

NFC's Customer Board Meeting - Wednesday, November 7, 2012
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

Alvin Black, DOL

Kaci Easley, NFC

On the phone:

Joan Johnson, DHS

Indu Garg, USDA

Bill Fleming, DOC

• **Adopt July 18, 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**

Randy Speed welcomed everyone and encouraged all Board Members and their respective agencies to travel to NFC New Orleans to visit the new consolidated Help Desk.

• **Old Business Updates**

- Help Desk Consolidation

Slide 3 shows Phase I has gone live and the consolidated help desk now supports Payroll/Personnel, EmpowHR, Employee Personal Page, and webTA Hosting Plus Systems. A new process implementation allowing customers to challenge incident resolution is targeted to start November 31, 2012. This process will help ensure that all incidents have been resolved correctly and efficiently before they are closed out. Consolidated help desk support for the Administrative Billings and Collections, Claims, and Direct Premium Remittance Systems is targeted for July 2013. Consolidated help desk is also on track to support FEHB Centralized Enrollment Clearinghouse, W-2 Retirement Pre-existing Condition Insurance Plan, and the quasi-help desks for W-2, Retirement, and Thrift Savings Plan by December 2013.

John White announced the new help desk hours, stating that customers in the east as well as the west would now have ample access to uniform and consistent resolutions. He also gave his assurance that NFC is undergoing the extensive training preparation to provide help desk employees with the proper knowledge to accomplish quality service and issue resolution.

Q. When new employees receive their access, do they have to wait until the processing cycle ends or will it be sooner?

A. Randy responded by saying no, employees will have to wait and there will be more information to come.

- Risk Mitigation for Legacy Payroll/Personnel System

NFC is in the process of obtaining contractor support to preform test script development and compare processes (target completion date: November 15, 2012). By March 8, 2013, NFC plans to develop program-processing instructions for vendor testing in application conversion packet one.

- Insight Enterprise Reporting Solution

NFC's is conducting the Insight Solution Pilot through December 1, 2012 with the Report Working Group utilizing 27 representatives from 18 agencies. Randy indicated we are currently developing, loading and testing "back-end" data warehouse tables for Build 1. Randy also emphasized that this new reporting tool will have nightly batches that are currently being tested and transmitted in about 60 minutes; however all of the data is not loaded. NFC is also in the planning phases of developing a training approach. John White announced that the Insight Enterprise Reporting Solution would be demonstrated at the 2012 Customer Forum on November 27-28, 2012.

Q. We are currently in the process of doing some succession training because our FOCUS expertise is retiring, will this new enterprise fully eliminate the need for FOCUS? What is the cost of the solution?

A. Randy responded by saying yes, Insight Enterprise Reporting Solution will eliminate the need for FOCUS, RFQS, etc. Randy also stressed that there would be no extra cost to the agency for the Insight reporting tool, unless something is needed that is "agency specific".

- PRT Recap from November 2012

The PRT recap begins on slide 7. NFC has a tremendous workload and currently has 131 projects scheduled, 65 projects pending and on hold waiting for requirements or information from agencies. NFC currently has 214 FRDs assigned with 150 to be determined as of November 1, 2012, and 14 in work-in-progress status as of November 1, 2012. The following slide on page 8 shows a breakdown of unscheduled projects by line of business. Slide 9 breaks down the schedule release status indicating: 24 scheduled projects for CY 2012 Pay Period 4 Projects; 3 scheduled projects for CY 2012 Annual Release Projects; 103 scheduled projects for Off Release Projects.

Randy emphasized that the numbers have significantly dropped on the Software Program Report Summary and that he expects them to continue to stay low.

• New Business

- Enhancement of PRT Reports

NFC is requesting input from members at PRT meeting scheduled for November 7, 2012. After input is received, NFC along with PRT members will determine criticality and priority of responses received in

November/December 2012. Currently, NFC is analyzing reports internally to identify possible improvements as well as identifying enhancements to the customer communication procedure between NFC and customers.

- 2012 W-2

NFC has successfully tested bulk transmission of W-2 files for printing/mailing. NFC will continue with the testing of W-2 data and is ahead of schedule. W-2s will be distributed the week of January 14, 2013, and will post W-2s to EPP/Reporting Center by the week of January 14, 2013. W2-Cs will be produced the week of February 11, 2013.

- NFC T&A Solutions

As noted by Slide 17, webTA 4.x software is scheduled for delivery to NFC in November 2012. Office of the Chief Financial Officer will pilot the new software in early 2013. Upon completion, webTA 4.x will be implemented to all One USDA agencies. In anticipation of the sunset of STAR Web (September 20, 2013), NFC is working on a partnership to host and provide Paycheck 8 as another T&A solution.

- EPP Mobile Application

EPP's traditional design has been replaced with a new responsive design format that intuitively distinguishes what type of device the customer is using. After the application has recognized the device, the content is automatically reformatted to provide them with the best presentation of content as well as the easiest navigation for the viewport of the computer, tablet device or smart phone. The EPP Mobile Application is scheduled for debut at the 2012 Customer Forum, which will be held on November 27-28, 2012, in Washington, D.C.

- Debt Management Implementation Plan

In PP 20, 2012, NFC increased the automatic garnishment amount from \$10 to \$50 and added a notice to employee's ELS. As part of upcoming enhancements, an ABCO database change will take place. The related database elements will be added without functionality in PP 07, 2013. Related software enhancements will be scheduled later.

Some FOCUS reports are moving to the Reporting Center to make it easier to obtain reports.

NFC is continuing to meet with Treasury to discuss action plan and level of effort for developing and implementing proposed changes.

- Customer Forum

The 2012 Customer Forum is scheduled for November 27-28, 2012, in the Jefferson Auditorium. The Customer Forum will highlight the Insight Enterprise Reporting Solution and the EPP Mobile Application and include live demonstrations. We are in the stages of finalizing the annual report and Forum agenda.

Currently, there are 100 participants registered; register via tcb.events@nfc.usda.gov. If you have any questions, please call Tara Lala at (504) 426-1201.

- FY 2013 SLA/IA Timeline

Slide 20 indicates how NFC is working to improve the timeliness of the IA process this year. NFC has received assistance from agencies updating over the last years and plans to have packages to the customers by August 2012 for approval. Slide 21 describes the schedule. NFC needs to do more analysis, but it appears that the PPS rates will be lower than last year. Randy stated that the IAs will be provided in August 2012 and he would appreciate if he could get the signed IAs back prior to the beginning of FY 2013. John White reiterated that one of the key items in the Economy Act is that we cannot work "at risk". So part of this effort is to avoid that issue in the coming years.

• Closing Comments/Adjourn

Randy asked if there were any additional comments or questions. Several of the agencies addressed their concerns about their retirement packages being held up in the process and were confused as to where the problem was occurring, NFC or OPM. Randy stated that he was certain that this was an OPM issue, but would inquire further about this and get back with the board. Randy suggested additional questions/concerns could be directed to CMB or directly to him. The meeting was adjourned and EmpowHR customers were invited to stay on the phone to continue the discussion.

• EmpowHR

OPM USStaffing UAT is scheduled for PP 02-03, 2013. OPM USStaffing design document and development is in progress. HRworX meeting with vendor is scheduled for November 13, 2012. Randy explained that SAP SuccessFactors, Northrup Grumman and AVUE interfaces/integration could all be developed upon request. Slide 24 breaks down the EmpowHR Implementations as well as the One USDA Phases I, II, and III.

Future Customer Board Meeting:

Wednesday, March 6, 2013 9:00 a.m. – 11:00 a.m. EST