

HR QSMO / HRLOB Program Update

Shared Services Leadership Coalition Monthly Forum

May 9, 2024

Agenda

- HR QSMO Marketplace Launch
- HRLOB Standards Update
- Agency and SSP HR IT Modernization
- Industry Engagement and HR Workflow Automation
- HR IT Inventory 2023 Refresh

We Have Launched the HR QSMO Marketplace!

Acquisition Gateway

Search Acquisition Gateway

Welcome, Steve

Government-wide Acquisitions Tools & Resources External Resources

Home / Shared Services / HR QSMO

HR QSMO

Create Edit

Who We Are

About the HR QSMO

Introduction to the Marketplace

Voice of the Customer

HR QSMO Satisfaction Survey

Solutions Catalog +

Market Intelligence Center +

HR Line of Business (HRLOB) +

Communities of Practice +

OPM Data Portal +

HR QSMO Partners +

About the HR QSMO

Introduction to the HR QSMO

The Human Resources Quality Services Management Office (HR QSMO) is one of the Office of Pers the service delivery of Human Resources (HR) solutions across government agencies.

The HR QSMO will:

- Manage a **marketplace of solutions for common services, technology**, and integration se
- Guide and govern the **long-term sustainability of services and solutions** in the marketpla
- Collaborate with agencies** on alternative strategies to help them build a business case in t marketplace.
- Institute a **customer engagement and feedback model** that allows for continuous improv and
- Drive the **implementation of standards** that produce process efficiencies and scale establ

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

Eng Institu engage model contin impro perform manag

The HR QSMO promotes strong federal HR stakeholder relationships by fostering a culture of acti

Acquisition Gateway

Search Acquisition Gateway

Welcome, Steve

Government-wide Acquisitions Tools & Resources External Resources

Home / Shared Services / HR QSMO

HR QSMO

Create Edit

Who We Are +

Solutions Catalog +

Market Intelligence Center +

HR Line of Business (HRLOB) -

About the HRLOB

MAESC

MPAC

HCBRM

HC-FIBF

HCIM

HRLOB Playbook

Communities of Practice +

OPM Data Portal +

HR QSMO Partners +

HRLOB Products Implementation Playbook

The HRLOB Products Implementation Playbook includes an **Overview** section and implementation **"Plays"**. The Overview is a **brief, high-level introduction** to the HRLOB products, explaining **what they are, why they are important, and how to use them**. The HRLOB products include:

- The Human Capital Business Reference Model (HCBRM)
- The Human Capital Federal Integrated Business Framework (HC-FIBF)
- The Human Capital Information Model (HCIM)

Implementation Plays provide **examples** from several Federal agencies how agencies have applied HRLOB products to specific, real-life circumstances. The purpose of the Plays is to document the path that an agency took for a particular effort (e.g. IT Modernization) so that other agencies may use it as a reference when the need to take a similar action arises. Implementation Plays include:

- Play 1: Learn how the Department of Labor used the HCBRM to inform their **reorganization effort**
- Play 2: Learn how the Department of Education used the HC-FIBF to facilitate the **procurement** of workforce planning and analytics services
- Play 3: Learn how the National Aeronautics and Space Administration (NASA) used the HCIM to strengthen their **human capital data management** practices

Download the full HRLOB Products Implementation Playbook below. Please reach out to hrlob@opm.gov to learn more about the HRLOB products. If you have used an HRLOB product to accomplish your agency-specific objectives, contact hrlob@opm.gov so we can document your "Play" for others!

Attachments

HRLOB Products Implementation Playbook

Facilitating Human Capital Data and Process Modernization

MARCH 2023

Acquisition Gateway

Search Acquisition Gateway

Welcome, Steve

Government-wide Acquisitions Tools & Resources External Resources

Home / Shared Services / HR QSMO

HR QSMO

Create Edit

Who We Are +

Solutions Catalog -

Treasury Shared Service Center

General Information

DoD DFAS

GSA PSB

DOI IBC

USDA NFC

OPM HRS

Treasury

Market Intelligence Center +

HR Line of Business (HRLOB) +

Communities of Practice +

OPM Data Portal +

HR QSMO Partners +

USDA National Finance Center

The National Finance Center (NFC) is a service provider for payroll, human resources, and insurance services. NFC's mission is to provide reliable, cost-effective, employee-centric systems and services to Federal organizations, thus allowing its customers to focus on serving this great nation through their core mission delivery. NFC was established in 1973 to provide centralized payroll and personnel systems and a centralized voucher and invoice processing system for USDA. NFC's business model has evolved over the last 50 years, and is a model for Federal Shared Services offering various Human Resources, Payroll, and Insurance Services to the entire Federal government, and modern data center hosting services. NFC leases office space from the National Aeronautics and Space Administration (NASA), Michoud Assembly Facility in New Orleans, Louisiana, and has an authorized staff of 500+ employees.

