

**NFC Customer Board Meeting**  
**Thursday, March 12, 2015**  
**9:00 a.m. – 11:00 a.m. EST**

**Roll Call**

**Video:**

John White, NFC  
Anita Fincher, NFC  
Ivan Jackson, NFC  
Renee Pellissier, NFC

**In the Room:**

Maria Wennersten, SI  
Anh Lewellen, NFC

**On the Phone:**

Cynthia Simon, DOJ  
Indu Garg, DM  
Cheryl McElroy, DHS  
Jermaine Cooper, DOJ  
Natalie Tyce, FDIC  
Stephanie Forster, Treasury  
Tanya Holt, FHFA  
Eunice Mead, GAO

**Customer Board Minutes of December 4, 2014**

Adopted via email January 26, 2015, and posted to the NFC Home Page. The Action Items Report resulting from the meeting was included in the March 12, 2015, appointment sent to the Board.

**Old Business Updates**

**-Risk Mitigation for Legacy Payroll/Personnel System**

Legacy Risk is a crucial project to NFC and our customers. The results will convert all PPS applications and underlying databases from IDMS to DB2. This will enable NFC to eliminate the green screens and move to web based screens.

- January-February 2015  
Performance testing was conducted on all applications. Results were not as encouraging as we had hoped, but we continue to fine-tune the applications. First iteration of Phase 2 was completed. Exceptions have been returned by the vendor and are currently being processed.

- March-May 2015  
NFC will continue to build out databases for remodeling for Phases I and II.
- June-November 2015  
NFC will be building the conversion and preparing to go into a code freeze.
- January-February 2016  
Snapshots of the systems will be taken at the end of February 2016 and sent to the vendor. The code freeze will be implemented at that time.
- March-June 2016  
Perform parallel testing.
- July 2016  
Implementation of all converted applications.

### **-Insight Enterprise Reporting Solution**

The MD715 report was implemented in January, 2015 however; there was an issue with the BI Publisher. NFC is currently working with Oracle to resolve. We plan to re-issue and publish a new version of the MD715 with the PP06 release.

Currently, we are in UAT testing the PP06 release for Workforce Profile, Personnel History, and PMSO. NFC is in the beginning stages for Build 3 to incorporate T&A data. Several meetings have been held with customers to define requirements.

Security provisioning will be increased to allow up to 20 agencies making it more convenient for cross servicing by the end of April.

NFC plans to host an *Insight* workshop with the following agenda items:

- Converting FOCUS reports to *Insight*
- Discuss large data downloads
- Discuss with CHCOs and HR directors reporting needs and requirements to create dashboards.

Q. Have all of the agencies participated in the work group discussions for T&A requirements?

A. We are meeting with agencies; USDA is scheduled next. Each agency has their own T&A requirements and we hope to bring all the requirements together to determine a path moving forward.

### **-T&A Solutions**

- **webTA 3.8** Peace Corp is scheduled for PP07 implementation; CUAT is currently in progress.
- **webTA 4.2** We have had some challenges with 4.2 and reached out to SSC IBC to share experiences with implementation of 4.X and VA. NFC has made great progress working through the infrastructure and application performance issues and should be able to maintain the PP10 implementation schedule for USDA, NRCS and NASS followed by FSIS in PP15. The non-USDA agencies will be implemented once USDA is completed.

- **Paycheck 8** – Implementation of the 4 agencies have been temporarily placed on hold to allow time for a few system enhancements.

### **-Debt Management**

Currently EPP is available in CUAT to view the following employee debt information:

- Debt Types
- Amount of outstanding debt
- Payments received

NFC will continue to hold workgroup meetings with agencies. Recently, agencies submitted their top three priorities for pending debt management projects.

### **-Central Accounting Reporting System (CARS)**

CARS will require modifications to NFC systems to meet the mandate of reporting in the new 24-position component Treasury Account Symbol (TAS) format. It also includes the addition of a new 8-position field called the BETC (Business Event Type Code). The BETC represents the type of transaction (whether IPAC, payment or collection). Currently all payment, collection and IPAC activity is reported on the SF- 224 to Treasury each month.

In order to be CARS compliant, each payment, collection and IPAC transaction needs to be classified, which means it needs to be reported to Treasury when received or initiated (not monthly) using the new component TAS and BETC. Only adjustments will be reported on the monthly SF-224. NFC expects to:

- Complete system development by June 2015
- Conduct parallel testing June through October 2015
- Covert over to becoming a full CARS reporter by December 2015 (NFC is currently a CARS collection pilot reporter)

### **-HRLOB Provider Activities**

NFC has:

- Responded to numerous data calls from OPM for initiatives that included Phased Retirement, FEHB Self Plus One and myRA
- NFC provided OPM with agency Point-of-Contacts for the 2015 Provider Assessment
- Continue to Participate in webTA interest group to leverage enhancements to the product across the Federal Government.
- Formed a Workgroup to improve future provider assessments. We are reviewing the information to determine necessary changes to ensure we are targeting our entire client base.
- The 2014 provider assessment showed three key points for NFC's improvement plan: more training, communication, and outdated technology. We plan to advertise future training more frequently and make our customers aware of our subscription services which communicate important events; we are updating our technology with an actionable plan to improve awareness and customer service for our clients.

