

HR LINE OF BUSINESS

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HIGHLIGHTS

- Hosted Multi-Agency Executive Strategy Committee (MAESC) meetings on March 9, 2010 and April 13, 2010
- Hosted the Shared Service Center Advisory Council (SSCAC) on April 6 and 7, 2010
- Hosted SSCAC monthly conference calls on March 16, 2010 and April 20, 2010
- Hosted E-Authentication workgroup meetings on March 10, 2010 and April 20, 2010
- Hosted Customer Council meeting on April 21, 2010
- Conducted HR Benchmarking conference call on April 28, 2010

LIZ MAUTNER PROVIDES HR LOB UPDATES

The HR LOB initiative continues its major activities as planned. We briefed the MAESC on the status of our Workstreams at the April MAESC meeting. I encourage you to read our detailed updates on the provider assessment and HRIT integration and modernization efforts on the following pages. However, I would like to focus this section on the FY 2010 Agency HR Benchmarking effort we kicked off on April 21, 2010.

In January 2008, the HR LOB established a Federal benchmarking program for payroll and human resources operations. The program began with a payroll benchmarking study focusing on the four payroll providers. In FY 2009, the benchmarking program was expanded to include the human resources function for both agencies and shared service centers. This HR benchmarking initiative was undertaken to help understand the progress the HR LOB is making toward achieving its vision. This marked the first time the HR LOB looked at HR performance information across the Federal Government, and we are continuing this effort with this year's data call and analysis.

Since the majority of the HR work is performed at the agencies – as opposed to Shared Service Centers or other providers – agency participation in this benchmarking program is critical to setting the baseline of what the current state of HR looks like in the Government. Understanding current performance levels across the HR function – and more importantly looking at trends over time – is a key step towards showing progress against goals, especially if agencies plan to undertake an HR transformation effort to improve the efficiency and effectiveness of their HR services. Last year, we set the baseline with the participation from eight agencies.

(Liz Mautner Provides HR LOB Updates continued on page 2)



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HR Line of Business

LIZ MAUTNER PROVIDES HR LOB UPDATES

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I request that all HR LOB partner agencies participate in this year's effort. HR benchmarking can provide a forum for facilitating conversation around best practices and different approaches to delivering HR in the federal government. This insight is a significant benefit participating agencies can take away from the study, particularly given the perpetual expectation that agencies do more with fewer resources. Please look for the HR LOB communication on this effort and I look forward to working with you on this important initiative.

WORKSTREAM UPDATES

Provider Assessment

The first two assessments under the HR LOB Provider Assessment program (Treasury's HR Connect and the Bureau of Public Debt's Administrative Resource Center) are progressing on schedule. The HR LOB has validated each provider's customer agencies and customer points of contact with MAESC member representatives and administered the customer questionnaire. The response rates to the customer questionnaire exceeded expectations. In addition to administering the customer questionnaire, the HR LOB has also received and catalogued core evidence from each provider. Currently, the HR LOB is conducting follow-up interviews with customer agencies and has begun conducting Provider interviews.

Once the assessments of HR Connect and BPD's Administrative Resource Center are complete, the HR LOB will launch the next two assessments, HHS and NFC. These assessments are scheduled to begin in July 2010. HR LOB will be reaching out to customers of HHS or NFC to confirm the single point of contact (POC) for their agency. This POC is expected to:

- Identify customer respondents for the Provider Assessment Questionnaire and
- Ensure the identified respondents
 - ⇒ Respond to the customer questionnaire, and
 - ⇒ Participate in any follow-up customer interviews (as needed)

The participation rate for the first two assessments has been outstanding. The HR LOB hopes to duplicate the success of these first two assessments during the assessments for HHS and NFC and is asking all MAESC members to help in achieving a 100% response rate to the provider assessment customer questionnaire.

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 held its most recent meeting on April 20, 2010. At this meeting OPM's CIO presented an update on its two-factor authentication implementation. OPM is implementing a solution using Personal Identity Verification (PIV) card readers in order to comply with the mandates issued by OMB. Currently, a pilot test is being conducted and the next step is phased deployment to other divisions at OPM.

In addition to regular workgroup meetings focused on sharing authentication lessons learned and status updates from across the Federal government, the workgroup is reviewing the updated draft of the HR LOB Identity and Authentication Reference Model (IARM) with feedback due by May 7, 2010. This reference model sets the context for "Identity" and "Authentication" as applicable to HR LOB and serves as a framework for describing and understanding concepts and defining significant relationships between the elements of Identity and Authentication.

(Workstream Updates continued on page 3)

WORKSTREAM UPDATES

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The next steps are to:

- Finalize and publish the HR LOB Identity and Authentication Reference Model
- Develop the “Information Exchange Package” for Governmentwide HR Systems managed by OPM
- Host an E-Authentication workgroup meeting to discuss NASA’s PIV card implementation lessons learned
- Conduct a technical demo of USDA’s implementation of identity and access management system – Enterprise Entitlement Management System (EEMS) on May 26, 2010
- Confirm system owners’ ability to receive and agency users’ ability to provide a standardized Information Exchange Package
- Forward all findings and recommendations to the CIO Council and ICAM sub-group for adoption as a governmentwide standard

Modernization Roadmap

In accordance with FY 2011 OMB Passback requirements, HR LOB developed and submitted to OMB on April 30, 2010 a Plan of Action and Milestones (POAM) to develop and implement an initial Modernization Roadmap by September 1, 2010. The initial HR LOB modernization roadmap will be developed using the Federal Segment Architecture Methodology (FSAM) as the starting point. To facilitate the development of the initial roadmap, the HR LOB collected existing roadmaps and segment architectures from agencies and SSCs.

HR Benchmarking

The HR LOB distributed the final 2009 SSC HR Benchmarking reports on April 5, 2010. These reports describe the SSC HR benchmarking approach and provide a comparison of the SSC aggregated data to industry benchmarks. The report to the MAESC with aggregate SSC results was distributed on April 9, 2010.

The HR LOB is conducting a second Agency HR Benchmarking study this year. This will result in an Agency HR Benchmarking Report, which will include the approach used to complete the study and provide a comparison of agency aggregated data to industry benchmarks. The data call was sent to MAESC agencies on April 21, 2010 and HR LOB hosted a call on April 28, 2010 to address agency questions regarding the data call. The HR LOB will host a second call on May 19, 2010. Agency questionnaires and narratives are due by June 1, 2010.

UPCOMING EVENTS

DATE	EVENT
May 4, 2010	Multi-Agency Executive Strategy Committee (MAESC) meeting
May 18, 2010	Shared Service Center Advisory Council (SSCAC) monthly conference call
May 26, 2010	E-Authentication—USDA EEMS technical demonstration
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
July 13, 2010	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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