IBC Human Resources Directorate (HRD) Human Resource Management Systems Solution (HRMSS)

SSLC Briefing

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Presenters:

Quan Boatman, IBC Deputy Director/Acting Director

Julie Bednar, Associate Director, Human Resources Directorate

Doug Pokorney, Deputy Associate Director, Human Resources Directorate

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About IBC

Acquisition Services

Market Research
Acquisition Planning
Solicitation
Negotiation and Award
Contract Close-Out
Bid Protest Defense

180+ Customers Supported

~2,500 new contract awards annually

7,500+ actions executed annually

Financial Management

Accounting Operations
Charge Card Support
eTravel Services
COR Services
Oracle Federal Financials
Indirect Cost Services
Project Management
Intelligent Automation

45+ Customers Supported

22K+ Interagency Payments

100K+ Vendor Payments

Human Resources

Integrated HR Systems
HR Operations
Personnel Security
Drug & Alcohol Testing
Payroll Operations (OPM-certified)

70+ Customers Supported
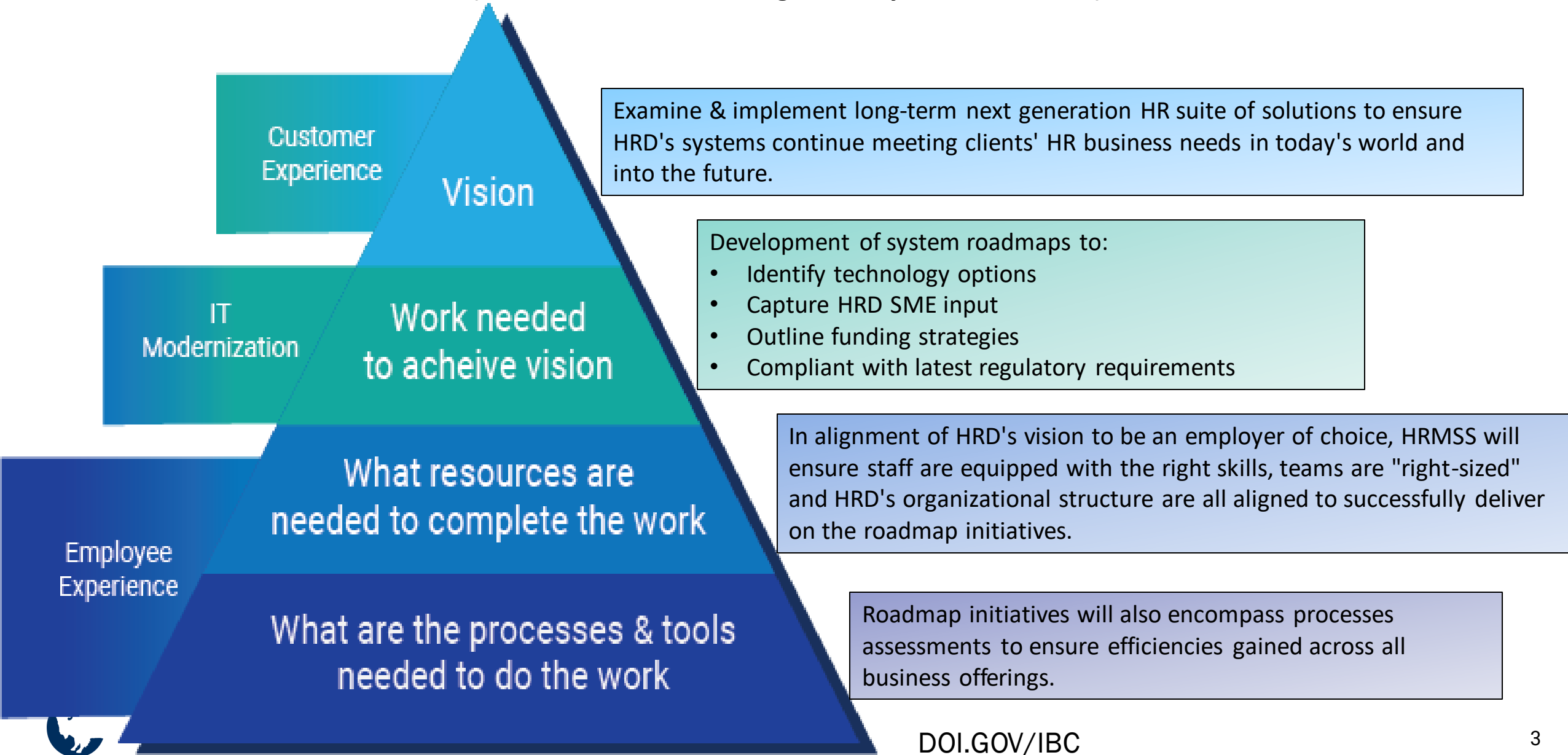
300K Federal Employees Serviced

