HR QSMO / HRLOB Program Update

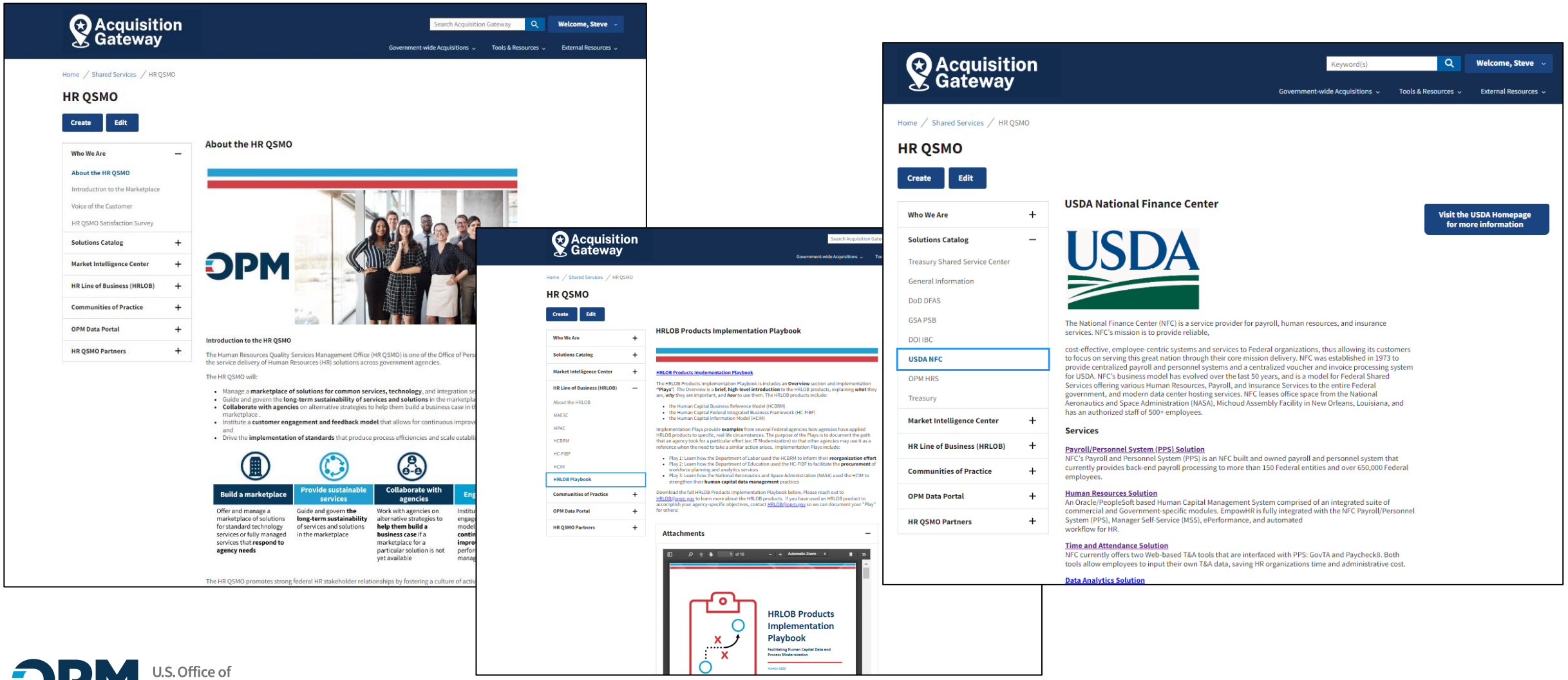
Shared Services Leadership Coalition Monthly Forum

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!



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** covening thought leaders with community to share best practices in human resources

