

Committee for Agriculture Payroll/Personnel Systems (CAPPS)

July 20, 2016, CAPPS Meeting Notes

I. Welcome – Tracey Hoolahan, Chief, Client Management Branch (CMB), GESD

II. Review of Action Items – Tracey Hoolahan, Chief, CMB, GESD

Customer Satisfaction: NFC reinstated several customer driven initiatives to foster an open dialog with our customers.

- NFC's upper management conducted customer visits with some of our smaller agencies in May and will be visiting with the larger departments at the end of this month.
- An offsite Customer Meeting was held in June to assess NFC services and to promote customer engagement.
- NFC hosted two Customer Orientation sessions in June. A second Orientation is scheduled for September 2016.

NFC will continue to strive to provide optimum customer service and the results from the campaign highlighted areas for improvement.

III. OPM Community-Wide Projects

- **Project #1167949, Wounded Warriors** – Pat Martin, System Requirements Branch (SRB), GESD

On November 5, 2015, the President signed the Wounded Warriors Federal Leave Act of 2015. This new section provides a separate new leave category, to be known as "Disabled Veteran Leave" (DVL). This gives any new veteran employee hired after 11/05/2016 and is 30% or more disabled a 104 hours of "Disabled Veteran Leave". A new Prefix 63 and TC code 62 will be accepted by T&A systems

New Hires (with no previous federal service) and are coded as 30% or more disables in Veterans Preference -RIF- Code and the Veterans Preference Code will have the 104 hours applied to the database along with the year and PP of the effective date.

New part-time employees (with no previous federal service) - NFC will calculate the Disabled Veteran leave and apply these hours to the database.

Employees that are Transfers and Reinstatements - the Disabled Veteran leave will have to be TINQ. At the end of 365 days the hours remaining will be forfeited.

The Functional Requirement Document (FRD) will be posted to the NFC Homepage. A Customer Notification will be forthcoming.

Q: Will leave be forfeited?

A: Yes, Leave will only be good for one year.

Q: Is there a proration for part-time employees?

A: Yes, prorated Leave will have to be TINQ.

- **Project #1037784, Payroll Data Element Standardization** – Pat Martin, System Requirements Branch (SRB), GESD

OPM is collaborating with Federal agencies on the review of the standardized payroll data elements by forming a workgroup. Currently, OPM is in the beginning stage of reviewing the reporting requirements reported to the EHRI. There will be two working sessions, the meetings will be held with all Shared Service Centers (SSC's) who report to EHRI on behalf of their customers. The discussions will be centered on data elements that are being reported differently by SSC's.

OPM has not provided the Requirements or an Implementation date for the completion of this project.

- **Project #1150581 (Previously 876959), New FEHB Code** – Pat Martin, System Requirements Branch (SRB), GESD

OPM created Health Plan Code 'ACZ' which is defined as PENDING-ACA Eligible. ACZ will be used to identify Temporary, seasonal and intermittent employees who are expected to work at least 130 hours per month for more than 90 days and who have not elected coverage under FEHB. Remark code 201 will be used, after 60 days when an employee becomes waived or pending to be enrolled.

ACZ will be reported to OPM on the Status and Dynamic EHRI report. ACZ will only be reported to OPM while the employee is in Pending Status on the database Federal Employees Health Benefits (FEHB Coverage Code 4). When the employee changes

(approx. 60 days) to a FEHB coverage code of a 1 (enrolled) or a 3 (waived) ACZ will no longer be reported.

Q: Will the ACZ Code show on IRIS 115?

A: Agencies will not see the code on the database. The code will only be in NFC's system.

Q: Will a report be generated for the agency after 60 days?

A: NFC will be reporting to OPM.

- **Project #1117939, FEGLI Open Season and Premium Changes** – Ronald Douglas, Web Requirements Branch (WRB), GESD

OPM will hold a Federal Employees Group Life Insurance program (FEGLI) Open Season from September 1, 2016 through September 30, 2016. The open season will only be available for eligible employees, not annuitants. During this time, eligible employees can elect to enroll or increase their FEGLI by submitting Standard Form 2817(Life Insurance Election) to their human resources office.

There are no system changes to make to allow entry of FEGLI documents for Open Season. Agencies will be able to enter their FEGLI changes through EmpowHR, EPIC and FESI.

Any changes made during the Open Season will be effective as of October 1, 2017 and payroll deductions will be taken out starting the first pay period after October 1, 2017.

The following premium changes will become effective for January 1, 2017:

- Basic coverage will remain the same.
- Options A, B and C will decrease.
- Post-Retirement Basic Insurance with 50% reduction and no reduction will increase.
- Older age band of Options A, B and C will increase.