24 client services provided

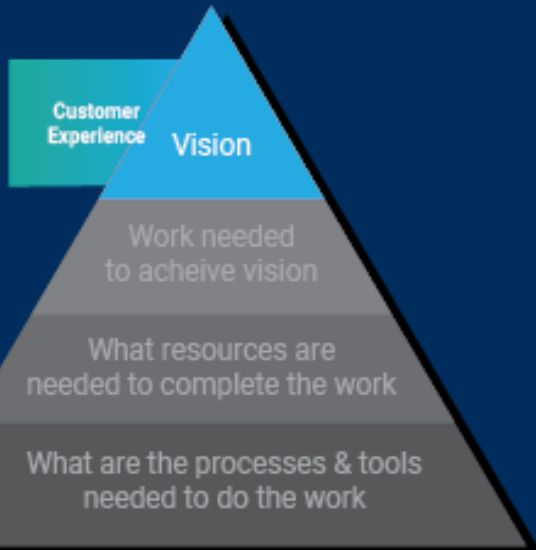*IBC is an OMB-designated Federal shared service provider for Financial Management and HR*

HRD – HRMSS

(Human Resources Management Systems Solutions)

Customer Experience

Vision

IT Modernization

Work needed to acheive vision

Employee Experience

What resources are needed to complete the work

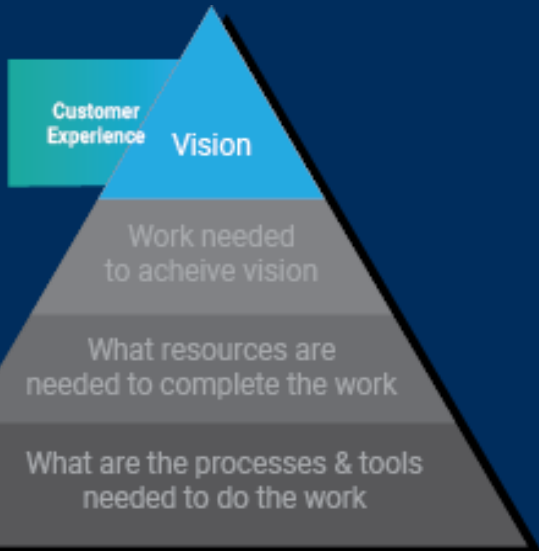What are the processes & tools needed to do the work

Examine & implement long-term next generation HR suite of solutions to ensure HRD's systems continue meeting clients' HR business needs in today's world and into the future.

Development of system roadmaps to:
- Identify technology options
- Capture HRD SME input
- Outline funding strategies
- Compliant with latest regulatory requirements

In alignment of HRD's vision to be an employer of choice, HRMSS will ensure staff are equipped with the right skills, teams are "right-sized" and HRD's organizational structure are all aligned to successfully deliver on the roadmap initiatives.

Roadmap initiatives will also encompass processes assessments to ensure efficiencies gained across all business offerings.

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HRD – HRMSS "Vision"

Customer Experience — Vision
Work needed to acheive vision
What resources are needed to complete the work
What are the processes & tools needed to do the work

Examine & implement long-term next generation HR suite of solutions to ensure HRD's systems continue meeting clients' HR business needs in today's world and into the future.

