HR LINE OF BUSINESS

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SIGNIFICANT EVENTS

- Hosted Multi-Agency Executive Strategy Committee (MAESC) meetings on January 10, February 7, and March 13, 2012 that included presentations from OMB on the *OMB Federal IT Shared Services Strategy*, Leslie Pollack on the OPM *Assess* system, and Judith Rutkin on the OPM Report Consolidation Project

- Hosted Customer Council (CC) meetings on January 18 and March 21, 2012

- Hosted SSCAC monthly teleconferences on January 17, February 21, and March 20, 2012

LIZ MAUTNER—HR LOB HIGHLIGHTS

As we reach the halfway point of the fiscal year, I'd like to take this time to highlight some of the HR LOB's accomplishments during Q2 of FY 2012.

The continued success of the HR LOB was underscored by comments from Scott Bernard, Federal Chief Enterprise Architect, who applauded the HR LOB for its performance as a model Federal Line of Business (LOB) at the March 13, 2012 MAESC meeting. Scott also discussed the forthcoming **OMB Federal IT Shared Services Strategy** requirement that managing partners of existing LOBs prepare an assessment report that focuses on how to improve the quality of shared services and how to increase customer uptake. As a managing partner, the HR LOB is now focused on developing this assessment report and accompanying roadmap for submission to OMB.

On January 26, 2012, the Office of Personnel Management's CIO, CFO, and Chief Procurement Executive completed a successful **TechStat** review of the HR LOB. As a part of the review, several action items were identified to promote the HR LOB's ability to deliver on its vision and goals, including ensuring that agency migrations to Shared Service Centers (SSCs) for core HR are completed in a timely manner and supporting this effort through increased HR LOB engagement with agency CHCOs, CIOs, and CFOs. The HR LOB plans to address these action items through the end of FY 2012.

As part of the HR LOB's commitment to completing the TechStat action items and achieving our goal of 100 percent agency alignment, we have included a **migration scorecard** on page 4 of this quarter's Communications Letter. The scorecard highlights the migration progress of the Federal agencies that make up our primary governing body, the MAESC, to an HR SSC. The HR LOB continues to provide managing partner oversight of agency migrations to SSCs to ensure that migrations are completed successfully and within planned cost and schedule.

(Liz Mautner—HR LOB Highlights continued on page 2)

Liz Mautner
Program Manager
HR Line of Business

LIZ MAUTNER—HR LOB HIGHLIGHTS

In response to a continued strong interest from MAESC agencies and a number of small agencies regarding HR shared services, I am excited to announce that on April 17, 2012, the HR LOB will be hosting a *Joint CC-SSCAC Customer Forum*. The Forum will serve as a way for Federal agencies and HR SSCs to interact and to engender discussion about how SSC offerings can help agencies meet today's HR challenges. Thus far, we have over 70 customer agency participants from 35 agencies and over 25 representatives from the six Federal SSCs confirmed to attend the event.

The day's agenda will include opening remarks from Matthew Perry, OPM CIO, and presentations from the six Federal SSCs:

- Department of Defense's Defense Civilian Personnel Advisory Service (DCPAS) and Defense Finance and Accounting Service (DFAS)

- Department of the Treasury's HR Connect and Bureau of the Public Debt (BPD)

- General Services Administration (GSA)

- Department of Health and Human Services' (HHS) Program Support Center

- Department of the Interior's National Business Center (NBC)

- Department of Agriculture's National Finance Center (NFC)

There will also be a panel discussion where SSC representatives will field questions from agency attendees and an SSC Fair, which will give agencies the opportunity to speak directly with SSC representatives about their services and product offerings. Space is limited so please contact the HR LOB at HRLOB@opm.gov for any questions regarding the upcoming Customer Forum.

Following the Joint CC-SSCAC Customer Forum, we will be hosting the *SSCAC Tri-Annual Conference* on April 18-19, 2012. The two-day conference will include a briefing from Matthew Perry, OPM CIO, and Chuck Simpson, OPM Deputy CIO, a discussion session with a representative from OMB regarding the OMB Federal IT Shared Services Strategy and other FY 2012 OMB priorities, the results of the FY 2011 Cost Benefit Analysis (CBA), updates on the Provider Assessment Program Improvement, and an update from OPM on EHRI and the Retirement Application process. We look forward to a great amount of valuable discussion and interaction at this conference.

Although our continued focus is on our FY 2012 initiatives and goals, the HR LOB has begun *workstream planning* for FY 2013-2014. We will brief stakeholders on our proposed workstreams for FY 2013-2014 at the Tuesday, April 3, 2012 MAESC meeting. Each workstream will be evaluated and prioritized at the following Tuesday, May 1, 2012 MAESC principals only meeting to finalize our plans for the next two fiscal years. The HR LOB strives to provide innovative projects in order to drive the continued success of the initiative.

