OFFICE OF PERSONNEL MANAGEMENT

HR LINE OF BUSINESS

ISSUE 35, AUGUST 2009

E·GOV

HIGHLIGHTS

- Held the Shared Service Center Advisory Council (SSCAC) tri-annual conference, on August 11-12, 2009 in New Orleans, Louisiana

- Hosted a workgroup session to review issues related to E-Authentication and Security Controls on August 18, 2009

- HR LOB Capital Asset Plan (CAP) distributed for approval on August 21, 2009

- Hosted the Multi-Agency Executive Strategy Committee (MAESC) meeting on September 1, 2009

- EHRI to begin Agency testing of eOPF transfer function scheduled for September 2009 and release a revised eOPF Interface Control Document (ICD)

- RSM completes Guide to Retirement Data Reporting on July 27, 2009

REGGIE BROWN PROVIDES HR LOB UPDATES

It continues to impress me how much effort our HR LOB community invests in achieving the vision and goals of the HR LOB initiative. In spite of the summer vacations many people tend to take during this time of the year, our partner agencies continued to actively participate in the HR LOB efforts and push the initiative forward. In mid August, we held our regular SSC Advisory Council conference in New Orleans, Louisiana. The SSCAC is a strong group of provider representatives with clear expectations for the direction of their organizations. I appreciated the important discussions we had in New Orleans on topics ranging from the HR LOB Competition Framework to the Provider Assessment.

Reggie Brown,
Director of Modernization and
HR Line of Business

The HR LOB initiative continues to move forward with our major activities. It is clear that the Integration Support Project, which is aimed at improving integration and interoperability of governmentwide HR systems, is gaining momentum at OPM. We are meeting with our partners within OPM to discuss current integration efforts across their systems. We have also kicked off a cross-agency workgroup that will focus on e-Authentication and System Security issues. I am encouraged by the community's interest in this important effort and I look forward to reporting our progress.

With the final e-Payroll migration scheduled to be completed on September 13, 2009, this historic, transformational initiative is nearing its end. To mark this key milestone and the success of e-Payroll, OPM and OMB are planning to hold a celebration event this fall. I will share more detail about this event in the coming weeks but I am looking forward to celebrating the achievement of e-Payroll with many of you who played a key role in making it a success.

INITIATIVE UPDATES

Agency Testing of eOPF Transfer Function Scheduled for September 2009

The long-awaited employee transfer function in eOPF will be available for agency testing in the fall of 2009. The eOPF transfer tool is designed to facilitate the electronic transfer of a federal employee's personnel documents from one agency to another, while adhering to the guidelines set forth in Chapter 7 of OPM's Guide to Personnel Record-keeping (GPR). Its release marks the realization of a program objective that will result in cost savings and improved efficiencies throughout the Federal Government.

A demonstration of the transfer tool is planned for the September eOPF User Group meeting. As part of the electronic transfer development, three separate training instances have been established to aid with agency testing and training: Losing Agency, Gaining Agency, and the National Personnel Records Center (NPRC). The EHRI PMO continues to prepare for this release with the development of detailed test plans, Operational Guidance, and User Guides. eOPF transfer functionality requires agency engagement and cooperation as EHRI strives to convert a paper procedure to an electronic process. The EHRI PMO has not yet released a final rollout plan for eOPF transfer.

EHRI to Release a Revised eOPF Interface Control Document (ICD)

EHRI also will soon be releasing a revised eOPF Interface Control Document (ICD) in anticipation of increasing electronic forms use via systems such as Entrance on Duty (EOD), electronic Performance Management applications and Employee Express. Over half of the Federal Government has converted to eOPF, so it is logical to focus on increasing the types of documentation that electronically feed into eOPF. Human resource process automation eliminates paper and improves efficiencies and leverages agencies' investment in eOPF to garner additional savings. eOPF is preparing for this transition by developing a methodology for accepting eOPF forms via electronic feeds.

For the majority of forms, EHRI will accept a PDF and associated document indexing information. However, as part of EHRI's long standing commitment to becoming data-centric, the eOPF will also accept the data for several commonly used EOD forms, such as the SF-144, Statement of Prior Federal Service.