Services

Payroll/Personnel System (PPS) Solution
NFC's Payroll and Personnel System (PPS) is an NFC built and owned payroll and personnel system that currently provides back-end payroll processing to more than 150 Federal entities and over 650,000 Federal employees.

Human Resources Solution
An Oracle/PeopleSoft based Human Capital Management System comprised of an integrated suite of commercial and Government-specific modules. EmpowHR is fully integrated with the NFC Payroll/Personnel System (PPS), Manager Self-Service (MSS), ePerformance, and automated workflow for HR.

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

Data Analytics Solution

Visit the USDA Homepage for more information

Envisioning 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
- An **Information Marketplace** with curated resources to assist with HR Modernization and the move to shared services
- An **Insights Exchange** covering thought leaders with community to share best practices in human resources

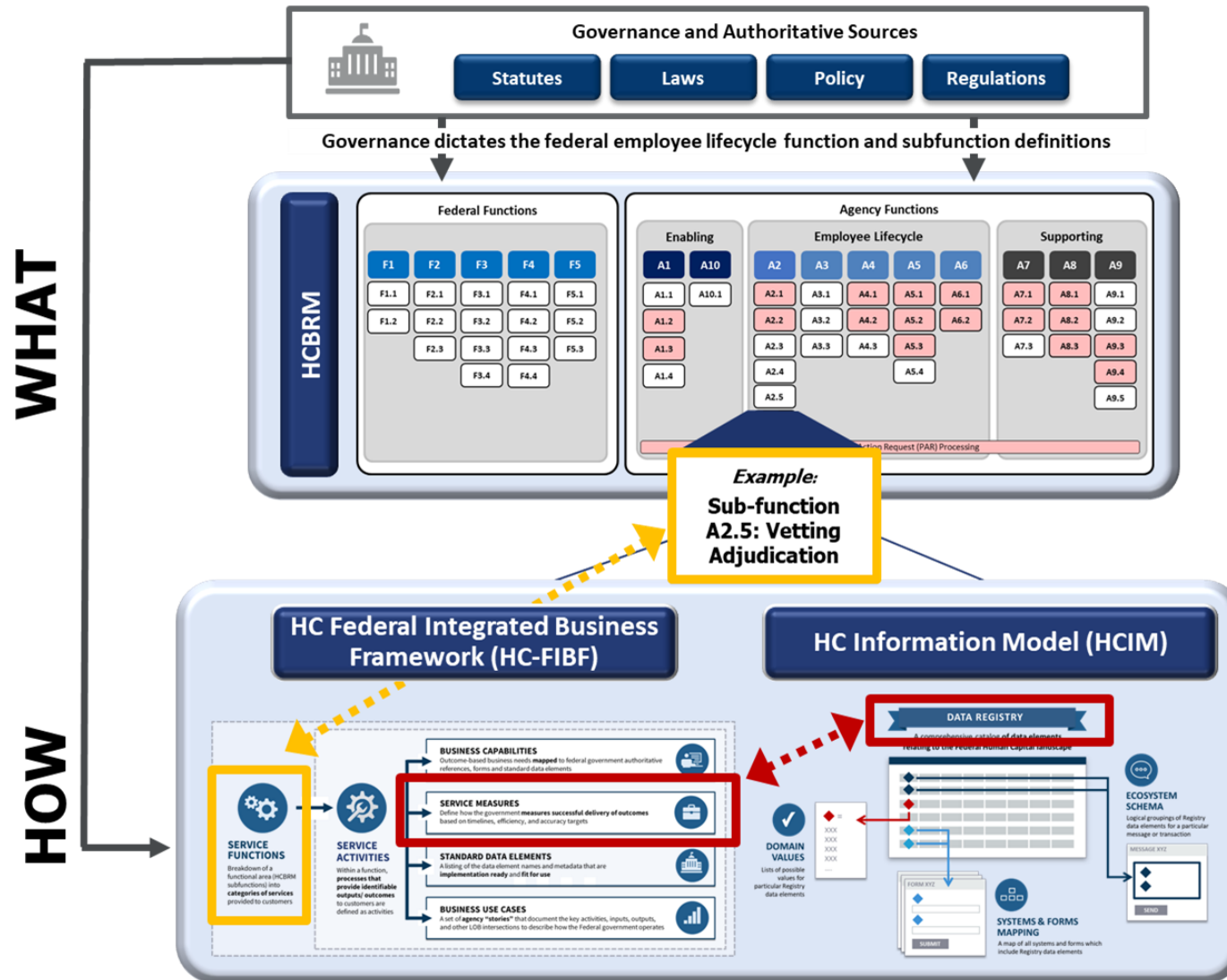
The Marketplace will provide an integrated portal for customers planning to upgrade or modernize human capital management solutions

