

NFC's Customer Board Meeting - Thursday, March 28, 2013
9:00 a.m. – 11:00 a.m. EST

• Roll Call

NFC – New Orleans

John White, NFC

Randy Speed, NFC

In the room:

Natalie Tyce, FDIC

Reba Weaver, SI

Dennis McKern, HUD

Karen DeCesaris, DHS

Rick Osborne, HUD

Kaci Easley, NFC

Robin Heard, USDA

On the phone:

Joan Johnson, DHS

Marlon Freckleton, TR

Heidi Sheaffer, HHS

Indu Garg, USDA

Jackie Durkee, DNFSC

Kerry O'Neal, VAOIG

Jennifer Geldhof, VAOIG

• Adopt November 7, 2012, Customer Board Minutes

Randy Speed asked attendees if there were any questions or concerns. There were none and the minutes were adopted.

• Opening Comments

John White and Randy Speed welcomed everyone, apologized for the rescheduling of the meeting and thanked everyone for adjusting their schedules to accommodate the Customer Board Meeting.

• Old Business Updates

- Help Desk Consolidation

Randy Speed announced that the consolidation of the Contact Center is moving along great and 100% call recording is in effect. All calls are being monitored and employees are properly responding to customers and their questions. John also announced that first quarter statistics showed some signs of struggling due to understaffing. However, the Contact Center is fully staffed now.

- Risk Mitigation for Legacy Payroll/Personnel Systems

NFC's Risk Mitigation for Payroll is a continual process with the contractors; the code has been shipped to the vendor for remediation. NFC expects the code to be returned during the May/June timeframe and it will be tested upon receipt. Currently, NFC is installing a ".net" environment with drop down windows that will look like a web based application. John emphasized that all green screens will go away.

- Insight Enterprise Reporting Solution

Customer User Acceptance Testing will begin April 15, 2013, and conclude May 3, 2013. Slide 5 addresses the file transfer process to send payroll and personnel data from PPS to Insight. NFC's first deployment of PPS data for Insight will be May 6, 2013.

Robin Heard, Deputy Assistant Secretary for Administration, USDA, stated that she was very excited about Insight and thanked everyone at NFC for all the hard work that was done.

- PRT Improvements

John thanked questionnaire responders and stated that NFC was making improvements on incident reports data.

- Payroll/Personnel & EmpowHR Statistics

Currently, NFC has 115 projects scheduled and has a steady request for more projects. Randy stated that the goal is to have no more than 60-74 projects in the TBD category. Numbers of TBD projects are projected to go down within the next 60 days as NFC is in the process of filling two vacancies within that office. Slide 10 depicts the breakdown of the year to date; projects will continue to grow as requirements are defined.

Q: What is the defined rule/guideline in regard to project priority and how each project is placed on the schedule?

A: Randy stated that all projects are assigned, evaluated, and prioritized based on requirements. John emphasized that all projects are negotiable and NFC will accommodate off cycle projects, but in cycle projects are preferred.

- 2012 W-2s

All 2012 W-2s were mailed prior to January 21, 2013, and they are available in EPP and the Reporting Center. NFC will process W-2Cs upon request.

- NFC's T&A Solutions

WebTA 4.2 has been delayed until July and NFC is awaiting further communication from Kronos on the official deployment date. STAR Web is expected to sunset between the end of 2013 and early 2014. All

STAR Web customers will be able to preview alternate T&A solutions such as Paycheck 8 and webTA at the Customer Outreach and decide which product will fit their needs the best.

Several board members voiced their concerns in regards to payments that have already been made for webTA 4.2. Randy stated he was in the process of discussing financial issues and would send out a notification addressing the affected agencies.

- Debt Management Implementation Plan

NFC continuously meets with Treasury to track the progress of the data base change and address any concerns they may have regarding the proposed modifications. NFC provided Treasury with the option to collect the two oldest debts simultaneously from IRS employees and is currently in the process of developing an algorithm for delinquency computation.

• New Business

- New IR/SPR Process

GESD recently completed an initiative to provide a single process for reporting and tracking problems relating to GESD applications. The SPR and IR processes were merged and implemented on February 1, 2013, to provide uniformity and to simplify the reporting process. The Project Review Team will send bi-weekly status reports which will include IRs from PPS and EmpowHR. Automatic closure of GESD incidents within Remedy has been modified from 3 days to 13 days following resolution.

- NFC's Official Pay Date

As stated in Slide 20, NFC's official pay day is Thursday following the completion of the payroll process. As a courtesy, some financial institutions have been showing pending funds and/or depositing monies as early as Friday. However, this has nothing to do with NFC's procedures. Randy asked for agencies to reach out to their employees to ensure they are aware of the official pay day, Thursday.

- HRLOB Provider Survey

NFC submitted the OPM bi-annual assessment on time and is awaiting feed back. Upon receipt of feed back, NFC will disburse to customers.

- Central Accounting Reporting System (CARS)

NFC is still on schedule for an April 2013 Systems Requirements completion date and a December 2013 target date for implementation. NFC is currently in the beginning phases of planning outreach with customers to discuss any impacts on agencies.

- Paperless Personal Benefits Statements

In April 2013, Personal Benefits Statements will be available in EPP for employees and in the Reporting Center for HR offices. Currently, development areas are testing system modifications and agencies are submitting social security numbers for testing.

- EPP Assistance

NFC's Contact Center will begin taking calls from employees with work e-mail addresses on April 8, 2013. Personal e-mail addresses will also be loaded into EPP for employees who do not have government e-mail addresses. The CAPPSS notice identifying the new EPP Password Assistance Process was re-published on March 13, 2013.

- T&A Emergency Authorization Letters

NFC successfully completed deployment of Super Storm Sandy's Emergency Authorization Letters and distributed a CAPPSS Notice on March 8, 2013. Slide 25 describes the two options that are available regarding the T&A Emergency Authorization Letters.

- Re-design of NFC's Website

March 18, 2013, marked the launch of NFC's new website. New features include: new image carousel highlighting products, services and events, cleaner design with drop-down menus and a larger application launch pad. New documentation features include enhanced search capability with descriptive meta data and procedure manuals now offered in both HTML and PDF Format.

- Signature of Non-Disclosure Form

Every year the Board members are required to sign a Certification Regarding Non-Disclosure of Acquisition Information, Conflicts of Interests, and Procurement Integrity Form. Signed forms should be returned by Friday, April 12, 2013, to the Customer Board mailbox at nfc.customerboard@nfc.usda.gov.

• Closing Comments/Adjourn

Randy asked if there were any additional comments or questions. Karen DeCesaris (DHS) discussed her concerns around improvements in webTA and requested that the status of webTA IRs be included in future Customer Board presentations. Randy agreed and stated NFC would record reporting on the status of webTA IRs as an action item. The meeting was adjourned and EmpowHR customers were invited to stay on the phone to continue the discussion.

• EmpowHR Implementations

One USDA Phase I, scheduled to implement in PP 08, 2013 will include enhancements, standardized security roles, and a standardized workflow. Slide 30 details the planning underway for PP12, 2013 and PeopleTools Upgrade.

Q: Why are IR numbers so high for EmpowHR Implementations?

A: NFC is working with Oracle/PeopleSoft to evaluate how to configure tool to lessen impact of locked code. Currently, modules are restricted to allow only one developer to work in it at a time. John emphasized that the numbers would be down to 60 by October 2013.

Future Customer Board Meeting:

Wednesday, June 12, 2013