OFFICE OF PERSONNEL MANAGEMENT

HR LINE OF BUSINESS

E·GOV

HIGHLIGHTS

- Hosted Multi-Agency Executive Strategy Committee (MAESC) meetings on May 1, 2010 and June 4, 2010. A featured topic was Federal Hiring Reform which was presented by Angela Bailey, OPM Deputy Associate Director, Diversity and Recruitment.
- Hosted SSCAC monthly conference call on May 18, 2010
- Hosted E-Authentication meetings on May 19, 2010 and June 23, 2010
- Hosted an overview presentation of USDA's E-Authentication solution on May 26, 2010. Presenters included DHS, NASA, and USDA.
- Hosted Joint Customer Council-Shared Service Center Advisory Council meeting on June 16, 2010
- Conducted HR Benchmarking conference call on May 19, 2010

LIZ MAUTNER PROVIDES HR LOB UPDATES

The third quarter of FY 2010 is now complete and the HR LOB continues to make significant progress in all of its planned activities. This issue of the HR LOB Communications Letter focuses on the latest status of our FY 2010 work. In particular, I recommend that you take the time to read the updates on the Provider Assessment and HR Benchmarking on the following pages. However, I would like to focus this section on our current efforts underway around integration of governmentwide HR systems and specifically E-Authentication.

The MAESC has identified the integration of governmentwide HR systems as one of their biggest challenges. In response, we established an integration support project (ISP). Through the ISP we documented the as-is environment of governmentwide HR systems in the ISP version 1 report and conducted multiple focus groups to determine next steps. The focus groups recommended that we start small and try to identify one or two areas of potential integration that are quick wins to build support for further integration.

Liz Mautner
Program Manager
HR Line of Business

Our current focus is E-Authentication, and we are working to develop a unified approach that will enable agencies to implement E-Authentication for governmentwide HR systems. The E-Authentication workgroup that we established at the start of the fiscal year has benefited from active membership from nine agencies as well as staff representing each of OPM's major governmentwide HR systems. The workgroup has provided a forum for agencies to share information and lessons learned from their E-Authentication efforts. Agencies that have presented to the workgroup thus far include: DHS, DOD, NASA, NIH, OPM, and USDA. We are moving forward with the publication of an Identity and Authentication Reference Model and a standard information exchange package to standardize this process and link to the work of the ICAM sub-committee of the CIO Council. I will be reaching out to the relevant governmentwide HR system owners and agency representatives with more information on this topic in the coming months.

WORKSTREAM UPDATES

Provider Assessment

The first two assessments under the HR LOB Provider Assessment program (Treasury's HR Connect and the Bureau of Public Debt's Administrative Resource Center) are progressing according to plan. HR LOB is compiling the results of the Discovery Phase into draft assessment reports. The Discovery Phase includes completion of the customer questionnaire, follow-up customer interviews, provider interviews, and a provider evidence review. Once the draft assessment reports are complete, each provider will have the opportunity to review their reports and provide comment.

Once the first two assessments are complete, the HR LOB will launch the next two assessments, HHS and NFC. These assessments are scheduled to begin in July 2010 with kick-off meetings to help both HHS and NFC prepare for the Provider Assessment process and timeframes. HR LOB will be reaching out to customers of HHS or NFC to confirm a single point of contact (POC) for each agency. This POC is expected to identify customer respondents for the Provider Assessment Questionnaire and ensure the identified respondents:

- Respond to the customer questionnaire
- Participate in follow-up customer interviews as necessary

Other provider activities that will take place early in the assessment include:
- Identify provider interviewees for each of the assessment categories
- Schedule provider interviews
- Begin gathering evidence

The participation rate for the first two assessments was outstanding. The HR LOB hopes to duplicate the success of these first two assessments during the assessments for HHS and NFC and is asking all MAESC members to help in achieving a 100% response rate to the provider assessment customer questionnaire.