- **Project #1220760, Combined Federal Campaign** – Charmaine Taylor, Project Control Branch (PCB), GESD

The purpose of the CFC Project is to develop the Central Campaign Administrator (CCA) system, which will serve as the main processor for federal charitable giving. The CCA will streamline the current pledge distribution process by transmitting contributions through one central location rather than over 150 individual CFC financial centers. The CCA will exchange data with the payroll systems of each agency that contributes to the CFC.

A kick-off meeting was held on April 21, 2016 to introduce working group members to the purpose of the new charity contribution platform that will require all payroll providers' participation.

The following items were discussed:

- Introductions & Background
- Roles and Responsibilities
- Project Overview
- Implementation timeframe (August 2017)

The requirements are still being finalized therefore the implementation timeframe may be extended.

Q: Will there be testing for the projects?

A: No testing is required.

IV. **Audits and Controls** – John Hemstreet, Internal Audit Control Group (IACG),

John presented an overview of the presentation of Audits and Control Testing at NFC and the following was discussed:

Control Testing

- **A-123 Controls**
Management's Responsibility for Internal Control. Self-Assessment of Controls Over Processes that Could Affect Financial Reporting.
- **FISMA Controls**
FISMA Act of 2002 Requiring Agencies to Implement Policies and Procedures to Reduce the Security Risk of Information Technology and Related Systems.
- **SSAE 16**
Reporting on Controls at a Service Organization over Processes that Could Affect Customers' Financial Statements. Standards for this Report are Issued by the American Institute of Certified Public Accountants.

FISMA Requirements

- Ensure information systems security
- Follow Guidance from the National Institute Of Standards and Technology (NIST).
- Use Risk Assessment Methodology,
- Establish baseline set of controls (generally about 300) for Each System :

- Test that baseline set of controls during the Authorization and Accreditation process (A&A)
- Is Issued an Authority To Operate (ATO)
- Re-Test controls every 3-year period, known as Continuous Monitoring (CM)
- Re-Issue an ATO

Other Audits:

- OPM Agreed Upon Procedures Audits- Employee Benefits, Withholdings, Contributions, and Supplemental Semiannual Headcount Reporting Submitted to the Office of Personnel Management
- Thrift Savings Board Audit
 - Performance Audit – TSP Operations at the National Finance Center
- Internal Revenue Service

Audit of NFC's Quarterly 941/Annual W-2 reporting process

V. File Transfer Protocol Secure (FTPS) – Joe Weaver, Project Control Branch (PCB)

A Customer Notification was issued on June 29, 2016, regarding the Secure File Protocol. National Finance Center (NFC) is transitioning from File Transfer Protocol (FTP) batch jobs sent to and from the mainframe to File Transfer Protocol Secure (FTPS).

To facilitate this conversion, NFC has request that each Agency provide a Point of contact (POC) to work directly with our Information Technology (IT) staff. The POC should have the technical knowledge to identify all FTP processes currently used by the Agency and have the ability to assist with the conversion.

Q: Will the agency have to purchase additional software?

A: NFC is trying very hard to make it where new software will not be required.

Q: Will POC's be needed for each sub-agency?

A: Yes, all sub-agencies POC's will be required.

Q: If an unsecure file is sent, how will NFC handle?

A: NFC has requested agencies POC's to assist with the conversion. At some point the Non Secure File Protocol will be turned off. The agencies will be notified of the transition.

VI. Insight Enterprise Reporting Solution - Tracey Hoolahan, Chief, CMB, GESD

TMGT and MASC Tables were recently migrated over to *Insight*.

Currently, the Large Data Downloads functionality is available in *Insight*, allowing agencies the capability to run large data downloads.

Q: Where can the agency find the instructions to run large queries?

A: The large queries are run in the same manner as a regular query.

The quarterly FOCUS Usage Reports are in the process of being split out. The reports are expected to be distributed by the end of the week.

Q: Agency inquired on the process to convert FOCUS reports to INSIGHT?

A: A System Change Request (SCR) Form is required for development to determine the requirements. Requests must be submitted to NFC.GESDREQUEST@nfc.usda.gov.

Q: Agency inquired if there is an Extract, Transform, and Load (ETL) tool available for Large Data downloads?

A: Not at this time. A System Change Request (SCR) Form is required for Data Downloads that exceeds the allowed characters.

NFC is currently in the development stage for Daily T&A Data. NFC should rollout external testing in PP17. A Customer Notification will be forthcoming.

