

# HR LINE OF BUSINESS

ISSUE 48-50, APRIL-JUNE 2011



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## SIGNIFICANT EVENTS

- Hosted Multi-Agency Executive Strategy Committee (MAESC) meetings on April 5, May 10, and June 7, 2011
- Hosted Shared Service Center Advisory Council (SSCAC) conference on May 3-4, 2011, and monthly teleconferences on April 19, May 17, and June 21, 2011
- Hosted Customer Council (CC) meeting on May 18, 2011
- Hosted Joint Customer Council-Shared Service Center Advisory Council meeting on June 22, 2011
- Hosted Modernization Roadmap work session on April 12, 2011
- Kicked off the FY 2011 Cost Benefit Analysis (CBA) / Human Resources Information Technology (HRIT) Inventory on May 4, 2011

## LIZ MAUTNER—HR LOB HIGHLIGHTS

The HR LOB continued to make significant progress in the months of April, May, and June 2011. We developed and continue to refine the HR LOB Modernization Roadmap. The Modernization Roadmap provides a plan for government-wide HRIT modernization that helps achieve the vision of the HR LOB. It focuses on describing modernization at the conceptual level of detail and it offers broad steps for achieving the interoperability and integration of HRIT. This will be key to ensuring alignment and interoperability across HRIT systems government-wide. To ensure this document reflects the perspective of the Federal community, the HR LOB hosted an all-day work session with participation from 42 people representing 20 agencies on April 12, 2011. During the work session, the stakeholders provided valuable feedback for improving the Modernization Roadmap from both a business and technical perspective. This feedback included, but was not limited to: emphasizing collaboration over competition, building stronger relationships with vendors, increasing interoperability among OPM and agency HR systems, and incorporating cloud computing technologies where possible. More detail on the Modernization Roadmap is provided on page 2 of this letter in the Workstream Updates section.



**Liz Mautner**  
Program Manager  
HR Line of Business

We recently completed workstream planning for fiscal years (FY) 2012 and 2013. To ensure that the MAESC's viewpoint was reflected in the decision-making process, I issued a survey to collect the perspective of each MAESC agency and used the results to shape our plans. The results show that the MAESC continues to advocate for an increased focus on actionable HRIT activities that promote interoperability of HR systems. Thus, in FY 2012 we will conduct a current state data flow analysis and establish a government-wide HR Data Model to identify duplicate data in existing data feeds and standardize information exchange packages. *(Liz Mautner—HR LOB Highlights continued on page 2)*

## LIZ MAUTNER—HR LOB HIGHLIGHTS

*Continued from Page 1*

Another priority for the MAESC is continuing to strengthen the HR LOB's relationship with the Chief Human Capital Officers (CHCO) Council. This will improve the alignment of HRIT and HR service delivery strategies across the Federal government. These MAESC priorities comprise the primary focus of the HR LOB efforts in the FY 2012 and 2013 workstreams and will be incorporated into the FY 2013 HR LOB Capital Asset Plan.

To continue to address the issues around interoperability of HR systems, I hosted meetings in May and June 2011 with OPM system owners to discuss interoperability issues and implementing a charter to establish formal OPM interoperability governance. The objectives of this effort are to address multiple feeds and redundant data for OPM systems and put into place the standards, guidelines, architectural specifications, and governance to achieve interoperability. Going forward, I will host these meetings with the OPM system owners on a monthly basis.

The remainder of this issue of the HR LOB Communications Letter focuses on the status of our FY 2011 workstreams. Please take the time to read about the progress that we are making on the Provider Assessment, Modernization Roadmap, E-Authentication, and CBA / HRIT Inventory. If you have any questions please email me at [HRLOB@opm.gov](mailto:HRLOB@opm.gov).

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## WORKSTREAM UPDATES

### **Provider Assessment**

The HR LOB Provider Assessment team recently completed the assessments of the Department of Defense's Civilian Personnel Management Service (CPMS) and Defense Finance and Accounting Service (DFAS), bringing the total number of assessments completed to six. The four other completed assessments are: the Department of the Treasury's HR Connect, the Bureau of Public Debt's Administrative Resource Center, the Department of Health and Human Services' (HHS) Program Support Center, and the Department of Agriculture's National Finance Center (NFC).