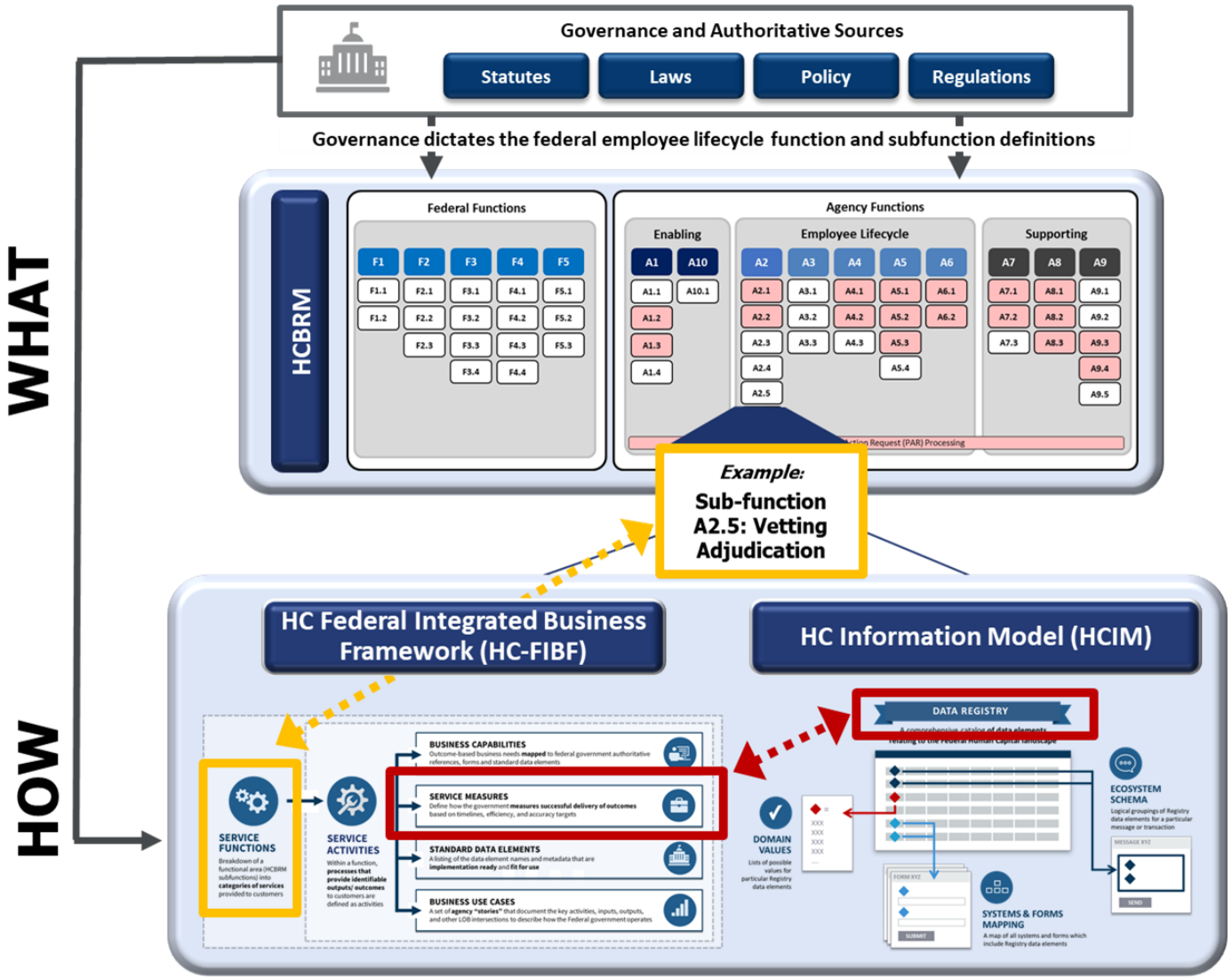
The Marketplace will provide an integrated portal for customers planning to upgrade or modernize human capital management solutions

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



U.S. Office of Personnel Management

HCBRM 4.0

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

- **F1 Federal HC Leadership**
  - **F1.1** Federal Human Capital Regulation and Policy
  - **F1.2** Human Capital Service Delivery Management
- **F2 Federal Oversight and Evaluation**
  - **F2.1** Human Capital Strategic and Operational Oversight
  - **F2.2** Human Capital Evaluation
  - **F2.3** Human Capital Agency Guidance and Evaluation
- **F3 Federal Vetting**
  - **F3.1** Vetting Standards and Oversight
  - **F3.2** Suitability and Fitness
  - **F3.3** Credentialing
  - **F3.4** Background Investigation Operations
- **F4 Federal Benefits**
  - **F4.1** Benefit Program Administration and Oversight
  - **F4.2** Benefits Enrollment
  - **F4.3** Agency Benefits Counseling
  - **F4.4** Miscellaneous Benefits
- **F5 Federal Retirement**
  - **F5.1** Pre-Retirement Activities
  - **F5.2** Retirement Case Processing
  - **F5.3** Post-Retirement Customer Service

Agency Functions

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

Enabling

- **A1 HC Strategy, Policies, & Operation Plan**
  - **A1.1** Human Capital Strategy
  - **A1.2** Workforce Planning
  - **A1.3** Position Classification & Position Mgmt
  - **A1.4** Employee Engagement
- **A10 HC Evaluation**
  - **A10.1** Human Capital Programmatic Evaluation

