

HR LINE OF BUSINESS

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HIGHLIGHTS

- Hosted the Multi-Agency Executive Strategy Committee (MAESC) meetings on October 6, 2009 and November 3, 2009
- Hosted joint Customer Council and Provider Assessment workgroup meeting on October 15, 2009
- Hosted E-Authentication workgroup meetings on October 14, 2009 and October 28, 2009
- Hosted SSCAC monthly conference call on October 20, 2009
- Hosted e-Payroll celebration event on October 21, 2009 to commemorate the completion of agency payroll migrations to the four e-Payroll providers

REGGIE BROWN PROVIDES HR LOB UPDATES

When the e-Payroll initiative launched in 2001, it was considered to be one of the more ambitious e-Gov projects at the time due to its scope, complexity, and potential impact. The initiative's success was doubted by more than a few and its risk of failure considered high. Eight years later, the Federal community came together to celebrate the completion of the e-Payroll initiative. On October 21, 2009, over 100 Payroll and HR specialists and other Federal employees attended the celebration event in the Campbell Auditorium at OPM to recognize the successful consolidation of Executive branch Federal payroll providers from the original 26 to the current four. Joe Campbell, former HR LOB SSC Coordinator, Linda Pena, Associate Deputy Assistant Secretary at the Department of Veterans Affairs, and Sandy Barrineau, former Director of Civilian Pay Services at DFAS reflected on the e-Payroll initiative, their personal involvement in the project, and the impact it has had on their organizations. OPM Director John Berry spoke about both the positive impact of the e-Payroll initiative and the successful collaboration among so many agencies involved in the effort. I am honored to have been part of the e-Payroll initiative and see its successful journey come to an end. I would like to join Director Berry in thanking the entire HR community for making the e-Payroll initiative a success.



Reggie Brown,
Director of Modernization and
HR Line of Business

We have an opportunity to build on the success of e-Payroll and continue to make real progress driving the HR LOB initiative toward its goals and objectives. The Federal community is capable of accomplishing great things when it comes together to solve problems. Let's use this potential as we move forward to establish an innovative, integrated, and modern HRIT environment for the 21st century.

FY 2010 KEY HR LOB ACTIVITIES

The HR LOB has several key activities planned for FY 2010, including:

- **Provider Assessment.** A customer-driven process designed to assess providers' ability to deliver services to their customer agencies with a focus on compliance, modernization, and transparency.
- **Integration Support Project.** Promote real changes to governmentwide HR systems to improve integration, and interoperability, and ultimately achieve a fully integrated HRIT environment and service delivery.
- **E-Authentication.** This effort develops a unified approach for meeting E-Authentication requirements and single sign-on and enables agencies to consistently implement E-Authentication for Federal governmentwide systems.
- **Benchmarking.** The HR LOB will conduct two efforts related to benchmarking in FY 2010. One effort will update the 2009 HR benchmarking study and will focus on reviewing/revising HR performance measures that both agencies and SSCs will find valuable in identifying opportunities to become more efficient, customer service-oriented, cost effective, and more strategically focused. The other effort is to analyze payroll benchmarking results for best practices.

WORKSTREAM UPDATES

Provider Assessment

The Provider Assessment customer workgroup finalized the Provider Assessment process on October 1, 2009. Based on SSCAC feedback, the workgroup replaced customer interviews with customer surveys to reduce the burden on customer agencies and compressed the time frame for completing the first full cycle of assessments. The customer workgroup then presented their recommendations to the Customer Council on October 15, 2009 for approval. The Customer Council approved the finalized Provider Assessment process which was briefed to the MAESC on November 3, 2009.

Integration Support Project

The HR LOB continues to collaborate with organizations throughout OPM to understand their initiatives and efforts to make their systems and applications integrated and interoperable. The goal is to map governmentwide OPM systems in terms of their interrelationships and opportunities for integration. The HR LOB continues to meet with OPM system owners to inform them about the Integration Support Project and to establish appropriate governance for driving changes to the governmentwide systems that improve their interoperability.

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 most recently met on October 14 and 28, 2009. At the October 14, 2009 meeting, a member of the Identity, Credential, and Access Management (ICAM) sub-group of the CIO Council, presented an overview of the ICAM and its current activities related to authentication. The HR LOB E-Authentication workgroup continues to collaborate with the ICAM to develop a governmentwide authentication standard. This standardized approach for implementing E-Authentication across agencies and governmentwide systems will be forwarded to the CIO Council for possible adoption as a governmentwide standard. In addition to collaborating with ICAM, the HR LOB is also working with each of the OPM system owners to better understand the current status of E-Authentication implementation and the identification information they require. The next workgroup meeting is scheduled for November 17, 2009.

(Workstream Updates continued on page 3)

WORKSTREAM UPDATES

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Cost Benefit Analysis

The HR LOB completed the effort to update its Cost Benefit Analysis (CBA) and presented the results to the MAESC at the October 6, 2009 meeting. By the end of FY 2015, the HR LOB is projected to generate over \$1.3 billion in total cost savings and avoidance for the Federal government through the migration of payroll and core HR to SSCs. After FY 2015, the HR LOB also expects to generate over \$200 million in cost savings annually.

The HR LOB is preparing to publish a report documenting its analysis of the original CBA and its key assumptions, the detailed methodology for developing the updated CBA, and the detailed findings and results from the updated CBA. The HR LOB will continue to track savings against the new baseline established by the updated CBA on a bi-annual basis.

HR Benchmarking

The HR LOB is finalizing the HR Benchmarking study. When complete, the HR LOB will distribute individual HR benchmarking reports to the participating agencies and SSCs. The MAESC will receive two HR Benchmarking reports, one including agency Federal aggregates and narrative descriptions for all participating agencies and another report including SSC Federal aggregates and narrative descriptions for all participating SSCs.

The HR LOB will conduct a second HR benchmarking study in FY 2010 to build upon and expand the initial study. In FY 2011, the HR LOB plans to analyze the results from the FY 2010 HR benchmarking study for best practices at agencies and SSCs.

Payroll Benchmarking

The HR LOB distributed the 2009 Payroll Benchmarking reports, which include the process description, results, and Federal aggregates. In FY 2010, the HR LOB will reconvene the Payroll Benchmarking workgroup to analyze the payroll benchmarking data. The workgroup will meet as necessary to review and/or update measures over time to build a more complete picture of payroll-related performance across the government.

UPCOMING EVENTS

DATE	EVENT
November 17, 2009	E-Authentication workgroup meeting
November 17, 2009	Shared Service Center Advisory Council (SSCAC) conference call
November 18, 2009	Customer Council meeting
December 2-3, 2009	Shared Service Center Advisory Council (SSCAC) conference
December 10, 2009	Multi-Agency Executive Strategy Committee (MAESC) meeting (1:30 pm start time)
January 6, 2010	Multi-Agency Executive Strategy Committee (MAESC) meeting
January 13, 2010	E-Authentication workgroup meeting
January 20, 2010	Joint Customer Council-Shared Service Center Advisory Council (SSCAC) 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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