USDA National Finance Center
United States Department of Agriculture

Leader in Strategic Human Resources Management Services

The National Finance Center

Positioning Your Agency for Success Through Shared Services

The National Finance Center (NFC) is proud to be a certified Shared Service Provider for Human Resources Management Services. We are well-positioned to assist your Agency in achieving cost-effective, standardized, and interoperable solutions providing functionality to support your strategic human resource management direction.

NFC's offerings include innovative solutions both from a technical and support service perspective in order to assist you in meeting your Agency's specific needs. NFC's service offerings are designed to eliminate time-consuming, transactional functions and increase time for your Agency to perform your mission activities. NFC's solutions approach facilitates planning and leverages best-in-class processes so that you can design the most efficient and effective human capital management strategy for your Agency.

Stay One Move Ahead

Proven Security, Continuity of Operations, and Disaster Recovery

Security is a priority at NFC. We have completed full certification and accreditation of our entire general support systems, as well as, ensuring that all NFC major applications and general support systems have a full Authority to Operate. In addition, we continue to work diligently to ensure that our interconnectivity service agreements with all customer organizations are up to date. System access is controlled to provide protection for software and data resources and NFC has a true "early warning" system that alerts data center operations and security personnel to suspicious activities, allowing them to take timely actions to prevent or contain malicious activity.

NFC also has a tested and proven Continuity of Operations Plan. Our multiple service locations ensure redundancy for contingency planning. NFC core operations are located in New Orleans, Louisiana, with additional sites in Washington, D.C. and Denver, Colorado. NFC back-up facilities are located in St. Louis, Missouri, and Shreveport, Louisiana. It is this successful model that allowed us to not only carry out our mission and ensure that payroll executed during Hurricane Katrina, but also on board two new customers during the event.

NFC's effective Disaster Recovery/Business Resumption plan provides for the continuation of business operations in the event a disaster would render the facility inoperable. This plan is thoroughly and successfully tested each year and complies with all Federal, Departmental, and other guidelines and regulations regarding disaster recovery and business continuity.

Proven Implementation Processes

NFC has a proven implementation process beginning with customization and/or configuration efforts that include:

- Initial discovery and analysis
- Requirements gathering
- Programming development
- Unit and system testing
- User acceptance testing
- Training
- Customer implementation

Post implementation, NFC offers support through our help desk with access to both technical assistance 24 hours a day, 7 days a week through our Operations and Security Center and nontechnical support through our Contact Centers.

Proven Value Proposition

We stand behind our commitment to value. We understand that each dollar our customer spends must be a dollar well-spent and in our eyes a dollar well-earned. We realize that in these times of dwindling budgets all expenditures must be prudent ones. We want you to feel your dollar is well spent with NFC and want you to know that we strive every day to earn this respect from you.

NFC's focus is on managing costs in a manner that allows for delivery of reliable, high-value services to our customers. As a working capital fund activity of the United States Department of Agriculture (USDA), NFC operates under the Economy Act on a fee-for-service basis and receives no direct appropriations from Congress. Costs include shared indirect costs associated with running NFC, but they include no profit. To that end, for more than 40 years, NFC has managed full cost recovery, where annual cost cannot exceed revenue or "break-even" model. NFC is committed to providing quality services at the lowest price.

> *Cost effectiveness must be the mantra in everything we do here at NFC. It is not about the technology; it is about the business value of the technology.*

Detailed information on the systems and services NFC has to offer can be found in the following pages. We want to be your provider of choice and look forward to servicing your financial and human capital management needs.

Gain the Most Advantageous Position

NFC is an Office of Personnel Management (OPM)-certified Human Resources (HR) Shared Service Center (SSC).

In the area of Human Capital Management, NFC has the vision to be the premier shared service provider (as measured by employees serviced and quality of services) for Government and quasi-Government Agencies by surrounding the employee with value-added HR and payroll services. Our HR offerings service more than 170 diverse Agencies, providing payroll services to more than 650,000 Federal employees.

As a certified SSC, under OPM's Human Resources Line of Business, NFC offers a modern, cost-effective, standardized, interoperable suite of solutions to provide the core functionality required to strategically manage human capital. Within these solutions, NFC provides an array of system options to meet every HR processing need. The system solutions offered include NFC's traditional payroll/personnel offerings along with EmpowHR (our Human Capital Management System); webTA and Paycheck 8 (our time and labor solutions); and our latest solution, Insight (Enterprise Reporting). Optional services available within EmpowHR also include ePerformance, Employee/Manager Self Service, and Employee Relations and Labor Relations (ER/LR) capabilities.
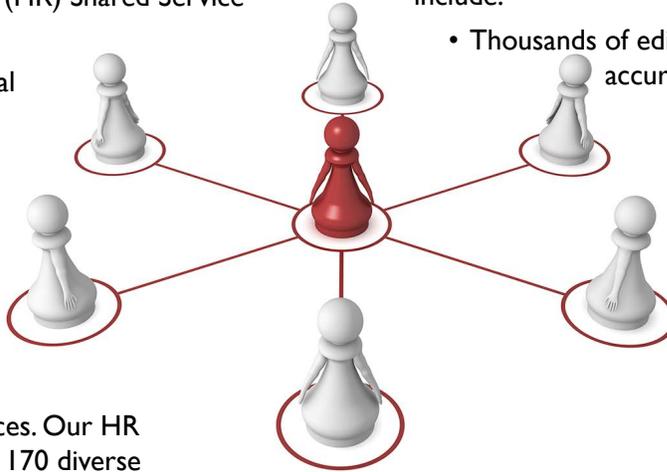
Some of the key benefits of the NFC solution suite include:

- Thousands of edits to reduce errors and support the accuracy of data (more than 6,000).
  - Advanced Personnel Action Request (PAR) and Mass Action processing including numerous system-generated actions.
  - Accurate and timely payroll processing.
  - Full Self Service functionality for employees and managers.
  - Comprehensive history-correction processing including retroactive-pay corrections.
- Integrated reporting solution with advanced business-intelligence capabilities.

Additionally, we offer select HR operational transaction processing services that are designed to eliminate time-consuming, transactional functions and increase time for your staff to perform mission-related activities. Our future offerings will expand upon these technologies and services to meet the evolving requirements faced by our customers on a daily basis.

We realize that our solutions must not only satisfy the fundamental HR needs of our customers, but must also satisfy the fiscal needs of our customers. That is why we remain ever focused on the delivery of these solutions in the most cost-effective manner possible to make every dollar count in today's shrinking budget paradigm.

Strategic Direction for Human Capital Management (HCM)

RECRUITING

PERFORMANCE PLANNING

COMPENSATION PLANNING

SUCCESSION PLANNING

WORKFORCE PLANNING

LEARNING MANAGEMENT
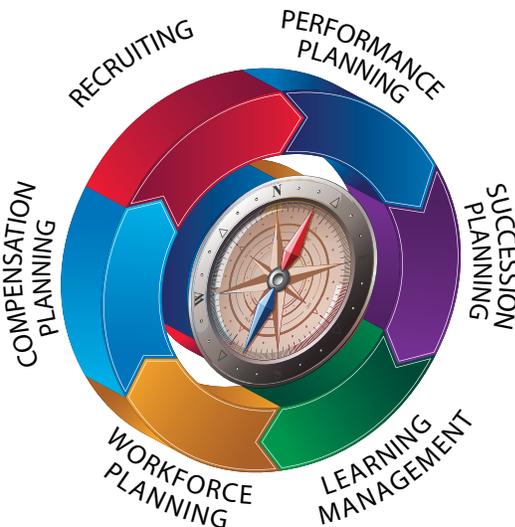
NFC's HCM tools support position management, recruitment, performance management, personnel, and payroll action processing.

NFC's HCM services for hire-to-retire processing and integration with payroll processing and data warehouse analytics reportings.

NFC's HCM interfaces to external data sources for completion integration and seamless human capital management.

Why Choose NFC as Your Human Resource Shared Service Provider?

As a premier SSC, NFC's systems and services can provide your Agency with:

- Integrated payroll and personnel systems;
- HR processing services including payroll and time and attendance (T&A) transaction processing; managing employee debt, separation payments, and other functions as requested;
- Integrated suite of commercial and Government applications that support all critical HR components in a single enterprise system (EmpowHR);

- Employee time tracking, attendance, and labor management solution (webTA & Paycheck8);
- Reconciliation of health insurance records of the Government with the records of the insurance provider using the NFC-developed Federal Employees Health Benefits, Centralized Enrollment Clearinghouse System (CLER);
- Customized applications, reports, and interfaces, as well as, integration to third party tools of choice; and
- Disaster Recovery and application support.

All the Right Pieces for a Winning Game

Payroll/Personnel System (PPS) Solution

Data from EmpowHR, webTA or Paycheck8, or other customer front-end HR/T&A system is used to calculate pay and disbursements. Reporting and analytics are provided. Payroll Support Services include automated billing and debt collection, centralized offset program, employee debt management, processing employee benefits, and payroll adjustments.

Human Resources Solution

Core HR Solutions	EmpowHR Core Components include Position Management, Personnel Action Request (PAR) and Payroll Processing, Person Model, Manager Self-Service (MSS), Manager Recruit Request (MRR), and Labor Relations.
Non-Core HR Solutions (Value Added)	EmpowHR Non-core components include ePerformance or Agencies can select a non-core tool from the NFC blanket purchase agreement that will be integrated with EmpowHR if desired.
Non-Core HR Solutions (Integration)	Agencies also have the option to chose their own non-core tool of choice where NFC will integrate these tools with EmpowHR, the core HR solution.

HR Back Office Services Solution

HR Back Office services include transactional, PAR, Payroll, T&A, and Benefits processing; Awards and Leave administration; policy interpretation; reporting; workforce planning; human capital strategy development; competency, position, and performance management; classification; job analysis; candidate evaluation/selection; employee conduct; labor relations management and third party representation; and employee development needs assessments.

Time & Attendance Solutions

NFC currently offers two Web-based T&A tools that are interfaced with PPS: webTA and Paycheck8. Both tools allow employees to input their own T&A data, saving HR organizations time and administrative cost.