

# HR LINE OF BUSINESS

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## HIGHLIGHTS

- Hosted Multi-Agency Executive Strategy Committee (MAESC) meetings on November 3 and December 10, 2009
- Hosted Shared Service Center Advisory Council (SSCAC) tri-annual conference on December 2 and 3, 2009
- Hosted Payroll Benchmarking Analysis kickoff session on December 3, 2009
- Hosted E-Authentication workgroup meeting on November 17, 2009
- Hosted SSCAC monthly conference calls on November 17 and December 16, 2009
- Hosted Customer Council meeting on November 18, 2009

## REGGIE BROWN PROVIDES HR LOB UPDATES

The Office of Personnel Management as an organization is entering a new, exciting period. Director Berry is delivering on his promise to reorganize OPM to better align OPM's people and offices with OPM's mission. This alignment provides clarity for OPM's customers as well as employees and, once implemented, promises to make a positive impact on how OPM operates. The HR LOB initiative is set to experience some exciting changes as well. First, as part of OPM's reorganization, HR LOB will move under the auspices of OPM's Chief Information Officer and more closely align with and leverage CIO's resources and activities aimed at improving governmentwide HR IT. Second, OMB has recently formulated the Administration's vision for the lines of business and e-Government initiatives. OMB's guidance emphasizes the creation of a centralized governmentwide set of IT capabilities, including data centers, infrastructure, and E-Gov platforms, and the implementation of a cloud computing model for enabling convenient, on demand network access to a shared pool of configurable computing resources (e.g., networks, servers, storage, applications, and services) that can be rapidly provisioned and released with minimal management effort or service provider interaction. Under this direction, the HR LOB initiative will become responsible for the HR platform and continue to make progress toward HR IT modernization and transformation at agencies and SSCs. As a result of these recent developments the path for the HR LOB / HR Platform initiative is clear, and I am excited about the impact the initiative will continue to make on how the government operates.



Reggie Brown,  
Director of Modernization and  
HR Line of Business

On a personal note, I have accepted a new position within OPM as part of the reorganization and will not be directly involved in the HR LOB initiative going forward. Matt Perry, OPM's Acting CIO, will have overall responsibility for HR LOB and Liz Mautner, the HR LOB Program Manager, will have the day-to-day management responsibilities for the initiative and will serve as the main point of contact for all partner agencies. *(Continued on page 2)*

## REGGIE BROWN PROVIDES HR LOB UPDATES

*Continued from Page 1*

I would like to thank the entire HR LOB community for the tremendous effort and collaboration each and every member dedicated toward moving the initiative forward. Even though I won't be directly involved, I look forward to observing the initiative's future successes.

## WORKSTREAM UPDATES

### Provider Assessment

The Provider Assessment process development is complete, and the HR LOB continues to prepare for launching the first two assessments in February 2010. During the SSCAC tri-annual conference on December 2-3, 2009, the HR LOB assigned the provider pairings to an assessment time slot through a lottery drawing. The table below outlines which provider pairings will be assessed in each time slot.

Provider Pairings	Duration	Start	Finish
Treasury & BPD	116 days	Tue 2/23/10	Tue 8/3/10
NFC & HHS	116 days	Mon 7/12/10	Mon 1/3/11
DoD & DFAS	116 days	Thu 12/2/10	Fri 5/20/11
NBC & GSA	116 days	Thu 4/28/11	Thu 10/6/11

At the conference, the HR LOB discussed the assessment schedule in detail to enable the providers to prepare for the assessments. During the months of January and February 2010, the HR LOB will be working with Treasury and BPD to prepare them for the first assessments. The HR LOB will publish an *Instructions for Providers* document on January 15, 2010 in compliance with OMB Passback.

The HR LOB also presented updates on the Provider Assessment to the MAESC at its November and December 2009 meetings. These included a review of the tasks the MAESC will be involved in during the Provider Assessment.

On December 16, 2009, the HR LOB began its test of the Provider Assessment with the electronic Official Personnel Folder (eOPF) initiative. The four customer participants will test the customer questionnaire and participate in customer interviews in January 2010. The provider interview process will also be tested by eOPF in January 2010.

### Integration / E-Authentication

As part of the HR LOB's integration efforts, the E-Authentication workgroup continues to meet to develop a unified approach for enabling agencies to consistently implement E-Authentication for governmentwide systems that are managed outside of the agency. The workgroup last met on November 17, 2009. At this meeting, the HR LOB gave a detailed overview of the Annotated Table of Contents for the HR LOB Authentication and Identity Reference Model. This reference model will have four main potential uses/outcomes:

- Compile existing Authentication and Identity documentation applicable to HR LOB to share with appropriate system owners and agency points of contact, establishing a common understanding among system owners of E-Authentication and the value it provides to agencies
- Identify the common identity and credential attributes required by OPM systems and define a standard OPM "identity and credential" dataset composed of these common attributes and system specific attributes

*(Workstream Updates continued on page 3)*

## WORKSTREAM UPDATES

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- Establish a high-level concept of operations for implementing E-Authentication in a standardized, consistent manner across OPM systems
- Provide recommendations to the CIO Council's Identity, Credential, and Access Management (ICAM) sub-group regarding HR LOB Authentication and Identity attributes and "Information Exchange Packages" that agencies and governmentwide systems can use to achieve data integration, data standardization, and work flow integration

The next workgroup meetings are scheduled for January 19, 2010 and February 10, 2010.

### **Cost Benefit Analysis**

The HR LOB recently completed the effort to update its Cost Benefit Analysis (CBA) and presented the results to the MAESC and SSCAC. By the end of FY 2015, the HR LOB is projected to generate over \$1.3 billion in total cost savings and avoidance for the Federal government through the migration of payroll and core HR to SSCs. After FY 2015, the HR LOB expects to further generate over \$200 million in cost savings annually for payroll and core HR.

The HR LOB is preparing to publish a report documenting its analysis of the original CBA and its key assumptions, the detailed methodology for developing the updated CBA, and the detailed findings and results from the updated CBA. The HR LOB will continue to track savings against the new baseline established by the updated CBA on a bi-annual basis.

### **Payroll Benchmarking**

The HR LOB distributed the 2009 Payroll Benchmarking reports, which include the process description, results, and Federal aggregates. The HR LOB reconvened the Payroll Benchmarking workgroup at the December 2009 SSCAC conference to complete the benchmarking cycle and begin analyzing the data from the 2008 and 2009 Payroll benchmarking studies. The workgroup will meet as necessary to review and/or update measures over time to build a more complete picture of payroll-related performance across the government.

### **HR Benchmarking**

The HR LOB distributed the 2009 Agency HR Benchmarking reports on December 1, 2009. These reports describe the HR benchmarking approach and provide a comparison of the agency aggregated data to industry benchmarks. The MAESC report with aggregate agency results was distributed on December 15, 2009. The HR LOB plans to distribute the 2009 SSC HR Benchmarking report to the SSCs shortly.

## UPCOMING EVENTS

DATE	EVENT
January 5, 2010	Multi-Agency Executive Strategy Committee (MAESC) meeting
January 19, 2010	E-Authentication workgroup meeting
January 20, 2010	Joint Customer Council-Shared Service Center Advisory Council (SSCAC) meeting
February 9, 2010	Multi-Agency Executive Strategy Committee (MAESC) meeting
February 10, 2010	E-Authentication workgroup meeting
February 17, 2010	Customer Council 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

AREA	NAME	PHONE	EMAIL
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