OMB contracted with the MITRE group to evaluate SSCs' structure, guidance and oversight for SSCs. They will be kicking off a round of interviews with customers to evaluate SSCs as a whole, not specifically NFC. We sent out invites to four clients requesting participation and NFC will participate in interviews as well.

The key objective is to determine how the SSCs are governed, and determine the possibility of adding central technology. This will be a 1-2 year analysis and then a 5-6 year implementation of recommendations.

#### **-OPM Initiatives**

- **FEHB Eligibility to Seasonal, Intermittent, and Temporary Employees (Affordable Care Act (ACA) Project# 876959)**  
Implemented in PP01.
- **FEHB Benefits for Step-children of Same Sex Partners Who Cannot Be Claimed as Tax Dependents (Project# 685780)**  
Implemented PP01.
- **Phased Retirement Program (Project# 786155)**  
Project is scheduled for PP06. Testing is currently taking place in CUAT. Library of Congress (LOC) expects to have eleven retirees go into phased retirement once changes are implemented.
- **FEHB Self-Plus One Enrollment (Project# 766433)**  
Project is scheduled for PP22. System testing should be completed by September 1, 2015 with a January 1, 2016, effective date for the new enrollment codes.

**NOTE:** NFC has not received the IRS Designation Forms 1094-C and 1095-C from all our customers. The Federal Government is considered as one business; therefore, agencies that would like for NFC to be responsible for reporting must submit the appropriate form. Agencies that have not already done so are asked to submit the form as soon as possible. Forms previously received by NFC have been forwarded to OPM for processing.

#### **-Security Access Improvements**

NFC receives over 800 security access requests monthly. We are currently establishing web based provisioning for Active Directory. We are looking at a script to automatically provision access to our servers in-house. This would greatly reduce the turn around time for in-house access requests thereby enabling access administrators to work more on external customer access requests.

Other improvements include developing tools for web application automation. Currently our customers use eTix; however, the information is not always accurate or complete. With the new tool, edits will alert the customer of incorrect information to ensure NFC receives the correct information prior to submission.

Role based security: Currently we are fine tuning BPD and are almost complete. IRS and NIST are up next for role based testing with other agencies to follow.

NFC offers monthly training to Agency Security Officers (ASO) in the field where error trends are discussed. Access request process improvements have been completed which resulted in decreasing trouble tickets by 57%.

Additional improvements include:

- Security password resets were moved to the OSC Help Desk to allow for immediate resets.
- Decreased turn-around time by 91% for expedited requests which were causing other delays.
- Decreased our average time to provision by 87%.
- Worked with ASOs to ensure everything is streamlined with accurate information.
- Created a partnership with managers of ASOs to ensure agency have awareness of how well ASOs are performing.

#### **-Update to Annual Processes**

- **W2-** 2014 W-2s printed and mailed.
- **SLA-** NFC is still missing quite a few agencies. Customer Service Representatives will follow-up with those agencies.
- **Annual Pay Raise-** Agencies are on different schedules, most implemented in PP01, others will implement between PP02 and PP06.
- **2014 Personal Benefits Statements**  
Personal Benefits Statements are currently in CUAT; will be available PP06 in EPP and in the Reporting Center.

#### **-Payroll/Personnel System (PPS) & webTA Statistics**

Reviewed information on slides.

#### **Payroll Personnel Systems (PPS)**

- Statistics provided on scheduled and unscheduled projects. NFC expects a healthy year given the current number of SCRs.
- In PP06, Multiple PAR Actions will be implemented in *EmpowHR*. This enhancement will provide the user the ability to process multiple PAR actions in a day.
- Customer specifics projects can be reviewed on the PRT report.

### **PPS Incident (IR) Stats**

- Closing IRs: NFC will distribute a Customer Notification (CN) to explain the new procedure for closing IR requiring additional information. This new procedure will add more rigor to the process. For example: NFC's Contact Center (NCC) will request for the customer to respond within 7 days. If no response, NCC will send a second request providing an additional 7 days to respond. The IR will be closed after 14 days with a comment noted that no response was received.
- February: "0" critical closed; "119" non-critical closed; Average age – 4 days for non-critical.

Q. What is the turn around time for payroll request? For example, research on a corrected W-2? Is there a metric?

A. Customers should receive an acknowledgment of receipt on each request and an estimated time frame. Yes, there is a metric.

**Action Item:** NFC will research reported issue.

**Action Item:** NFC will distribute a CN regarding new procedure for closing IRs

### **webTA IR Statistics**

Reviewed the statistics from the slides. Kronos is focusing on critical or pay impacting issues in 3.8 because their main focus is 4.2 releases.

