessment questions. Leveraging the customer-driven interview approach will lessen the burden on the providers undergoing the assessment compared to other proposed approaches.

Currently, the HR LOB is finalizing the Provider Assessment status report to be issued in June 2009. The report will provide the basis for the Provider Assessment *develop* phase. During the develop phase scheduled for 3Q and 4Q FY2009, the detailed assessment process design and interview procedures will be created to determine the degree to which each SSC has implemented the management practices identified as part of the assessment criteria. A scoring approach for the assessment also will be established during the develop phase. Once again, the customer workgroup will play a major role to ensure the assessment remains focused on customer requirements.

The HR LOB is holding two customer workgroup sessions on June 18, 2009, and July 23, 2009, and customer agencies that would like to participate in these sessions are encouraged to join the workgroup.

### **Integration Support Project**

The Integration Support Project (ISP) was launched in April 2008 in response to a request by the MAESC to understand multiple governmentwide HR systems in terms of their interrelationships and opportunities for integration.

The goals of the ISP are to:

- integrate OPM systems to address multiple feeds and redundant data and enhance the end user experience
- put into place the standards, guidelines, architectural specifications and governance to achieve integration
- establish a governmentwide vision for Human Resources Information Technology (HR IT) that enables HR transformation

To meet the goals of the ISP, the HR LOB is collaborating with organizations throughout OPM to understand what integration initiatives exist today and potential integration opportunities for the future. Based on recommendations from the MAESC, the HR LOB plans to emphasize actionable integration opportunities and leverage the benefits of integration in order to gain support of OPM's organizations. The HR LOB will continue to update the MAESC on this important initiative through our monthly meetings and other communication vehicles.

*(Workstream Updates continued on page 3)*

## WORKSTREAM UPDATES

*Continued from Page 2*

### **Cost-Benefit Analysis**

The HR LOB continues to update its Cost-Benefit Analysis (CBA) using data from agency responses. The updated CBA will allow us to establish a new baseline for cost savings/avoidance and measure total cost savings associated with the initiative. To date, the HR LOB has met with 10 agencies to validate and clarify information in their CBA submissions. At the customer agencies, the HR LOB asks questions based on two scenarios—if the agency is aligned to an SSC for HR or Payroll services or if the agency is not aligned to an SSC for HR or Payroll services. If aligned, the HR LOB asks the agency about their legacy system spending and how much it would cost to upgrade the legacy system. If not aligned, the HR LOB asks the agency about their plans to migrate through FY2015, as well as how much they expect to save annually if they do migrate.

The HR LOB is continuing to coordinate individual meetings with each agency to review its submission. We look forward to working with agency representatives to complete this important initiative, and we are confident the individual agency meetings will ensure the updated CBA is comprised of accurate data and assumptions.

### **Target Requirements Mapping**

The HR LOB has completed the draft mapping of the HR LOB target requirements for SSCs to the service components identified in the HR LOB Service Component Model (SCM). The mapping is important because it provides customers and SSCs a common understanding of HR services. It also serves as a basis for negotiating service-delivery expectations and helps reduce risk. The MAESC has reviewed the mapping and all comments received on the mapping have been included in a comments log that will be published along with the final mapping to QuickPlace by the end of June.

### **HR Benchmarking**

The HR Benchmarking data call questionnaire that was distributed to the HR Benchmarking point of contacts identified by the agencies and SSCs was due back on April 10, 2009. To date, eight agencies and four SSCs have submitted HR Benchmarking questionnaires. The HR LOB is currently performing SSC and Agency analysis for the HR Benchmarking report with those that have submitted their questionnaires. The HR LOB will produce a draft report for each participating agency and SSC by Q4 FY2009. An update on HR benchmarking was presented at the May 2009 MAESC meeting.

## UPCOMING EVENTS

DATE	EVENT
June 2, 2009	Multi-Agency Executive Strategy Committee (MAESC) meeting
June 24, 2009	Joint Customer Council—SSCAC meeting
July 7, 2009	Multi-Agency Executive Strategy Committee (MAESC) meeting
July 29, 2009	Customer Council monthly meeting
September 1, 2009	Multi-Agency Executive Strategy Committee (MAESC) meeting

## ABOUT THE HR LINE OF BUSINESS

The vision of the HR LOB is Governmentwide, modern, cost-effective, standardized and interoperable HR solutions providing common, core functionality to support the strategic management of human capital in addressing duplicative and redundant HR systems and processes across the Federal Government. The goal of the HR LOB initiative is to allow the Federal civilian HR workforce to focus on providing improved management, operational efficiencies, cost savings or avoidance, and improved customer service.

The HR LOB common solution takes a phased approach to delivering HR services through shared service centers based on common, reusable architecture that leverage open architecture concepts. These solutions will enable the Federal Government to standardize HR business functions and processes, as well as the systems that support them. The HR LOB common solution will enable a shift in emphasis within the agencies from administrative processing to customer service and strategic planning.

The shared service center approach is designed to encourage competition among Federal- and private-sector providers, and to maximize private-sector involvement; this competition, in turn, should result in improved quality, efficiency and customer satisfaction. Economies of scale will help reduce costs and improve efficiencies. A focus on performance results will improve quality and customer satisfaction.

## HR LOB KEY POINTS OF CONTACT

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