

USDA/OCFO/NFC Customer Board March 21, 2012 Meeting

Meeting came to order at 9:10 a.m. EST

- **Roll Call**

Randy Speed, NFC (on phone)
Jeanne Hillock, Smithsonian (on phone)
Joan Johnson, DHS (on phone)
Wanda Stewart, Treasury (on phone)
John White, NFC
Calvin Turner, NFC
Alvin Black, DOL
Indu Garg, USDA
Frank Camarillo, USDA
Rose Brady, HUD
Natalie Tyce, FDIC
Bill Fleming, DOC

- **Adopt December 7, 2011 Customer Board Minutes**

Randy Speed asked for comments, issues, and concerns regarding the December 7, 2011 minutes. There were none and the minutes were approved.

- **Opening Comments**

John White welcomed everyone and thanked them for participating. He introduced Calvin Turner for those who did not attend the December meeting. John provided an update on some exciting NFC projects. He also reminded everyone that NFC appreciates the business and wants feedback on the service it provides to them.

- **Old Business Updates**

- **Help Desk Consolidation**

Phase I of the Help Desk consolidation is on schedule to go live 10/01/12 to support the NFC core business systems. NFC recently completed the market research for Information Technology (IT) solutions. Functional requirements for the IT solutions are to be completed by 04/01/12. Work space is being consolidated into a new area for all business lines and is due for completion by 08/01/12. NFC is developing a communications plan and will post periodic updates and relevant information on a new web link to inform customers. NFC is developing a training program so that staff is knowledgeable in multiple business processes and systems. NFC will work with customers to determine the impact on service levels to add additional staff at peak times identified by the IT solution. NFC is working with the union to expand hours so the Help Desk will be available to better handle EPP inquiries. Most of the EPP inquiries are from employees who have forgotten

their passwords and their challenge questions. NFC is looking to automate the process for new employees so they can eliminate receiving passwords by mail. We are also building more automation into the process to get the call numbers down.

John White stated we are tracking inquiries on a Remedy platform and DOJ is piloting Remedy to be able to submit and track SPRs through that system. This will provide more self-service and eliminate some of the calls to the help desk.

- Risk Mitigation for Legacy Payroll/Personnel System

NFC is moving along well in finalizing a global inventory assessment and providing training on a tracking tool that helps a developer generate code. NFC has installed a workbench to scan applications and programs to locate a field and determine how it is used. This will allow NFC to mitigate the risk in making changes to database elements and programs. NFC is looking towards a 10/01/12 timeframe for all 26 systems to be converted. A contract was awarded to IBM to help convert the programs from IDMS to DB2. IBM should be in New Orleans within the next week to begin working on the conversion. IRIS and PINQ will be converted to web-based applications.

Jeanne Hillock (SI) asked if the agency costs have been determined. The answer is yes, USDA is funding this project.

- Enterprise Reporting Solution

The prototype was going to be demonstrated at NFC's Customer Forum in May, but due to a conflict in New Orleans, the Forum will be moved to some time in June. NFC will reach out to customers to assist in parallel testing in October to ensure consistency between the current Reporting Center and the new Enterprise Reporting Solution. Wanda Stewart (TR) indicated Treasury needs to meet with Renee Pellissier (NFC) to go over design documents and asked if they will still be able to download data from the mainframe. The answer is yes they will be able to download, but eventually more data will be stored in the new Enterprise Reporting Solution making the current downloads unnecessary. NFC recently finalized the solution architecture and toolset to deliver analytic and reporting capabilities, developed a common report library to standardize government-wide reports, and developed a program to share information with customers via updates to the web. NFC is working with the customer community to develop common reports and will engage with RUG to validate the requirements. NFC is procuring, installing, and configuring the components of the hosting solution.

- PRT Recap from March 2012

Randy discussed the Scheduled Release Summary. NFC recently lost 4 – 6 employees from the Systems Requirement Branch, but is actively recruiting to hire four new employees and will bring back two former employees as contractors to assist with the backlog. Randy stated that NFC is getting more requests from customers to automate processes. Randy mentioned there are fewer critical SPRs because NFC is not just fixing the problems, but is addressing the system issues

that cause the problems.

Indu Garg (USDA) mentioned that security access issues are taking a long time and the staff is not sure when the timeline for closure begins – Is it when the request is made or when follow-up information is provided? Mr. White stated that DOJ also brought this to his attention and he found there is a normal 2 week turnaround. If your issues are not addressed within 2 weeks, then please escalate the problem.

- Outstanding Interagency Agreements

Not discussed.

- **New Business**

- 2011 W-2

- There were no W-2 issues reported this year and all are available on the Reporting Center. Corrections are issued as needed. Due to some confusion on reprinting, NFC is developing a Customer Notice to outline the procedure.

- **2011 Electronic Paperless Personal Benefits Statements**

- NFC successfully generated the Benefits Statements and is working to reduce printing them on paper. Agencies are urged to go paperless and have employees access their Benefits Statements through EPP. Jeanne Hillock (SI) indicated her agency is paperless, but does not yet see the statements on EPP. Randy stated he would look into it.

- UPDATE:** Statements were mailed the week of April 2, 2012, and were posted to EPP and the Reporting Center under the Financial Reports menu.

- **2012 Annual Pay Raise**

- There were no problems reported with the 2012 Annual Pay Raise since only a few agencies received an increase. FDIC stated they will process their increases in PP 07, but starting next year they will process them in PP 01.

- **Governance Process**

- Randy discussed the Governance Process and the purpose for the Customer Board, the Project Review Team, CAPPs, User Groups, and NFC's Configuration Control Board.

- In particular, the Configuration Control Board is trying to manage system changes and limit releases to 4 per year plus the Annual Pay Raise release. NFC asks that customers try to keep their requests confined to these scheduled changes to avoid risk to the system. Changes required

by law will continue to be made off-schedule if necessary.

- Interagency Agreements

Not discussed.

- Closing Comments/Adjourn

Randy asked for any comments and asked EmpowHR users to stay for the EmpowHR meeting.

- ***EmpowHR***

- Security Cleanup Project

The Security Cleanup Project is cleaning up roles, responsibilities, and profiles.

- In-sourcing

NFC is continuing to staff and train developers and expects to have 100% of the work done in-house. NFC is on schedule to move all development work for CY 12 into the PP 20 Release.

- Data Center Re-Hosting of EmpowHR

EmpowHR application hosting will move from NITC, Kansas City to NFC's PCF in Denver in July 2012. There will be no PP 12 release in 2012 due to this re-hosting effort.

- Comments

DHS discussions today with FEMA to discuss move to EmpowHR.

Future Customer Board Meetings:

Wednesday, July 18, 2012, 9:00 a.m. – 11:00 a.m. EST

Wednesday, November 7, 2012, 9:00 a.m. – 11:00 a.m. EST