



# HR QSMO Presentation to SSLC

May 12, 2022



# The HR QSMO Now Resides at OPM

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## On March 30, 2022, OMB pre-designated OPM as the QSMO for Civilian HR Transactions

- GSA has stood down its HR QSMO operations; OPM is standing up HR QSMO operations at OPM
- HR QSMO pre-designation transitions to OPM for all HCM functions

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## Aligning the HR QSMO with OPM leverages numerous synergies between the two

- OPM is the government-wide lead for HCM policy and leads HCM business / data standards via the HRLOB
- OPM provides strategic HR Services to agencies via the [Human Resources Solutions](#) (HRS)
- This decision aligns the HR QSMO with the agency charged in delivering HR and workforce subject matter expertise across the Federal enterprise. It also aligns policy and management of service delivery under a single agency, similar to how the other QSMOs are structured

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## Tighter integration between HR QSMO and OPM should enable future outcomes including:

- Close alignment with CHCO Council and HC policy leads → better coordination of policy execution
- Tighter integration with HRLOB → assistance in prioritizing, finalizing, and operationalizing HR data standards
- Better alignment with OPM and OMB/OPPM →
  - Improved ability to assist SSPs and agencies with HRIT modernization planning efforts
  - Stand-up of a marketplace that aligns with needs of SSPs, customer agencies, industry partners, OPM, and OMB



# HR QSMO Focus is on Agency-Specific Functions

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## HCBRM Map

The HC Business Reference Model (HCBRM) functional framework defines Federal Human Capital Management. This map represents the 15 Functions and 54 Sub-functions in the HC lifecycle.

Government-Wide					Enabling		Employee Lifecycle					Supporting		
F1 Federal Human Capital Leadership	F2 Federal Oversight and Evaluation	F3 Federal Vetting	F4 Federal Benefits	F5 Federal Retirement	A1 Agency HC Strategy, Policies, and Operation Plan	A10 Agency Human Capital Evaluation	A2 Talent Acquisition	A3 Talent Development	A4 Employee Performance Management	A5 Compensation and Benefits	A6 Separation and Retirement	A7 Employee Relations and Continuous Vetting	A8 Labor Relations	A9 Workforce Analytics and Employee Records
F1.1 Federal Human Capital Regulation and Policy	F2.1 Human Capital Strategic and Operational Oversight	F3.1 Vetting Standards and Oversight	F4.1 Benefit Program Administration and Oversight	F5.1 Pre-Retirement Activities	A1.1 Workforce Planning	A10.1 Human Capital Programmatic Evaluation	A2.1 Talent Acquisition Management	A3.1 Talent Development Planning	A4.1 Employee Performance Management	A5.1 Compensation Management	A6.1 Separation Counseling	A7.1 Employee Accountability for Conduct	A8.1 Labor Management Relations	A9.1 Employee Inquiry Processing
F1.2 Human Capital Service Delivery Management	F2.2 Human Capital Evaluation	F3.2 Suitability and Fitness	F4.2 Benefits Enrollment	F5.2 Retirement Case Processing	A1.2 Human Capital Strategy		A2.2 Candidate Sourcing and Recruitment	A3.2 Talent Development and Training	A4.2 Recognition Management	A5.2 Work Schedule and Leave Management	A6.2 Retirement Planning and Processing	A7.2 Employee Accountability for Performance	A8.2 Negotiated Grievances and Third-Party Proceedings	A9.2 Employee Research
	F2.3 Human Capital Agency Guidance and Evaluation	F3.3 Credentialing	F4.3 Agency Benefits Counseling	F5.3 Post-Retirement Customer Service	A1.3 Position Classification and Position Management		A2.3 Candidate Assessment and Selection	A3.3 Learning Administration	A4.3 Performance Appraisal System Certification for SES and SL/ST	A5.3 Benefits Management		A7.3 Administrative Grievances and Third-Party Proceedings	A8.3 Collective Bargaining	A9.3 Workforce and Performance Analytics
		F3.4 Background Investigation Operations	F4.4 Miscellaneous Benefits		A1.4 Diversity and Inclusion		A2.4 Applicant Screening, Reciprocity, Investigation Request			A5.4 Work-Life Wellness / Employee Assistance Programming		A7.4 Reasonable Accommodations		A9.4 Workforce and Performance Reporting
					A1.5 Employee Engagement		A2.5 Vetting Adjudication					A7.5 Continuous Vetting		A9.5 Employee Records Recordkeeping
							A2.6 New Hire In-processing and Onboarding							A9.6 Employee Records Disclosure