RSM completes Guide to Retirement Data Reporting

The Retirement Systems Modernization (RSM) program completed its Guide to Retirement Data Reporting (GRDR) on July 27, 2009. This guide reflects the most significant change to the way data is communicated to OPM from agencies since the retirement program was created in May of 1920. The GRDR is a new standard that provides the necessary foundation for future RSM efforts such as the retirement calculator, electronic retirement application, data integration, and data cleansing.

OPM collaborated with many internal and external stakeholders to identify the appropriate data needed to support this standard. As a result, the GRDR contains both the data dictionary and a technical document defining the structure and content. Specifically, the guide describes the electronic exchange of the standard retirement data needed to process retirements for Federal employees in a timely and accurate manner.

The GRDR has been delivered to data providers, who will make the necessary changes to their systems. RSM expects to start receiving data within the next 6 to 9 months. Initially this data will be used to build and review the electronic service history of employees.

INITIATIVE UPDATES

Over time, however, this repository is intended to support the following goals:

- Become the authoritative source of retirement data used to feed OPM's retirement calculator

- Provide a centralized location for Agencies to securely review, and eventually update, retirement data for appropriate employees

- Replace paper submissions of Individual Retirement Records

The GRDR explains the reporting requirement, file transmission details, and submission frequency. This initial version of the GRDR addresses the overall Data Requirements, with a more detailed focus on the Separation and Transfer data triggers. As additional triggers are defined, additional chapters will be added to the GRDR.

The GRDR extends to all traditional Title 5 employees as well as non-Title 5 organizations. OPM will work individually with those smaller organizations that do not use an external data provider as well as those groups using a commercial supplier.

OPM is excited that this tool demonstrates very real progress and activity within RSM and supports the modernization strategy of an incremental approach, interoperability with other human resource systems, technological improvements in data and business processes, and broader modernizations across all of OPM's business domains.

WORKSTREAM UPDATES

Provider Assessment

The HR LOB continues to finalize the design, development and implementation of the Provider Assessment program. Currently, we are working to finalize the develop phase deliverables including the customer and provider interview questions and the Provider Assessment procedures manual. At the Shared Service Center Advisory Council (SSCAC) Conference on August 11-12, 2009, the HR LOB held a half-day review session with the SSCAC to discuss develop phase deliverables and review the detailed assessment process design and scoring approach. The HR LOB conducted a complete walkthrough of the detailed process design which consists of four processes:

- **Scheduling.** The scheduling process includes scheduling the assessments of each provider and the assessment interviews with customers and providers.

- **Discovery and Analysis.** The discovery and analysis process includes executing assessment interviews with both providers and customers as well as examining the evidence and compiling discovery results.

- **Assessment.** The assessment process includes the holding the results session and finalizing the assessment report.

- **Program Improvement.** The final process of program improvement captures lessons learned and publishes recommendations for assessment program changes.

In addition to reviewing the detailed process design, the HR LOB briefed the SSCAC on how the Provider Assessment results will be aggregated and communicated. The SSCAC provided the HR LOB with recommendations regarding the design of the Provider Assessment, and the HR LOB is hosting a Provider Assessment customer work session on September 2, 2009 to discuss these recommendations and approve the final design. The MAESC will be updated on the Provider Assessment at the November 3, 2009 MAESC meeting.

WORKSTREAM UPDATES

Integration Support Project

The HR LOB is collaborating with organizations throughout OPM to understand their integration initiatives and efforts aimed at making their systems and applications integrated and interoperable. Our goal is to map governmentwide OPM systems in terms of their interrelationships and opportunities for integration. The HR LOB continues to meet with OPM system owners to inform them about the ISP and to establish the project governance for integration.

