

HR LINE OF BUSINESS

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**MESSAGE FROM
KATHIE ANN WHIPPLE
OPM ACTING
DIRECTOR**



The HR LOB at the U.S. Office of Personnel Management continues to implement its vision to yield improved management, operational efficiencies, cost savings/avoidance and improved customer service. By implementing this vision, the HR LOB will transform HR service delivery throughout the Federal Government. I look forward to the continued success of the HR LOB.

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HIGHLIGHTS FOR THE HR LOB

- Hosted a meeting on February 3 with Gary Washington, the new OMB IEE Portfolio Manager, and OPM's e-Government initiatives
- Hosted the Multi-Agency Executive Strategy Committee (MAESC) meeting on February 10
- Hosted a Provider Assessment customer working session on February 19
- Hosted the joint Customer Council (CC) — Shared Service Center Advisory Council (SSCAC) meeting on February 25
- Completed the Integration Support Project Report Version 1 on February 27
- EHRI completed eOPF conversion for 286,000 personnel records at VA

REGGIE BROWN PROVIDES HR LOB UPDATES

I am happy to bring you this month's communications letter. I am pleased to announce that conversion of the Department of Veterans Affairs (VA) to eOPF was completed in February. Converting VA's 286,000 employees to eOPF is a significant accomplishment that was completed three months ahead of schedule. I would like to congratulate and thank both VA and the EHRI staff who made this possible.

The HR LOB has a strong reputation, and people look to it for leadership and guidance. With the completion of the Integration Support Project Report Version 1, the HR LOB has documented the as-is environment of governmentwide HR systems, which will serve as the basic for creating an integrated and interoperable Federal HR IT environment.

Collaboration, transparency and accountability are key in order for the HR LOB to continue to be successful in its endeavors. In February, the HR LOB demonstrated how much it depends on the voice and participation of the MAESC to help it move forward on initiatives such as the Cost Benefit Analysis, which documents the cost savings and avoidance related to the HR LOB. The MAESC was able to provide the HR LOB with valuable feedback, and I would like to thank each MAESC member for their time and dedication.



Reggie Brown,
Director of Modernization and
HR Line of Business

(Reggie Brown Provides HR LOB Updates continued on page 2)

REGGIE BROWN PROVIDES HR LOB UPDATES

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This month's communications letter provides a recap of the February MAESC meeting and Joint CC-SSCAC meeting, as well as updates on all of the HR LOB's major workstreams.

The MAESC meeting on February 10 was well-attended and featured a presentation by OPM on the BENEFEDS portal. OPM is re-competing the technology vendor for BENEFEDS starting April 30, 2009.

The new BENEFEDS technology vendor will:

- develop and manage a governmentwide, centralized Portal which will perform enrollment and premium administration for all Federal voluntary benefits programs
- include decision support tools
- support OPM goals on a potential expansion to include a one-stop shop for all Federal benefits

The MAESC meeting included updates on Provider Assessment, HR Benchmarking, Cost Benefit Analysis, Target Requirements Mapping, and the Separation Management market survey report. The next MAESC meeting is scheduled for March 3.

The Joint CC — SSCAC held its tri-annual meeting on February 25. At the meeting, results from the first Provider Assessment customer working session, an update on the Cost Benefit Analysis, Migration Planning Guidance pricing strategies and models, and an update on the SSC Forum were presented. At the conclusion of the presentations, the joint councils discussed how agencies and SSCs can work together to improve the Federal HR IT environment.

As a reminder, Partner Agency Contributions for the HR LOB are still urgently needed. A special thanks to those agencies that have already signed the MOU and 1616 or are working to make it happen. Your financial contributions are essential for our continued progress.

WORKSTREAM UPDATES

Provider Assessment

The HR LOB is currently developing the framework and high-level assessment process as part of the Provider Assessment design phase. In January, the HR LOB sent the Status Report to the MAESC for review and comment. This report compiled the results of the analysis phase completed in Q1 FY08. The existing provider assessment methods and customer requirements documented in the analysis phase comprise the starting point for developing the framework.

To build-out the detailed practices, questions and evidence that will comprise the assessment framework, the HR LOB is holding three Provider Assessment customer working sessions. At these sessions, the participating customer agency representatives will review practices and provide feedback on the strawman provider assessment framework. 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 will be held March 5 and March 19, and the participants will build-out the remaining assessment categories: "Customer Relationship Management"; "Integration and Interoperability"; "Performance Management"; and "Compliance".

Provider Assessment updates were presented at the February MAESC and joint CC-SSCAC meetings. The HR LOB plans to provide regular updates on this workstream through meetings and the Communications letter.