Why HRMSS?

- **Ensure HRD input on future**
  - Empowerment for HRD workforce to determine our future
  - Response to feedback received in earlier HRMSS activities
- **DOI support for modernization efforts**
- **Due diligence/IT lifecycle**
  - Remain competitive with technology
  - Improved efficiencies – configuration vs programming; maintenance; enhancements, etc.
  - Improved user experience
  - Succession planning, recruitment/skillsets
  - Regulatory/security

HRD – HRMSS "Vision"

Customer Experience | Vision

Work needed to acheive vision

What resources are needed to complete the work

What are the processes & tools needed to do the work

Examine & implement long-term next generation HR suite of solutions to ensure HRD's systems continue meeting clients' HR business needs in today's world and into the future.

What's been decided thus far

- Refine HRD Enterprise IT Strategic Plan
  - Gain efficiencies across systems=cost savings
  - Common look & feel=improved branding=improved user experience
- Continue market research to identify tech options
- HRD to develop system roadmaps
- HRD to develop business case(s) for funding
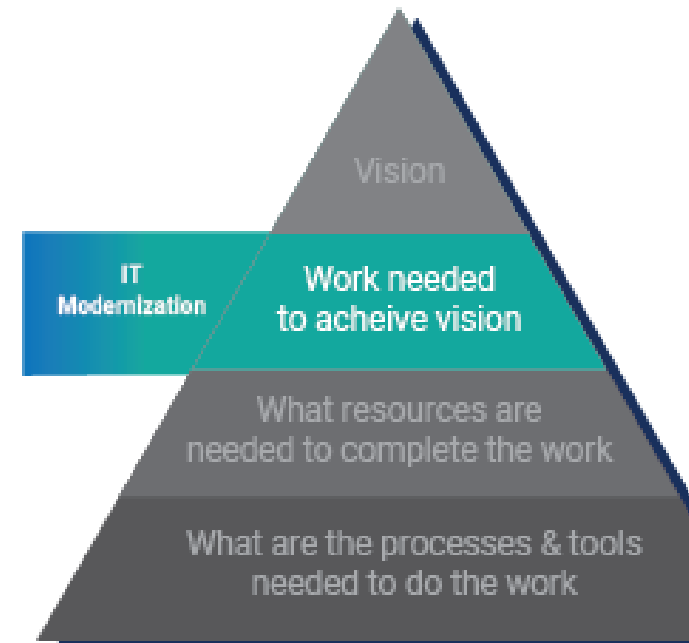
What's NOT been decided yet

- Technological solutions

HRD – HRMSS Current Activities
"*Work needed to achieve vision*"

What we know today...

- HRD's opportunity to provide input
- Scope – all HRD's suite of systems
- Funding will be driver but not a deterrent
- Impacts to
  - Staff/Teams
  - Processes/how we do business
- This has been done before
- This is complex
- **What else should be known??**

