National Finance Center
Catalog of Services

Revised August 27, 2012

Contents

1. Introduction

1.1 Description

This catalog includes the products and services offered by the National Finance Center (NFC) to include applications, back office services and enterprise data and hosting services. Applications offered by NFC include Human Resources Management, Payroll/Personnel, Time and Attendance, and Insurance and Collections that come in basic packages with additional services offered. NFC provides back office services in human resources and payroll processing, to include third party garnishments, payroll transaction processing, and the processing of VERA packages; operates Enterprise Data Service Centers; and provides hosting managed services for IT systems.

Services presented are tied to the Process areas detailed in the HR Line of Business (HR LOB) Business Reference Model (BRM) and include compensation management, benefits management, personnel actions requirements (PAR) processing, staff acquisition, performance management, and other (see below).

Area	Area Definition (Full HR LOB BRM definition, see the Appendix)
Compensation Management	Designs, develops, and implements compensation programs that attract, retain, and fairly compensate agency employees.
Benefits Management	Designs, develops, and implements benefit programs that attract, retain and support current and former agency employees.
Personnel Actions Requirement (PAR) Processing	Processing Personnel Actions defines a Personnel Action as "the process necessary to appoint, separate, or make other personnel changes.
Staff Acquisition	Establishes procedures for recruiting and selecting high-quality, productive employees with the right skills and competencies, in accordance with merit system principles.
Performance Management	Designs, develops, and implements a comprehensive performance management approach to ensure agency employees are demonstrating competencies required of their work assignments.

In addition, IT services to include the Enterprise Data Center and various Managed Hosted Services are detailed by service name and service definition.

2. HR Services

NFC offers its customers EmpowHR, an integrated suite of commercial and Government applications with PeopleSoft HRMS 9.0 at its core. Customers can leverage EmpowHR to automate common administrative tasks associated with HR management and reduce internal operational costs using industry best practices.

The EmpowHR Basic package offers essential services in the three core HR Management service areas required by OPM, as well as one non-core service area. EmpowHR is a modern, easy-to-use system that allows customers to spend less time on administration and more time focusing on their Agency mission objectives. The basic package includes: personnel, payroll, benefits, and a data warehouse. In addition, the basic package includes help desk support to troubleshoot problems for personnel, payroll and benefits.

NFC offers additional EmpowHR services that include: Interfaces that allow users to transfer employee data to external processing centers such as eOPF; Person Model, which supports the storage and tracking of three Person Types within one centralized system with no redundant data, and allows users to manage and report on all types of workers to include contingent workforce; eProfile/Manager Self Service to provide managers with the tools and information that they need to administer aspects of employees' professional development; and ePerformance, a self-service evaluation application for managers, employees, and HR administrators that can be used as a tool to plan, collaborate, communicate and monitor evaluations for performance development.

3. Compensation and Payroll Services

3.1 Compensation Management

NFC offers compensation management, payroll services and reporting through its Payroll/Personnel System (PPS). PPS supports compensation management functions to include:

- Produces gross to net salary data for disbursement and transmission to Treasury, creates accounting records that are processed and reported through the Payroll Accounting System, and updates the PPS database to reflect salary payments and employee's leave
- Supports financial management, data collection, and reporting system to corrects forced released accounting data.
- Provides the capability to view and print earnings and leave data and request an official copy of Form AD-334 (Statement of Earnings and Leave) on behalf of the employee
- Provides information on payroll and separation data required in the completion of state unemployment forms
- Displays W-2 information for all salary payments processed in the PPS database or processed manually, and moving allowances processed in the Travel System
- Processes payments that require correction and/or adjustments prior to being posted
- Processes retroactive payment to employees in special instances such as lawsuit settlements

3.2 Payroll Processing Services

PPS supports payroll processing services to include:

- Supports automated billing and collection of debts to Federal government employees and separated employees. Monitors the debt and records all collections until debt is satisfied or moved to the CLAIMS Section. Interfaces with payroll and personnel systems.
- Operates a centralized offset program to collect delinquent debts owed to federal agencies and states
- Assists agencies with the management of employee debts through the Administrative Billings and Collections (ABCO) and Claims system, which also incorporates the Treasury Offset Program (TOP)
- Collects debts from current or former employees owed to their agencies after the debts become delinquent in ABCO
- Processing employee's benefits for retirement or termination such as retirement funds, insurance, and leave
- Handles automatically a variety of payroll adjustments

3.3 Reporting

PPS maintains the master file on employee records. Customers can report against the information in a variety of ways. PPS provides an online system to generate formatted payroll reports, as well as an interactive website that allows users to produce predefined and customized reports. In addition, PPS allows for examination and analysis of data on a pay period basis so customers can conduct quality assurance reviews.

4. Time and Attendance

NFC currently offers its customers two web-based time and attendance tools that are interfaced with PPS. Kronos webTA allows employees to input their own time and attendance data, saving HR organizations time and cutting administrative costs. The webTA basic package also includes baseline NFC system support services.

