

HR LINE OF BUSINESS

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HIGHLIGHTS

- Hosted Multi-Agency Executive Strategy Committee (MAESC) meetings on January 5, 2010 and March 9, 2010
- Hosted Joint Customer Council—Shared Service Center Advisory Council meeting on January 20, 2010
- Hosted E-Authentication workgroup meetings on January 19, 2010 and March 10, 2010
- Hosted SSCAC monthly conference calls on January 19, 2010, February 16, 2010, and March 16, 2010
- Hosted Customer Council meeting on February 17, 2010
- Distributed *Provider Assessment—Instructions to Providers* on January 15, 2010 meeting the Office of Management and Budget’s (OMB) Passback requirement for the HR LOB

LIZ MAUTNER PROVIDES HR LOB UPDATES

As I am writing my first updates for the HR LOB Communication letter in my role as the Program Manager of the initiative, I wanted to reflect on the HR LOB journey I have been a part of since the initiative was conceived in April 2004. Whether it was the effort of the Task Force which developed the original business case and concept of operations or the work of the technical evaluation panels which successfully selected the five public sector and four private sector shared service centers, or the numerous meetings which resulted in the outstanding HR LOB enterprise architecture artifacts and target requirements, the success of this initiative has always depended on the active participation by members of our stakeholder community. I am excited about this opportunity to continue our joint effort and help drive innovation and modernization throughout the HRIT platform.



Liz Mautner
Program Manager
HR Line of Business

We are executing key activities across all of our main workstreams. Our governance activities continue with the MAESC, Customer Council, and SSC Advisory Council meetings so please keep them on your calendars. We have begun the first round of provider assessments with the assessment of Treasury’s HR Connect and Bureau of Public Debt’s (BPD) Administrative Resource Center and are working with their customers to collect the necessary information relating to each of the five practice areas. Our performance management activities continue with the Payroll Benchmarking Analysis and we are making progress with developing the HR LOB Identity and Authentication Reference Model as part of our E-Authentication effort. We are also collaborating with OMB and agencies to address the FY 2011 Passback requirements related to the Consolidation of HR Management Systems and the Modernization Roadmap.

I look forward to working with all of you and if you have any questions or issues to discuss, do not hesitate to reach out to me.

WORKSTREAM UPDATES

Provider Assessment

The HR LOB completed the Provider Assessment Test with the electronic Official Personnel Folder (eOPF) initiative. The Departments of Commerce, Energy, and Transportation (DOC, DOE, and DOT) participated in the test by completing the Provider Assessment Questionnaire and participating in follow-up interviews. The HR LOB made improvements to the Questionnaire based on the feedback received during these interviews. The HR LOB also reviewed the Core Evidence List and the provider questions with the eOPF Program Manager to complete the test.

The HR LOB published the *Provider Assessment—Instructions for Providers* document in compliance with OMB Passback requirements on January 15, 2010. This document represents OPM's detailed guidance to all Shared Service Centers (SSCs) and Payroll Providers (PPs) outlining how SSCs and PPs can prepare for these assessments.

The HR LOB launched the first two assessments by holding Provider Assessment Kick-off Sessions with both the Department of Treasury's HR Connect on February 25, 2010 and the Bureau of Public Debt Administrative Resource Center (ARC) on March 3, 2010. HR Connect and ARC have confirmed the customer agencies serviced and identified customer agency points of contact. They have also identified provider personnel to participate in provider interviews. The HR LOB has since validated each provider's customer agencies and customer point of contacts with MAESC member representatives and distributed the Provider Assessment Customer Questionnaire. Additionally, the HR LOB has received and catalogued provider evidence. In the upcoming months, the HR LOB will:

- Compile customer responses from the Provider Assessment Questionnaire
- Conduct follow-up customer interviews
- Conduct provider interviews
- Draft and finalize the Provider Assessment Reports for HR Connect and ARC
- Launch assessments for NFC and HHS in July 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 met on January 19, 2010 and again on March 10, 2010. At the January meeting, Debbie Bucci presented on Federated Authentication at the National Institutes of Health (NIH). Additionally, the HR LOB presented an overview of the comments received on the annotated outline of the HR LOB Identity and Authentication Reference Model report and an overview of the high-level identity and authentication requirements. At the March meeting, the HR LOB presented the preliminary draft of the HR LOB Identity and Authentication Reference Model, while Owen Unangst from USDA presented on the Identity, Credential and Access Management Enterprise Entitlement Management System implemented at USDA. Going forward the HR LOB will:

- Engage appropriate system owners and work with OPM CIO to standardize the E-Authentication process and define a standard Information Exchange Package
- Finalize the HR LOB Identity and Authentication Reference Model
- Forward all recommendations to the CIO Council and ICAM sub-group for adoption as a governmentwide standard

The next workgroup meeting is scheduled for April 20, 2010.

(Workstream Updates continued on page 3)

WORKSTREAM UPDATES

Continued from Page 2

Cost Benefit Analysis

The final Cost Benefit Analysis (CBA) report was distributed to the MAESC on January 28, 2010 and will be posted on the HR LOB's website shortly. The report documented an analysis of the original CBA and its key assumptions, the methodology for revising the CBA, and the detailed findings and results from the revised CBA.

Modernization Roadmap

In accordance with FY 2011 OMB Passback requirements, the HR LOB must produce a plan of action with milestones to develop and implement a modernization roadmap by May 1, 2010. The modernization roadmap will be developed using the Federal Segment Architecture Methodology (FSAM) as a starting point and will be completed by September 1, 2010. Agency FY 2012 budget submissions should be based on the published modernization roadmap.

The HR LOB modernization roadmap will use OMB's FSAM and Federal Enterprise Architecture (FEA) guidance as required and will be developed in alignment with OPM CIO's modernization vision and strategy. Similar to the existing enterprise architecture, the HR LOB modernization roadmap will be developed through collaboration with existing HR LOB stakeholder participation, buy-in, and adoption.

On February 22, 2010, the HR LOB requested existing roadmaps and segment architectures from agencies. The HR LOB is currently collecting and reviewing this information which will ensure that what the HR LOB develops is consistent with what agencies already have. Additionally, the HR LOB has begun development of the Plan of Action and Milestones (POAM). Going forward, the HR LOB may convene an HR LOB workgroup to support development of the modernization roadmap due by September 2010.

UPCOMING EVENTS

DATE	EVENT
April 6-7, 2010	Shared Service Center Advisory Council (SSCAC) tri-annual conference
April 13, 2010	Multi-Agency Executive Strategy Committee (MAESC) meeting
April 20, 2010	E-Authentication workgroup meeting
April 20, 2010	Shared Service Center Advisory Council (SSCAC) monthly conference call
April 21, 2010	Customer Council meeting
May 4, 2010	Multi-Agency Executive Strategy Committee (MAESC) meeting
May 18, 2010	Shared Service Center Advisory Council (SSCAC) monthly conference call
June 1, 2010	Multi-Agency Executive Strategy Committee (MAESC) meeting
June 15, 2010	Shared Service Center Advisory Council (SSCAC) monthly conference call
June 16, 2010	Joint Customer Council-SSCAC 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
MAESC Co-Chair	Matt Perry	202-606-1416	Matthew.Perry@opm.gov
Program Manager	Liz Mautner	202-606-1121	Elizabeth.Mautner@opm.gov
SSC Coordinator	Daniel McKay	202-606-1451	Daniel.McKay@opm.gov
Agency Coordinator	Anita Murray	202-606-4262	Anita.Murray@opm.gov
EHRI	Anne Martin	202-606-1553	Elizabeth.Martin@opm.gov
Administrative Issues	Linda Vera	202-606-4185	Linda.Vera@opm.gov

Human Resources Line of Business

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

Phone: 202-606-1800

Fax: 202-606-0530

E-mail: hrlob@opm.gov



FOR MORE INFORMATION
VISIT US ON THE WEB:

WWW.OPM.GOV/EGOV