HR QSMO Marketplace Live Demo

HR QSMO Marketplace Provider Vetting Process

- HQ QSMO continues to establish processes that will:
 - Perform objective, vetting and validation of Commercial Service Providers (CSPs) that is comparable to the approach provided for FSPs
 - Enable the HR QSMO to serve as a neutral broker that aids IT acquisition decision making
 - Support collaboration and engagement with industry stakeholders, CSPs and OMB
 - Leverage Human Capital Category Management (HCCM) guiding principles and ensure that CSPs meet category management principles for the HR QSMO marketplace
 - Provide updates on the timeline for onboarding CSPs, as they become available

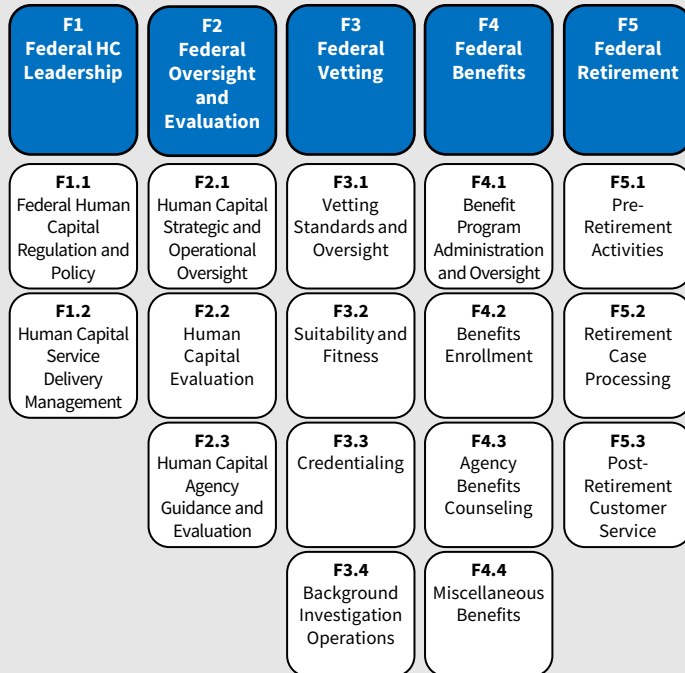
Creating a Consistent Federal Employee Experience



The [Human Capital Business Reference Model \(HCBRM\)](#) functional framework defines Federal Human Capital Management. This map represents the 16 Functions and 50 Sub-functions in the HC lifecycle.