The second tool, Paycheck 8, is a state-of the-art Time & Attendance Report application specifically designed to meet the T & A reporting requirements for Federal Departments or Agencies, and their employees. The application can be securely accessed with an Internet browser, which allows users the flexibility to enter time from anywhere they have an Internet connection. Paycheck 8 eliminates the need for many time and attendance redundancies and reduces the need for timekeepers.

5. Insurance and Collections

NFC provides services for billing and collection of insurance premiums from Federal employees and eligible on-Federal persons enrolled in Federal insurance options. Specifically, NFC:

- Receives electronic Federal Employees Health Benefits (FEHB) enrollment data from health insurance carriers and Federal payroll offices on a quarterly basis. The CLER database stores, maintains, combines, edits, and reports on the data.
- Uses as a centralized system for collecting premiums from eligible non-Federal enrollees who elect to participate in the Federal Employees Health Benefits Program (FEHB)
- Provides a health coverage option for those who have been previously denied coverage due to a pre-existing condition. The Pre-Existing Condition Insurance Plan (PCIP) is part of the Patient Protection and Affordable Care Act of 2010, which requires the creation of a temporary high-risk health insurance pool program to provide health insurance coverage to uninsured individuals with pre-existing conditions.
- Provides insurance benefits to Native American tribes, protecting their legal sovereignty, as well as their physical and financial assets

6. Training

NFC offers training to support its applications and services. This includes web-based and instructor-led training on and off-site, facilitating efficient operation and maintenance of a system.

7. Additional Offerings

NFC offers Support and back office services NFC can provide to an agency, enabling the agency to free up resources to focus on critical business processes. Each service is available independently, allowing the agency to select services that best fit their needs. These include migration support, back office – HR and/or payroll processing, international organization appointments, interfaces to customer time and attendance systems, user acceptance testing management and others.

8. Data Center Hosting Services

NFC operates a modern, secure enterprise data center (Primary Computing Facility) in Denver, Colorado, and a back data center (Backup Computing Facility) in St. Louis, Missouri, for disaster recovery. All applications that support NFC's lines of business service offerings are hosted in the Primary Computing Facility (PCF) enabling NFC to provide integrated service delivery. In addition, NFC provides managed hosting services to other non-NFC customers.

8.1 Managed Hosting Services Core Services

NFC provides the following core services to all hosting customers:

Hosting Services Basic Package (price for each customer based upon requirements)

The concept of managed hosting services is that NFC is responsible for the operations and maintenance of the entire IT infrastructure (hardware, system software, network, physical security, etc.) thereby leaving the customer to focus solely on the applications and their associated databases. NFC offers the same core set of hosting services to every customer and also provides optional value-added services. This hosting model relieves the customers of having to manage the IT infrastructure associated with each system. It also provides the ability to reap the benefits of reduced total cost of ownership for infrastructure through consolidation, standardization, and economies of scale.

Service Name	Service Description
Data Center-as-a-Service (DCAAS): Data Center Facility	State-of-the-art data center that operates 24 hours a day, seven days a week and 365 days a year in a secure, controlled, raised floor environment, with modern electrical and mechanical systems. Data centers include an electrical power supply system with multiple redundancies and environmental controls for efficient and reliable heating and cooling.
Platform-as-a-Service (PaaS): Hardware and Software Operations and Maintenance	NFC offers multiple types of hosting hardware platforms (mainframe and mid-tier) and operating systems (e.g., zOS, UNIX, Windows, and Linux) to effectively and efficiently operate and maintain the hardware, operating system, and system software tools required to host applications and associated databases. System software tools include enterprise and application security software, database management software, application support tools (e.g., Apache, Dreamweaver, TOMCAT, WebSphere, etc.), and performance monitoring tools.
Engineering Support	NFC system engineers: • Create infrastructure designs supporting customer-hosting requirements • Perform capacity planning • Monitor and tune the infrastructure • Monitor use related to ongoing support of the data center infrastructure • Analyze present and projected workloads associated with manpower requirements, infrastructure capacity, and end-to-end support capability
Storage Services	NFC storage engineers work with the clients to provide directly accessible storage as well as virtual and physical tape for backup and recovery. In addition, they provide full storage support services including design, implementation, configuration, and operation of all data center storage devices and related software within the storage architecture.
Network Services	NFC network engineers provide a full gamut of network services to include the design, installation, configuration, testing, and maintenance of the network and telecommunications infrastructure.

