

# Update on the Human Resources (HR) Quality Services Management Office (QSMO) and the HR QSMO Marketplace

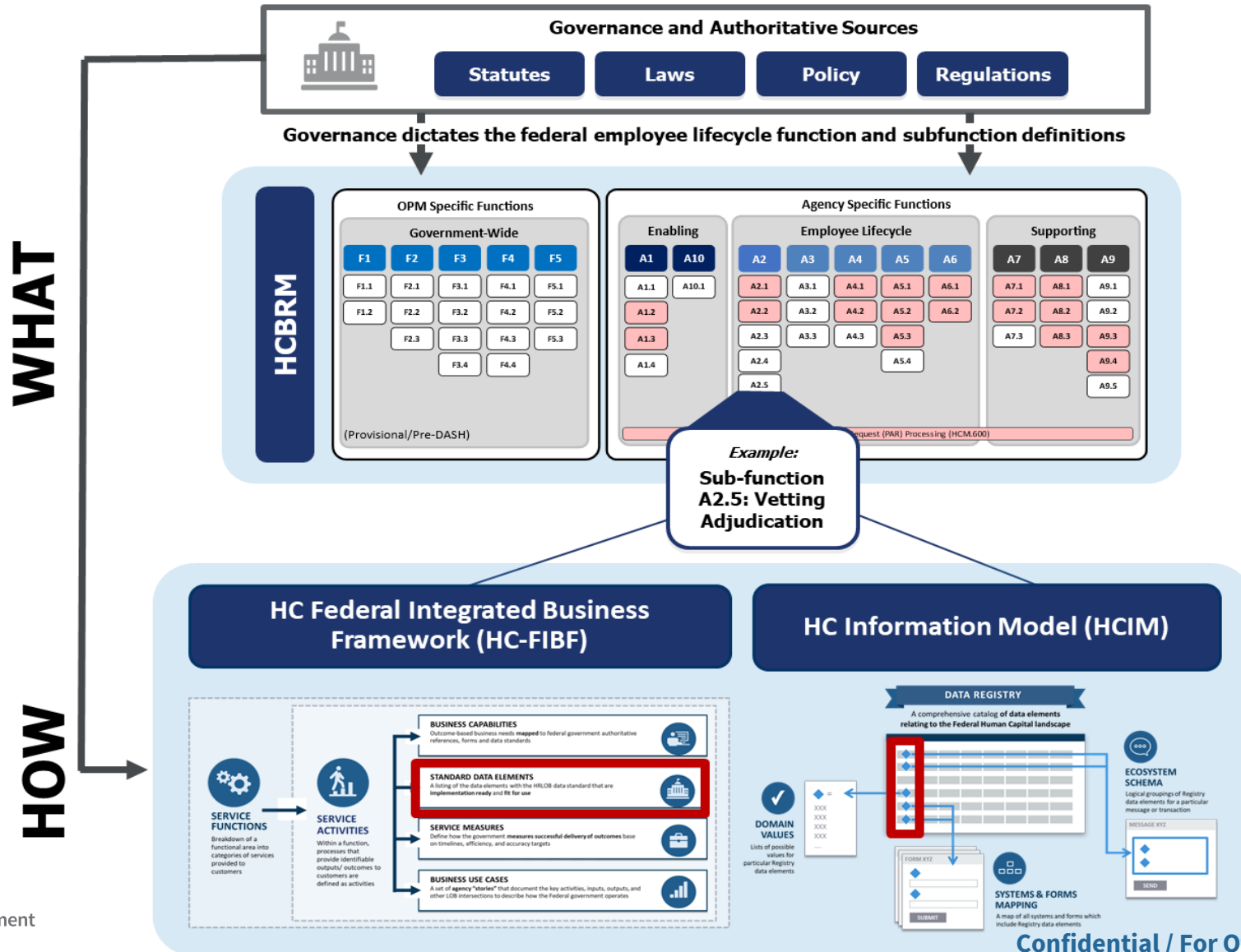
May 2023

# Agenda

- HRLOB Standards Refresher and Update
- OPM Data Strategy Release
- HR QSMO Marketplace Status and Prototype
- Human Capital Market Research as a Service (MRAS) Offering

# HRLOB Standards

# Creating a Consistent Federal Employee Experience



# OPM Data Strategy

# OPM Data Strategy Goals FY23-26

## Data strategy vision:

Become recognized as a premiere provider of human capital data services by building innovative service delivery models, analytics, and digital solutions that enable Federal agencies to make better decisions and position the Federal Government as a model employer

### Goal 1:

Develop a strong, data-driven culture and a highly skilled data & analytics workforce across the Federal government

### Goal 2:

Deliver high quality human capital data products that inform and support critical decision-making for OPM, Federal agencies, employees, & the public

