OFFICE OF PERSONNEL MANAGEMENT

HR LINE OF BUSINESS

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SIGNIFICANT EVENTS

- Hosted Multi-Agency Executive Strategy Committee (MAESC) meetings on April 3 and June 5, 2012
- Hosted the first MAESC principals only meeting on May 1, 2012
- Hosted the Joint Customer Council-Shared Service Center Advisory Council (SSCAC) Customer Forum on April 17, 2012
- Hosted the SSCAC Tri-Annual Meeting on April 18-19, 2012
- Hosted SSCAC monthly teleconferences on April 24, May 15, and June 19, 2012
- Hosted Technology Integration Board (TIB) meetings on April 23 and May 29, 2012

LIZ MAUTNER—HR LOB HIGHLIGHTS

We hosted several successful stakeholder engagements and continued to make progress on a number of projects during the third quarter of FY 2012.

On May 2, 2012, the Office of Management and Budget (OMB) released the final version of the *Federal IT Shared Services Strategy*, which tasks managing partners of existing Lines of Business (LOBs) to prepare a Service Plan and Roadmap that focuses on improving the quality of shared services and increasing customer uptake. As a LOB managing partner, we developed a Service Plan and Roadmap that identifies opportunities and next steps for improving the quality and increasing the adoption of HR and payroll shared services across the Federal government. We will be submitting our Service Plan and Roadmap to OMB as required in August 2012.

Liz Mautner
Program Manager
HR Line of Business

I participated as a panelist at the **Government Information Technology Executive Council (GITEC) Summit** in Baltimore, MD on May 20-22, 2012. This summit focused strictly on shared services in the government with strong participation from agencies, shared service providers, and industry participants. During the panel discussion, we highlighted the growing importance of agency migrations to Shared Service Centers (SSCs) for HR services to realize significant cost savings and cost avoidance. We also discussed shared services best practices and lessons learned that are applicable across LOBs.

We completed our **FY 2011 Cost Benefit Analysis (CBA)** study, which shows over $1.625 billion in cost savings and cost avoidance generated by agency migrations to Federal SSCs and payroll providers through FY 2015. The results also show that Federal HR and payroll migrations will continue to generate over $184 million in cost savings annually after FY 2015. The CBA study validates the HR LOB's efforts to work with agencies in moving to shared services and reinforces the positive benefits resulting from shared services across the government.

Liz Mautner—HR LOB Highlights

OPM reached a significant milestone this quarter by formalizing the **Technology Integration Board (TIB)**. The TIB promotes integration and interoperability across OPM systems to realize the concept of "one OPM" for agency customers. Dave Bowen, OPM Chief Technology Officer (CTO), chairs the TIB, and founding members include senior-level leaders representing each of the OPM organizations that own major government-wide IT systems. The inaugural TIB meeting was held on April 23, 2012, and discussions at the meeting focused on developing government-wide HR data standards and improving communication across OPM systems. The TIB will continue to collaborate on ways to address integration and interoperability issues across OPM systems.

Finally, I am pleased to announce that we completed **workstream planning** for FY 2013 and FY 2014. We presented the FY 2013/2014 proposed workstreams at the April 3, 2012 MAESC meeting. We then issued a questionnaire to MAESC principals to incorporate MAESC input in the decision-making process and to prioritize the HR LOB's plans for moving forward.

The results showed that the MAESC continues to place great importance on implementing government-wide data standards and promoting the integration and interoperability of HRIT systems. Thus, in FY 2013/2014, we plan to work with stakeholders and data subject matter experts to develop a government-wide HR data model and HR data exchange model. The MAESC also indicated that implementing knowledge sharing of HRIT systems used by agencies is a high priority. In response, we plan to maintain an HRIT inventory of systems used by MAESC agencies for key HR functions. Final **FY 2013/2014 workstreams** were reviewed and approved by MAESC principals at the May 1, 2012 meeting.

The remainder of this issue of the HR LOB Communications Letter details the status of our FY 2012 workstreams. Please take time to read about the progress that we are making on the Provider Assessment Program Improvement, OPM Data Flow Analysis, Migration Oversight, and HR LOB Governance. If you have any questions, please email me at HRLOB@opm.gov.

Upcoming HR LOB Communications Letter Highlights: Look out for the release of the FY 2011 CBA Report, the finalization of the HR LOB Service Plan and Roadmap, updates on current agency migrations, and information about the upcoming October 2012 Joint MAESC-SSCAC event in the next issue of the HR LOB Communications Letter.