Employee Lifecycle

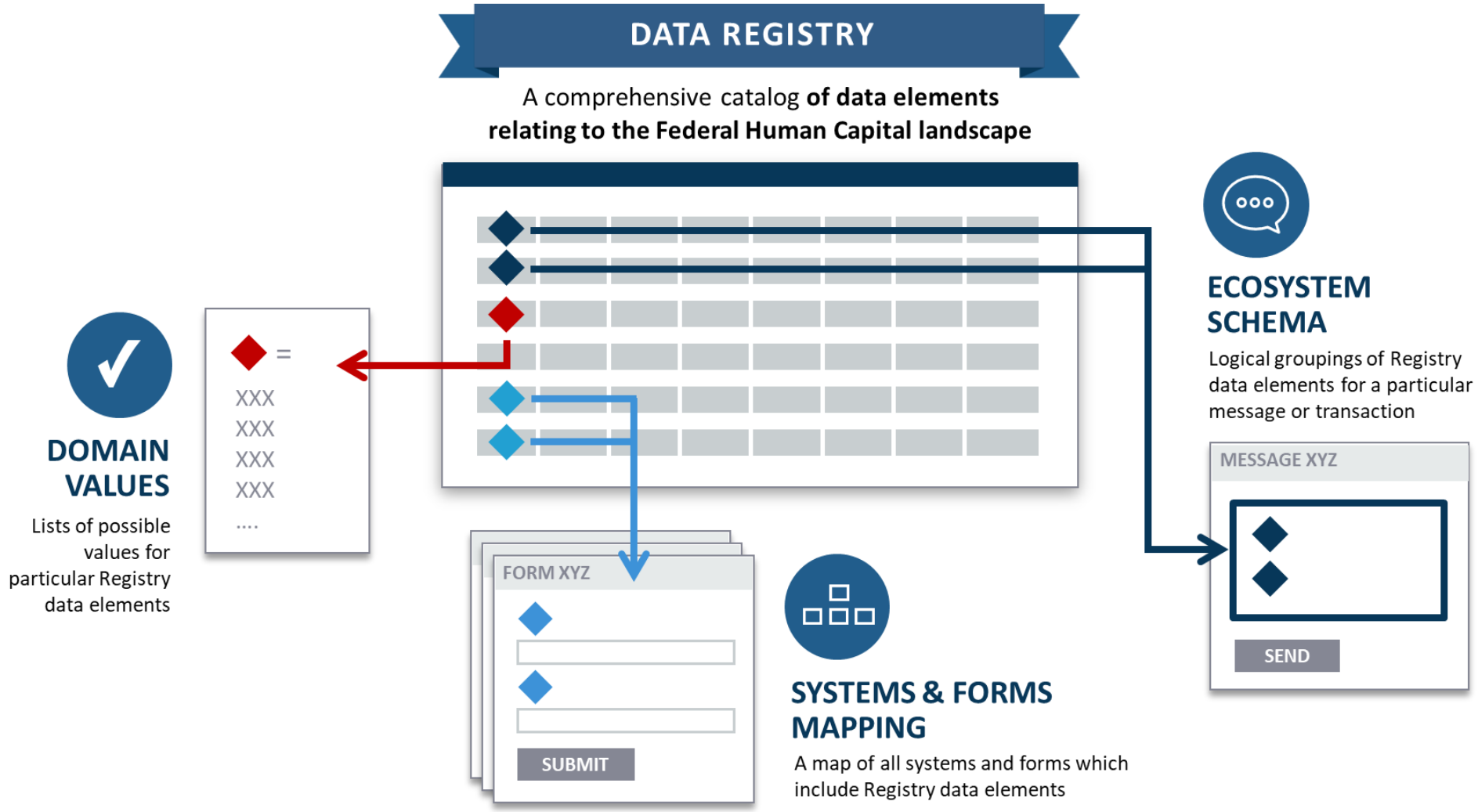
- **A2 Talent Acquisition**
  - **A2.1** Talent Acquisition Management
  - **A2.2** Candidate Sourcing & Recruitment
  - **A2.3** Candidate Assessment & Selection
  - **A2.4** Applicant Screening, Reciprocity Investigation
  - **A2.5** Vetting Adjudication
  - **A2.6** New Hire In Processing & Onboarding
- **A3 Talent Development**
  - **A3.1** Talent Development Planning
  - **A3.2** Talent Development & Training
  - **A3.3** Learning Administration
- **A4 Employee Performance**
  - **A4.1** Employee Performance Management
  - **A4.2** Recognition Management
  - **A4.3** Performance Appraisal Sys Cert for SES & SL/ST
- **A5 Compensation and Benefits**
  - **A5.1** Compensation Management
  - **A5.2** Work Schedule & Leave Management
  - **A5.3** Benefits Management
  - **A5.4** Work-Life Wellness/ Employee Assistance
- **A6 Separation and Retirement**
  - **A6.1** Separation Counseling
  - **A6.2** Retirement Planning & Processing

Supporting

- **A7 Employee Accountability**
  - **A7.1** Employee Accountability for Conduct & Performance
  - **A7.2** Administrative Grievances & 3rd Party Proceedings
  - **A7.3** Reasonable Accommodation
- **A8 Labor Relations**
  - **A8.1** Labor Management Relations Administration
  - **A8.2** Negotiated Grievances & 3rd Party Proceedings
  - **A8.3** Collective Bargaining
- **A9 HC Analytics & Employee Records**
  - **A9.1** Employee Inquiry Processing
  - **A9.2** Employee Research
  - **A9.3** Human Capital Analytics
  - **A9.4** Human Capital Reporting
  - **A9.5** Employee Records Recordkeeping

X1: Personnel Action Request (PAR) Processing

Human Capital Information Model (HCIM)



Visit [OPM.gov](OPM.gov) for the HCIM products

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

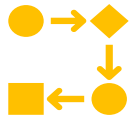
Industry Partner Engagement

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