

HR LINE OF BUSINESS

ISSUE 30, MARCH 2009



INSIDE THIS ISSUE:

WELCOME	1
INTERVIEW WITH USAJOBS	2
HR LOB WORK-STREAM UPDATES	3-4
UPCOMING EVENTS	4
ABOUT THE HR LOB	5
HR LOB CONTACTS	5

HIGHLIGHTS FOR THE HR LOB

- Hosted the Multi-Agency Executive Strategy Committee (MAESC) meeting on March 3
- Posted the Integration Support Project (ISP) Version 1 to QuickPlace on March 9
- Hosted two Provider Assessment workgroup sessions on March 5 and 19
- Hosted two HR Benchmarking calls on March 5 and March 18
- Hosted a Joint Customer Council—Provider Assessment workgroup meeting on March 25
- Hosted an ISP focus group session on March 31

REGGIE BROWN PROVIDES HR LOB UPDATES

I am happy to bring you this month's communications letter. The HR LOB continues to be very successful. The members of the MAESC are key drivers of this success as they continue to help the HR LOB make the changes necessary to deliver more cost-effective services. This has been an activity-filled month for the HR LOB. In addition to attending monthly meetings, MAESC members have been participating in the Provider Assessment working sessions and the Integration Support Project focus group.

The March MAESC meeting featured an informative presentation on HSPD-12 credentials including benefits, current implementation status, and expectations for agencies in FY2009 and FY2010. The meeting also included presentations on mapping the HR LOB Target Requirements to the Service Component Model and Phase 2 of the Integration Support Project.

The HR LOB also hosted a Joint Customer Council—Provider Assessment workgroup meeting this past month. The purpose of this meeting was to review the results of the Provider Assessment design phase, during which the Provider Assessment workgroup met three times to draft the process and criteria for assessing HR LOB service providers.

At the April 7 MAESC meeting, we are pleased to announce that the USAJOBS® staff will be present to discuss an initiative to provide application status within USAJOBS®. This month's communications letter highlights this upcoming presentation and includes a brief summary of the background and goals of the USAJOBS® initiative. USAJOBS® is working to provide a seamless integration of the USAJOBS® system with agency staffing and assessment systems.



Reggie Brown,
Director of Modernization and
HR Line of Business

USAJOBS[®] OVERVIEW

The USAJOBS[®] System is the portal for the Federal employment application process for the Competitive Service within the Executive Branch. The USAJOBS[®] Program Office is located in the Human Resources Products and Services Division of the U.S. Office of Personnel Management. The initial sponsorship of USAJOBS[®] as an E-Gov initiative was by eleven (11) Federal agency partners; they included:

The Departments of Agriculture; Defense; Commerce; Housing and Urban Development; Interior; Labor; Transportation; and Treasury as well as the Environmental Protection Agency; the National Aeronautics and Space Administration, and the Social Security Administration.

The goal of the initiative was to create a single point of entry for Federal employment; a standard resume and online application process; a standard search feature and the replacement of existing agency job sites, with a government-wide automated Federal Employment information system. The basic requirement and expectation was a system with the following features and seamless integration with agency selected assessment systems:

- Agency On-Line Job Posting
- Standard 5 Tab Job Announcements
- Applicant On-Line Job Search
- Resume Mining & Warehousing capability
- Provision of On-Line Applicant Status

Additional functionality that is now available to integrated back-end solutions includes:

- A test environment for agency system use
- Training for HR Specialists on system use
- Featured Jobs Section
- Featured Agencies (Marketing) Section
- Job Seeker Portfolio (transcripts, SF50, etc.)
- Enhanced Postings (Graphics)
- Email Alerts to Applicants
- Veterans Information Center
- Career Center Information
- Employment Information (Searchable FAQs)

The USAJOBS[®] portal is the entry point and the initial information collection point of the End-to-End Hiring initiative (E2E). The seamless integration of the USAJOBS[®] system with agency assessment systems is integral to the success of streamlining the Federal Government's employment process.

The popularity, effectiveness and efficiencies of USAJOBS[®] are recognized by agencies outside of the Competitive Service (Excepted Service entities of Competitive Service agencies and the Legislative and Judicial branches). These agencies are not mandated to post on USAJOBS[®] (Public Notice), however, they opted to participate and also pay Employment Information fees.

