

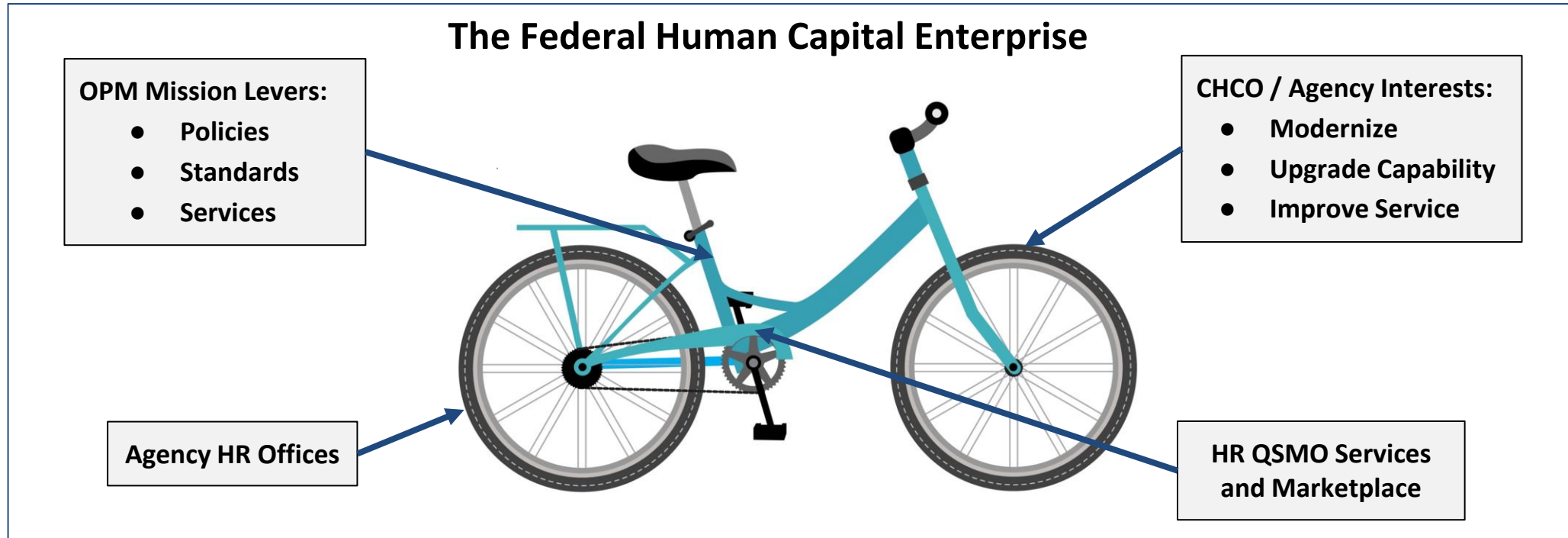


HR QSMO Update

September 8, 2022



HR QSMO helps agencies gain leverage and velocity



The HR QSMO Value Proposition

- Help OPM operationalize 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



FY22 / FY23 HR QSMO Work Streams

The HR QSMO is focused on delivering outcomes to the federal community in four key areas

- **HR IT Modernization**
- **Human Capital Data Analytics**
- **Human Capital Workflow Automation**
- **HR QSMO Marketplace**



Desired Marketplace Benefits (From Design Session #1)

BENEFITS	CHCOs / Execs	HR Practitioners	HR IT	Providers/ Industry
Ability to share best practices and lessons learned, reduce duplication	●	●		●
Accelerate market research via vetted, unbiased information		●	●	●
Standardization of tools, systems, data	●	●	●	
Reporting / Analysis		●		●
Improved service delivery, reduced cost, and easy access to capacity due to standardization and sharing	●	●		
Make it easier to build a business case for moving to shared service	●			●
Ability to find tools that support candidates, assessments in the hiring process		●		
Ability to focus more on future / proactive rather than fighting fires / reactive by choosing among a set of common, effective solutions/processes	●			
Improve ease and speed of acquisition				●
Improved interoperability and integration			●	



Desired Marketplace Features (From Design Session #1)

	BENEFITS	CHCOs / Execs	HR Practitioners	HR IT	Providers/ Industry
Communities of practice and collaboration spaces		●	●		●
Ability to compare service offerings, including for non-technical people		●	●		
Integrated solutions / interoperability assurance				●	●
Standard analysis tools and reports		●	●		
Focus on solutions that enable automation, improve interoperability, improve hiring experience				●	●
Mobile capabilities				●	●
Organize marketplace around HCBRM					●



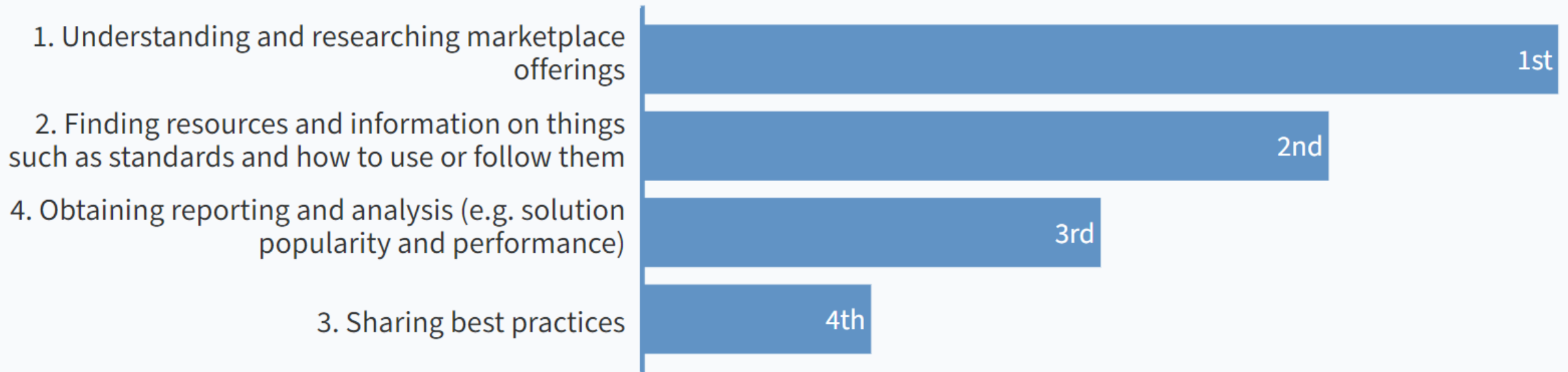
Desired Marketplace Metrics (From Design Session #1)

	BENEFITS	CHCOs / Execs	HR Practitioners	HR IT	Providers/ Industry
Site utilization		●	●	●	
Usability of the marketplace		●		●	●
Customer satisfaction scores		●		●	
Cost avoidance / cost per employee / cost		●			
Performance of providers and solutions in marketplace		●			●
Improved implementation timelines			●		
Quality/timeliness/accuracy			●		



Participant Poll from Design Session #2

Prioritize from the following zones from 1-4 with 1 being the most important and 4 being the least important





Observations and Next Steps

- A vision is emerging of the HR QSMO Marketplace as a “Community Center” where agencies and industry partners can:
 - Conduct market research
 - Share information and best practices
 - Stay abreast of news, trends, and relevant analysis
 - Get better acquainted with HRLOB standards and other relevant information resources
- With the information we have gleaned from the marketplace design sessions, our next step is to begin prototyping something we can use to engage the community and obtain more feedback