### Goal 3:

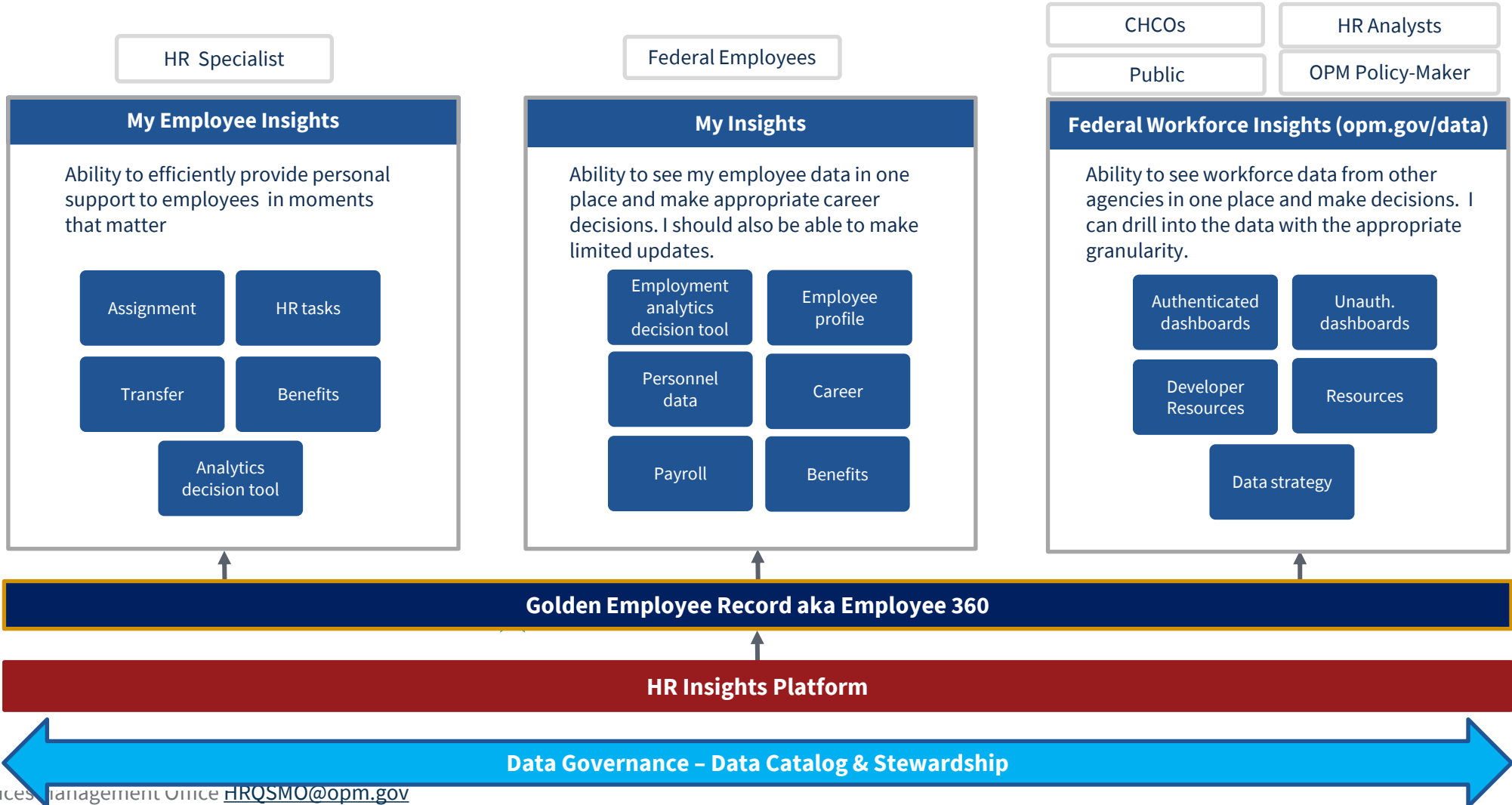
Leverage technology & standards to improve data collections, enable data integration and advanced analytics

