

HR LINE OF BUSINESS

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HIGHLIGHTS FOR THE HR LOB

- Hosted the Multi-Agency Executive Strategy Committee (MAESC) meeting on July 7, 2009
- Held SSCAC teleconference about the Provider Assessment pilot on July 14, 2009
- Held Provider Assessment customer work session to discuss the scoring approach on July 23, 2009
- Hosted Customer Council meeting on July 29, 2009
- Met individually with the Department of Health and Human Services, the General Services Administration, and the Bureau of Public Debt to discuss the HR LOB cost benefit analysis

REGGIE BROWN PROVIDES HR LOB UPDATES

The HR LOB initiative continues to make progress with our current activities. I am particularly pleased by the support and participation we continue to receive from many of our partner agencies. We are moving forward with the Integration Support Project (ISP) - one of the MAESC's priorities - to improve integration and interoperability of governmentwide HR systems. We are also beginning to look at additional integration issues as identified by MAESC representatives. I am encouraged by the community's interest in this important effort and I will continue to stay engaged as this effort moves forward.

On July 20, 2009 I attended the 2009 Excellence in Government Conference. The one-day conference, entitled "New Leadership - People, Policy, Programs" showcased a number of interesting panel discussions on topics ranging from the President's initiatives and the new Congressional landscape to Megacommunities and Strengths Based Leadership. The conference also included an inspiring keynote by OPM Director John Berry. The transcript of Director Berry's uplifting keynote is available at http://blogs.govexec.com/fedblog/2009/07/john_berrys_speech_at_excellen.php.

In the spirit of openness and transparency, OPM has decided to share its newly developed strategic plan with the public and collect input on its future goals and plans. I invite you to participate in this effort and share your ideas and recommendations with OPM's leadership. Please check OPM's website in the coming days for more information.

I look forward to meeting with the SSC Advisory Council in New Orleans on August 11-12, 2009 and with the MAESC in Washington, DC on September 1, 2009 .



Reggie Brown,
Director of Modernization and
HR Line of Business

WORKSTREAM UPDATES

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Provider Assessment

The HR LOB continues to make progress with the design, development and implementation of the Provider Assessment program. We are now well into the *develop phase* which consists of the following activities:

- **Design phase wrap-up.** The HR LOB published the Design Phase Status Report on July 21, 2009, after finalizing the report based on feedback received from the MAESC and SSCAC.
- **Detailed assessment process design and interview procedures.** The customer workgroup met on June 18, 2009 to review and update the detailed assessment process design. The interview procedures under development will lay out the specifics for conducting the customer and provider interviews during each assessment.
- **Scoring approach.** The customer workgroup convened again on July 23, 2009 to establish an approach for determining the score of each assessment based on the interviews and for presenting the assessment results.
- **Preparation for pilot phase.** The SSCAC met via teleconference on July 14, 2009 to begin preparation for the pilot of the provider assessment scheduled to run from October 15, 2009 to January 15, 2010.

The next step for the HR LOB is to hold a half-day review session with the SSCAC at its upcoming tri-annual conference to discuss *develop phase* deliverables, review the work completed by the customer workgroup around the detailed assessment process design and scoring approach, and continue preparation for the *pilot phase*. The MAESC will be updated on the *develop phase* at the September 1, 2009 MAESC meeting.

Integration Support Project

Based on the MAESC recommendations for the future of the ISP, the HR LOB is collaborating with organizations throughout OPM to understand what integration initiatives exist today and begin prioritizing short-term integration opportunities. The HR LOB continues to meet with OPM system owners to inform them about the ISP and to establish the project governance for integration.

At HR LOB's request, individual MAESC agencies have sent lists of their integration priorities. Based on this feedback, e-Authentication and system security are emerging as significant issues for the HR LOB to address. The HR LOB held an open discussion on this topic at the joint Customer Council (CC) and SSCAC meeting on June 24, 2009, and agreed to establish a governmentwide workgroup to define the problems relating to e-Authentication and security controls and formulate strategies and plans to help resolve these problems. Interested agencies and SSCs should contact the HR LOB about their participation in the workgroup kick off meeting scheduled for August 18, 2009. The workgroup will report their progress to the MAESC on September 1, 2009.

Cost-Benefit Analysis

The HR LOB is nearing completion of the updated HR LOB Cost-Benefit Analysis (CBA). Using agency Exhibit 53 information as a starting point to establish the basis for developing the CBA model, the HR LOB has reached out to the HR LOB partner agency community over the past six months to collect the required CBA data. To date, the HR LOB has met with over 20 agencies and stakeholder organizations to collect, clarify, and validate information for the CBA. Agency participation is key to this important effort which will allow the HR LOB to establish a new baseline for cost savings/avoidance and measure total cost savings associated with the initiative. The analysis of agency CBA submissions will be completed by the end of August 2009 and the final report will be published by the end of September 2009.

(Workstream updates continued on page 3)

WORKSTREAM UPDATES

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Target Requirements Mapping

The HR LOB has completed the consolidation of feedback from the MAESC on the mapping of the HR LOB target requirements for SSCs to the service components identified in the HR LOB Service Component Model (SCM). The final mapping documents and comments log have been posted to HR LOB's collaboration site—QuickPlace. The HR LOB also submitted proposed requirements updates to OPM's Strategic Human Resources Policy (SHRP) office to coordinate changes to the target requirements through the annual requirements update process. SHRP presented the update process at the July 7, 2009 MAESC meeting with their final presentation of the process results scheduled for the September 1, 2009 MAESC meeting.

HR Benchmarking

The HR LOB distributed a draft report for each participating agency and SSC in July 2009. These draft reports included the unique data for each participating agency or SSC, the Federal aggregates, and the narratives of all participating agencies and SSCs. The MAESC will receive the final HR Benchmarking report in September 2009, which will include the Federal aggregates and the narratives of all participating agencies and SSCs. The final HR Benchmarking report will be published in September 2009.

Payroll Benchmarking

The HR LOB has completed the 2009 Payroll Benchmarking Report, which includes the process description, results, and Federal aggregates of the Payroll Benchmarking study. We will present the results to the MAESC at the September MAESC meeting and publish the final report in September 2009. The Payroll Benchmarking workgroup will reconvene in FY 2010 to begin analyzing payroll provider best practices. Additionally, 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.

Capital Asset Plan

The FY 2011 CAP process is currently underway. On July 17, 2009, the draft HR LOB CAP was sent to the MAESC for review. The CAP will be updated based on MAESC's feedback and distributed to the MAESC for final approval on August 7, 2009. Once approved, the CAP will be submitted to OMB on September 14, 2009.

UPCOMING EVENTS

DATE	EVENT
August 11-12, 2009	Shared Service Center Advisory Council (SSCAC) conference
August 18, 2009	E-Authentication workgroup meeting
September 1, 2009	Multi-Agency Executive Strategy Committee (MAESC) meeting
September 30, 2009	Customer Council monthly meeting
October 6, 2009	Multi-Agency Executive Strategy Committee (MAESC) meeting
November 3, 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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