

NFC's Customer Board Meeting
Thursday, March 20, 2014
9:00 a.m. – 11:00 a.m. EST

- **Roll Call**

NFC: John White
Anita Fincher

In the room:

Crystal Armstrong, USDA
Maria Wennersten, SI
Denise Yaag, DOC
Kaci Easley, NFC

On the phone:

Cynthia Simon, DOJ
Rick Osborne, HUD
Ginny Towe, Treasury
Marlon Freckleton, Treasury
Joao Moreira, Treasury
Cheryl McElroy, DHS

- **Adopt December 4, 2013, Customer Board Minutes**

Anita Fincher asked attendees if there were any questions or concerns. One grammatical error was noted; Anita stated a new copy of the notes would be sent out to Customer Board Members.

- **Opening Comments**

John White and Anita Fincher welcomed everyone and expressed thanks for their attendance.

- **Old Business Updates**

- **Contact Center/Help Desk Consolidation**

Anita stated that NFC is currently conducting internal Process Improvement to increase customer service satisfaction. She emphasized that she has heard everyone loud and clear in regards to dissatisfaction with the Help Desk and is in the beginning phases of fixing root problems.

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

NFC is currently working with vendor to resolve conversion issues with batch programs. Disk space requirements necessary for the converted applications are currently being determined. Anita stated that the furlough delayed the testing of converted applications.

- ***Insight Enterprise Reporting Solution***

Currently, *Insight* is preparing to Go-Live with Build 2. Customer User Acceptance Testing for Build 2 was completed in February 2014, in Washington, DC. Anita stated that after Build 2 is deployed, NFC is going to step back and do some stabilization on the system. She said that NFC wants to ensure that the customers have accurate and timely data.

Q: What is the deadline for the sunset of FOCUS?

A: We have not determined a deadline yet. We want to ensure that *Insight* is stable first.

Q: Is there a list of the 49 data elements that were added for EmpowHR?

A: Yes, they are listed on the website.

- **NFC's T&A Solutions**

In March 2014, NFC completed installation of software and QA testing of software. Currently, NFC is developing requirements for Paycheck 8 migration of pilot NFC organizations to software. webTA 4.2 installation and configuration activities are in progress and NFC is planning rollout strategy for it's customers. Anita stated that a new sunset date for STAR Web would be announced once alternate solutions are stood up.

Q: What is the timeline on webTA 4.2?

A: USDA will be implemented by the end of FY14 due to a new issue with data migration.

- **Debt Management Implementation Plan**

On March 6, 2014, NFC conducted the fourth Debt Management Work Group Session. Currently, NFC is in the phase of finalizing FRD to add Employee Debt Summary information to EPP. However, there is no implementation date as of yet. Anita encourages members to continue to participate in the workgroup sessions.

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

Currently, NFC is conducting monthly CARS Accounting Workgroup (AWG) meetings. In March 2014, NFC will complete systems requirements for all phases and by June 2014; NFC will complete systems development and End-to-End testing. (The timeframe has now changed to August 2014)

- **HRLOB Provider Activities**

OPM provided the annual Payroll Provider Assessment to NFC in January 2014. Currently, NFC is planning SSCAC meeting in New Orleans scheduled for April 8-9, 2014, at the Marriott Renaissance.

- **FY14 Service Level Agreements & Interagency Agreements**

As of March 5, 2014, NFC has provided 181 IAs to customers and has received 145 signed IAs from customers. Anita stressed that signed IAs are due 2 weeks upon receipt and NFC will be reaching out to customers who have not returned their IAs.

- **OPM's Initiatives**

NFC is currently awaiting webTA changes to allow agencies to enter their telework data. Agencies are required to complete their system modifications before submitting data. OPM has not published final timeline for EHRI reporting of telework data.

- **Human Resources Operational Services**

NFC recently met with customers to discuss Pay Processing Services, Full HR Operations Service, and Surge Hiring Support. In June/July 2014, NOAA/NWS will be obtaining HR back office services.

- **2013 W-2s**

By the end of March 2014, NFC will complete transfer of 2013 W-2 information to taxing authorities. Recently, NFC began to analyze the program changes that would be necessary to support a paperless W-2 process.

- **2014 Personal Benefits Statements**

In PP 06, 2014, Personal Benefits Statements will be available in EPP and the Reporting Center. On March 14, 2014, NFC completed agency testing and is currently reviewing agency test results.

- **2014 Annual Pay Raise**

In PP 01, 2014, NFC generated 569,466 pay raise actions. Currently, NFC is processing special pay raise actions of individual agencies. NFC recently completed a lessons learned process which identified a need to modify the Agency Requirements form to clarify agency instructions.

- **New Business**

- **Security Access Improvements**

In March 2014, NFC implemented policy to cancel requests with errors or missing information to prevent negatively skewing performance metrics. Currently, NFC is researching possibility of hosting ASO User Group Meetings and Training sessions in New Orleans, LA.

- **Continuity of Operations Plan (COOP)**

April 21-25, 2014, NFC will conduct COOP exercise at the NFC Alternate Work Site (AWS) in Bossier City, LA. AWS is government owned and managed by OFCO staff and will potentially be utilized for other agencies in the event of a disaster.

Q: Is new facility outside of treat zone?

A: Yes, about 5 hours away in Northern Louisiana.

- **Annual Emergency T&A Letters**

T&A emergency procedures were assessed during and following Furlough and on March 14, 2014, NFC distributed CAPPs notice.

• **Closing Comments/Adjourn**

Anita asked if there were any additional comments or questions and there were none. The meeting was adjourned and EmpowHR customers were invited to stay on the phone to continue the discussion.

• ***EmpowHR***

NFC successfully integrated NGA e-Recruit with *EmpowHR* and OPM USAStaffing. There is a planned implementation date of March 2014.

Future Customer Board Meeting:

Thursday, June 12, 2014

1:00 p.m. – 3:00 p.m. EST