

HR LINE OF BUSINESS

ISSUE 28, JANUARY 2009



**MESSAGE FROM
KATHIE ANN WHIPPLE
OPM ACTING
DIRECTOR**



As the new Acting Director for the Office of Personnel Management, I am excited to be working with the HR LOB to transform HR service delivery throughout the Federal Government. I look forward to the continued success of the HR LOB as it strives to encourage more migrations to SSCs, conduct assessments of SSCs to promote innovation and modernization, and maintain a Governmentwide community of practices for Federal HR.

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HIGHLIGHTS FOR THE HR LOB

- Hosted the Multi-Agency Executive Strategy Committee (MAESC) meeting on January 6
- Updated the “Service” and “Technology” layers of the Federal Transition Framework (FTF) Catalog on January 23
- Distributed Integration Support Project Report Version 1.0 to the MAESC for review and comment by January 23
- Distributed the Provider Assessment Status Report to the MAESC for review and comment by January 30
- Finalized five measures for the HR Benchmarking data call

REGGIE BROWN PROVIDES HR LOB UPDATES

The HR LOB started the new year by distributing the Integration Support Project (ISP) Report Version 1.0 and the Provider Assessment Status Report to the MAESC for review and comment. The ISP Report provides an end-to-end view of certain Governmentwide HR solutions for SSCs and customer agencies to use as a resource when implementing their own HR solutions. The Provider Assessment Status Report presents the results of our analysis of customer requirements and existing provider assessment activities. MAESC review brings a balanced perspective to the development of HR LOB initiatives which is key to our successful progress.



Reggie Brown,
Director of Modernization and
HR Line of Business

With the completion of the final layer in the FTF Catalog, the HR LOB has successfully provided the latest information on its EA models into the FTF Catalog. The FTF is OMB’s single source for clear and consistent information describing Governmentwide IT policy objectives and cross-agency initiatives, such as E-Gov and Line of Business initiatives.

Another significant milestone, the Separation Management Market Survey Report, which consists of responses to the Separation Management RFI, will be released at the end of January 2009.

The MAESC meeting on January 6 was well-attended and included a presentation from RetireEZ on its Data Management. *(Reggie Brown Provides HR LOB Updates continued on page 2)*

REGGIE BROWN PROVIDES HR LOB UPDATES

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Since May 2008, RetireEZ has been working to revamp its Data Management strategy. They have identified eight initiatives for 2009:

- Complete conversion of paper records
- Partner with EHRI for data storage, cleansing and transmission of recurring data
- Determine next steps for technology tools and execute
- Work with agencies to improve quality, timeliness and completeness of retirement data
- Improve performance metrics for interim payments
- Begin imaging all incoming paper records
- Begin activities to provide agencies access to electronic data
- Increase customer contact center capacity

The meeting also included status updates on the ISP and the HR LOB Cost-Benefit Analysis.

As a reminder, Partner Agency Contributions for the HR LOB are still urgently needed. A special thanks to those of you who have already signed the MOU and 1616 or are working with your agencies to make it happen. Your financial contributions are essential for our continued progress.

WORKSTREAM UPDATES

Provider Assessment

The HR LOB finalized its Provider Assessment Status Report in January and sent it to the MAESC members for their review and comment. This report includes the assessment analysis, which compares customer requirements to assessment-related activities currently performed at the SSC, and provides detailed information collected from both customer agencies and SSCs over the last three months.

The Provider Assessment Status Report marks the end of the analysis phase in the Provider Assessment Program's four-phase development methodology. Five categories of assessment emerged from the methods analysis in the analysis phase:

- Strategy and Architecture
- Outreach and Communication
- Policy/Compliance
- Performance Management
- Technology Integration and Interoperability

Currently, the HR LOB is beginning to develop the Provider Assessment Framework, as well as a set of practices for each requirement category. The HR LOB will schedule customer working sessions to review practices and evidence during the month of February. We ask the MAESC representatives to identify individuals from their agencies to participate in the working sessions.

(Workstream updates continued on page 3)

WORKSTREAM UPDATES

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Integration Support Project

The objective of the Integration Support Project (ISP) is to provide an end-to-end view of Governmentwide HR solutions and compile available information and resources to help HR LOB SSCs and customer agencies effectively implement them. At the end of 1Q FY 2009, the HR LOB drafted Version 1 of the ISP report, which depicts the “as-is” end-to-end view of Governmentwide systems managed by OPM. Version 1 of the ISP report will be published in its final form by February 2009.