We look forward to making great progress on our current initiatives through the third quarter of FY 2012. The remainder of this issue of the HR LOB Communications Letter focuses on the status of our FY 2012 workstreams. Please take time to read about the progress that we are making on the Provider Assessment Program Improvement, the OPM Data Flow Analysis Project, and Migration Planning. If you have any questions, please email me at HRLOB@opm.gov.

Upcoming HR LOB Communications Letter Highlights: Look out for the results of the FY 2011 CBA, findings from the OPM Data Flow Analysis Project, and final recommendations for improving our Provider Assessment program in next quarter's Communications Letter.

WORKSTREAM UPDATES

Provider Assessment Program Improvement

The HR LOB has formed a Customer Work Group (CWG) to evaluate the Provider Assessment (PA) Cycle One. The CWG is made up of customers of the Federal providers and has met seven times since its inception in January 2012. The group has provided extensive feedback regarding PA Cycle One methodology, outcomes, and reporting. Two CWG representatives will present recommendations to the HR LOB governance bodies in Q3 of FY 2012. After obtaining concurrence on the recommendations, the HR LOB will begin to implement changes and prepare for the next cycle of assessments. Feedback from the CWG has confirmed that the PA program provides valuable insight for customers about the performance of the Federal SSCs.

OPM Data Flow Analysis Project

The HR LOB launched the OPM Data Flow Analysis Project in October 2011 to address questions raised by the MAESC about redundant data and data feeds sent by agencies and providers to OPM. To date, the HR LOB team has gathered and analyzed information about inbound interface files to OPM. The team identified and analyzed interface file overlaps to understand the main causes for overlap and is currently developing written findings and recommendations. The analysis results, findings, and recommendations will be documented in a formal report and presented to our project stakeholders in late FY 2012.

Migration Planning

The HR LOB recently updated our Migration Planning Guidance (MPG) to streamline the migration process for agencies that have been approved to migrate to an SSC. In order to migrate to an SSC, agencies must draft and submit for OPM and OMB approval an Exception Business Case (EBC) that evaluates SSC options and makes a case for an SSC selection that best matches the needs and budget of the submitting agency. In order to assist agencies in preparing to make an SSC selection decision, the HR LOB began the Publishing SSC Information to the OPM Website project to obtain information from SSCs regarding their services and offerings. A data collection template was distributed to SSCs in February 2012. Once information is received from all the SSCs, the HR LOB plans to develop a secure portal which will allow users to view the information and will allow SSCs to provide real-time updates to the information on an ad hoc basis. The results of this project will significantly reduce the burden placed on SSCs to respond to agency requests for information and on agencies in making a selection decision. Furthermore, please see page 4 of the Communications Letter which includes a migration scorecard that captures the current status of HR and Payroll migrations for MAESC agencies.

UPCOMING EVENTS

DATE	EVENT
April 3, 2012	Multi-Agency Executive Strategy Committee (MAESC) meeting
April 17, 2012	Joint CC-SSCAC Customer Forum
April 18-19, 2012	Shared Service Center Advisory Council (SSCAC) Tri-Annual Conference
April 23, 2012	OPM Technology Integration Board (TIB) meeting
April 24, 2012	Shared Service Center Advisory Council (SSCAC) monthly conference call
May 1, 2012	Multi-Agency Executive Strategy Committee (MAESC) principals only meeting

MIGRATION SCORECARD

The migration scorecard below shows the current migration status of the MAESC agencies to HR SSCs. As of the present date, three MAESC agencies have not selected or initiated a migration to an HR SSC. Currently, 99.2 percent of Federal agencies are serviced by a Federal payroll provider and 69.7 percent are serviced by or are in the process of migrating to a Federal HR SSC.

Agency Name	HR Migration Status
Department of Agriculture	In Progress
Department of Commerce	In Progress
Department of Defense	Complete
Department of Education	Complete
Department of Energy	Not Initiated
Department of Health and Human Services	Complete
Department of Homeland Security	In Progress
Department of Housing and Urban Development	Complete
Department of the Interior	Complete
Department of Justice	Not Initiated
Department of Labor	In Progress
Department of State	Not Initiated
Department of Transportation	Complete
Department of the Treasury	Complete
Department of Veterans' Affairs	In Progress
Environmental Protection Agency	Complete
General Services Administration	Complete
National Aeronautics and Space Administration	Complete
National Science Foundation	Complete
Office of Management and Budget	Complete
Office of Personnel Management	Complete
Social Security Administration	Complete
US Agency for International Development	Complete

Please see the following links for more information on:

- Migration Planning Guidance: www.opm.gov/egov/documents/MPG/index.asp

- Approved HR LOB SSCs: www.opm.gov/egov/about/partners/index.asp

- Exception Business Case Template: www.opm.gov/egov/documents/MPG/selectionguidance.asp

About The HR Line of Business

The vision of the HR LOB is government-wide, 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 leverages 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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