(Workstream updates continued on page 3)

WORKSTREAM UPDATES

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Integration Support Project

Version 1 of the ISP report, which depicts the “as-is” end-to-end view of Governmentwide systems managed by OPM, is complete and will soon be published on the OPM website. Version 1 of the ISP report can be used in a variety of ways.

It can be used by the 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.

Version 2 of the ISP report will analyze the information collected in the Version 1 Report and provide a deeper analysis of HR systems’ integration by:

- expanding the as-is view of HR systems to include core HR systems, payroll systems, and entrance on duty (EOD) systems
- developing the tools and blueprint to achieve integration and interoperability of governmentwide HR application systems

The overall outcome of the ISP will include system owners being able to modify their systems and move toward the vision of the HR LOB. More information on the next steps of the ISP will be presented at the March MAESC meeting.

Cost-Benefit Analysis

The HR LOB is in the process of updating the original HR LOB cost-benefit analysis (CBA). The updated CBA will allow us to establish a new baseline for cost savings/avoidance and measure total cost savings associated with the initiative.

A status update on the CBA was presented at the February MAESC and Joint CC-SSCAC meetings. To date, 15 agencies have provided full or partial submissions to the data call issued in November, while four 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. Initial findings of the updated CBA include:

- some agencies’ Exhibit53s do not include information about the service fees paid to their providers
- there is limited information on agencies’ future plans for most line items
- agency data call submissions are not all-inclusive; they do not report all HRIT investments

Currently, the HR LOB is updating the CBA model using data from agency responses. The HR LOB continues to meet with agencies individually to review and clarify their submissions, specifically as they pertain to capturing cost avoidance and cost savings related to HR systems. The updated CBA results will be issued at the end of Q2 FY 2009. We look forward to continuing to work with agency representatives to complete this important initiative.

Target Requirements Mapping

The HR LOB continues to move forward with its initiative to map 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. An example of the mapping was presented to the MAESC at its February meeting. Based on feedback at the meeting, the mapping has been updated with additional information and will be distributed to the MAESC for review and comment after the March meeting. At that meeting the MAESC will be provided with a briefing further explaining the relationship documented through the mapping.

(Workstream updates continued on page 4)

WORKSTREAM UPDATES

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HR Benchmarking

The HR LOB presented an update on HR Benchmarking at the February MAESC meeting. After the meeting, the HR LOB sent an email to the MAESC clarifying the goal of HR Benchmarking, the major benefits for collecting the data points, and how the information collected in the data call will be presented.

The HR Benchmarking data call questionnaire will be distributed on March 2 to the HR Benchmarking Point of Contacts identified by the agencies and SSCs. These individuals also will be responsible for creating the narrative describing their HR organization. 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.

UPCOMING EVENTS

DATE	EVENT
March 3, 2009	Multi-Agency Executive Strategy Committee (MAESC) meeting
March 5, 2009	Provider Assessment Customer working session
March 19, 2009	Provider Assessment Customer working session
March 25, 2009	Customer Council meeting
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

LOB IN THE NEWS

Bush's legacy is Obama's uncertain mandate

When Mark Forman packed up his office in August 2003, he promised that the Bush administration would remain fully committed to e-government.

(<http://fcw.com/articles/2009/02/09/mcdonough-what-now-for-egov.aspx>)

NIST creates cloud-computing team

The National Institute of Standards and Technology has created a new team to determine the best way to provide security for agencies that want to adopt the emerging technology called cloud computing.

(http://www.govexec.com/story_page.cfm?articleid=42031&dcn=e_gvet)

FCW announces the 2009 Federal 100 Award Winners

The 1105 Government Information Group and Federal Computer Week are pleased to announce the winners of the 2009 Federal 100 Award, one of which is the HR LOB's Zbynek Krobot.

(<http://fcw.com/articles/2009/02/13/fcw-announces-fed-100-winners.aspx>)

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

AREA	NAME	PHONE	EMAIL
Program Executive	Reggie Brown	202-606-1332	Reginald.Brown@opm.gov
SSC Coordination	Joe Campbell	202-606-1534	Joseph.Campbell@opm.gov
Funding Contributions	Liz Mautner	202-606-1121	Elizabeth.Mautner@opm.gov
EHRI	Matt Perry	202-606-1416	Matthew.Perry@opm.gov
e-Payroll	Joe Campbell	202-606-1534	Joseph.Campbell@opm.gov
Administrative Issues	Linda Vera	202-606-4185	Linda.Vera@opm.gov

Human Resources Line of Business

Office of Personnel Management
1900 E Street NW
Washington, DC 20415



Phone: 202-606-1800
Fax: 202-606-0530
E-mail: hrlob@opm.gov



FOR MORE INFORMATION
VISIT US ON THE WEB:

WWW.OPM.GOV/EGOV