VII. **User Group Updates** – Carolyn Landeche, Client Management Branch (CMB), GESD

The 3rd Quarter User Group meetings were held during the week of July 11 2016.

- **EmpowHR User Group**

The EmpowHR User Group meeting was held Tuesday, July 12, 2016. Project 1279270 Other Federal Agencies (OFO) was discussed during the meeting. The next meeting is scheduled for Tuesday, October 4, 2016.

- **EPIC User Group**

The EPIC User Group meeting was held Tuesday, July 12, 2016. An update was provided on Project 1086075 Masking Additional Information in MyEPP. The next meeting is scheduled for Tuesday, October 4, 2016.

- **Reports User Group**

The Reports User Group meeting was held Thursday, July 14, 2016. An update was provided on Project 1086075 Masking Additional Information in MyEPP. Also, projects 910836 and 970830 Modifying Debt Notices were discussed as well as an update on *Insight* were provided. The next meeting is scheduled for Thursday, October 6, 2016.

- **T&A User Group**

The T&A User Group meeting was held Thursday, July 14, 2016. Updates for Paycheck 8 and webTA 4.2 were discussed, along with the importance of Timely Submissions of Time and Attendance (T&A) Data.

The following email address was provided to send updated Agency T&A Contact information:

- Department of Agriculture Agencies
Griselda.Taylor@nfc.usda.gov
- Department of the Treasury Agencies
Nicholas.Sicomo@nfc.usda.gov
- Department of Homeland Security Agencies
Christy.Pichon@nfc.usda.gov
- All Other Agencies
Jeanne.Chapman@nfc.usda.gov

The next meeting is scheduled for Thursday, October 6, 2016.

An email was distributed to both the EPIC and RUG User Groups concerning project 1086075 Masking Additional Information in EPP requesting feedback from all the participants by Friday, June 29, 2016. The feedback from these two User Groups along with the responses received from the CAPPs User Groups will be compiled and analyzed. Since this is a Community Wide initiative that impacts all users of EPP and the Reporting Center, NFC will use the results of the analysis to influence the changes that will be implemented.

VIII. Lagniappe – Tracey Hoolahan, Chief, CMB, GESD

- **New Customer Service Initiatives**

In an effort to improve the quality of service to our customers NFC is reinstating several customer service initiatives; Customer Relations Visits, monthly Customer Outreach calls, Customer Meetings and Customer Orientation.

Customer Relations Visits - The second round will be held the week of July 24, 2016. The purpose of these visit are to discuss customer expectations, commitment in improving customer relationships, and to identify customer-driven areas of improvement.

Client Management Branch Customer Outreach - Your agencies dedicated Customer Service Representatives (CSR's) will begin reaching out to you on a monthly basis as a pulse check to inquire how things are going, provide upcoming events and to discuss issues or concerns with your agency.

Customer Meeting - The Customer Meeting was held June 23, 2016 at an offsite location.

NFC Customer Orientation - The second session of orientation is scheduled for September 7 - 8, 2016. This session will only host 46 customers and 16 slots are still available. Email can be sent to the Training mailbox at NFC.Training@nfc.usda.gov if you are interested in attending. During this training NFC will provide an introduction to the various NFC systems and support services that are utilized to accomplish Human Resource and Payroll processing.

Q: Will the ABCO bills be placed on the Reporting Center?

A: Currently changes are being made to the 1100 bills. These changes are related to Projects 910836 and 910830 Modifying Debt Notices. This topic will be discussed during the next CAPPs meeting.

Q: Will NFC allow FEGLI processing through EPP.

A: Agencies will be able to enter FEGLI changes through EmpowHR, EPIC and FESI.

IX. Agency Comment Period

There were no questions.

The next CAPPs meeting will be held on Wednesday, October 19, 2016.

X. Closing Remarks – Tracey Hoolahan, Chief, CMB, GESD

Tracey thanked everyone for attending. Meeting adjourned.

<u>CAPPs Participants</u>	<u>NFC Staff</u>
Raven Andrews (USAID)	Tracey Hoolahan
DaMischa Phillip (CBO)	Adrienne Riviere
Karen Queen (DOJ)	Joe Weaver
Cheryl Bowman (DOL)	Charmaine Taylor
Susan Fowler (DOJ)	Edward Dozier
Lauren Boudet (DOJ)	Ronald Douglas
Carman Montero (DOJ)	John Hemstreet
Tara Bell (DOJ)	Gary Leboeuf
Joe Glenn (DOJ)	Dimitri Winchester
Stephanie Forster (TR)	Joe Vital

