OFFICE OF PERSONNEL MANAGEMENT

HR LINE OF BUSINESS

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SIGNIFICANT EVENTS

- Hosted Multi-Agency Executive Strategy Committee (MAESC) meetings on November 1 and December 15, 2010

- Hosted Shared Service Center Advisory Council (SSCAC) conference on December 8, 2010

- Hosted Customer Council (CC) meeting on November 18, 2010 and SSCAC teleconference on November 18 and December 21, 2010

- Hosted the joint CC-SSCAC customer forum on December 7, 2010

- Announced GSA's selection as an HR LOB shared service center on October 12, 2010

LIZ MAUTNER—HR LOB HIGHLIGHTS

The end of calendar year 2010 was a busy and productive period for the HR LOB. Several major accomplishments were achieved during that time. I am pleased to announce that the **General Services Administration (GSA) has been selected as the sixth public sector shared service center (SSC)**. GSA submitted a letter of intent and a business case to HR LOB and OMB in support of its request to become an HR LOB SSC in March 2010. GSA went through a rigorous, structured selection process to determine its readiness to become an HR LOB SSC. A five-member technical panel of agency participants was formed to evaluate GSA and provide a recommendation to the HR LOB, OMB, and OPM's Director Berry. Based on the recommendation of the Technical Panel, HR LOB, and OMB, OPM Director Berry approved GSA to be an HR LOB SSC. A full listing of approved HR LOB SSCs is available at http://www.opm.gov/egov/about/partners/index.asp.

Liz Mautner
Program Manager
HR Line of Business

The latest available agency alignment data (September 2010) indicates that **66.64% of Federal employees and 60.33% of Federal agencies are serviced by an SSC for core HRIT**. This demonstrates the gradual progress the HR LOB has made in consolidating core HRIT and moving toward the realization of over $1.3 billion in savings for the Federal government. The remaining unaligned agencies continue to engage OPM and OMB as they progress towards their selection of and migration to an HR SSC. I look forward to sharing our progress in future updates. Detail on the expected savings of the HR LOB is available at http://www.opm.gov/egov/documents/CBA/index.asp.

The MAESC has advocated an increased focus on actionable HRIT transformation activities that promote integration and interoperability of governmentwide systems for FY 2011. The **MAESC accepted the recommendations that I presented at the December 15, 2010 meeting** to promote direct action in this area.

LIZ MAUTNER—HR LOB HIGHLIGHTS   *Continued from Page 1*

The recommendations are to: implement an identity, credential, and access management solution for OPM systems (single sign on); establish HRIT Integration Governance at OPM; strengthen the HR LOB's relationship and interaction with the CHCO Council; and complete an HRIT System Inventory. I look forward to working with agencies, SSCs, and OPM system owners as these recommendations become a reality.

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 Provider Assessment, Modernization Roadmap, E-Authentication, and Benchmarking. If you have any questions please reach out to me via email at HRLOB@opm.gov.

WORKSTREAM UPDATES

Provider Assessment

The first four assessments under the HR LOB Provider Assessment program—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), and the Department of Agriculture's National Finance Center (NFC) have been completed. These providers have received their final assessment reports. The public Provider Assessment reports will be published at the end of the complete assessment cycle.

The next two providers scheduled to be assessed are the Department of Defense's Civilian Personnel Management Service (CPMS) and Defense Finance and Accounting Service (DFAS). The kickoff meetings for the CPMS and DFAS assessments are scheduled for early January 2011. Customers of CPMS and DFAS will be asked to respond to the Provider Assessment Questionnaire in January 2011 and participate in customer interviews in February and March 2011. These assessments are scheduled to be completed by May 2011.

The remaining assessments of the Department of the Interior's National Business Center (NBC) and the General Services Administration (GSA) are scheduled to be completed by October 2011. More information on the Provider Assessment is available at http://www.opm.gov/egov/documents/provider_assessment/index.asp.

Modernization Roadmap

The draft HR LOB Modernization Roadmap has been distributed to stakeholders for review. The roadmap outlines the current state of Federal HRIT, the desired future conceptual architecture of Federal HRIT, the high level plan to reach the future conceptual architecture, and funding strategies to support achievement of the desired state.

The draft HR LOB Modernization Roadmap recognizes several major drivers impacting HRIT delivery in Government:

- A fundamental shift in how Government provides and consumes IT services

- Budget constraints force standardization, greater efficiency, and innovation

- Issues and challenges with the current HRIT management

- Need for Federal standards, mandates, directives and guidelines

- Availability of HR LOB Enterprise Architecture Models and Requirements

- HR LOB Concept of Operations Delivery Model

WORKSTREAM UPDATES

E-Authentication

Working to achieve the MAESC's integration and interoperability goals, the HR LOB established an E-Authentication workgroup to develop a unified approach for enabling agencies to consistently implement E-Authentication for governmentwide systems. The workgroup met 12 times during FY 2010 to address this issue and share best practices across agencies.

As a direct outcome of the workgroup's effort, the HR LOB *Identity and Authentication Reference Model* (IARM) was developed and published to QuickPlace on September 21, 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. The IARM will be available on the HR LOB website in the near future.

The HR LOB is currently building on the IARM to develop a standard Authentication Information Exchange Package for adoption by OPM governmentwide HR Systems managed by OPM and agency and SSC systems that pass data to these systems. Next steps for this effort are to 1) validate the draft Information Exchange Package specifications with OPM system owners; 2) confirm system owners' and agency users' ability to send and receive a standardized Information Exchange Package; and 3) forward all findings and recommendations to the CIO Council and Identity, Credential, and Access Management sub-group for adoption as a governmentwide standard.

HR Benchmarking

The second HR LOB *Agency HR Benchmarking Report* was published on September 30, 2010. This report included participation from 12 Federal agencies— DOC, Education, DOE, EPA, DOI, DOJ, DOL, DOT, GSA, OPM, State, and VA. The report includes two measures: "Agency HR Cost per Employee Serviced" and "Agency HR Servicing Ratio". For each of these measures a Federal Agency Weighted Mean, Federal Agency Median, and Industry Median was calculated. More information on HR Benchmarking is available at http://www.opm.gov/egov/documents/practices/index.asp#HRbenchmarking.

UPCOMING EVENTS

DATE	EVENT
January 18, 2011	Shared Service Center Advisory Council (SSCAC) monthly conference call
January 19, 2011	Customer Council (CC) meeting
February 1, 2011	Multi-Agency Executive Strategy Committee (MAESC) meeting
February 15, 2011	Shared Service Center Advisory Council (SSCAC) monthly conference call
March 1, 2011	Multi-Agency Executive Strategy Committee (MAESC) meeting
March 15, 2011	Shared Service Center Advisory Council (SSCAC) monthly conference call
March 16, 2011	Customer Council (CC) meeting
April 5, 2011	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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