### Goal 4:

Strengthen data governance & management

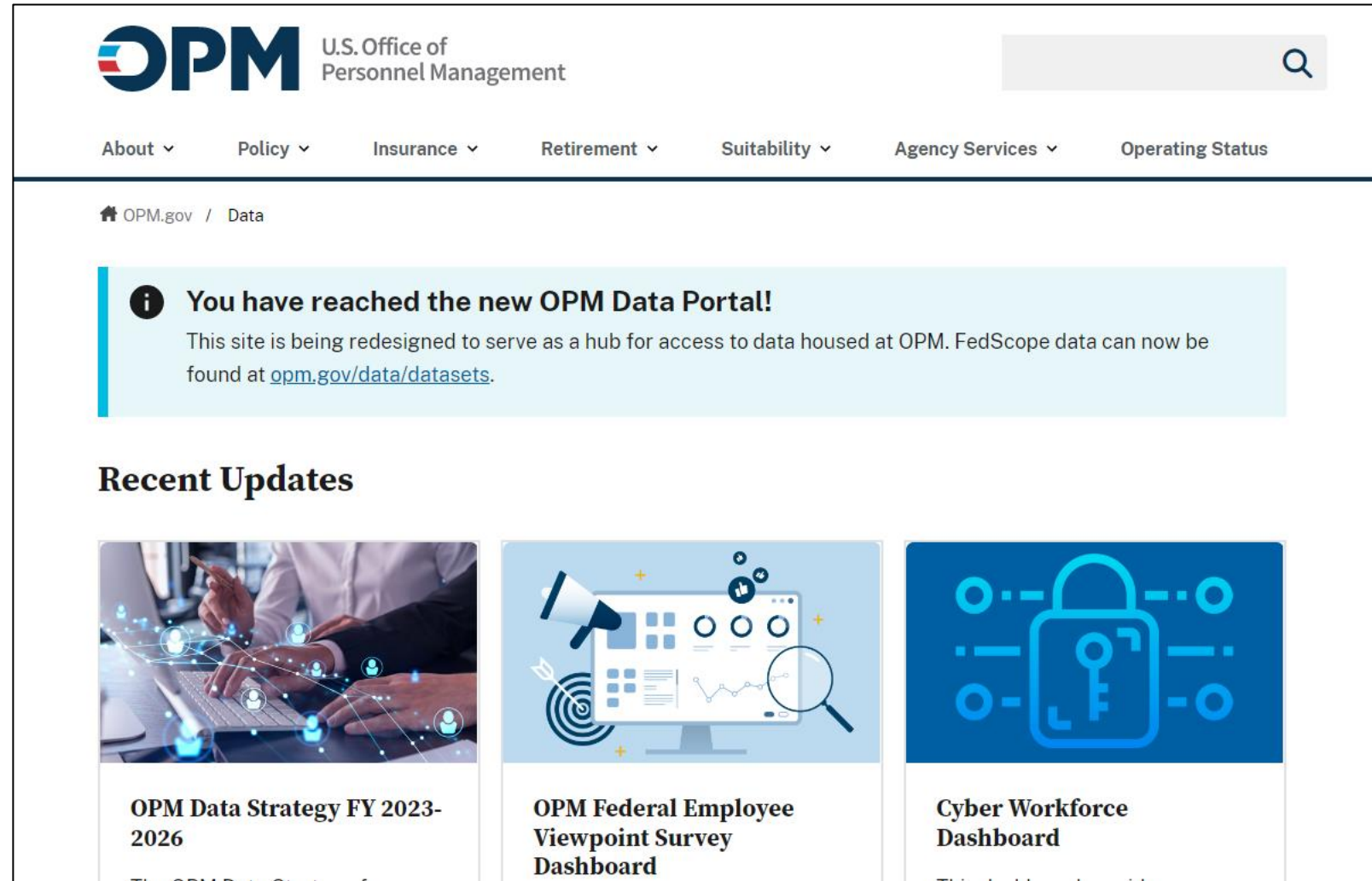


# Transforming OPM with an enterprise approach to data that puts customers at the center



# New OPM Data Portal is Now Live

- Visit [opm.gov/data](https://opm.gov/data) to get the latest news on:
  - OPM's Data Strategy,
  - Dashboards,
  - Enterprise Data Solutions, and
  - More!
- Email any questions to [DataDrivenWorkforce@opm.gov](mailto:DataDrivenWorkforce@opm.gov)



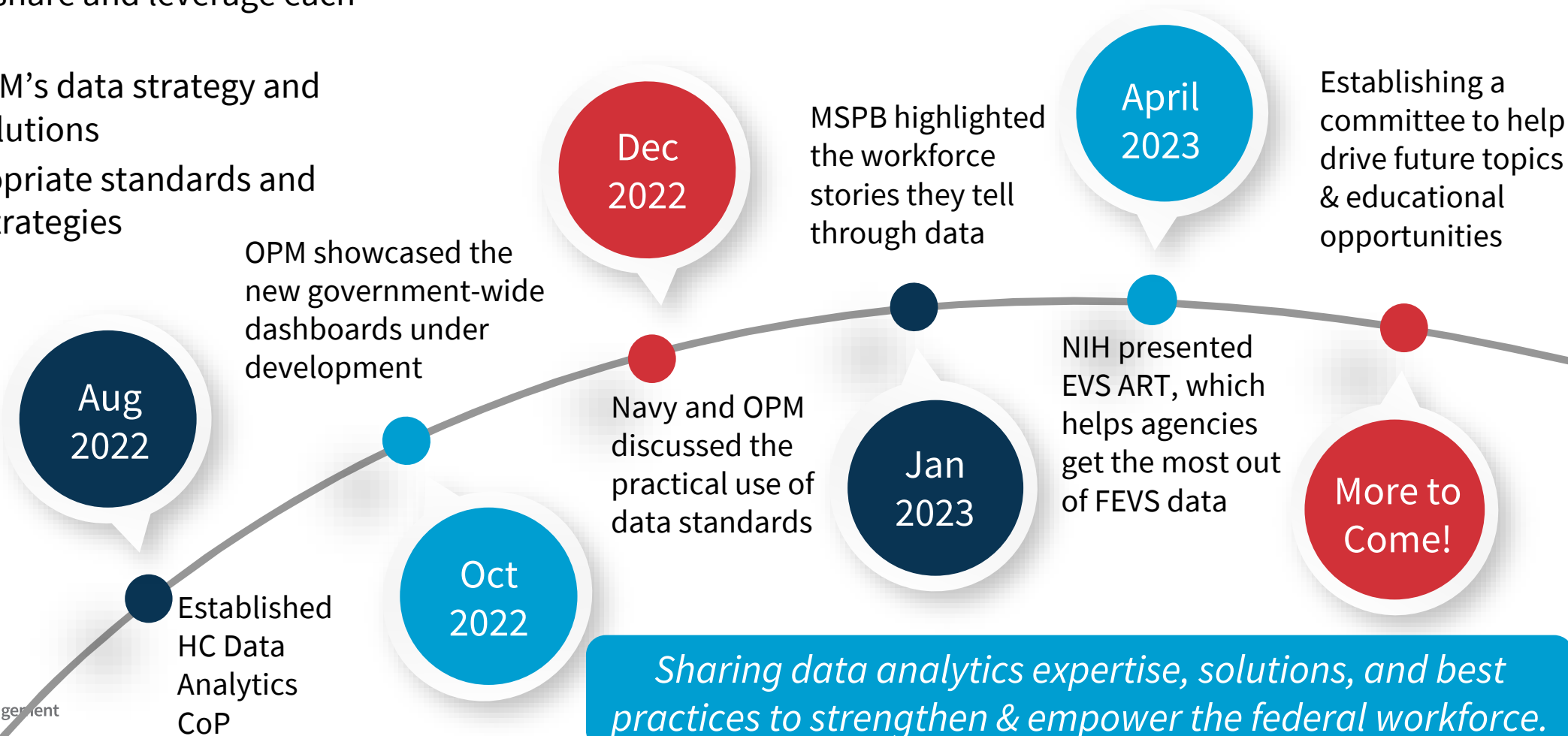
The screenshot displays the OPM Data Portal website. At the top, the OPM logo and "U.S. Office of Personnel Management" are visible, along with a search bar and a navigation menu with items like "About", "Policy", "Insurance", "Retirement", "Suitability", "Agency Services", and "Operating Status". Below the navigation, a breadcrumb trail shows "OPM.gov / Data". A prominent light blue notification banner with an information icon reads: "You have reached the new OPM Data Portal! This site is being redesigned to serve as a hub for access to data housed at OPM. FedScope data can now be found at [opm.gov/data/datasets](https://opm.gov/data/datasets)." Underneath, a "Recent Updates" section features three cards: "OPM Data Strategy FY 2023-2026" with an image of hands on a laptop, "OPM Federal Employee Viewpoint Survey Dashboard" with an image of a computer monitor and a magnifying glass, and "Cyber Workforce Dashboard" with an image of a padlock and key.