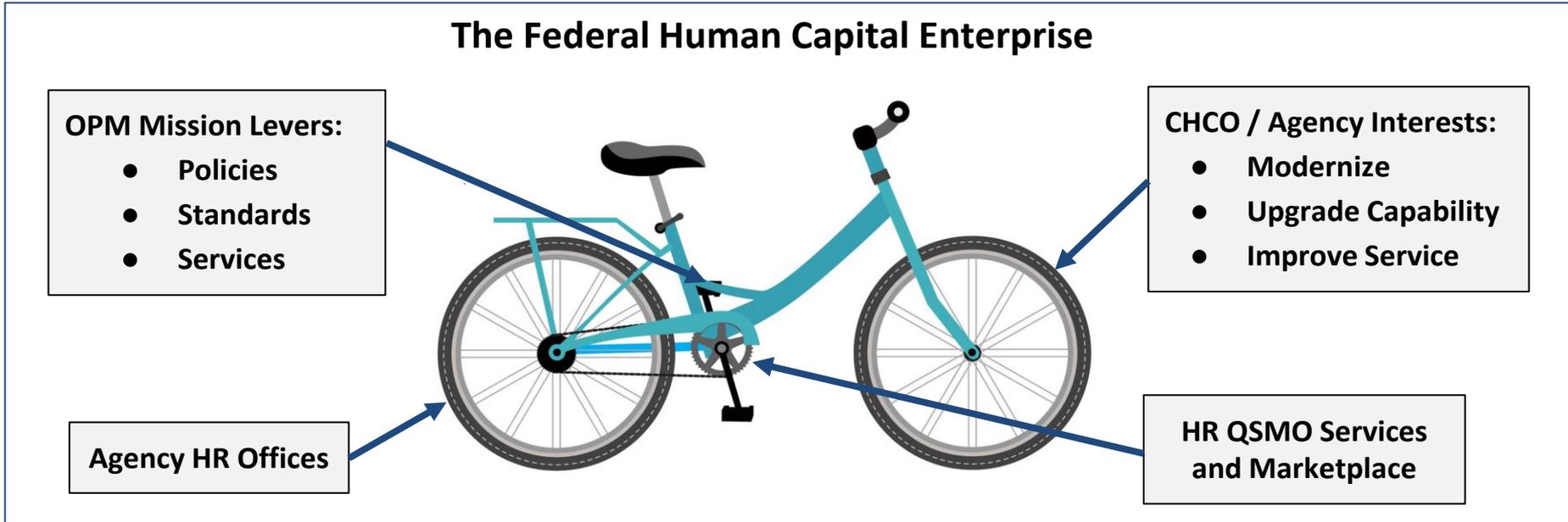
F: OPM-specific functions  
A: Agency-specific functions

\*Federal Talent Management is defined as the employee lifecycle.