Modernization Roadmap

In accordance with FY 2011 OMB Passback requirements, HR LOB developed and submitted to OMB on April 30, 2010 a Plan of Action and Milestones (POAM) to develop and implement an initial Modernization Roadmap by September 1, 2010. The HR LOB presented its draft Modernization Roadmap at the May 4, 2010 MAESC meeting and will continue to develop and finalize the Roadmap by incorporating feedback from various subject matter and industry experts before submitting on September 1, 2010.

Integration / E-Authentication

Working to achieve HR LOB's integration efforts and goals, the E-Authentication workgroup continues to meet regularly 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 held its tenth meeting on May 19, 2010. At this meeting Corinne Irwin, from NASA, presented on the lessons learned from their enterprise-wide Personal Identity Verification (PIV) card implementation. In addition to Corinne's presentation, Anil John, from DHS, presented on the Federal Identity, Credential, and Access Management (FICAM) Compliant DHS Attribute Authority. The workgroup also held its eleventh meeting on June 23, 2010 at which, Chris Carlson and Lou Nosenzo, both from NASA, gave presentations on NASA's E-Authentication deployments for E-Training and Employee Express.

In addition to regular workgroup meetings focused on sharing authentication lessons learned and status updates from across the Federal government, the HR LOB hosted a meeting on May 26, 2010 for the broader HR LOB stakeholder community. At this meeting Owen Unangst, from USDA, gave a very thorough briefing on USDA's Identity, Credential, and Access Management solution.

WORKSTREAM UPDATES

In addition to hosting meetings on a regular basis to share best practices and lessons learned, the HR LOB is completing its HR LOB Identity and Authentication Reference Model (IARM). This reference model sets the context for "Identity" and "Authentication" as applicable to HR LOB and serves as a framework for describing and understanding concepts and defining significant relationships between the elements of Identity and Authentication.

The HR LOB's next steps for E-Authentication are to:

- Publish the HR LOB Identity and Authentication Reference Model
- Develop the Information Exchange Package for Governmentwide HR Systems managed by OPM
- Confirm system owners' ability to receive and agency users' ability to provide a standardized Information Exchange Package
- Forward all findings and recommendations to the CIO Council and ICAM sub-group for adoption as a governmentwide standard

HR Benchmarking

The most recent HR LOB Benchmarking reports are now available on the HR LOB website to view at http://www.opm.gov/egov/documents/practices/index.asp.

At this time the HR LOB is conducting an Agency HR Benchmarking update. A data call was issued on April 21, 2010 and the HR LOB hosted conference calls on April 28, 2010 and May 19, 2010 to address agency questions regarding the data call. The information collected from this data call will be used to develop an updated Agency HR Benchmarking report, which will include the approach used to complete the study and provide a comparison of agency aggregated data to industry benchmarks. The data call responses were due by June 1, 2010 and the HR LOB is currently reviewing submitted information.

Capital Asset Plan

The HR LOB is in the process of putting together its FY 2012 Capital Asset Plan (CAP). As part of this budget formulation process, HR LOB sent out a request to all migrating agencies, Shared Service Centers and payroll providers to have them submit their capital planning information to HR LOB on or before June 25, 2010. This information will be used to put together our FY 2012 Capital Asset Plan and to also meet the Exhibit 300 requirements set forth by OMB. We expect to finalize the CAP in August 2010 and submit to OMB in early September 2010.

UPCOMING EVENTS

DATE	EVENT
July 13, 2010	Multi-Agency Executive Strategy Committee (MAESC) meeting
July 20, 2010	Shared Service Center Advisory Council (SSCAC) monthly conference call
August 10-11, 2010	Shared Service Center Advisory Council (SSCAC) tri-annual conference
August 17, 2010	Shared Service Center Advisory Council (SSCAC) monthly conference call
August 31, 2010	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

AREA	NAME	PHONE	EMAIL
MAESC Co-Chair	Matt Perry	202-606-1416	Matthew.Perry@opm.gov
Program Manager	Liz Mautner	202-606-1121	Elizabeth.Mautner@opm.gov
SSC Coordinator	Daniel McKay	202-606-1451	Daniel.McKay@opm.gov
Agency Coordinator	Anita Murray	202-606-4262	Anita.Murray@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