Version 1 of the ISP report has multiple uses. It can be used by the enterprise architects to define integration and interoperability; by business-process owners to perform gap analysis of how interoperability requirements are currently being met versus how they need to be met; or by executives and senior management to make investments and transition decisions.

Cost-Benefit Analysis

The HR LOB is in the process of updating the original HR LOB cost-benefit analysis (CBA). The updated CBA will allow us to establish a new baseline for total cost savings/avoidance and measure total cost savings associated with the initiative.

A status update on the CBA was presented at the January MAESC meeting. To date, eight agencies have provided full or partial submissions to the data call issued in November, while eight agencies have requested an extension due to the size of their Exhibit 53 or the complexity of the effort to collect and validate this information within their organization. In January, the HR LOB continued to hold individual calls/meetings with agencies to help with the CBA process.

Currently, the HR LOB is analyzing submissions for completeness and accuracy to update the CBA. The updated CBA results will be issued at the end of Q2 FY 2009. We plan to schedule individual meetings with agencies to clarify the collected information. We look forward to working with agency representatives to complete this important initiative.

Target Requirements Mapping

The HR LOB continues to move forward with its initiative to map the HR LOB target requirements for SSCs to the service components identified in the HR LOB Service Component Model (SCM) version 2.0. Mapping the target requirements to service components completes the link between the requirements and the enterprise architecture. Completing the mapping provides the customers and SSCs a common understanding of HR services. This serves as a basis for negotiating service delivery expectations and helps reduce risk.

At the February MAESC meeting, the HR LOB will walk through an example of the mapping. The mapping file will be distributed to the MAESC after the meeting for review and feedback by February 27. The mapping will initially be published as a separate document from the updated Target Requirements Report.

HR Benchmarking

The HR Benchmarking study is currently under way. This study will establish a baseline of performance results that can be used to drive improvements at agencies and SSCs. The goal of HR Benchmarking is to provide agencies information that will help them become more efficient, customer-service oriented, cost-effective, and more strategically focused.

The HR Benchmarking workgroup, comprised of representatives from four HR LOB SSCs and five agencies, has finalized five measures including: Agency HR Servicing Ratio, Agency HR Cost, SSC HRIT Spend, SSC HR Servicing Ratio, and SSC HR Cost measures.

(Workstream updates continued on page 4)

WORKSTREAM UPDATES

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During the month of January 2009, both workgroups finalized the narrative components that each participating agency and SSC provided. The MAESC was asked to determine their organization's Point of Contact that will respond to the HR Benchmarking data call in the month of February. This individual will be responsible for completing the HR Benchmarking Questionnaire and creating the narrative describing their HR organization.

The HR LOB plans to analyze the results of the data call in the spring and produce a draft report for each participating agency and SSC by spring/summer 2009.

UPCOMING EVENTS

DATE	EVENT
February 10, 2009	Multi-Agency Executive Strategy Committee (MAESC) meeting
February 25, 2009	Joint SSCAC-Customer Council meeting
March 3, 2009	Multi-Agency Executive Strategy Committee (MAESC) meeting
March 25, 2009	Customer Council meeting
April 7, 2009	Multi-Agency Executive Strategy Committee (MAESC) meeting
April 20-21, 2009	Shared Service Center Advisory Council (SSCAC) Conference
April 29, 2009	Customer Council meeting
May 5, 2009	Multi-Agency Executive Strategy Committee (MAESC) meeting
May 27, 2009	Customer Council meeting
June 2, 2009	Multi-Agency Executive Strategy Committee (MAESC) meeting

LOB IN THE NEWS

White House Names Acting Director of OPM

President Barack Obama has announced the appointment of Kathie Ann Whipple as the Acting Director of the U.S. Office of Personnel Management (OPM).

(<http://fehb.opm.gov/news/white-house-names-acting-director-of-opm,1449.aspx>)

E-verify rule governing contractor employees postponed

The Government has agreed to postpone implementing the E-verify regulation for federal contractors until May 21 at the earliest.

(<http://fcw.com/articles/2009/01/28/everify-postponed.aspx>)

OMB names four agencies as security LOB centers

OMB named four agencies to provide services to certify and accredit computer systems to assist agencies across government to fulfill federal information security requirements.

(<http://fcw.com/Articles/2009/01/12/OMB-names-four-agencies-as-security-LOB-centers.aspx>)

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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