# HR QSMO helps agencies gain leverage and velocity

## The Federal Human Capital Enterprise

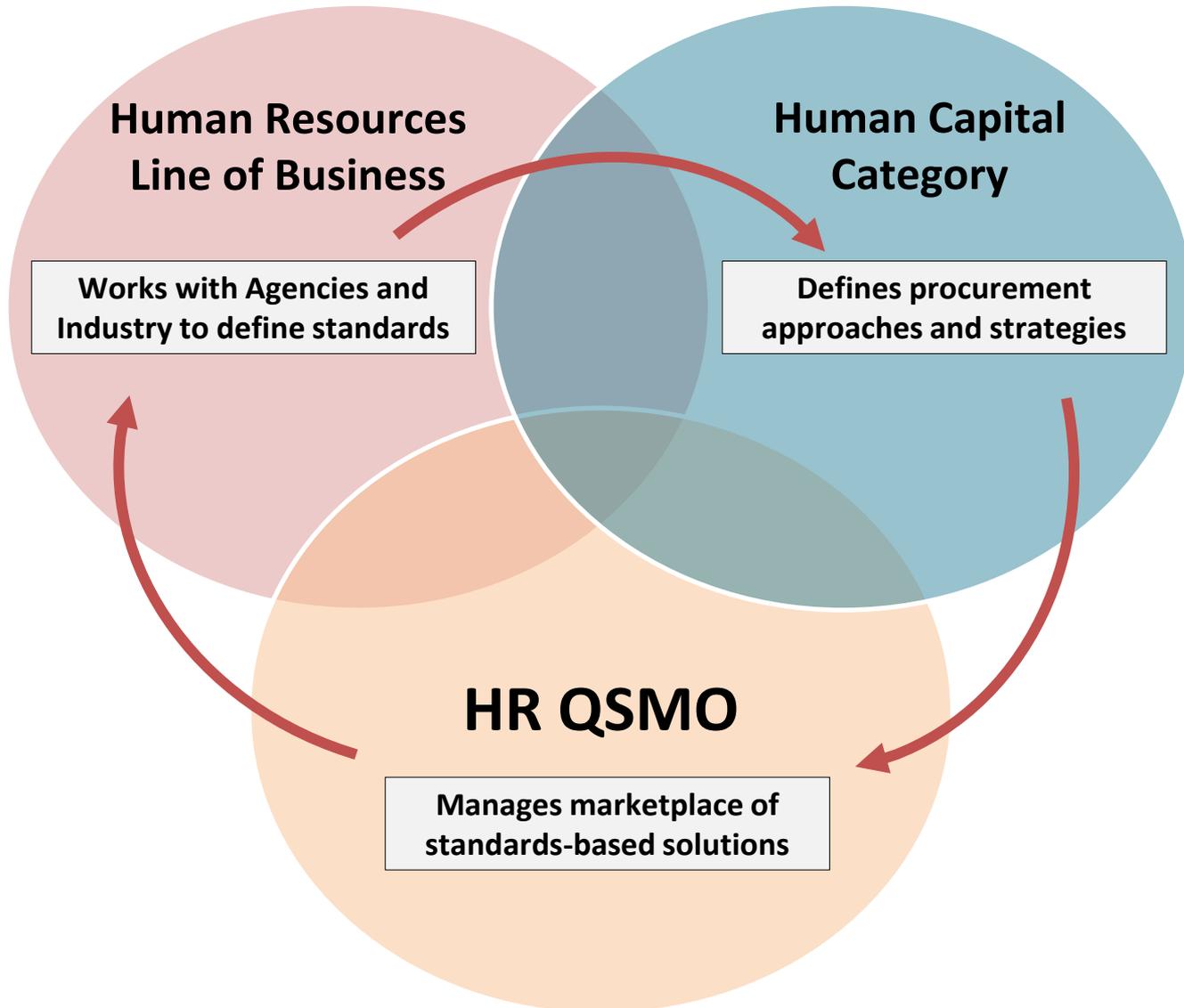


## The HR QSMO Value Proposition

- Help operationalize OPM policies, standards, and services to produce meaningful outcomes
- Help Agencies modernize and upgrade human capital management capabilities faster through sharing and standardization
- Provide a clear path for Industry to act as allies and partners in the quest to provide greater value to federal employees