Development of system roadmaps to:
- Identify technology options
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- Outline funding strategies
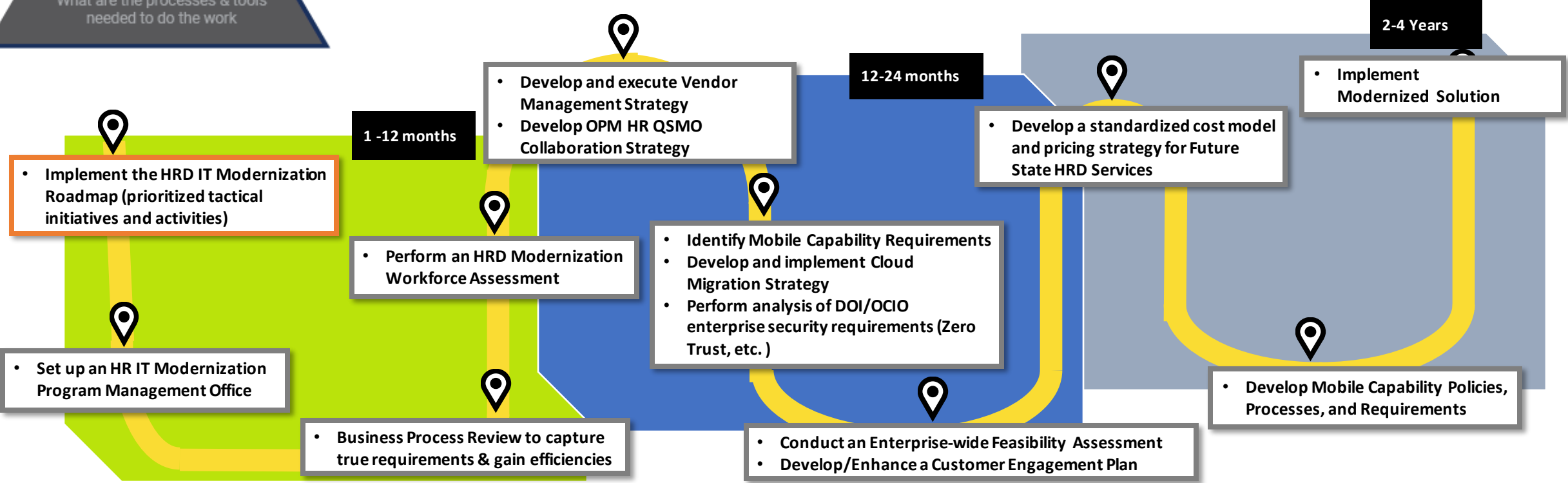- Compliant with latest regulatory requirements

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HRD – HRMSS Current Activities
"Work needed to achieve vision"

Development of system roadmaps to:
- Identify technology options
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- Compliant with latest regulatory requirements

1 -12 months

- Implement the HRD IT Modernization Roadmap (prioritized tactical initiatives and activities)

- Set up an HR IT Modernization Program Management Office

- Perform an HRD Modernization Workforce Assessment

- Develop and execute Vendor Management Strategy
- Develop OPM HR QSMO Collaboration Strategy

- Business Process Review to capture true requirements & gain efficiencies

12-24 months

- Identify Mobile Capability Requirements
- Develop and implement Cloud Migration Strategy
- Perform analysis of DOI/OCIO enterprise security requirements (Zero Trust, etc.)

- Conduct an Enterprise-wide Feasibility Assessment
- Develop/Enhance a Customer Engagement Plan