In addition to the main focus of the ISP, which is to integrate OPM systems, individual MAESC agencies have identified additional integration priorities. Based on these priorities, E-Authentication and Security Controls have emerged as significant issues facing agencies. The HR LOB held an E-Authentication and Security Controls workgroup meeting on August 18, 2009. The objectives of this newly formed workgroup are to:

- Respond to agency requests to address E-Authentication and Security Controls issues

- Leverage the knowledge and understanding of agency subject matter experts

- Identify and analyze the issues around E-Authentication and Security Controls that challenge agencies and providers in their effort to implement and modernize their HR solutions

- Formulate recommendations to the HR LOB MAESC and other appropriate governance bodies

The E-Authentication and Security Controls workgroup will continue to meet periodically. The next two workgroup meetings are scheduled for September 9, 2009 and September 30, 2009. If you or a member of your agency is interested in joining this workgroup, please contact the HR LOB at hrlob@opm.gov.

Cost-Benefit Analysis

The HR LOB is nearing completion of its effort to update HR LOB Cost-Benefit Analysis (CBA). Using agency Exhibit 53 information as a starting point, the HR LOB has reached out to the HR LOB partner agency community over the past six months to collect the required CBA data.

To date, the HR LOB has met with over 20 agencies and stakeholder organizations to clarify and validate information for the CBA. Currently, the HR LOB is finalizing its analysis of the data received from agency CBA submissions and meetings for inclusion in the CBA report, which will be published in draft format for the MAESC by September 30, 2009. The MAESC will be briefed on the CBA effort and results during the October MAESC meeting.

Target Requirements

The HR LOB has received proposed requirements updates from OPM's Strategic Human Resources Policy (SHRP) division as part of the annual requirements update process, which were approved by the Requirements Board and are now ready for MAESC review. SHRP presented the update process at the July 7, 2009 MAESC meeting and walked through the process and background. The HR LOB will distribute the proposed updates to the MAESC for review along with the final requirements mapping completed earlier this year as a review reference. The MAESC will have until October 2, 2009 to concur or provide comment. After MAESC concurrence, the target requirements will be updated and published as version 4.0 on the OPM website.

WORKSTREAM UPDATES

HR Benchmarking

The HR LOB is finalizing the individual HR benchmarking reports for participating agencies and SSCs based on comments and feedback received. The final HR Benchmarking report will include the Federal aggregates and the narrative descriptions of all participating agencies and SSCs. The final HR Benchmarking report will be published on QuickPlace in September 2009.

The HR LOB will be conducting a second HR benchmarking study in FY 2010 to build upon and expand the initial study done this past year. In FY 2011, the HR LOB plans to analyze the FY 2010 results from the HR benchmarking study for best practices at agencies and SSCs.

Payroll Benchmarking

The HR LOB is nearing completion of the 2009 Payroll Benchmarking Report, which includes the process description, results, and Federal aggregates of the Payroll Benchmarking study. The results from the report will be presented to the MAESC at the September MAESC meeting and the final report will be published by the end of September 2009. In FY 2010, the HR LOB will reconvene the Payroll benchmarking workgroup to analyze the Payroll benchmarking data for best practices. Additionally, the workgroup will meet as 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 FY 2011 CAP is nearing the end of its approval process. On August 20, 2009, the HR LOB sent the final CAP to the MAESC for approval. MAESC agencies that did not submit their approval by email will be asked to sign the CAP at the September MAESC meeting. The CAP will be submitted to OMB on September 18, 2009.

UPCOMING EVENTS

DATE	EVENT
September 9, 2009	E-Authentication and Security Controls workgroup meeting
September 16, 2009	Customer Council meeting
October 6, 2009	Multi-Agency Executive Strategy Committee (MAESC) meeting
October 28, 2009	Customer Council meeting (*tentative*)
November 3, 2009	Multi-Agency Executive Strategy Committee (MAESC) meeting
November 18, 2009	Customer Council meeting (*tentative*)
December 2-4, 2009	Shared Service Center Advisory Council conference
December 8, 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

AREA	NAME	PHONE	EMAIL
Program Director	Reggie Brown	202-606-1332	Reginald.Brown@opm.gov
Program Management	Liz Mautner	202-606-1121	Elizabeth.Mautner@opm.gov
EHRI	Matt Perry	202-606-1416	Matthew.Perry@opm.gov
e-Payroll	Daniel McKay	202-606-1451	Daniel.McKay@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