# Human Capital Data Analytics CoP

## Community of Practice Goals:

- Create a community
- Allow agencies to share and leverage each other's efforts
- Collaborate on OPM's data strategy and enterprise data solutions
- Learn about appropriate standards and implementation strategies



Aug 2022

Established HC Data Analytics CoP

OPM showcased the new government-wide dashboards under development

Oct 2022

Dec 2022

Navy and OPM discussed the practical use of data standards

Jan 2023

MSPB highlighted the workforce stories they tell through data

April 2023

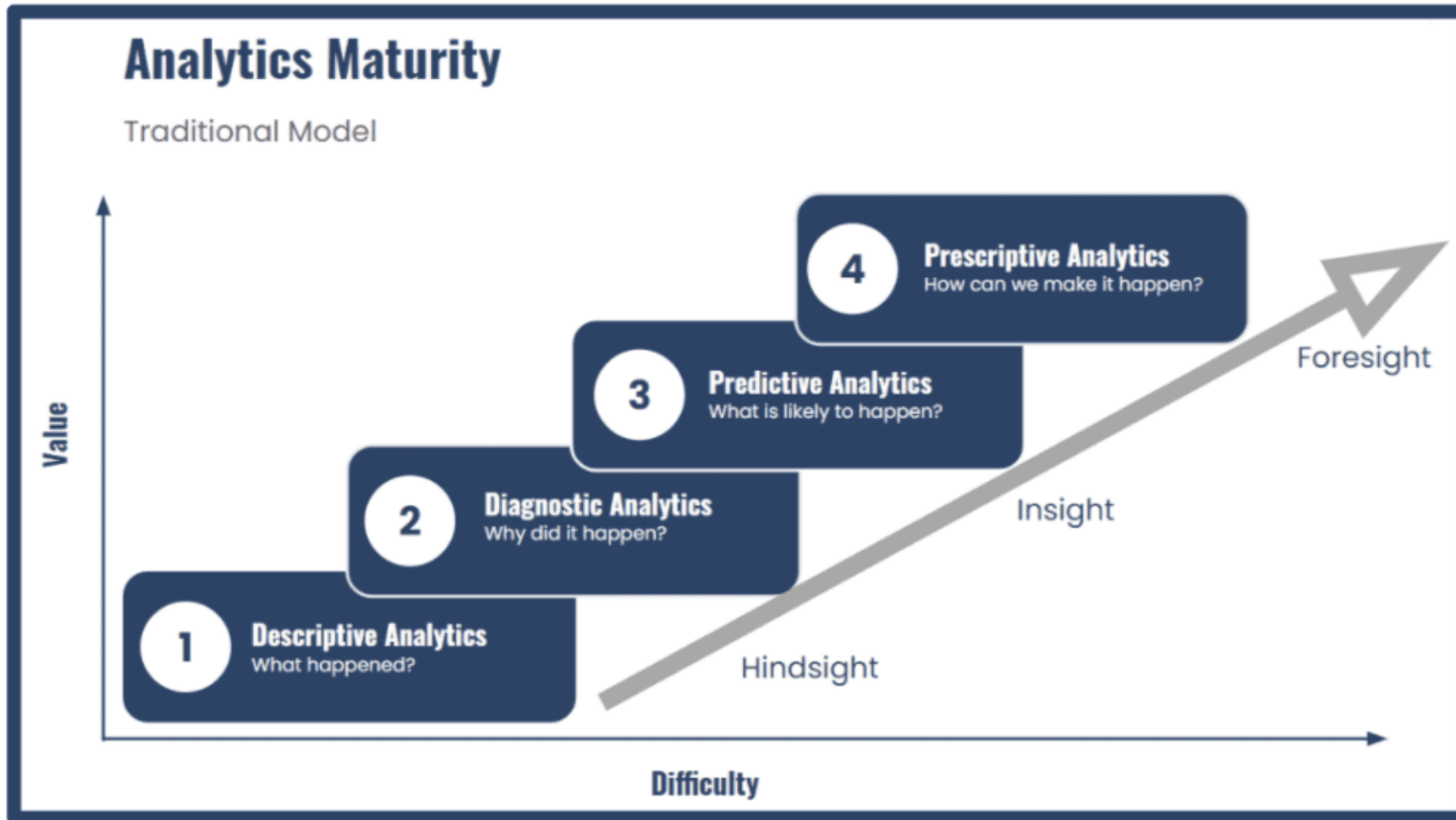
NIH presented EVS ART, which helps agencies get the most out of FEVS data

More to Come!