- Develop a standardized cost model and pricing strategy for Future State HRD Services
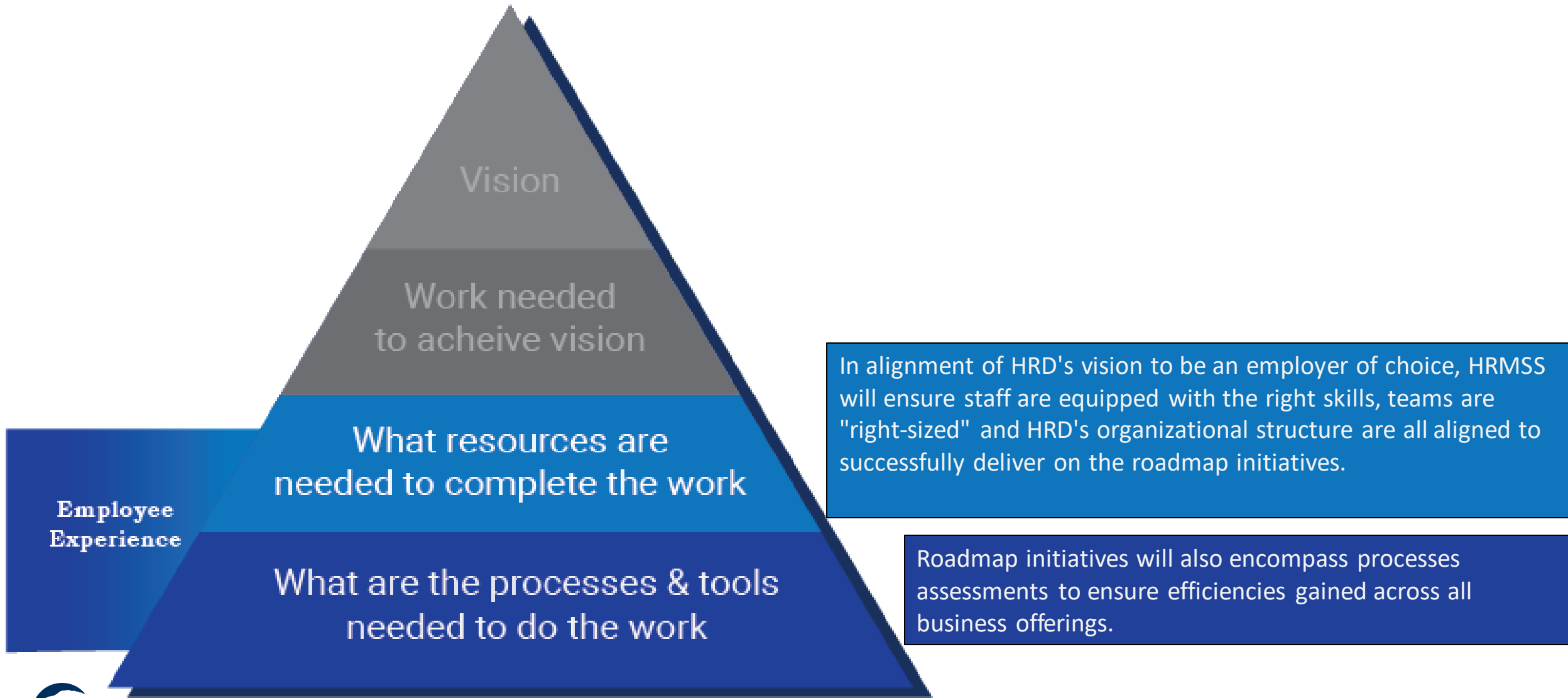
2-4 Years

- Implement Modernized Solution

- Develop Mobile Capability Policies, Processes, and Requirements
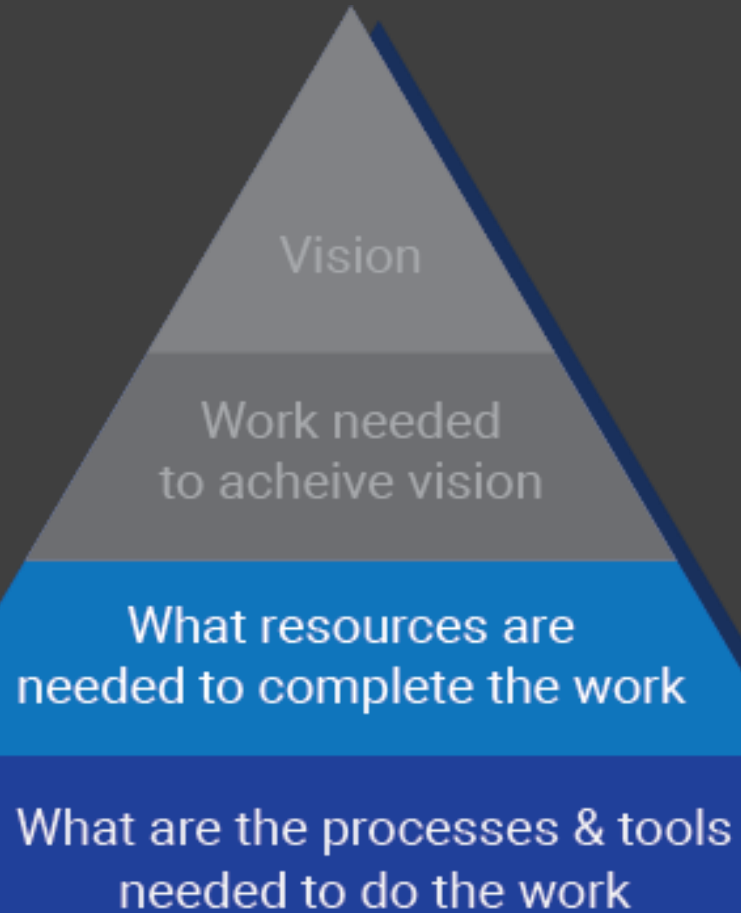
Activities Across All Phases

