

HR LINE OF BUSINESS

ISSUE 11, AUGUST 2007



**MESSAGE FROM OPM
DIRECTOR
LINDA SPRINGER**



The HR LOB at the U.S. Office of Personnel Management is revolutionizing the way HR services are delivered throughout the Federal Government, and is a testament to the success of cross-agency collaboration. I am pleased to share this communications letter which provides the HR LOB stakeholder community regular updates on the status of the program and its key initiatives.

HR LOB HIGHLIGHTS

- Multi-Agency Executive Strategy Committee (MAESC) meeting held on July 10, 2007
- Chief Human Capital Officers' Council (CHCOC) Learning and Development Subcommittee meeting held on July 18, 2007
- Learning and Development Advisory Council (LDAC) meeting held on July 26, 2007
- Solicitation for Multiple Award Schedule (MAS) 738.X due date for proposals is August 9, 2007

HR LOB UPDATE FROM NORM ENGER

I am leaving Federal service on July 31, 2007, my last day at OPM as the Director of the HR LOB. The last five years have been a very successful period for e-Government and the HR LOB. The many successes could not have been achieved without the participation and support of the Federal HR community. I am grateful for the opportunity to work closely with so many dedicated HR professionals, and am confident with your continued participation, the HR LOB will continue to realize its original vision that was first set out in the spring of 2004.



Norm Enger,
Director HR Line
of Business

Joe Campbell will be the Acting Director of the HR LOB until OPM has selected my replacement. It has been a pleasure collaborating with the MAESC, and thank you again for your contributions over the past few years.

I want to introduce the HR LOB Agency Coordinator, Ms. Martha (Marty) Mitchell. Marty comes to OPM from the Office of the Under Secretary of Defense for Personnel and Readiness and the Defense Business Transformation Agency. At Defense she was responsible for developing requirements for HR business systems and the Human Resources segment of the Department's baseline Business Enterprise Architecture. Prior to that Marty worked with the military services, major combatant commands, and the Joint Chiefs of Staff as a career Navy officer and as a private sector contractor to develop software and data standards to track military, government, and contractor workforces in combatant theaters of operation. In her role as Agency Coordinator, Marty will lead HR LOB program outreach to Federal agencies and will also assume the role of e-Training Project Manager. More information on the current activities of the e-Training initiative is provided in the next section of this letter.

The HR LOB is currently active with several key initiatives. *(continued on page 2)*

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HR LOB UPDATE FROM NORM ENGER

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OPM, in partnership with GSA, is developing a schedule of private sector shared service centers (SSCs). The private sector SSCs, along with the Federal SSCs, will provide agencies with a wide selection of options for the delivery of HR services. The Solicitation to establish the schedule of private sector SSCs was posted to the Federal Business Opportunities (FedBizOpps) website on May 21, 2007 at <http://www.fbo.gov/> under Solicitation number 2FYA-AR-060004-B. OPM and GSA continue to post responses to vendor questions to FedBizOpps at periodic intervals and we expect to complete this process shortly. August 9, 2007 is the due date for vendor proposals.

The HR LOB extended the Service Component Model (SCM) for all sub-functions during Fiscal Year 2007. The Service Component Model version 2 will present an end-to-end depiction of HR services and service delivery. The HR LOB Technical Model (TM) will provide a view of the technology that will enable the HR services identified in the SCM along with technology standards that will support component reusability and interoperability. More detail on the TM is provided in a later section of this letter.

This month's issue of the communications letter features EHRI updates from Mr. Matt Perry, the EHRI Program Director, and also provides updates on the HR LOB website (<http://www.opm.gov/egov>), which has the most recent news and information on the program.

E-TRAINING UPDATE

The e-Training initiative has continued to move forward. Marty Mitchell will be taking the lead on this initiative.

The e-Training initiative's focus remains on agency Learning Management System (LMS) implementations, working with both customer agencies and the service providers to complete implementations in accordance with agency and provider expectations. The e-Training initiative also supports the Chief Human Capital Officers' Council (CHCOC) Learning and Development Subcommittee. The subcommittee has identified six goals:

- Work with OPM to affix appropriate search elements (i.e. meta-tags) to the Leadership Development Catalog.
- Develop marketing and implementation guidance for agencies to maximize return on distance learning investments for recommendation to the Council and OPM.
- Identify best practices and tools to measure the impact of training on Federal employees.
- Make recommendations to OPM and the Council to improve leadership development strategies.
- Work with OPM and Office of Management and Budget (OMB) staff to establish and circulate a business case for human resource development investment, including learning infrastructure, leadership and professional development.
- Advocate on behalf of legislative proposals that support the mission and goals of this subcommittee.

The e-Training initiative will continue to support the envisioned goals and objectives and will report progress and accomplishments in one of the future HR LOB Communication Letters.

TECHNICAL MODEL

The HR LOB has launched an initiative aimed at building the HR LOB Technical Model (TM). The TM is an abstraction of the technology required to support the service components identified in the Service Component Model (SCM). Conceptually, the TM provides two things. First, it provides a model that proposes a view of and vocabulary for all of the technology components required to enable SCM service components. And for each of those technology components, it also provides a set of standards and specifications. This is important because common standards are an important means for achieving effective levels of reusability and interoperability, originally proposed by the HR LOB Concept of Operations.