Workstream Updates

Provider Assessment Program Improvement

As a part of the Provider Assessment (PA) Program Improvement, two representatives from the PA Customer Work Group (CWG) presented their recommendations regarding PA Cycle One methodology, outcomes, and reporting to the SSCAC and the MAESC. Both the SSCAC and MAESC principals provided feedback and concurrence on the proposed changes. With SSCAC and MAESC concurrence, the HR LOB began the PA 2.0 Detailed Design Phase. The HR LOB will continue to consult with the CWG to obtain feedback and input as the HR LOB works through the Detailed Design Phase. The HR LOB plans to pilot the newly designed Customer Questionnaire in Q1 FY 2013 and launch the full PA 2.0 by Q2 FY 2013.

OPM Data Flow Analysis

In a continued effort to promote interoperability and integration, the HR LOB team launched the OPM Data Flow Analysis project.

Workstream Updates

The HR LOB team gathered information about inbound interface files to OPM and identified and analyzed data over-laps. The team then developed written findings and recommendations to address these overlaps and redundancies. The analysis results, findings, and recommendations have been documented in a formal report and will be delivered to project stakeholders in Q4 FY 2012.

Migration Oversight

The HR LOB continues to oversee the migrations of four agencies—DOC, DOL, EPA, and USAID. The HR LOB team developed a migration dashboard to support its migration oversight efforts. The dashboard allows the HR LOB to store, track, and analyze migration schedules, costs, and other relevant data for these migrations. Please see the "Migration Scorecard" on page 4 of the HR LOB Communications Letter that captures the current status of MAESC agency migrations to HR SSCs. To assist agencies planning to migrate to an SSC, the HR LOB launched the Publishing SSC Information to the OPM Website project. The HR LOB has collected information from SSCs on their service offerings, systems, and costs to provide agencies information to leverage when making an SSC selection decision. The information is currently available to HR LOB stakeholders on QuickPlace and will be made available on the OPM website in the near future.

HR LOB Governance

On April 17, 2012, the HR LOB hosted the Joint CC-SSCAC Customer Forum. The Forum generated participation from 110 agency representatives from 38 agencies and agency components. The six Federal SSCs presented on their core and non-core service capabilities, and a panel of SSC representatives fielded questions from agency attendees regarding SSC non-core service offerings, modernization efforts, and future plans. Following the presentations and panel session, an SSC Fair was held to give agencies the opportunity to meet directly with SSCs. In response to the positive feedback received from attendees at the event, the HR LOB is launching a Joint MAESC-SSCAC event in October 2012 to provide additional opportunities for interaction between agencies and SSCs. Detailed information regarding the October 2012 Joint MAESC-SSCAC event will be released at a later date.

The HR LOB also hosted the April 18-19, 2012 SSCAC Tri-Annual meeting. The two-day meeting was highlighted by presentations from Andrew McMahon, OMB, on current OMB initiatives and FY 2012 priorities, Ray Kirk, OPM, on the Retirement Application Process, and Daniel McKay, HR LOB, on updates to the Provider Assessment program. Please take time to review the "Upcoming Events" table below for a schedule of upcoming governance meetings.

Upcoming Events

DATE	EVENT
July 17, 2012	Shared Service Center Advisory Council (SSCAC) monthly conference call
July 25, 2012	OPM Technology Integration Board (TIB) meeting
August 21-22 2012	Shared Service Center Advisory Council (SSCAC) Tri-Annual meeting
August 25, 2012	OPM Technology Integration Board (TIB) meeting
September 12, 2012	Multi-Agency Executive Strategy Committee (MAESC) principals only meeting
September 18, 2012	Shared Service Center Advisory Council (SSCAC) monthly conference call

MIGRATION SCORECARD

The migration scorecard below shows the current migration status of the MAESC agencies to HR SSCs. As of the present date, three MAESC agencies have not selected or initiated a migration to an HR SSC. Currently, 99.2 percent of Federal agencies are serviced by a Federal payroll provider and 70.5 percent are serviced by or are in the process of migrating to a Federal HR SSC.

Agency Name	HR Migration Status
Department of Agriculture	In Progress
Department of Commerce	In Progress
Department of Defense	Complete
Department of Education	Complete
Department of Energy	Not Initiated
Department of Health and Human Services	Complete
Department of Homeland Security	In Progress
Department of Housing and Urban Development	Complete
Department of the Interior	Complete
Department of Justice	Not Initiated
Department of Labor	In Progress
Department of State	Not Initiated
Department of Transportation	Complete
Department of the Treasury	Complete
Department of Veterans Affairs	In Progress
Environmental Protection Agency	In Progress
General Services Administration	Complete
National Aeronautics and Space Administration	Complete
National Science Foundation	Complete
Office of Management and Budget	Complete
Office of Personnel Management	Complete
Social Security Administration	Complete
US Agency for International Development	In Progress

Please see the following links for more information on:

- Migration Planning Guidance: www.opm.gov/egov/documents/MPG/index.asp

- Approved HR LOB SSCs: www.opm.gov/egov/about/partners/index.asp

- Exception Business Case Template: www.opm.gov/egov/documents/MPG/selectionguidance.asp

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 leverages 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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