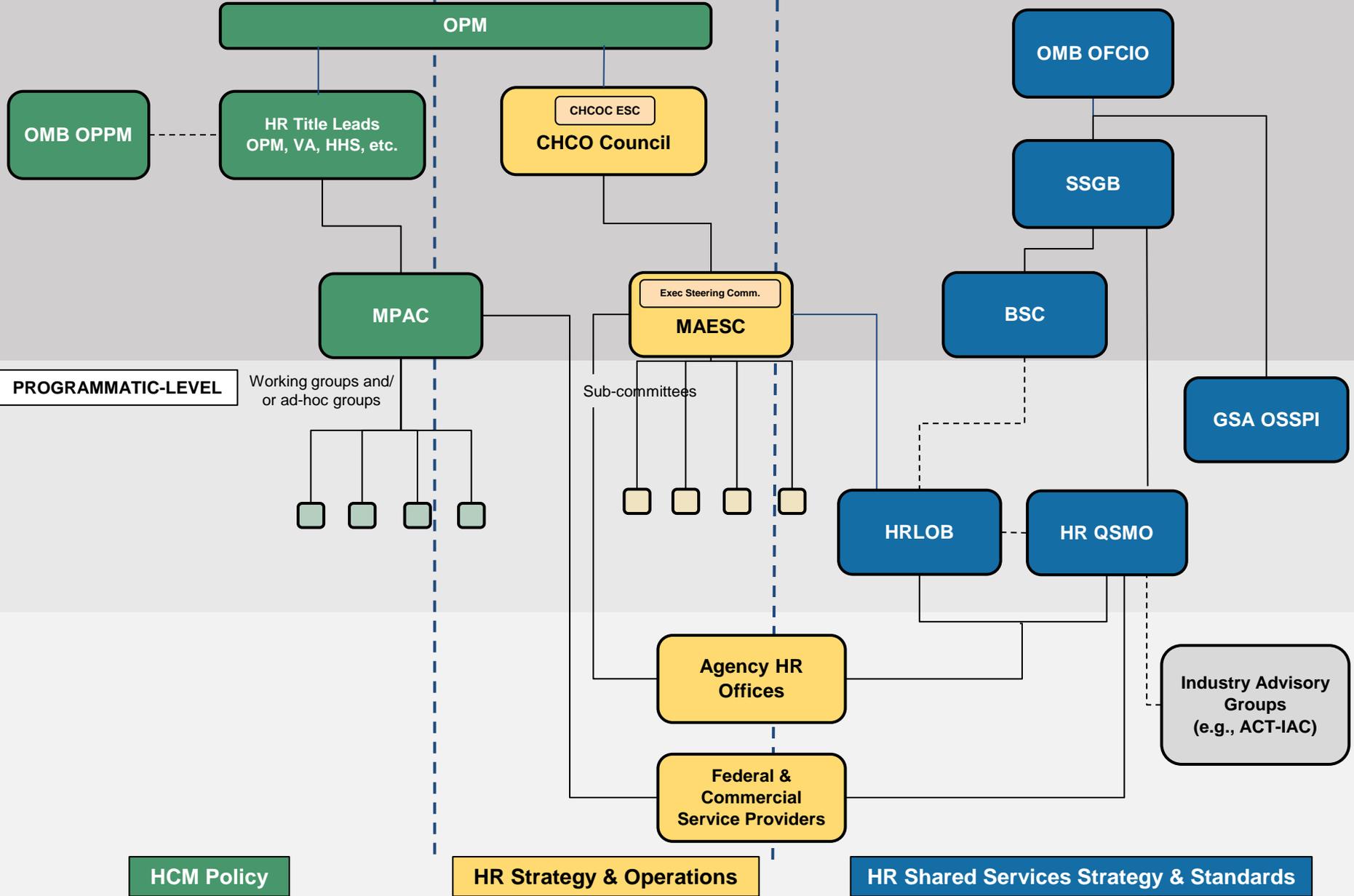


# HR QSMO, HRLOB, and Category Mgmt work in concert



EXECUTIVE-LEVEL

# HR Shared Services Governance Ecosystem



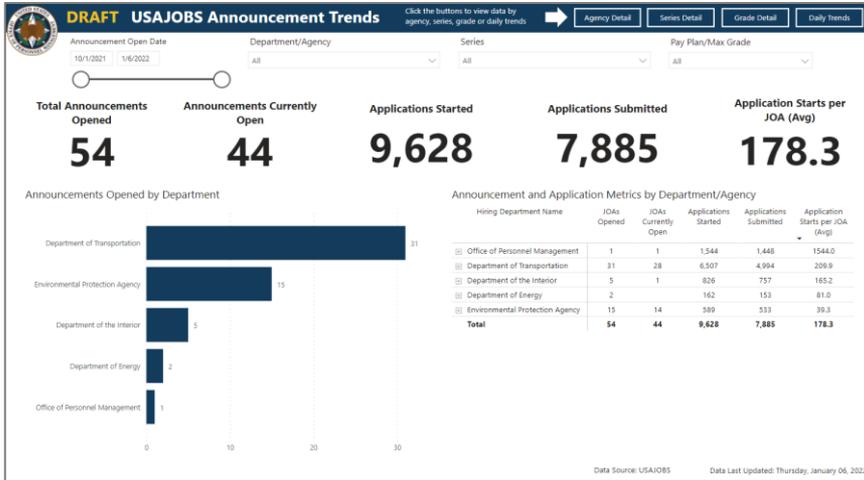


# HR QSMO Focus and Objectives in FY22/FY23

Focus Areas	Specific Activities and Objectives
<p><b>HRIT Modernization Consulting Support</b></p>	<ul style="list-style-type: none"> <li>● Build an inventory of agency human capital management systems and agency HR IT modernization roadmaps</li> <li>● Stand up a practice to assist agencies with HR IT modernization planning and build an HR IT modernization playbook, in partnership with GSA Centers of Excellence</li> </ul>
<p><b>HR QSMO Marketplace Stand-up</b></p>	<ul style="list-style-type: none"> <li>● Execute joint business case agreements with Federal Shared Service Providers to stand up and operationalize the HR Quality Services Management Office Marketplace</li> <li>● Develop a process that will enable commercial products to be qualified for the QSMO Marketplace</li> </ul>
<p><b>Data Services / Data Analytics</b></p>	<ul style="list-style-type: none"> <li>● Stand up a marketplace of human capital management data analytic / data visualization services and apps</li> <li>● Build a HC Data Analytics Community of Practice that enables agencies to share challenges, experiences, and innovations</li> </ul>
<p><b>Talent Acquisition</b></p>	<ul style="list-style-type: none"> <li>● Identify opportunities and establish solutions that help agencies augment capacity in areas such as hiring assessments, sharing of certs, and/or talent sourcing</li> </ul>