| Align Resources and Priorities | Bridge Current and Future State | Change Management | Ongoing Support | Performance Monitoring | Project Management | Stakeholder Engagement |

HRD – HRMSS

(Human Resources Management Systems Solutions)

Vision

Work needed to acheive vision

What resources are needed to complete the work

Employee Experience

What are the processes & tools needed to do the work

In alignment of HRD's vision to be an employer of choice, HRMSS will ensure staff are equipped with the right skills, teams are "right-sized" and HRD's organizational structure are all aligned to successfully deliver on the roadmap initiatives.

Roadmap initiatives will also encompass processes assessments to ensure efficiencies gained across all business offerings.

What We Don't Know…Yet
What we will learn in the coming months & going forward

- Technological changes to HRD systems
  - Specifics of impacts to end users
- Funding
- Specifics of impacts to:
  - Staff/Teams
  - Processes/how we do business

- **What else should we consider??**

HRD – HRMSS
Defining our success

1. **Understanding of technology options**
2. **HRD Defined System Roadmaps**
3. **Develop Business Cases for Roadmap initiatives**
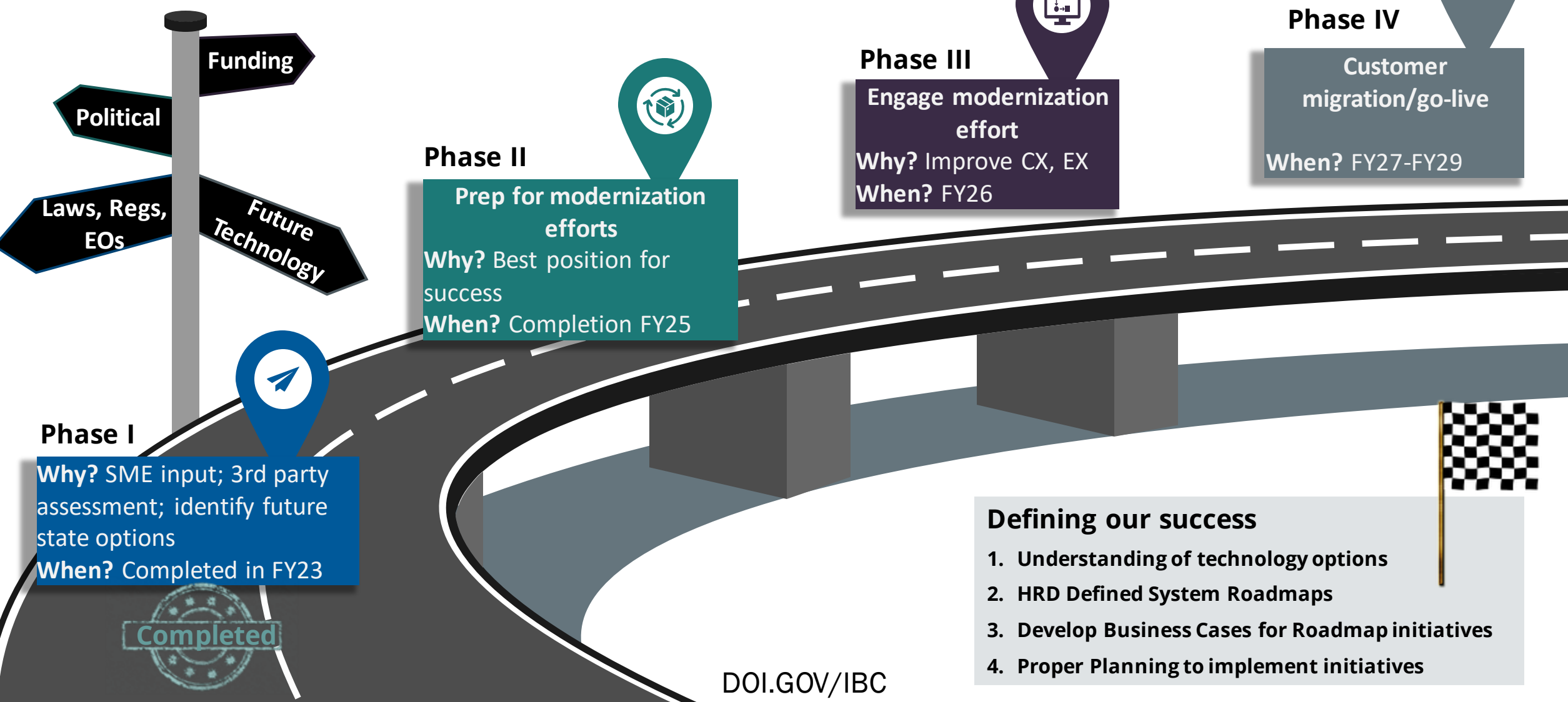4. **Proper planning to implement initiatives**

