

NFC's Customer Board Meeting
Thursday, September 11, 2014
9:00-11:00 a.m. EST

Roll Call

Video:

John White, NFC
Anita Fincher, NFC

In the Room:

Maria Wennersten, SI
Anh Lewellen, NFC

On the Phone:

Indu Garg, DM
Cheryl McElroy, DHS
Ricardo Osborne, HUD
John Karwowski, HUD
Dennis McGurin, HUD
Gay Walker, HUD
Roy Abreu, DOL
Theresa Thompson, DOT
Virginia Towe, DOT
Raymona Ramsey, HHS
Natalie Tyce, FDIC
Jennifer Geldhof, VA
Alvin Black, DOL
Joe Glenn, DOJ

Opening Comments

Anita Fincher welcomed everyone and thanked them for their attendance.

Old Business Updates

- Contact Center/Help Desk Consolidation

NFC held Customer Service Training to reinforce all lines of business and to increase agent knowledge. We will continue to work towards having mini help desks staffed with Subject Matter Experts to assist with resolutions to customer inquiries, questions, and/or concerns. Contact Center HRLOB First Call Resolution is 91.14% for phone; 85.90% for all types.

- Risk Mitigation for Legacy Payroll/Personnel System

NFC is working to install new online storage. Once Direct Access Storage Device (DASD) is online, IBM engineers will be on-site to test performance of critical conversion components on the development side. NFC and the vendor will conduct global inventory assessment and detailed analysis of Phase II to ensure no modules are missing.

- *Insight* Enterprise Reporting Solution

NFC completed the Oracle Data Integrator (ODI) upgrade and incorporated ABCO and Map Viewer. Additionally, Table Management (TMGT) and Workforce Profile Daily were upgraded. While *Insight* is in the stabilization phase, we will continue to monitor and fine tune system performance. NFC has also updated the *Insight* training courses and materials with an increased focus on *Insight* data and has received positive feedback on recent facilitation.

Q. When will USAStaffing, T&A and Paycheck8 information be available in *Insight*?

A. NFC is currently planning to include NFC Hosted webTA and Paycheck8 information in future builds in *Insight*. We will take into consideration and evaluate the possibility of if/when USAStaffing information will be included in future builds.

Q. Is there a sunset date for FOCUS?

A. Not as of yet. We want to ensure *Insight* is stabilized first. Once stabilized, we will make the decision when to turn off table file names.

- T&A Solutions

NFC has completed the installation and configuration of software for webTA 4.2 for USDA/OCFO. We are in the process of planning the rollout to NFC customers. We are also happy to announce that we have had success with the implementation of Paycheck8 within our pilot NFC organization. Preparations are being made for another software release on 09/16/2014.

- Debt Management Implementation Plan

NFC continues to work with the Debt Management Work Group and the Reports User Group to discuss final changes to debt notices. The debt notices were sent to USDA OGC for review of the proposed changes. Depending upon the results a delay may occur if additional modifications/enhancements are needed. Phase 2 requirements of the Debt Management Implementation Plan are in progress.

- Central Accounting Reporting System (CARS)

NFC is a CARS collection pilot reporter for Treasury. December 2014 is the projected date for completion of all phases of Systems Requirements. We continue to work with customers in the review and clean-up of TAS codes in MASC.

Q. How do we stand in comparison to other providers?

A. NFC was the first payroll provider to work on this and are the most engaged with our customers.

Q. What is the impact?

A. In working with customer workgroups, we anticipate minimal impact.

Action Item: What is the drop dead date for customers to be compliant?

HRLOB Provider Activities

NFC recently had a good collaborative effort with the Defense Finance and Accounting Service team sharing information on business practices and different processes that NFC performs internally. We are also continuing to respond/participate on monthly calls with OPM and other SSCs on various topics and will continue to assess recommendations from the Provider Assessment.

- FY 15 Service Level Agreements & Interagency Agreements

With retirements and sequestration, hiring is down causing a decrease in volume which may increase some costs, but overall, costs are down as well as spending. NFC also informed that the projected increased cost is in reference to the overall average rate. Each agency's rate may differ. Depending upon the agency the rate may increase or decrease.