Establishing a committee to help drive future topics & educational opportunities

*Sharing data analytics expertise, solutions, and best practices to strengthen & empower the federal workforce.*

# Federal HR Can Progress in Analytics Maturity Through Iterative Development, Data Exploration, and Upskilling...



## Attrition Analysis Example: Descriptive -> Diagnostic

- 1 What happened?**
  - Where are Federal employees separating?
  - What is the make-up of the departing staff (e.g. grade, tenure, job series, sub-agency, etc.)?
  - What are the trends and outliers?
  - To where (e.g., quit, transfer, retire)?
- 2 Why are staff leaving?**
  - Lack of growth opportunities?
  - Pay vs. private sector benchmark pay?
  - Migration to new locations?
  - Low employee engagement?
- 3 Where is attrition most problematic?**
  - Which areas/agencies are losing the most experience?
  - Where is attrition the highest % of total staff?
  - Where is time to hire the longest?
  - Where are the most vacancies and unfilled certs?

# HR QSMO Marketplace Status and Prototype

# Purpose of the HR QSMO Marketplace

## OMB M-19-16 Requires QSMOs to...

Offer and manage a marketplace of solutions for common technology, services, or fully managed services to respond to agency needs.

## Our Customers Asked for...

A “Community Center” where one can:

- Perform market research
- Gain market intelligence
- Learn about best practices
- Find useful reference information

## We Have Designed...

A Marketplace that contains –

- A searchable **Solutions Catalog** of validated offerings
- A **Community Forum** that enables two-way conversations between members
- An **Information Marketplace** with curated resources to assist with HR Modernization and the move to shared services

*The Marketplace will provide an integrated portal for customers planning to upgrade or modernize human capital management solutions*

# User-Centered Design Approach

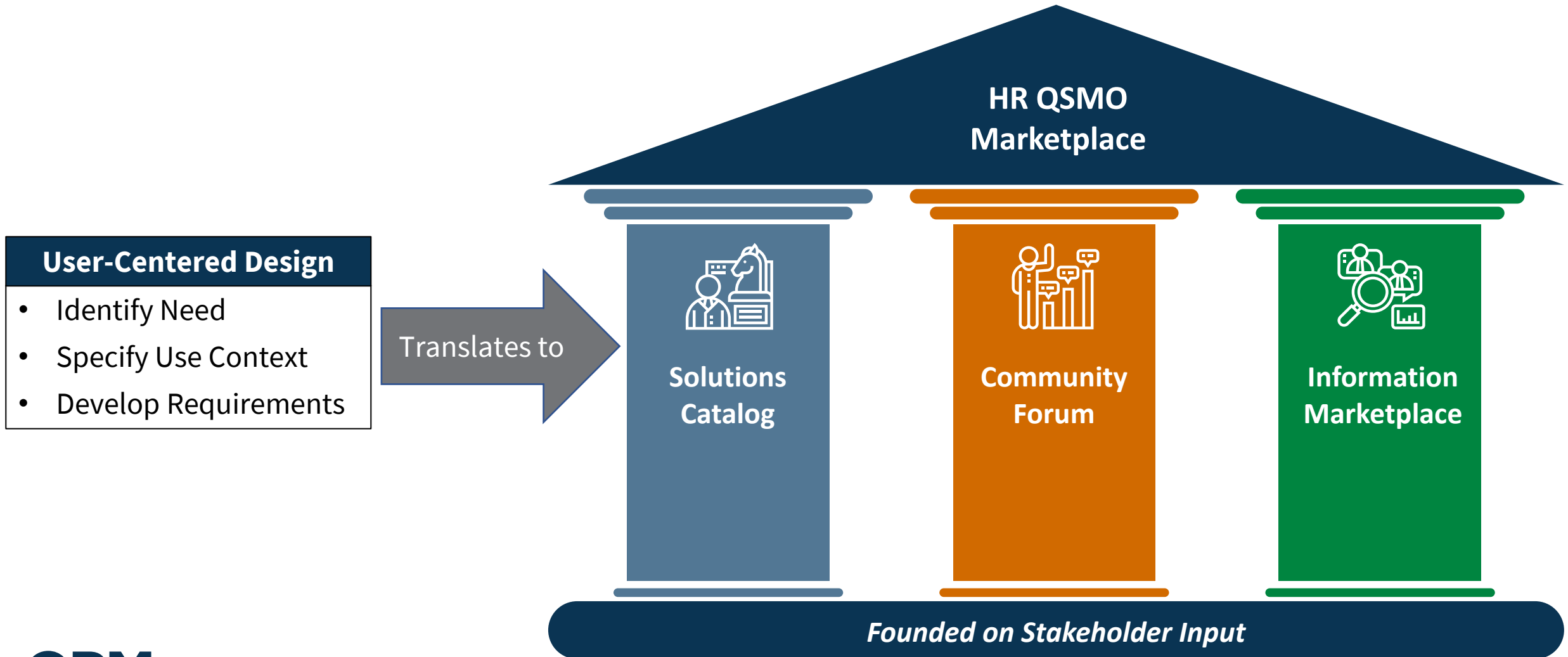
## Stakeholder Design Sessions

- Hosted a series of three Marketplace Design sessions with over 80 participants –
  - CHCOs,
  - Agency Executives,
  - HR Professionals,
  - HR IT Specialists, and
  - Both Federal and Commercial Providers.
- Brainstormed on gaps in currently available tools and proposed features
- Explored the expected baseline requirement and validation level