Security Services	NFC provides a defense in-depth strategy to address and defeat the current information technology threats. These include: • Threat and Risk Assessment • Physical Security • Personnel Security • Certification and Accreditation • Vulnerability Management • Event logging and monitoring • Intrusion Detection • Incident Response • Access Management.
Disaster Recovery Services	Full recovery of the hosting infrastructure to hardware at NFC Backup Computing Facility (BCF) in the event of a business interruption event at the PCF. Services include the restoration of all operating systems and system software from backup media, to meet the customers' Recovery Time and Point Objectives, as well as, turning the system back to the operational entities and/or loading data back to the primary site after the disaster has passed. Other services included are a tape backup (virtual and physical) and Disaster Recovery Testing.
Customer Support	Professionally staffed Operations and Security Center providing 24X7 systems monitoring , incident management, and Level 1 Help Desk. Serves as the primary point-of-contact for service center technical support and maintenance assistance. Monitors performance and operating status of the systems and network, and provide service level management and timely notifications of scheduled outages.
Asset and Configuration Management	NFC provides total asset and configuration management of the entire IT infrastructure. Provides a logical model of the infrastructure or a service by identifying, controlling, maintaining, and verifying the versions of Configuration Items (CI's) in existence.
Change Management	NFC employs a formal process and standardized methods and procedures for efficient and prompt handling of configuration and change management activities to minimize the impact of change-related incidents and improve day-to-day operations.
Site Preparation	Includes all activities associated with installation of new or upgraded equipment.
Hardware and System Software Provisioning	Provisions all hardware and system software to support hosting managed services. If required, NFC will procure new hardware or system software.
Hardware and System Software Maintenance and Licensing Agreements	Purchases and processes annual renewal of all hardware and system software maintenance and licensing agreements to include software assurance that the latest versions are available at no additional cost to the customer.

8.2 Managed Hosting Services Optional Services

NFC provides the following optional services to hosting customers if they so choose. The customer has the option to choose one or more of the following services:

Service Name	Service Description
Database Administration	Database administration functions to include: • Logical data modeling, data documentation, and development of standards for data administration, and population and management of a data repository. • Specific support regarding the design, establishment, and ongoing maintenance of database structures and tables within a customer's application.
Application Database Backup and Restore	• Recommend database standards and procedures including back-up processes available for customer applications. • Provide written procedures to be executed to restore the application software and data in the event of a disaster/major service interruption. •
Application Vulnerability Management	Identify and communicate application vulnerabilities found through the NFC vulnerability management processes to include: • Vulnerability scans • Assessments • Remediation
Application Access Management	• Secure the application front-end logon process. • Manage the access administration for requested customer applications. • Provide for end-user access within a customer's application. • Enforce security policies/roles as defined by the customer.
Application Certification and Accreditation Support	• Assist customer with Certification and Accreditation (C&A) for applications. • Perform C&A for customer applications.
Disaster Recovery	Additional Disaster Recovery services include recovery of both applications and/or customer data in the event that the computer system is inoperable or inaccessible. (As part of the core hosting services, NFC will restore all the hosting infrastructure but the recovery of the application and databases is the customers responsibility. Core services also include backup of the application and the data either to tape or to the backup site via replication.)
Production Management Services	• Scheduling Services • Job Sequencing • Job Stream Management

9. Appendix – HR LOB Core and Non-Core Services (defined by OPM)

Core Services: Provides a process-driven concept of operations and high-level design of highly transactional, administratively intense areas to be the focus of this effort.	
Compensation Management	"Designs, develops, and implements compensation programs that attract, retain and fairly compensate agency employees. In addition, designs, develops, and implements pay for performance compensation programs to recognize and reward high performance, with both base pay increases and performance bonus payments. This sub-function includes: developing and implementing compensation programs; administering bonus and monetary awards programs; administering pay changes; managing time, attendance, leave and pay; and managing payroll."
Benefits Management	"Designs, develops, and implements benefit programs that attract, retain and support current and former agency employees. This sub-function includes: establishing and communicating benefits programs; processing benefits actions; and interacting as necessary with third party benefits providers."
Personnel Actions Requirement (PAR) Processing	Processing Personnel Actions defines a Personnel Action as "the process necessary to appoint, separate or make other personnel changes." The concept of personnel action is not specific to a single HR LOB Business Reference Model (BRM) sub-function, rather, it is a concept that converges with multiple activities across the BRM—activities that result in a change to employee status or other key employee data.
Non-Core Services: Specify services and supporting technology for activities that fall within the remaining BRM sub-functions	
Staff Acquisition	"Establishes procedures for recruiting and selecting high-quality, productive employees with the right skills and competencies, in accordance with merit system principles. This sub-function includes: developing a staffing strategy and plan; establishing an applicant evaluation approach; announcing the vacancy, sourcing and evaluating candidates against the competency requirements for the position; initiating pre-employment activities; and hiring employees."
Performance Management	"Designs, develops, and implements a comprehensive performance management approach to ensure agency employees are demonstrating competencies required of their work assignments. Design, develop and implement a comprehensive performance management strategy that enables managers to make distinctions in performance and links individual performance to agency goal and mission accomplishment. This sub-function also includes managing employee performance at the individual level and evaluating the overall effectiveness of the agency's employee development approach."

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