

NFC's Customer Board Meeting
Thursday, June 12, 2014
1:00 p.m. – 3:00 p.m. EST

Roll Call

In the Room:

Anita Fincher, NFC
Cheryl McElroy, DHS
Maria Wennersten, SI
Anh Lewellen, NFC

On the Phone:

Indu Garg, DM
Denise Yaag, DOC
Natalie Tyce, FDIC
John Gill, HHS
Ramona Ramsey, HHS
Virginia Towe, Treasury
Roy Abreu, DOL
Alvin Black, DOL
Jermaine Cooper, DOJ
Joe Glenn, DOJ

- **Adopt March 20, 2014, Customer Board Minutes**

Anita Fincher asked attendees if there were any questions or concerns and there were none.

- **Opening Comments**

Anita Fincher welcomed everyone and thanked them for their attendance. She announced to the group that we have recently successfully filled two positions that have been vacant for some time and that the interviews for the Client Services Directorate have started. NFC hopes to fill the position soon.

- **Old Business Updates**

– Contact Center/Help Desk Consolidation

NFC has heard the customers loud and clear and will continue to work on NCC process improvement. Management made the determination to increase/improve customer service training for phone/email/remedy. The reconfiguration of Remedy Knowledge Management (RKM) articles should be completed by September 2014, which should ensure the tool is more user friendly allowing for more search capability for agents and SMEs. Also, NFC has had 8

Saturday sessions providing more training to increase CSR's knowledge without having to worry about phone coverage. NFC is also changing the way the helpdesk is grouped; realigning groups with SME for the skillset they support. NFC will continue to record/monitor calls for the Contact Center and review as needed for process improvements.

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

In May applications have been published internally at NFC where the testing is being done. NFC has been running applications simultaneously to get the same results from each. NFC will continue to move forward with this and anticipates the plan to be completed by February 2016.

– **Insight Enterprise Reporting Solution**

NFC has completed the stabilization plan for *Insight*. The data pulled from TMGT and Workforce Profile will now receive a complete file on a nightly basis to produce consistent/accurate results. NFC is already training on the new, expanded version of the course and receiving positive feedback on content, materials, and training. Also, July is the target for the re-design of ABCO and Map Viewer.

– **T&A Solutions**

NFC has completed the installation and testing with the Technical Design presented for approval for webTA 4.2. Paycheck8 installation and testing has also been completed. NFC is preparing for rollout strategy for NFC customers. Prior to rolling out to our customers, some of NFC's employees are to start using Paycheck8 in PP 18.

Q. For webTA non USDA customers is the date 08/15/2015?

A. It is to **begin** August 2015

Q. Is that the date for just non USDA customers or is that the date for everyone?

A. That is the date for non USDA customers. OFCO will start in PP18 and then we will implement in waves from October 2014 through July 2015.

– **Debt Management Implementation Plan**

Currently, NFC is still working to modify the delinquency routine for PP 17 implementation and will continue to hold work group meetings. It was stated again that some of the new initiatives that NFC is working on require review from legal counsel.

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

In June, NFC will complete all Systems Requirements for all phases and will be in place for October 2014 Treasury Mandated Compliance. NFC needs to reclassify some of the payroll deductions and we are working with our customers to review and cleanup invalid/TAS codes. Attendees were asked if anyone had questions as this is a major project with a lot of work.

– **HRLOB Provider Activities**

NFC hosted the SSCAC meeting in New Orleans and has responded to numerous data calls on

various topics. NFC will continue to participate in the monthly calls and assess the recommendations.

– FY 15 Service Level Agreements & Interagency Agreements

All of the SLAs have been submitted; NFC plans to have them finalized in the near future.

– OPM’s Initiatives

On project 685780, NFC is still performing research within IRS regulations to evaluate tax implications. NFC is also researching probable changes to earnings and leave statements and W-2s. For projects 766433 and 786155, BAL is in draft and will give some guidance in the interim.

– Human Resources Operational Services

NFC is providing HR services, or back services, to roughly 20 customer agencies. We are still working with HHS to bring them on board as well as in discussion with US China Commission.

– Security Access Improvements

Recently NFC hosted Agency Security Officer User Group for 130 participants. We have also been working on implementing a quality assurance process to improve efficiency and accuracy as well as modify the security access form to make it simpler.

– Continuity of Operations Plan (COOP)

Hurricane season is June 1 through November 30. NFC is up and running and has building connectivity at our COOP site. We conducted COOP exercises in Bossier City, LA.

Q. With the COOP connectivity, was the exercise just to relocate staff?

A. Yes, it is just a relocation of staff. NFC’s data is in Denver, not in New Orleans. For the Disaster Recovery (DR) drill, we test the applications, URLs stay the same, and NFC does the switch on their end.

– Annual Emergency T&A Letters

NFC has received emergency T&A letters from most of the agencies with the exception of two.

– Payroll/Personnel System (PPS) & WebTA Statistics

In reviewing the statistics with the Board, emphasis was placed on two major efforts (CARS and Legacy Risk). NFC will devise a strategy to attack the back log.

– FY 14 SLA Metric Performance

In reviewing the SLA Metrics Performance with the Board, NFC advised that they are in the process of implementing a new policy to cancel incomplete security access requests and there will be designated staff assigned specifically for this process.

- **New Business**

- **Disaster Recovery Drill**

NFC has completed all of the planning aspects and is awaiting execution of the DR drill test plan.

- **Customer Board Charter**

The Board was reminded to review the Charter and submit comments if necessary.

Closing Comments/Adjourn

Members were invited for any additional comments or questions. There were none. The meeting was adjourned with *EmpowHR* customers invited to stay on the phone to continue the discussion.

EmpowHR

- **Non-Core HR Integration**

NFC has completed integration with HRWork/EOD Online and proceeding with CUAT testing. NFC has posted the RFQ for non-Core HR Solutions.

- ***EmpowHR* Upgrades**

NFC has experienced some software migration issues, but assured members that every effort will be made to migrate projects into the CUAT environment in a timely manner.

- ***EmpowHR* Implementations**

NFC started CUAT in May and is looking forward to bringing HHS on in PP16.

- **IR Statistics**

In reviewing the *EmpowHR* IR statistics, NFC advised there is a plan of action in place to resolve IR issues.

Future Customer Board Meeting:

Thursday, September 11, 2014

9:00 a.m. – 11:00 a.m., EST