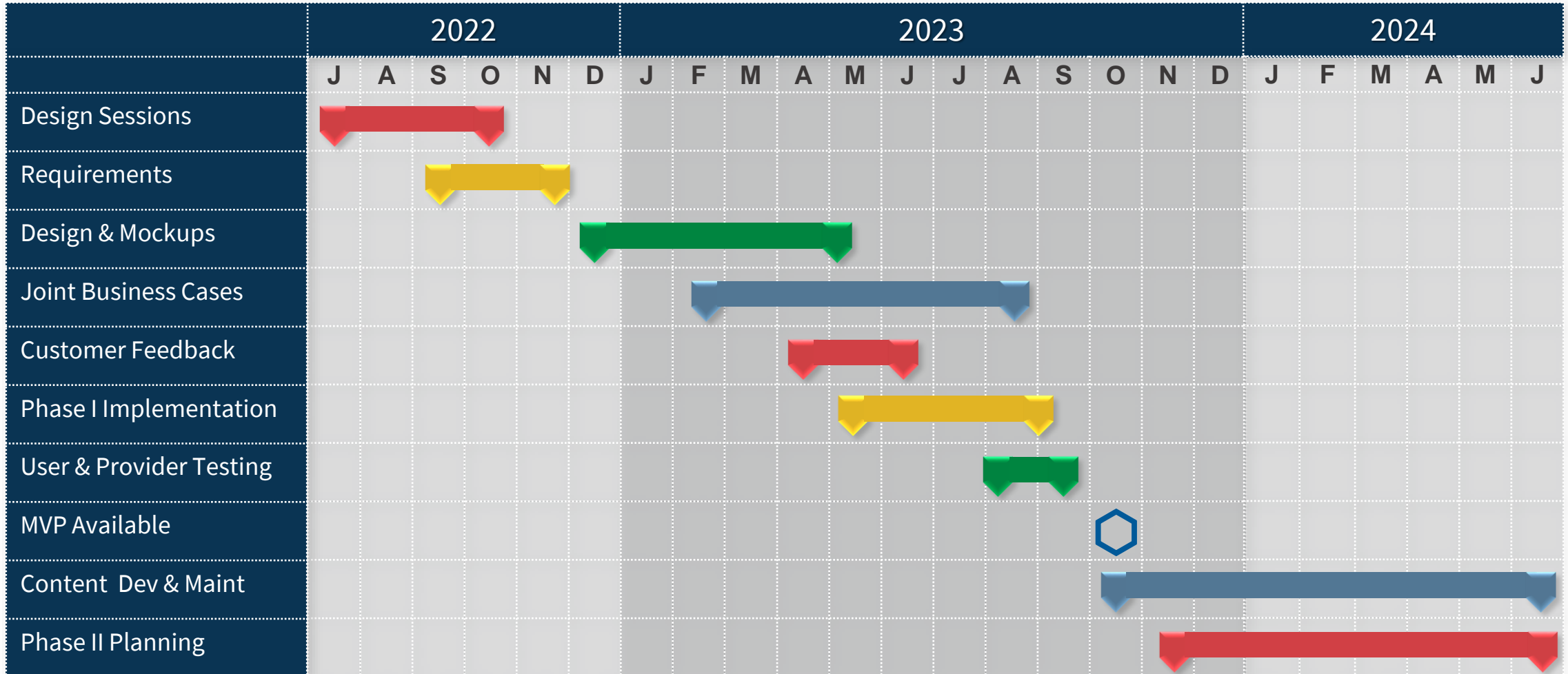
## Ongoing Engagement

- Regular engagement with both the CHCO Council & MAESC to set priorities
- Governed by the Shared Services Governance Board (SSGB) which provides a multidisciplinary perspective
- Partnered with OSSPI and other QSMOs to consistently apply best practices
- Monthly SSP Advisory Forum
- Engaged with CFO Act agencies on the HR IT Inventory