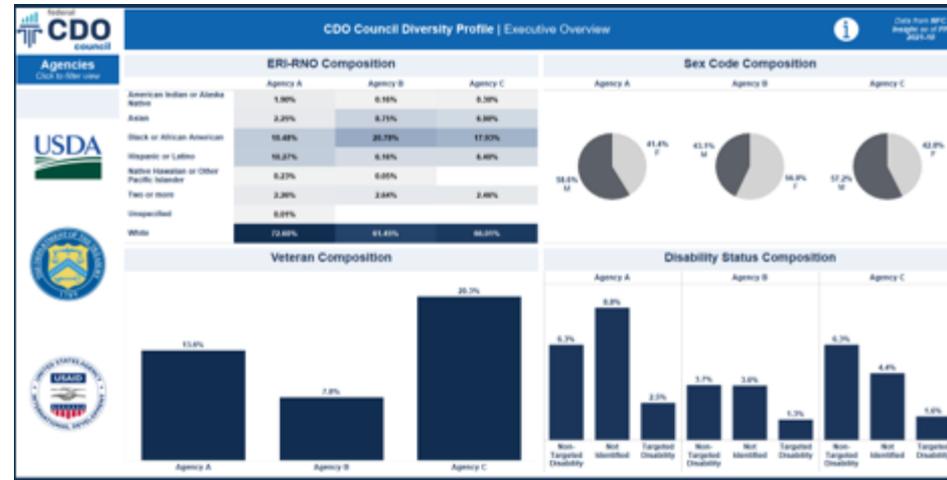


# Standing Up a Marketplace of Data Analytics Apps and Services



## Talent Surge Dashboard

Provides metrics on announcements posted, applications submitted, and hiring outcomes related to the Infrastructure Investment and Jobs Act.



## Diversity, Equity, Inclusion, and Accessibility (DEIA) Dashboard

Provides demographic information on employees; OPM Agency Priority Goal and related to the DEIA Executive Order

- OPM creating govt-wide dashboards with agile and user-centered design; intends to stand up enterprise analytic platform capability
- HR QSMO and HRLOB facilitating integration of commercial data based on HRLOB Data Standards
- Vision is to work with agencies to create a community of practice and a marketplace of data analytics apps that can be shared and traded based on a common data standards



# Survey of Major Agency HRIT Systems and Roadmaps

## Planning

Identification of key milestones, coordination with stakeholders on inventory content, and socialization of the inventory.

## Response Period

Agencies review inventory, provide input. HR QSMO holds "office hours" for assistance

## Follow-up

Follow-up with respondents to ensure completeness, consistency

April 2022

May 1 2022

May 2022

June 2022

June-July 2022

Aug-Sep 2022

## Launch Inventory

Agencies notified when the inventory is open

## Preliminary Results

Analysis of agency responses and development of dashboards and reports

## Finalized Results

Incorporation of agency follow-up and development of dashboards and reports