

HR LINE OF BUSINESS

ISSUE 66-68, OCTOBER – DECEMBER 2012



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SIGNIFICANT EVENTS

- Hosted the HR LOB Agency Forum on October 2, 2012
- Hosted a Multi-Agency Executive Strategy Committee (MAESC) meeting on November 6, 2012
- Hosted SSCAC monthly teleconferences on October 16 and December 18, 2012
- Hosted a Technology Integration Board (TIB) meeting on November 1 and December 18, 2012
- Hosted the Shared Service Center Advisory Council (SSCAC) Tri-Annual Meeting on December 11-12, 2012

HR LOB HIGHLIGHTS

Liz Mautner, HR LOB Program Manager, completed her Federal service on December 18, 2012. Daniel McKay has assumed the role of Acting HR LOB Program Manager. Daniel draws on nearly a decade of experience with the HR LOB, most recently serving as a shared service center (SSC) coordinator. The last three years under Ms. Mautner's leadership were a very successful period for the HR LOB that included significant movement of agencies to SSCs for core HRIT. The HR LOB looks forward to collaborating with the MAESC, SSCAC, and the Federal HR community to continue this success.

The first quarter of FY 2013 was very productive for the HR LOB as we hosted one of our largest stakeholder events and kicked off our HR LOB FY 2013 workstreams. In this issue of the HR LOB Communications Letter, we will highlight the status of ongoing HR LOB projects and review planned activities as we progress into FY 2013.

The HR LOB hosted the HR LOB Agency Forum on October 2, 2012 in Washington, DC. The event focused on providing information about agency transformational initiatives that allow agencies to shift from allocating resources strictly for HR administrative duties to performing more strategic HR work that supports agency missions. The event also gave agency and SSC representatives the opportunity to share best practices regarding agency migrations to SSCs. Attendance at the Agency Forum was outstanding with approximately 87 agency and SSC representatives from 41 agencies / sub-agencies participating in the day's presentations and panel discussion.

Matthew Perry, Office of Personnel Management (OPM) CIO, opened the Agency Forum by highlighting the importance of moving to shared services. Scott Bernard, Office of Management & Budget (OMB) Federal Chief Enterprise Architect, briefed attendees on OMB's *Common Approach to Federal Enterprise Architecture*, emphasizing the need for agencies to "innovate with less". One of the featured activities of the Agency Forum was a panel discussion with representatives from currently migrating agencies and the Federal SSCs who support them. Panelists discussed their

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experiences during agency migrations and advised attendees on how to best position themselves for a successful migration. Attendees found the panel to be an extremely beneficial component of the Agency Forum as it provided a wealth of information and first-hand experience regarding moving to a shared environment. Additionally, presentations were given by agency representatives from the Departments of Agriculture and Treasury, the U.S. Securities and Exchange Commission, and OPM on strategic HR initiatives that they are engaging in at their respective agencies.

The HR LOB Forum events are a significant part of the HR LOB's ongoing effort to provide opportunities for agencies to collaborate and share effective HR practices. The 2012 Forum events have proven to be successful and informative for agencies and SSCs. The HR LOB plans to host the next Forum event on April 16, 2013.

The remainder of this HR LOB Communications Letter provides updates on our current workstreams for FY 2013. Please take time to review the details of the Provider Assessment, the Agency HR Benchmarking Study, the HR LOB Shared Service Center (SSC) Catalog, and HR LOB Governance. If you have any questions, please email the HR LOB at HRLOB@opm.gov.

Upcoming HR LOB Communications Letter Highlights: Look out for updates on the Agency HR and Payroll Benchmarking studies and information regarding the April 2013 HR LOB Forum event in the next issue of the HR LOB Communications Letter.

WORKSTREAM UPDATES

Provider Assessment

In the first quarter of FY 2013, the HR LOB distributed the 2013 Provider Assessment *Instructions to Providers* and conducted a successful pilot of the new Customer Questionnaire. Piloting the Customer Questionnaire allowed the HR LOB to ensure that clear and applicable questions were routed to the correct respondents and that respondents could complete the questionnaire in a reasonable amount of time. The HR LOB has also been compiling the respondent population for the Customer Questionnaire, which currently includes 2,700 potential respondents. The HR LOB will be launching the Provider Assessment during the week of January 14, 2013, when both the Provider Questionnaire and the Customer Questionnaire will be distributed. Providers will have 12 weeks to respond to the Provider Questionnaire, and customers will have four weeks to respond to the Customer Questionnaire.

Agency HR Benchmarking Study

The HR LOB continues to make progress on the 2013 Agency HR Benchmarking Study. The study is currently in the data collection phase, and 18 agencies - our highest agency participation yet - will be participating. The data call was distributed on November 5, 2012, and the deadline for data submission is January 25, 2013. Once all data is collected, the HR LOB will analyze and report the results. Individual agency reports will be distributed and a public version of the report containing the aggregate results will be published. The HR LOB looks forward to releasing the results of this study.

HR LOB Shared Service Center (SSC) Catalog

The HR LOB began collecting information from the Federal SSCs regarding their service offerings, systems and technology, business practices, and costs for migration and services as a part of our efforts to support agency migrations at the start of 2012. Since then, the SSCs have provided the HR LOB with valuable information which we compiled and recently made available on the OPM website at <http://www.opm.gov/egov/shared-service-center-catalog/index.asp>.

WORKSTREAM UPDATES

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HR LOB Governance

An HR LOB Technology Integration Board (TIB) meeting was held on December 18, 2012. Discussions at this meeting focused on reviewing and drafting an overarching technology governance charter to provide a more streamlined and organized structure for technology governance at OPM. Attendees provided extensive feedback on the charter. The upcoming January 24, 2013 TIB meeting will aim to finalize the charter and expand on the linkages between the technology strategy, organizational IT architecture, and data strategy at OPM.

The HR LOB hosted the December 11-12, 2012 SSCAC Tri-Annual Meeting in Washington, DC. The two-day meeting was highlighted by presentations from Matthew Perry, OPM CIO, on current OPM initiatives and challenges, Dianna Saxman, OPM, on OPM's USA Staffing solution, and Anita Murray, HR LOB, on the HR LOB's efforts to engage small agencies in the migration process. Additionally, each SSC provided a presentation on current projects that they are engaged in to support their customer agencies. The SSCAC Tri-Annual Meetings continue to serve as a valuable opportunity for SSCs to engage with their peers and collaborate on solutions to issues that they encounter in the current Federal environment.

Please take time to review the "Upcoming Events" table below for a schedule of upcoming governance meetings.

UPCOMING EVENTS

DATE	EVENT
January 8, 2013	Multi-Agency Executive Strategy Committee (MAESC) principals only meeting
January 15, 2013	Shared Service Center Advisory Council (SSCAC) monthly conference call
January 24, 2013	Technology Integration Board (TIB) meeting
February 5, 2013	Multi-Agency Executive Strategy Committee (MAESC) meeting
February 19, 2013	Shared Service Center Advisory Council (SSCAC) monthly conference call
February 28, 2013	Technology Integration Board (TIB) meeting
March 5, 2013	Multi-Agency Executive Strategy Committee (MAESC) meeting
March 19, 2013	Shared Service Center Advisory Council (SSCAC) monthly conference call
March 21, 2013	Technology Integration Board (TIB) meeting
April 16, 2013	HR LOB Forum Event

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 85.8 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	Complete

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

AREA	NAME	PHONE	EMAIL
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