Funding

Future Technology

Political

Laws, Regs, EOs

HRMSS – Transition to Phase II

Funding

Political

Laws, Regs, EOs

Future Technology

Phase I

Why? SME input; 3rd party assessment; identify future state options

When? Completed in FY23

Completed

Phase II

Prep for modernization efforts

Why? Best position for success

When? Completion FY25

Phase III

Engage modernization effort

Why? Improve CX, EX

When? FY26

Phase IV

Customer migration/go-live

When? FY27-FY29

Defining our success

1. **Understanding of technology options**
2. **HRD Defined System Roadmaps**
3. **Develop Business Cases for Roadmap initiatives**
4. **Proper Planning to implement initiatives**

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HRMSS Phase I – Summary

Goals of Phase I – Completed!!

1. Independent functional/technical assessment of all IBC Human Resources Directorate (HRD) suite of systems

   - Federal Personnel/Payroll System (FPPS)

   - Quicktime

   - Workforce Transformation Tracking System (WTTS)/Entrance on Duty System (EODS)

   - Datamart

   - Alpha Data System (Payroll Operations internal use only)

   - HR Systems Integration Framework (HRSIF)

   - FedTalent

2. Recommendations to consider for future state

3. Analysis of Alternative (AoA) solutions, i.e. market research

4. HRD Strategic Roadmap for Modernization

Transition to Phase II

Phase I Results

- List of Recommendations
- Strategic Roadmap

Phase II Launch

- HRD evaluation of Phase I deliverables
- HRD created Phase II goals with these perspectives in mind:
  - *HRD charting our own course for our future*
  - *Prepare for modernization efforts*
  - *Long Term success*
  - *Don't overlook present opportunities*

HRMSS Phase II

Prep for modernization efforts
Why? Best position for success
When? Completion FY25

START

Goal 2
Define business requirements/process analysis; define Hire to Retire

Goal 4
Complete/implement Defined Quick Wins

Goal 1
- Establish HRMSS PMO
- Define Individual System Roadmap Components

Goal 3
Internal Approval for Quick Win Initiatives

HRMSS Roadmap Drivers
HRD IT Strategy
Structuring HRD for the Future

How We'll Get There
Investing in Our Employees
Right-sizing our Services

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HRMSS Phase II – Quick Wins

Quicktime Road map Initiatives

FedTalent Roadmap Initiatives

HRSIF Roadmap Initiatives

Pilot New O&M Training Model

Increased Process Automation

Funding Strategies

<u>Funding is a challenge but not a deterrent!</u>