

HR LINE OF BUSINESS

ISSUE 33, JUNE 2009



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HIGHLIGHTS FOR THE HR LOB

- Hosted the Multi-Agency Executive Strategy Committee (MAESC) meeting on June 2, 2009
- Distributed Capital Asset Plan (CAP) data call to MAESC, SSCs, and payroll providers on June 17, 2009
- Hosted Provider Assessment Customer Workshop on June 18, 2009
- Hosted Joint Customer Council-Shared Service Center Advisory Council (SSCAC) on June 24, 2009
- Met with the Veterans Affairs (VA), Office of Personnel Management (OPM) and National Aeronautic Space Administration (NASA) to review their Cost-Benefit Analysis submissions

REGGIE BROWN PROVIDES HR LOB UPDATES

As some of you may know, Joe Campbell, the HR LOB Shared Service Center Coordinator, has retired from the Federal service after 40 years of service. Since joining OPM in 2002, Joe was instrumental in the successful implementation of the e-Payroll and HR LOB initiatives. His leadership and expertise significantly advanced the achievement of the HR LOB vision for modern Human Resources in the Federal Government. Prior to joining OPM, Joe held several positions at the Department of Defense where he worked to build support with agencies.

I wish to thank Joe for his outstanding contributions to the HR community and his commitment and dedication to public service and congratulate him on a very successful career. It has been my privilege to work with Joe for the past several years.

On May 21, 2009, the Obama Administration began a public consultation process for federal employees to share their ideas on the three themes of President Obama's Open Government Initiative: transparency, participation, and collaboration. The HR LOB continues to support these themes through its key initiatives including the Cost-Benefit Analysis (CBA), the Integration Support Project (ISP), benchmarking, and provider assessments. I wish to thank our HR LOB community for their continued participation and collaboration which directly contribute to our success in completing these transformational efforts. More information on the Open Government Initiative is available on the [White House](#) website.



Reggie Brown,
Director of Modernization and
HR Line of Business

WORKSTREAM UPDATES

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Provider Assessment

The HR LOB finalized the Provider Assessment status report and distributed it to the MAESC for review and comment on June 3, 2009. The HR LOB is now well into the development phase of the Provider Assessment. During this phase scheduled for 3Q and 4Q FY2009, the detailed assessment process design and interview procedures will be created. These will determine the degree to which each Shared Service Center (SSC) has implemented the management practices identified as part of the assessment criteria. A scoring approach for the assessment will also be established during the development phase. The HR LOB is leveraging a customer-driven interview approach which will minimize the burden on the providers undergoing the assessment.

To review the detailed assessment process design, the HR LOB held the first of two customer work sessions on June 18, 2009. The customer workgroup ensures the assessment remains focused on customer requirements. During this work session, the customers reviewed the detailed assessment process and provided feedback and recommendations. The detailed assessment process design was then sent out to the customers for further review and validation. The next customer work session will be held on July 23, 2009. This work session will focus on establishing the scoring approach for the Provider Assessment.

Integration Support Project

After the Integration Support Project (ISP) version 1 was published, the MAESC made the following recommendations which serve as the guiding principles for the second phase of the ISP:

- collaboration with system owners to understand the integration initiatives that exist today
- acceleration of the time frame of integration
- creation of clear benefits of integration
- identification of one or two areas of potential integration that are quick wins to build the case and support for future integration

Based on the MAESC recommendations for the future of the ISP, the HR LOB is collaborating with organizations throughout OPM to understand what integration initiatives exist today and potential short-term integration opportunities. The HR LOB has met with several key OPM system owners to inform them about the ISP and to begin to develop a project approach and project governance.

Cost-Benefit Analysis

The HR LOB continues to update its Cost-Benefit Analysis (CBA) using data from agency responses. To date, the HR LOB has met with 14 agencies to validate and clarify information in their CBA submissions. The updated CBA will allow the HR LOB to establish a new baseline for cost savings/avoidance and measure total cost savings associated with the initiative.

The HR LOB is continuing to coordinate individual meetings with each agency to review its submission. We look forward to working with agency representatives to complete this important initiative. These individual agency meetings are ensuring the updated CBA is comprised of accurate data and assumptions.

Target Requirements Mapping

The HR LOB has completed the draft mapping of the HR LOB target requirements for SSCs to the service components identified in the HR LOB Service Component Model (SCM).

(Workstream updates continued on page 3)

WORKSTREAM UPDATES

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The MAESC has reviewed the mapping and all comments have been included in a comments log that will be published along with the final mapping to QuickPlace in Q4 FY2009. The HR LOB is also working with OPM's Strategic Human Resources Policy (SHRP) office to coordinate changes to the Target Requirements through the annual requirements update process.

HR Benchmarking

The HR LOB is currently analyzing SSC and agency responses for the HR Benchmarking report. Eight agencies and four SSCs submitted their HR Benchmarking questionnaires. The HR LOB will distribute a draft report for each participating agency and SSC in Q4 FY2009. These draft reports will include the unique data for each participating agency or SSC, the Federal aggregates, and the narratives of all participating agencies and SSCs. The MAESC will receive the final HR Benchmarking report in September 2009, which will include the Federal aggregates and the narratives of all participating agencies and SSCs. The final HR Benchmarking report will also be published in September 2009.

Payroll Benchmarking

The HR LOB has completed the 2009 Payroll Benchmarking Report, which includes the process, results, and Federal aggregates of the Payroll Benchmarking study. The final report containing the Federal aggregate results will be published on the HR LOB website later this summer. The Payroll Benchmarking group will reconvene when necessary to review and/or update measures over time to build a more complete picture of payroll-related performance across the government.

Capital Asset Plan

The HR LOB has started the CAP process for FY 2011. On June 17, 2009 a data call was sent out to MAESC members, SSCs, and payroll providers asking for their CAP input for FY 2011 as well as their FY2011 Exhibit 300. This information is due to the HR LOB by July 2, 2009. Since the A-11 guidance has not been issued yet for FY 2011, the OMB Exhibit 300 format may change. The HR LOB will address any changes to the A-11/E-300 as soon as we receive the OMB guidance. We expect to finalize the CAP in August 2009 and submit to OMB in early September 2009.

UPCOMING EVENTS

DATE	EVENT
July 7, 2009	Multi-Agency Executive Strategy Committee (MAESC) meeting
July 29, 2009	Customer Council monthly meeting
August 11-12, 2009	Shared Service Center Advisory Council (SSCAC) conference—New Orleans
September 1, 2009	Multi-Agency Executive Strategy Committee (MAESC) meeting
September 30, 2009	Customer Council monthly meeting
October 6, 2009	Multi-Agency Executive Strategy Committee (MAESC) meeting
November 3, 2009	Multi-Agency Executive Strategy Committee (MAESC) meeting
December 1, 2009	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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