

NFC's Customer Board  
Quarterly Meeting  
Thursday, September 10, 2015  
9:00 a.m. – 11:00 a.m. EST

**Roll Call**

**Video:**

Clyde McShan, NFC  
Wardell Jones, NFC  
Ivan Jackson, NFC  
Donna Speed, NFC  
Tracey Hoolahan, NFC

**In the Room:**

Maria Wennersten, SI  
Wendy Moore, NFC

**On the Phone:**

Joe Glenn, DOJ  
Cynthia Simon, DOJ  
Natalie Tyce, FDIC  
Stephanie Forster, TR  
Theresa Thompson, TR  
Cheryl McElroy, DHS  
Roy Abreau, DOL  
Rick Osborne, HUD  
Frank Camarillo, DM

**Customer Board Minutes of Special July 24, 2015, Meeting**

Adopted Minutes via email August 21, 2015, and posted to the NFC Home Page.

**Opening Comments**

Introduction of Clyde McShan, new Director, OCFO, NFC

**Old Business Updates**

**Access Management Enhancements – Ivan Jackson**

NFC is considering replacing Remedy with Service Now. This product will allow us to streamline the process in order to service our customer needs.

NFC recently implemented DOJ and DHS to utilize the federation service offering to access NFC applications utilizing their agency PIV credentials.

**Q:** Where is the Security Corner located on the NFC's Website re-design?

**A:** The link will be distributed via email to the Board.

**Q:** Has DHS implemented the two factor authentication in EPP or other application(s)?

**A:** DHS is a PIV member however, not all of DHS is using the PIV card.

**Q:** Treasury submitted a request to use the PIV card to access EPP and would like to speak to an agency that has implemented this service.

**A:** NFC will provide a point-of-contact.

### **Disaster Recovery (DR)**

The 2015 drill was conducted June 8-19, 2015. NFC's primary data center is located in Denver, CO with a back-up center located in St. Louis, MO. We were successful in restoring production systems to NFC's backup data center in St. Louis. Additionally, several of our customers participated in the drill. An Action List was created; items on the list will be resolved prior to October 31, 2015.

**Q:** Can NFC share the results of the test?

**A:** Yes. NFC will provide the results to the Board.

### **Cyber Security Update**

Update on Cyber Security was provided.

### **Legacy Risk Mitigation Project – Wardell Jones, Associate Director, CSD**

Currently we are completing the detail analysis for Phase 2 and are continuing to build the new development DB2 databases for Phase I and Phase II.

This project is on schedule to implement in July 2016.

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

NFC is in the final stages of testing TMGT and MASC tables defined to FOCUS. We expect to open this up to CUAT testing in the near future.

Recently NFC held an *Insight* Workshop with our advanced users to promote converting FOCUS reports to *Insight*. Meetings were held with various CHCO's and HR Directors to understand their HR reporting needs and what types of reports they would like to see in an Executive Dashboard.

**Q:** Will NFC ensure FOCUS is not sunset until all methods currently being used to download data will be available in *Insight*?

**A:** Yes. NFC is currently testing a prototype for large data downloads.

**Q:** HUD is interested in training in *Insight* and a demo for HUD executives.

**A:** NFC will contact you to discuss further.

**Q:** Who is the NFC point-of-contact for *Insight*?

**A:** Debby Tatum, Associate Director, Web Applications Directorate (WAD)

## **T&A Solutions**

- **webTA 4.2** - NFC had anticipated the first implementation of FSIS in PP22, however, FSIS requested to delay implementation. The next implementation is scheduled in PP04/2015 for NRCS/NASS.
- **Paycheck 8** - We are pleased to announce that our first two customers implemented into Paycheck 8 in Pay Period 17.

## **Debt Management**

NFC is currently on target for Pay Period 20, 2015 implementation to automate Pay.gov.

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

Currently NFC is on target to become a full CARS Reporter in December 2015. This has been a major project for NFC to meet the mandate of reporting in the new 24-position component Treasury Account Symbol (TAS) format and the addition of the Business Event Type Code (BETC).

## **HRLOB Provider Activities**

NFC is currently participating in the 2015 Provider Assessment Working Group. The purpose of this group is to improve future assessment processes. Additionally, we continue to participate in the Federal T&A User Group.

## **OPM Initiatives**

- **FEHB Self Plus One Enrollment (Project #766433)**  
This project is scheduled to implement in Pay Period 22, 2015.
- **FEHB Self Plus One Limited Enrollment Period (Project #1000867)**  
NFC is defining the requirements and currently this project is unscheduled.
- **FEHB Affordable Care Act IRS New Requirements (Project #847315)**  
NFC continues to participate in weekly meetings with IRS and OPM. The testing with OPM was completed July 30, 2015.

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

Reviewed the slide and statistics.

## **FY15 SLA Metric Performance**

Reviewed slid and metrics.

## **NFC Customer Satisfaction Campaign**

NFC has reached out to our customers to schedule sessions for the Customer Satisfaction Campaign. We expect all of the sessions to be completed by the end of September. A third party has been hired to conduct the sessions in the hope that customers will provide candid responses on how well NFC is doing or what improvements are needed. We plan to conduct similar outreach sessions on a recurring basis to ensure NFC is addressing your specific needs and concerns.

## **New Business**

### **FY16 Service Level Agreements and Interagency Agreements**

FY16 SLAs will be sent to customers soon.

## **Other Initiatives**

- **NFC's Website Re-Design**  
The re-designed website was implemented at the end of August. Please provide your feedback on the new look and functionality of the design.
- **Fiscal Year-End Time and Attendance Processing**  
A bulletin was distributed in July 2015 and a follow-up bulletin was distributed in September 2015 concerning Fiscal Year-End activities.
- **2015 W-2s**  
A CAPPs notices was distributed to the CAPPs community in August and September 2015 concerning W-2 testing.
- **2016 Annual Pay Raise Project**  
NFC is currently preparing for this project.

## **Closing Comments**

**Comment:** HUD welcomed Mr. McShan. They are very pleased with the customer service level of NFC; of special note Access Management.

**Q:** There are missing or broken links on the new NFC website.

**A:** NFC is taking measures to address website issues. NFC will contact you for specific examples.

**Q:** Does NFC have a timeline for the sunset of FOCUS?

**A:** NFC wants to ensure that customer concerns are addressed with the large data downloads and converting FOCUS reports into *Insight*. It is anticipated that FOCUS will be sunset late 2016 at the earliest.

## **Adjourn**

The meeting was adjourned; *EmpowHR* customers were invited to remain to continue the meeting.

## ***EmpowHR***

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

The BPA has been awarded. NFC is currently preparing the Rules of Engagement which we anticipate having completed in approximately the next couple of weeks. The goal is to provide the final copy to customers by the end of October 2015. Once the cost recovery is finalized we can articulate how the funding will be addressed. This will allow customers time to evaluate the various products, and communicate selections to NFC.

### ***EmpowHR Implementations***

DOJ (DEA, JMD (831) and CRS implemented in PP17, 2015. We currently are performing QA testing for AOC and expect to implement them in PP22, 2015.

### ***EmpowHR IR Statistics***

Reviewed the slide; discussed the numbers.

Thank you for your participation we look forward to seeing you in December.

Future Customer Board Meeting:

December 10, 2015 9:00 a.m. – 11:00 a.m. EST