### **FY15 SLA Metrics Performance**

Goal is to achieve 100% here! The *EmpowHR* IR – missed metric; all others passed.

### **New Business**

#### **-Annual Emergency T&A Letters**

Date extended to March 20, 2015, for agencies to submit their Annual Emergency T&A Letters. This is critical for agencies to ensure their employees are paid in the event of a disaster.

**Action Item:** Customer Service Representatives will be reaching out to those agencies that have not provided their letter.

#### **-Disaster Recovery (DR) & Continuity of Operations Plan (COOP)**

The Annual DR drill will be held April 13-24 at NFC in New Orleans. This exercise will restore all production systems at the BCF. NFC staff will test all production applications to certify data and processes are available and correct. The Annual COOP exercise will be held May 19-21 at our permanent Alternate Work Site (AWS) in Shreveport, LA. Production work will be conducted at the AWS facility by deployed NFC employees to ensure the site and equipment is functioning properly.

#### **-NFC Customer Survey**

Customer feedback is desired to improve our customer service. NFC is planning to conduct a Customer Survey and interviews to assist us in developing an actionable plan to improve service

delivery. The results will be analyzed with focus aimed at our improvements and to address core issues.

We would like feedback - what we do well, what we do okay, and what we need to improve upon. Your candid responses are appreciated. Our goal is satisfied customers who feel they are receiving valuable services for the dollars expended.

We receive push back from CHCOs, stating our governance process is not good. However, they may not be aware we have Provider Assessments, Customer Service Representatives, CAPPS, PRT, Customer Board, and User Group meetings. We plan to include this information in the survey as well.

### **Closing Comments/Adjourn**

The meeting was adjourned with *EmpowHR* customers invited to stay on the phone to continue the discussion.

### ***EmpowHR***

#### **-Non-Core HR Integration**

NFC has developed recommendations for award of BPA. The recommendations are currently in D.C. awaiting approval from OPM to move forward. We are still in the procurement process therefore we can not go into great detail. However, we hope to have in place by May 2015.

OPM/USA Staffing visited NFC in January to discuss onboarding integration for DOJ. Twelve vendors participated in the presentations.

OPM/USA Staffing is reviewing our requirements for integrating onboarding functionality into *EmpowHR*. NFC is currently integrated with USA Staffing, eRecruit, and EOD Online.

Q. Is there a timeline?

A. Yes, it will be provided.

#### **-*EmpowHR* Implementations**

NFC is working on pilot agencies with DOJ and beginning development activities. HHS is currently conducting an *Evaluation of Readiness*, and we are refining the requirements for BBG and AOC.

Q. Is all of DOJ implementing at once?

A. DOJ will be phasing it.

Q. With these pending implementations, will there be a rate decrease in *EmpowHR* for FY16?

A. Yes, we expect it to decrease. We are now pulling data for FY16 rates and note rates have continued to decrease each year. NFC is always looking at ways to become more efficient and to decrease rates either through increasing volume or efficiency with process improvements.

### **- EmpowHR IR Statistics**

This is the one metric that we missed. In some situations, we are missing required information from the agency and will begin to follow the process discussed earlier (closing IRs with no response within 14 days). In other cases, IRs is aged because the code is locked. We try to work around those however, in some cases we are not able to.

We continue to meet weekly to determine resolution for IRs. Sometimes this is about customer education/knowledge so we create materials to share with customers through the Contact Center and training. Our goal is to be 100% in meeting all metrics. We will continue to work on this.

Q. What is covered in the BPA?

A. Staffing, recruiting, performance, talent management, learning management, work force analysis. There are 7 areas on BRM we have products to support; multiple BPAs, each one with set limits on money and values. The customers can select and evaluate, then tell NFC their selection, integration support, etc.

### **Evaluation of People Soft (PS) Product**

NFC is looking at it as an Enterprise Solution; we are evaluating the payroll component of PS. We will look at the feasibility and adaptability to use it at NFC to pay our customer base currently in PS models. We do not have a lot of information at this time however; we have staff in training. We should know by September 30th if it's feasible to put a business case together and look at our resources.

We did a pay engine business case several years ago and did not get any traction with OMB. This is a new track with Oracle to re-evaluate the product and what it would take to get it fully federalized, and then to create a fully integrated system. This is high priority and we should have a business case by end of the year.

Q. It's a great idea; would funding come from the customers?

A. Once we are able to prove the product has the ability to perform, we could go to OMB and request funding or we could even partner with an agency to share funding.

Q. I am in several groups at OMB and this exact topic has come up. It is a main concern that SSC won't have the money to tackle these types of projects.

A. This is one of our newest initiatives, we currently have staff trained enough to go through the concept. Oracle is working with us in a collaborative environment to determine proof of concept.

Anita thanked customers for their feedback and concerns.

Meeting adjourned

Future Customer Board Meeting:  
June 11, 2015 9:00 – 11:00 a.m. EST