# Proposed Marketplace Pillars

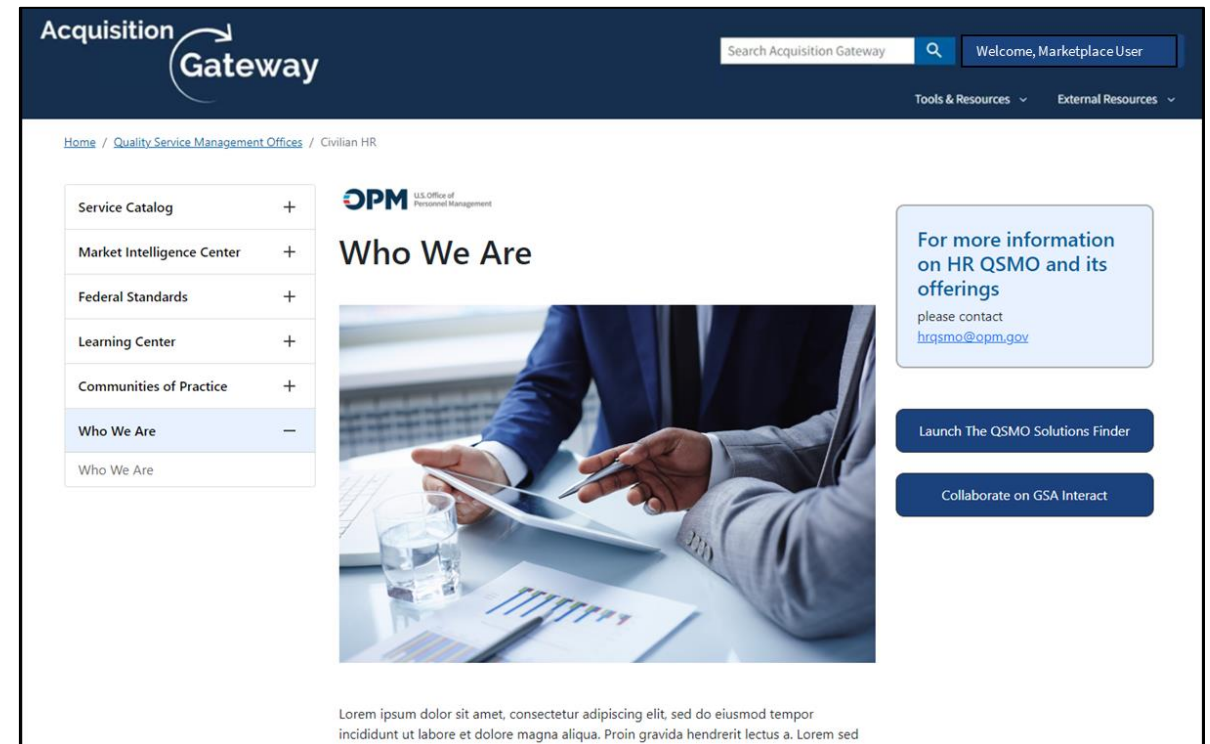


# Proposed Marketplace Implementation Timeline



# QSMO Marketplace Phase I

- Phase 1 of the HR QSMO Marketplace will include –
  - Solutions Catalog with Existing Federal Service Providers
  - Interactive Community Forum based on GSA Interact
  - Information Marketplace, a set of Curated Resources relevant to HR IT Modernization and HR Shared Services. Examples include a Market Intelligence Center and a summary of relevant Federal Standards.
- Hosted on the next generation of the Acquisition Gateway, which is scheduled to go live in FY23 Q4



HR QSMO Marketplace Prototype



# Proposed Marketplace Structure

Acquisition Gateway

Search Acquisition Gateway

Welcome, Acquisition Gateway User

Tools & Resources External Resources

Home / Quality Service Management Offices

Solutions Catalog +

Market Intelligence Center +

Federal Standards +

Learning Center +

Communities of Practice +

Who We Are -

Who We Are

OPM U.S. Office of Personnel Management

## Who We Are

### HR Quality Services Management Office (HR QSMO)

Defined in [Office of Management \(OMB\) Memo M-19-16](#), QSMOs offer solutions that, over time, will standardize processes, reduce the technology footprint, and reduce government-wide operating costs. **OPM is the pre-designated QSMO for Civilian HR Transaction Services.**

- Build a marketplace**  
Offer and manage a marketplace of solutions for standard technology services or fully managed services that **respond to agency needs**
- Provide sustainable services**  
Guide and govern the **long-term sustainability** of services and solutions in the marketplace
- Collaborate with agencies**  
Work with agencies on alternative strategies to **help them build a business case** if a marketplace for a particular solution is not yet available
- Engage customers**  
Institute a customer engagement and feedback model that allows for **continuous improvement** and performance management of solutions
- Implement standards**  
Drive implementation to standards established through a **collaborative governance process** producing efficiencies in process and scale

OPM U.S. Office of Personnel Management

For more information on HR QSMO and its offerings  
please contact [hrqsmo@opm.gov](mailto:hrqsmo@opm.gov)

Launch The QSMO Solutions Finder

Collaborate on GSA Interact

Left Navigation Menus will allow users to locate content they are looking for

Call to Action buttons will allow users to go directly to the Solutions Finder or Community Forum on GSA Interact


# Solutions Catalog

Each of the initial providers will have a page in the catalog listing all of their solutions

[Home](#) / [Quality Service Management Offices](#)

**Solutions Catalog** —

- Defense Finance and Accounting Service (DFAS)
- GSA Payroll Services Branch (PSB)
- Interior Business Center (IBC)
- National Finance Center (NFC)
- OPM Human Resources Solutions (HRS)
- Treasury Administrative Resource Center (ARC)
- Market Intelligence Center** +
- Federal Standards** +
- Learning Center** +



## Solutions Catalog




Image: This content is subject to copyright.

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please contact  
[hrqsmo@opm.gov](mailto:hrqsmo@opm.gov)

**Launch The QSMO Solutions Finder**

**Collaborate on GSA Interact**

# Marketplace Solution Finder

[Home](#) / [Quality Service Management Offices](#) / Civilian HR

## Solution Finder

[Share](#) [Export CSV](#)


Showing **1 - 10** of **100** items      Results per page:       Sort by:

### Keyword Search

### Product Type

### HCBRM Functions


### Provider Type



### [Quicktime Time and Attendance](#)

IBC administers Quicktime, a web-based Time & Attendance Input System that can be customized for agency-unique requirements. Quicktime can be configured for employee T&A data entry or traditional timekeeper data entry.