WORKSTREAM UPDATES

Continued from Page 2

Provider Assessment

During the second quarter of FY2009, the HR LOB focused on the design phase of the Provider Assessment during which the process and criteria for assessment were drafted by the Provider Assessment workgroup. To build-out the criteria, which include detailed practices, questions and evidence, the HR LOB held three Provider Assessment working sessions. At these sessions, the customer agency representatives reviewed the practices and developed the questions and evidence supporting those practices. The first work session was held on February 19, during which participants built-out the practices and questions for the “Strategy and Architecture” assessment category. The other two work sessions were held on March 5 and March 19, and the participants built-out the remaining assessment categories: “Customer Relationship Management”; “Integration and Technology”; “Performance Management”; and “Compliance”. Finally, at the Joint Customer Council—Provider Assessment workgroup meeting on March 25, the groups reviewed the assessment process and the complete set of criteria that will be used during the assessments.

The next steps are for the Provider Assessment to be presented to the MAESC and the SSCAC for review and feedback. The results of the design phase will ultimately be compiled and published in a Provider Assessment Status Report and will provide the basis for the development phase in Q3 of FY2009.

Integration Support Project

The ISP was launched in April 2008 in response to a request by the MAESC to understand multiple governmentwide HR systems in terms of their interrelationships and opportunities for integration. The objective of version 1 of the ISP was to:

- Provide an end to end view of governmentwide HR systems managed by OPM and their interrelationships
- Compile available information and resources that will help HR LOB SSCs and customer agencies
- Support the design and implementation of governmentwide HR systems that will interoperate with one another and with agency-specific systems

Version 1 of the ISP report was published to QuickPlace on March 9. This report can be used in a variety of ways. It can be used by enterprise architects to define integration and interoperability; by business-process owners to perform gap analysis of how interoperability requirements currently are being met versus how they need to be met; or by executives and senior management to make investments and transition decisions.

The HR LOB and the MAESC are currently determining the next steps for the ISP. To facilitate this discussion, the MAESC held a focus group on March 31 to determine the scope and approach for Phase 2 of the ISP.

The results of the focus group will be reported at the next MAESC meeting.

Cost-Benefit Analysis

The HR LOB continues to develop an updated Cost Benefit Analysis (CBA) model using data from agency responses. The updated CBA will allow us to establish a new baseline for cost savings/avoidance and measure total cost savings associated with the initiative. To date, 18 agencies have provided full or partial submissions to the data call issued in November, while two 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.

To date, the HR LOB has met with four agencies to discuss their CBA submissions. The primary focus of these meetings is to identify opportunities to capture cost avoidance and cost savings related to HR system migrations. These meetings have been very helpful and have given us a better understanding into both the agencies and the benefits of the SSC model.

WORKSTREAM UPDATES

Continued from Page 3

We are continuing to work with individual agencies to review their submissions and to set up meetings where necessary. We look forward to continuing to work with agency representatives to complete this important initiative.

Target Requirements Mapping

The HR LOB has completed the draft mapping of the HR LOB target requirements for SSCs to the service components identified in the HR LOB Service Component Model (SCM). The mapping is important because it provides the customers and SSCs a common understanding of HR services, serves as a basis for negotiating service delivery expectation, and helps reduce risk.

The HR LOB presented at the March MAESC meeting the mapping and the background behind why the Target Requirements are mapped to the Service Component Model. After the meeting, the draft mapping was distributed to the MAESC for review and comment by April 30, 2009.

HR and Payroll Benchmarking

The HR Benchmarking data call questionnaire was distributed on March 2 to the HR Benchmarking Point of Contacts (POCs) identified by the agencies and SSCs. To assist the agency and SSC POCs fill out the data call questionnaire, the HR LOB held two HR Benchmarking calls on March 5 and March 18. After each call, the HR LOB prepared and distributed a FAQ document to address the questions raised on the call.

The agency and SSC POCs are also responsible for 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.

The 2009 Payroll Benchmarking data call was distributed on March 3 and was due by March 31. The HR LOB will be presenting the results of the study at future MAESC meetings and will publish the 2009 report later this summer.

UPCOMING EVENTS

DATE	EVENT
April 7, 2009	Multi-Agency Executive Strategy Committee (MAESC) meeting
April 21-22, 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
June 24, 2009	Customer Council Meeting
July 7, 2009	Multi-Agency Executive Strategy Committee (MAESC) meeting
July 29, 2009	Customer Council 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.

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