

HR LINE OF BUSINESS

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INSIDE THIS ISSUE:

WELCOME	1-2
HR LOB WORK- STREAM UPDATES	2-3
UPCOMING EVENTS	3
ABOUT THE HR LOB	4
HR LOB CONTACTS	4

HIGHLIGHTS FOR THE HR LOB

- Payroll benchmarking data call for SSCs completed on March 31
- Hosted the Multi-Agency Executive Strategy Committee (MAESC) meeting on April 7
- Department of Labor presented on their integration with USAJOBS® at the April 7 MAESC meeting
- Hosted the Shared Service Center Advisory Council Conference on April 21-22 with the National Business Center in Denver, CO

REGGIE BROWN PROVIDES HR LOB UPDATES

April was a busy month for the HR LOB as we were actively engaged with the stakeholder community to complete several data calls and move forward with our key initiatives. Both the HR and Payroll Benchmarking data call responses were due back this month. The benchmarking studies provide critical insights into HR performance and will help agencies and SSCs baseline their current performance and, over time, better understand trends in their ability to deliver HR services effectively and efficiently. The MAESC has also been involved in the effort to help the HR LOB update its original cost-benefit analysis. This is an important task to demonstrate the value of the HR LOB by showing the cost savings and avoidance realized as a result of our initiative. I would like to thank the MAESC and other agency representatives for supporting all these activities. Your support, time and effort continue to help the HR LOB be successful in meeting our goals and objectives for this fiscal year and beyond.



Reggie Brown,
Director of Modernization and
HR Line of Business

The April MAESC meeting featured an informative presentation on the Department of Labor's integration of its hiring systems with USAJOBS®. There have been many benefits to DOL's integration with USAJOBS®, including a "one-stop" website, single sign-on, and being able to check application status online. It is a very important integration which has improved the applicant experience with the Federal hiring process. We will continue to look for opportunities to share relevant information and updates with the MAESC in the future.

The HR LOB also hosted the Shared Service Center Advisory Council tri-annual conference in Denver on April 21-22. The conference included presentations from Enterprise Human Resources Integration, Retirement System Modernization, and OPM's SHRP organization, as well as updates on HR LOB workstreams.

We had a very useful discussion about the Integration Support Project and Provider Assessment, and I continue to find our interaction with the SSCAC very valuable. This month's letter includes updates on all of the key HR LOB workstreams and upcoming events.

WORKSTREAM UPDATES

Provider Assessment

During the second quarter of FY2009, the HR LOB focused on the design phase of the Provider Assessment during which the process and criteria for assessment were drafted by the Provider Assessment workgroup. To build-out the criteria, which include detailed practices, questions and evidence, the HR LOB held three Provider Assessment working sessions in March. At these sessions, the customer agency representatives reviewed the practices and developed the questions and evidence supporting those practices. The workgroup and the Customer Council held a joint meeting at the end of March to discuss the high-level process for assessment. At this meeting, the participants agreed that a customer interview-driven process provided the greatest value and least burden on the providers undergoing the assessment. Candy Irwin, National Aeronautics and Space Administration, and Julia Laws, Department of Interior, from the workgroup presented an update on the Provider Assessment process and criteria at the April MAESC meeting.

Currently, the process and criteria are with the SSCAC for its review. Feedback is due by May 8, 2009. To facilitate the review, the HR LOB and workgroup representatives explained the process and criteria in a half-day session at the SSCAC tri-annual conference on April 22. The workgroup will review the SSCs' feedback during the week of May 18 to finalize the high-level process and criteria. The results of this design phase will be compiled in a Provider Assessment Status Report and will provide the basis for the development phase.

During the development phase scheduled for 3Q FY2009, a 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. Once again, a customer workgroup will play a major role during the development phase to ensure the criteria and process are based on customer requirements.

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. Version 1 of the ISP report was published to QuickPlace on March 9, 2009. This report depicts the "as-is" view of governmentwide HR systems managed by OPM.

To determine the scope and approach for Phase 2 of the ISP, the MAESC held a focus group on March 31, 2009. Four recommendations emerged from the ISP focus group, which will serve as the guiding principles for Phase 2 of the ISP:

- collaborating with system owners to understand the integration initiatives that exist today
- accelerating the time frame of integration
- making the benefits of integration clear
- identifying one or two areas of potential integration that are quick wins to build the case and support for future integration

To build on the insight gained during the ISP focus group session, the HR LOB surveyed SSCAC members for their perspectives on integration at the SSCAC tri-annual conference on April 21. At the conference, the SSCAC agreed with the perspective of the focus group and indicated there are many challenges related to integration, including a lack of integration standards by functional area and funding. The HR LOB will continue to focus on this workstream as this continues to be an important initiative for many agencies.

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 eight agencies to validate and clarify information in their CBA submissions. These individual meetings accelerate the data call template validation process; aid in identifying direct savings associated with consolidation of redundant HR systems; aid in gaining a more robust understanding of agency HR IT environments; and add insight into an agency's migration plans.

The CBA was presented to both the MAESC and SSCAC at their April meetings. The HR LOB is continuing to coordinate individual meetings with each agency to review its submission. We look forward to continuing to work with agency representatives to complete this important initiative, and we are confident that the individual agency meetings will ensure that the updated CBA is comprised of accurate assumptions and data.

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 the customers and SSCs a common understanding of HR services, serves as a basis for negotiating service delivery expectation, and helps reduce risk.

The HR LOB presented at the March MAESC meeting the mapping and the background behind why the Target Requirements are mapped to the Service Component Model. After the meeting, the draft mapping was distributed to the MAESC for review and comment by April 30, 2009.

HR Benchmarking

The HR Benchmarking data call questionnaire was distributed on March 2 to the HR Benchmarking point of contacts identified by the agencies and SSCs and was due back on April 10. The HR LOB plans to analyze the results of the data call in Q3 FY2009 and produce a draft report for each participating agency and SSC by Q4 FY2009. An update on HR benchmarking was presented at the April SSCAC conference and will be presented to the MAESC in May 2009.

Payroll Benchmarking

The HR LOB will present the results of the Payroll Benchmarking study at future MAESC meetings and publish the 2009 report in Q4. The HR LOB presented an update on Payroll Benchmarking at the SSCAC conference and also will present an update at the May MAESC meeting.

UPCOMING EVENTS

DATE	EVENT
May 5, 2009	Multi-Agency Executive Strategy Committee (MAESC) meeting
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

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.

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