EHRI ANNOUNCEMENTS

EHRI is transforming the collection, handling, and reporting of the Federal Government's human resources data. EHRI technology is replacing the paper personnel folder with an electronic Official Personnel Folder (eOPF) providing a central data repository that allows workforce analysis and analytics across the entire Federal government.

NPRC Partners with OPM to Provide eOPF Services

The National Personnel Records Center (NPRC) announced its partnership with the Office of Personnel Management (OPM), in which NPRC will provide a reference service for separated or retired employees that will allow agency personnel offices, the employee, and authorized third parties to view and print inactive eOPFs. In addition, NPRC will offer services to agencies, including backfile conversion, day forward conversion, reactivation, transfer document conversion, and dead file management. For more information, please talk to your eOPF Project Representative or contact Pat Resler, NPRC at (314) 801-9233.

Workgroup Formed to Assist Change Management

OPM has assembled a workgroup to identify, collect, and develop materials for Agencies to use in their change management efforts. The workgroup is collaborating with Agencies to share materials created by eOPF implementation teams and discuss differing business processes used by Agencies in their implementation efforts. The workgroup is also reviewing and enhancing existing resources with updated information and graphics, and identifying documents for future development, including updates and tutorials to support the transition to Version 4.0. In addition to material preparation, the workgroup meetings provide a forum for Agencies to receive advice from one another on how to accomplish specific tasks, share lessons learned, and discuss ways to work through common barriers. The information collected through the Workgroup will be available on the Change Management toolkit.

Version 4.0 Expected to be Released in August 2007

The next generation of eOPF is expected to be released in August 2007, pending no major application issues. The training instance was upgraded to eOPF v4.0 in late June, and a new set of transfer training instances have been made available. Production conversions are scheduled to begin in late July 2007. In order to smooth the transition to eOPF v4.0 and reduce calls to the help desk, it is recommended that Agencies conduct "just in time" training, prepare training and informational aids, and develop a plan for notifying HR personnel and employees about v4.0 changes.

Items of Interest

Visit the homepage of the National Personnel Records Center (NPRC) at: <http://www.archives.gov/st-louis/>.

The approved procedures documentation for Update 11- Use of Electronic Signatures is now available online. Please review the policy at: <http://www.opm.gov/feddata/recguide2006.pdf>

The governance bodies established to assist EHRI with their POCs include: eOPF User Group (Michael Peart 202-606-1626); eOPF Workflow Workgroup (Angela Ponmakha 703-272-5425); eOPF Change Management Toolkit Workgroup (Dion Anderson 202-606-8153; and Workforce Analytics Users Group (Dave Williams 202-606-4892).

eOPF Snapshot

As Agencies implement eOPF and turn on New Document Notification, it is important to develop a plan for training and informing employees. The top helpdesk queries are:

- Password Reset: 93.49%
- General Questions: 2.14%
- Content: 1.43%
- All Other: > 1.0%

WEBSITE UPDATES

A number of important updates have been made to the HR LOB website over the past month: <http://www.opm.gov/egov>.

A July 2007 edition of the HR LOB Communications Letter has been developed and posted to the website at http://www.opm.gov/egov/news_info/communications/index.asp. The purpose of the HR LOB Communications Letter is to provide stakeholders with monthly updates on the progress of the HR LOB initiative.

The HR LOB Entrance on Duty Concept of Operations (EOD CONOPS) report has been posted to the website at <http://www.opm.gov/egov/documents/EOD/>. Developed under leadership of the EOD Executive Steering Committee, the EOD CONOPS describes the functional requirements for EOD, proposes a process and technology concepts model for delivering EOD services, and recommends an overall strategy for agencies to acquire and realize the future solution.

Please continue to check the OPM website for the latest information and regular updates on the HR LOB.

UPCOMING EVENTS

DATE	EVENT
August 9, 2007	Solicitation for Multiple Award Schedule (MAS) 738.X proposals due
September 6, 2007	Multi-Agency Executive Strategy Committee (MAESC) monthly meeting
September 20-21, 2007	Shared Service Center Advisory Council (SSCAC) quarterly conference
September 27, 2007	Requirements Board meeting
October 2, 2007	Multi-Agency Executive Strategy Committee (MAESC) monthly meeting
November 6, 2007	Multi-Agency Executive Strategy Committee (MAESC) monthly meeting
December 4, 2007	Multi-Agency Executive Strategy Committee (MAESC) monthly meeting

LOB IN THE NEWS

OMB rates agency Enterprise Architectures higher than ever

The Office of Management and Budget gave agencies' enterprise architectures their highest ratings since the assessment program began in 2003.

(<http://www.fcw.com/article103177-07-09-07-Web>)

Circular A-11 to require more info on IPv6, security

The Office of Management and Budget updated Circular A-11 budget guidance July 2 and added 11 new questions for agency chief information officers to answer.

(<http://www.fcw.com/article103186-07-10-07-Web>)

E-Gov changes IT security landscape

The growth of interagency data sharing and public-facing services is putting new demands on government information technology security officials...Prior to the expansion of e-government initiatives, IT systems primarily served an in-house constituency, and service on a best-effort basis during business hours had been adequate.

(http://www.gcn.com/online/vol1_nol/44689-1.html?topic=coop_telework)

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 that will address duplicative and redundant HR systems and processes across the Federal government. The goals of the HR LOB initiative are 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 that are 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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