Q. With legacy risk, is this funded through the customer – agency agreement?

A. No. NFC has a separate Working Capital Fund to handle Risk Mitigation.

- OPM's Initiatives

- FEHB Benefits for Step-children of Same Sex Partners who cannot be Claimed as Tax Dependents (Project #685780): NFC anticipates requirements to be completed by October 2014.
- FEHB Self Plus One Enrollment (Project #766433): All test systems are projected to be completed by September 2015. We will have more to come on this project - it is for open season 2016.

Q. Should agencies with non-federal employees submit something now or wait for the FRD?

A. Yes, agencies may submit now.

- New Phased Retirement Program (Project #786155): The FRD is in progress.

Q. Are you still working towards an early November implementation?

A. Yes.

- Human Resources Operational Services

NFC is currently providing service to over 30K employees ranging from processing to full HR support.

- Security Access Improvements

NFC hosted the Agency Security Officer (ASO) User Group meeting via webinar in August 2014. The software to build an automated Security Access Request (SAR) System is being configured. We are currently fine tuning the Role Based Access implementation process. Invitations have been sent to members of the ASO User Group to attend an on-site meeting in New Orleans, LA.

Action Item: A request was made to receive information on the ASO User Group Meeting/Training being held in New Orleans.

- Other Updates

- All agencies have submitted their emergency T&A letters.
- No agencies had any comments on the Charter.
- NFC will reach out individually to the agencies who have not returned the Signature of Non-Disclosure Form.

- Payroll/Personnel System (PPS) and webTA Statistics

- NFC went over the PPS statistics and stated that our project totals continue to increase. We will continue to work these projects to completion to increase customer satisfaction with our products and services.
- NFC continues to work webTA IRs that are critical or PAYE impacting. All non-critical IRs that require coding changes are pending until the 4.2 release.

- FY 14 SLA Metric Performance

NFC Access Management Branch's workload has been strongly impacted by high priority and expedited requests. Productivity has also been impacted by increased training on processing internal requests which are time consuming.

- New Business

Additional information:

- Fiscal Year-End Time and Attendance Processing – As a reminder to our customers we will no longer prorate stored accounting across fiscal years for the 2014 Fiscal Year-End. Agencies should manually input their accounting in PP19 and not use stored accounting.

Action Item: If an agency chooses to use stored accounting would the entire amount be charged to FY14 or FY15?

- Calendar Year-End Processing – NFC reviewed 2014 W2 Timeline. No concerns from customers concerning Agency Testing in November 2014.
- 2015 Annual Pay Raise – According to the media, federal employees would receive a 1% pay raise. We have begun streamlining the processes and procedures to make this a smooth process. More details on the increase will be provided at the October 15, 2014, CAPPS meeting.

- 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 Integration – USAStaffing, NGA-eRecruit and HRWorX/EOD are integrated. Vendor demonstrations for the non-core BPA are tentatively scheduled for mid-October 2014.
 - Q. Are the mid-October demonstrations open to agencies as well as to vendors?
 - A. No, it is open to the evaluation team.
 - Q. What kind of functionality will it include?
 - A. It will include Employee Relations/Labor Relations, staff acquisition, learning management; all non-core. Information regarding the areas that we are researching for the RFQ will be posted to the NFC Home Page.
 - Q. Who is using HR WorX/EOD?
 - A. OneUSDA agencies are testing and will put into place October 2014.
- *EmpowHR* Implementations – NFC acknowledged the change in the timeline for HHS Wave I. The delay was for various reasons on the part of both parties. Currently SIT and SAT are in progress. DOJ recently completed the Interim Interagency Agreement; the Fit Gap Analysis is in progress in NOLA.
- *EmpowHR* statistics indicate an increase in completions from 194 in May to 300 currently. We ask our customers to notify us of any issues in the field in order that we may address them.

Future Customer Board Meeting:

Thursday, December 4, 2014

9:00 – 11:00 a.m. (EST)