The HR LOB kicked off the remaining assessments of the Department of the Interior's National Business Center (NBC) and the General Services Administration (GSA) in May 2011. These two assessments are scheduled to be completed in October 2011. The public Provider Assessment reports will be published in December 2011. More information on the Provider Assessment is available at [http://www.opm.gov/egov/documents/provider\\_assessment/index.asp](http://www.opm.gov/egov/documents/provider_assessment/index.asp).

### **Modernization Roadmap**

During March and April 2011, HR LOB stakeholders provided their feedback on the draft Modernization Roadmap. Nine agencies and four providers submitted comments on the Modernization Roadmap, totaling 223 comments — 49 editorial comments, 107 business comments, and 67 technical comments. These comments provided a basis for the discussion at the Modernization Roadmap work session on April 12, 2011. This work session successfully engaged the HR LOB stakeholders in sharing their perspective on the Modernization Roadmap and recommendations for achieving government-wide HRIT efficiency and sustainability. The work session objectives were to:

- Help the HR LOB understand the strategic direction the HR LOB stakeholders want to pursue going forward;
- Gather practical recommendations, input, and feedback from stakeholders to finalize the Modernization Roadmap; and
- Continue to engage the HR LOB community to share perspectives, address concerns, and collectively work to improve government-wide HRIT efficiency and sustainability.

*(Workstream Updates continued on page 3)*

## WORKSTREAM UPDATES

*Continued from Page 2*

The HR LOB is currently using the feedback obtained from stakeholder comments and the Modernization Roadmap work session discussions to revise the Modernization Roadmap.

### **E-Authentication**

E-Authentication continues to be an area of importance to the HR LOB community. The HR LOB is currently building on its recently published Identity and Authentication Reference Model (IARM) — available at <http://www.opm.gov/egov/documents/HRITTransformation/index.asp> — to develop a standard Authentication Information Exchange Package for adoption by government-wide HR Systems managed by OPM and agency and SSC systems that pass data to these systems. During the month of May, the HR LOB discussed the draft Information Exchange Package specifications with OPM system owners and recommended that it be distributed for review.

OMB also continues to emphasize the importance of E-Authentication and on February 3, 2011 issued Memorandum M-11-11. This Memorandum expedites the Executive Branch's full use of the Personal Identity Verification (PIV) credentials for access to federal facilities and information systems. Additionally, under this policy, all agencies were required to develop and issue an implementation policy and to address several mandates by March 31, 2011. More information about the OMB Memorandum M-11-11 is available at <http://www.whitehouse.gov/sites/default/files/omb/memoranda/2011/m11-11.pdf>.

### **CBA / HRIT Inventory**

The HR LOB released a data call template to Federal agencies with the goal of collecting information on Federal HR systems. The resulting data will drive two major initiatives in FY 2011 – a Cost Benefit Analysis (CBA) and an HRIT Inventory. The purpose of the CBA is to quantify cost savings and cost avoidance associated with the migration of agency HR systems to SSCs by analyzing agency HR system plans and costs. The results of this year's effort will update the previous cost savings and cost avoidance calculated in the FY 2009 CBA at more than \$1.3 billion.

The purpose of the HRIT Inventory is to develop a comprehensive inventory of current agency HR systems. HR system data collected through this inventory will help the HR LOB understand the scope and complexity of HR system integration and interoperability challenges and will ultimately inform the HR LOB Modernization Roadmap.

The HR LOB is currently collecting agency responses to the data call templates distributed and meeting with agencies to clarify their responses and request additional information. Through the end of June 2011 the HR LOB met with six agencies. Meetings are scheduled with the remaining agencies through August 2011 to complete the data collection phase of the project.

## UPCOMING EVENTS

DATE	EVENT
August 16, 2011	Shared Service Center Advisory Council (SSCAC) monthly conference call
August 23-24, 2011	Shared Service Center Advisory Council (SSCAC) tri-annual conference
September 14, 2011	Multi-Agency Executive Strategy Committee (MAESC) meeting
September 20, 2011	Shared Service Center Advisory Council (SSCAC) monthly conference call
September 21, 2011	Customer Council meeting

## 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 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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