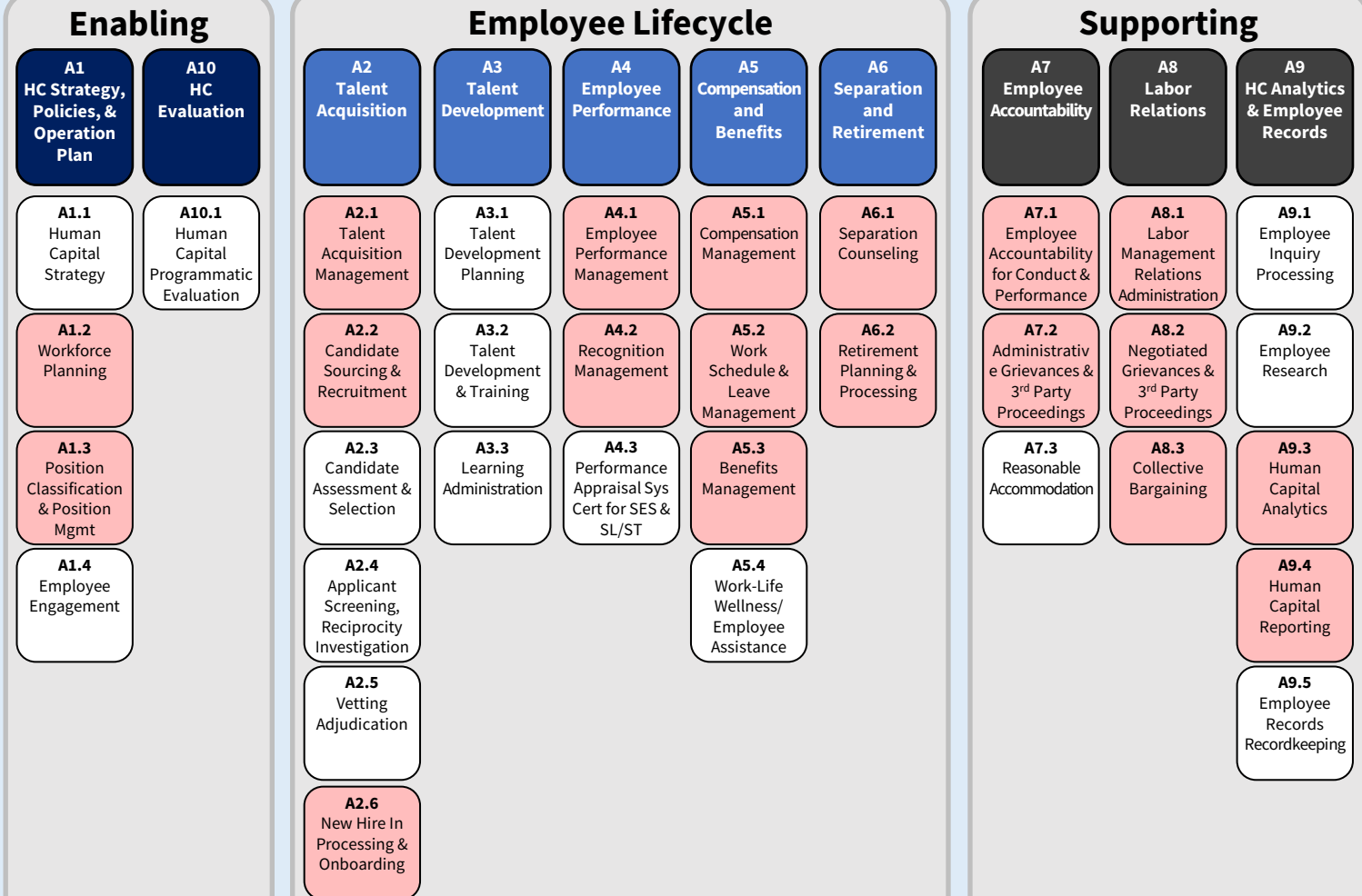
Federal Functions

OPM writes policy AND provides services



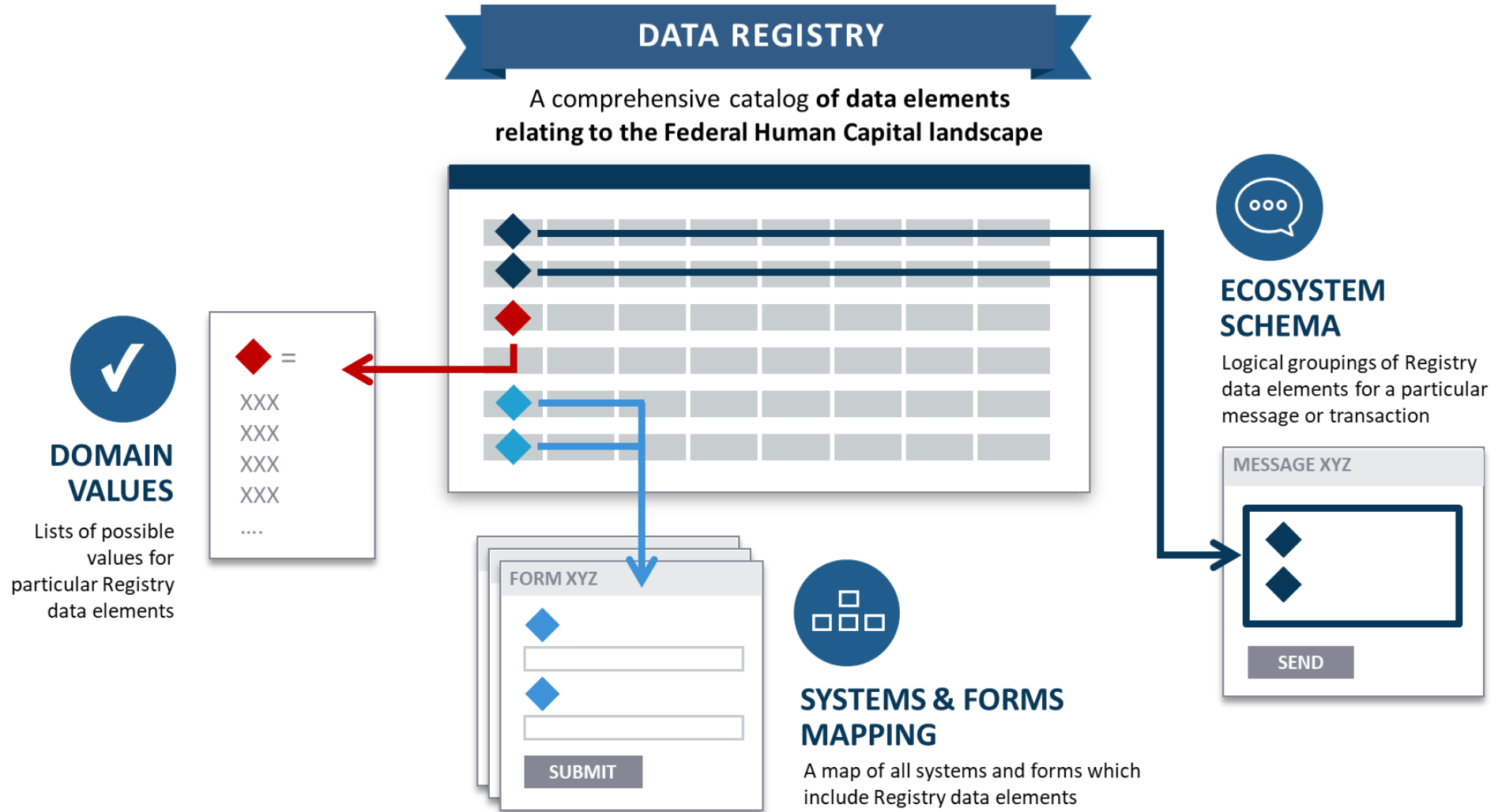
Agency Functions

OPM writes policy; Agencies provide services (either internally or via a service provider)



X1: Personnel Action Request (PAR) Processing

Human Capital Information Model (HCIM)



HR IT Modernization Project Support

- Several HR IT Modernization projects underway across agencies and SSPs
- Agencies and SSPs are actively engaging HR QSMO to support their HR IT initiatives
- Agencies are finding value in:
 - Coordinated engagement with supplier community
 - Strategic funding guidance and support
- Agencies are committing to
 - Standards adoption
 - Sharing of solutions, artifacts, lessons learned
- HR QSMO is working to:
 - Help agencies adopt and leverage HRLOB standards
 - Build baseline set of common Federal HR IT Requirements
 - Help Industry Partners understand, leverage, adopt, and embed standards into their offerings

HC Workflow Automation CoP

Federal Agency Engagement

Monthly meetings, member demos, agency 1:1s, business process working groups, Document Library, and cross & inter-agency collaborations reduce federal silos and ignite information gathering and sharing



Standardized Data



Federalized Processes



Industry Partner Engagement

External stakeholder management and federal implementation working groups enable leveraging and aligning products to business standards

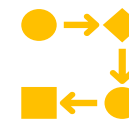


Aligned Technology



Federal Leveraging of Shareable Workflows

Improved Federal Human Resource Service Delivery (HRSD) by accelerating the deployment of standardized human capital workflows



Workflow



Marketplace