<b>Managing Agency:</b>	DOI IBC	<b>Product Type:</b>	IT Pro
<b>Availability:</b>	All of DOI IBC	<b>Provider Type:</b>	Fede Servi



### [Solution Title](#)

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do e  
labore et dolore magna aliqua. Arcu risus quis varius quam quis

Users will also be able to search for solutions using keywords and filter by predefined attributes such as Product Type and HCBRM Function

# Solution Detail Page

[Home](#) / [Solutions](#)

## General Information

What's Included

Attachments

Availability & Restrictions

Point of Contact

## Human Capital Industry Solutions

### General Information

#### Solution Description

As part of its mission, OPM provides technical assistance to federal agencies to meet their most critical human capital challenges.

OPM's HR Solutions is dedicated to providing exceptional human resources products and services to meet the dynamic human capital and training needs of the federal government. HCIS, HR Solutions' premier assisted acquisition provider, can guide and assist agencies through every step of the procurement process.

We are operated by federal employees, for federal employees.

#### Provider Agency

OPM - U.S. Office of Personnel Management

URL: <https://www.opm.gov/services-for-agencies/human-capital-industry-solutions/overview/>

Contact: [HCIS@OPM.gov](mailto:HCIS@OPM.gov)

Each marketplace offering will have a consistent detail page that can be accessed either through the Service Catalog or the Solutions Finder

# Sample Content on Federal Standards

Solutions Catalog	+
Market Intelligence Center	+
Federal Standards	-
HR	
Acquisition Standards	
FIBF	
How To Use The Standards	
Links to Policies/Governing Statues	
Learning Center	+
Communities of Practice	+
Who We Are	+

**OPM** U.S. Office of Personnel Management

## HRLOB Standards

### Description

The following links provide federal human resource standards that help streamline government-wide HR operations, standardize HR service delivery including information technology, simplify HR acquisitions, and drive transparency in the Federal HR spending.

[Human Capital Business Reference Model](#): The Federal Human Capital Business Reference Model (HCBRM) defines the end-to-end lifecycle of Federal Government Human Capital Management (HCM).

Federal Integrated Business Framework - HR Management Services: The Federal Integrated Business Framework (FIBF) enables the government to better coordinate on the decision-making needed to determine what data, functions, and processes can be adopted and commonly shared.

- [Talent Acquisition](#)
- [Talent Development](#)
- [Employee Performance Development](#)
- [Compensation and Benefits](#)
- [Separation and Retirement](#)

For more information on HR QSMO and its offerings  
please contact  
[hrqsmo@opm.gov](mailto:hrqsmo@opm.gov)

Will describe the curated content at a high level and why it is important, but will include links to definitive content as opposed to repeating in the Marketplace

# HR QSMO Marketplace Steering Committee

## Purpose

- The Marketplace Steering Committee will provide advice, feedback, and support to the HR QSMO team to–
  - Align the Marketplace offerings with customer needs,
  - Develop and populate the Marketplace using human-centered design principles,
  - Ensure the Marketplace is robust and accessible for users and providers, and
  - Prioritize Marketplace features and functions.

## Membership

- Agency users from both large and small agencies, including
  - CHCOs,
  - HR Specialists, and
  - HR IT Specialists
- Federal Service Providers
- OPM Subject-matter experts, e.g., HRLOB, Employee Services
- HR QSMO
- Industry Marketplace Providers (future)

## Activities

- Oversee development of a comprehensive set of User Stories
- Provide feedback on the design of the screens and navigation
- Oversee prototype testing and provide input on usability
- Prioritize content for both the Service Catalog and Information Marketplace
- Assist with the development of meaningful metrics
- Provide input on the establishment of Marketplace governance

# Human Capital Market Research as a Service (MRAS)

# New HR QSMO and GSA MRAS Offering

- We are partnering with GSA's Market Research as a Service (MRAS) to assist agencies with RFIs for HR IT Modernization projects
- Combining the HR QSMO and OPM's in-depth understanding of Human Capital Management and the supporting technology with GSA's expertise in Market Research will enable agencies to accelerate their modernization efforts
- Agencies will be able to put together better market research, faster, be in a better position to learn from each other's research efforts



# What is Market Research as a Service?



## What is MRAS?

MRAS uses the **latest research techniques** to help agencies visualize the **competition and socioeconomic** responses that they can expect if they use GSA's acquisition vehicles.



[BUY.GSA.GOV/MRAS](https://buy.gsa.gov/mras)

# The MRAS Process



**We take the time to understand you and the requirements**

**We organize your data and mission needs**

**We develop a market target and Request for Information (RFI)**

**We engage industry partners and collect data**

**We deliver results through market reports, data and knowledge**

[BUY.GSA.GOV/MRAS](https://buy.gsa.gov/mras)

# MRAS Options



## Available Service Options



### Rapid Review

Identifies if your requirement fits the scope of existing GSA acquisition solutions in 24-48 hours.

### Request for Information/Market Research Report

Streamlines the RFI process and consolidates the results into one report with visuals.

### GSA Advantage Product Market Research

Search up to 20,000 items on GSA Advantage at once

### Industry Engagement

Targeted industry engagement regarding Agency specific requirements during MRAS Industry sessions.

[BUY.GSA.GOV/MRAS](https://buy.gsa.gov/mras)

# HR QSMO's Role

- Share market research previously gathered on the topics agencies are researching
- Provide input to new RFIs based on results of previously asked questions to improve the chances that agencies will get the answers they really need
- Combine results of RFIs conducted through the partnership to develop insights into both the available offerings in the HR IT ecosystem and the community's requirements

**Thank You**

**[HRQSMO@opm.gov](mailto:HRQSMO@opm.gov)**