

NFC's Customer Board Meeting
Wednesday, December 4, 2013
9:00 a.m. – 11:00 a.m. EST

- **Roll Call**

NFC – New Orleans

John White, NFC

Anita Fincher, NFC

In the room:

Cynthia Simon, DOJ

Natalie Tyce, FDIC

Maria Wennersten, SI

Kaci Easley, NFC

On the phone:

Indu Garg, USDA

Rick Osborne, HUD

Chip Black, DOL

Marlon Freckleton, Treasury

Tanya Holt, FHFA

Jennifer Geldhof, VA-OIG

Ramona Ramsey, HHS

Jackie Durkee, DNFSB

- **Adopt June 12, 2013, Customer Board Minutes**

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

- **Selection of New GESD Director**

John White introduced Anita Fincher as the new Director of GESD. He echoed sentiments from the previous customer board meeting and stated Anita will bring much experience to the position and be a great asset to the NFC.

- **Opening Comments**

John White and Anita Fincher welcomed everyone and expressed thanks for their attendance. Anita Fincher stated how excited she was in her new role of GESD Director and that she looked forward to working closely with all of the agencies and its Board Members.

- **Old Business Updates**

- **Help Desk Consolidation**

Anita stated that all W-2 calls would go through the normal process for this tax season. Currently, the Help Desk is developing new Automated Call Distribution functionality which will provide customers with average wait time and will also allow customers to “opt out” to a voicemail and return call option. John inquired about the quality of the help desk and stated

NFC is trying to get to “world class” and we will only accomplish that goal with your input and feedback.

- DOJ - Stated responses are not timely or complete and that they have to resubmit for clarity.
- FDIC - Used escalation process and it did not seem to work; scheduling an on-site visit to NFC to discuss procedures.
- SI - Stated representatives are rushing to get off the phone and never fully answer questions/concerns.

- **Risk Mitigation for Legacy Payroll/Personnel Systems**

All data for the NFC Risk Mitigation for Legacy Payroll/Personnel Systems has been tested and validated from IDMS to DB2. NFC is currently installing the .net environment and the application code conversion. Unit testing on the first set of applications is to be completed by December 30, 2013.

- ***Insight* Enterprise Reporting Solution**

Currently, *Insight* is conducting system integration testing for Build 2 enhancements and is restructuring PACS data model for faster system performance and ease of use. Build 2 testing will begin in January 2014. Anita stated that the roster account should be accurate now and that NFC would be hosting a Learning Lab in the Washington, DC Customer Support Office which would be a development of advanced training for super users.

- **NFC's T&A Solutions**

March 31, 2014, is the planned date to sunset STAR Web, however this will not occur until all customers are migrated to another application. webTA 4.2 software has been received from Kronos and installation activities are in progress. NFC is developing a notification to send out to customers regarding a rollout strategy. Paycheck8 migration strategies and timelines are being developed to provide to customers regarding implementation.

- **Debt Management Implementation Plan**

Anita announced that employee debt will now be included on EPP and that a modification has been made to pay.gov so employees can pay their debt online. Currently, IRS is the only agency utilizing the service. However, it is expected to roll out to all customers in June 2014.

Q: Is DOJ in the work group?

A: IRS and Treasury are in the work group now, however more agencies can be included.

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

NFC completed the accounting and payment processing phases and recently completed systems requirements analysis and documentation for IPAC bulk file changes. Anita stated that NFC was working with Treasury on the transposed checking and savings account numbers and that everything is now corrected in regards to this issue.

- o DHS commended NFC, especially Renee Pellissier, on working to fix issues with the transposed date very quickly.

- **HRLOB Provider Activities**

Currently, NFC is planning SSCAC meeting in New Orleans and is developing a plan of action for recommendations received from the Provider Assessment.

- **FY14 Service Level Agreements & Interagency Agreements**

As of December 2, 2013, NFC has provided 73 IAs/SLAs to customers and has received 64 signed IAs from customers. Preparation of the remaining FY14 IAs is still in progress and should be signed within 2 weeks of receipt.

- **OPM's Initiatives**

NFC is currently researching requirements with OPM for the new Nature of Action Code 354 Death in Line of Duty (Project# 634702). Anita emphasized that front-end T&A systems will require modifications to reflect data on the Telework Reporting (Project# 212712).

- **Human Resources Operational Services**

Anita announced that NFC is in the process of establishing an HR External Services Organization line of business. Currently, NFC is proving service to nearly 20 customer agencies reaching over 30K employees with support ranging from processing to full service HR support.

- **New Business**

- **2013 W-2s**

On November 6, 2013, NFC provided a CAPPs notice to the CAPPs community regarding testing dates and agency testing was completed on November 22, 2013. Currently, NFC is working suspense items that can be cleared prior to year end which will allow delivery of W-2s earlier for employees on suspense. Distribution of W-2s will begin the week of January 13, 2014, and an upload of W-2 data to EPP, Reporting Center, and Turbo Tax will take place on January 17, 2014.

- **2014 Personal Benefits Statements**

December 16, 2013, is the deadline to submit new requirements. Customer User Acceptance Testing (CUAT) will be available in EPP and the Reporting Center in the CUAT environment. A tentative date of April 2014 has been established for posting statements to EPP and the Reporting Center.

- **2014 Annual Pay Raise**

December 5, 2013, is the deadline for submitting updates for Agency POC requests. NFC has not received official notification from OPM regarding January 2014 pay increases. However, NFC is preparing in the event of notification.

- **Post Furlough Activities**

NFC completed lessons learned and is in the phase of analyzing solutions for documentation and determining the impact on unions and employees from the Furlough.

• **Closing Comments/Adjourn**

Anita asked if there were any additional comments or questions and there were none. The meeting was adjourned and EmpowHR customers were invited to stay on the phone to continue the discussion.

• ***EmpowHR***

NFC successfully integrated NGA e-Recruit with *EmpowHR* and OPM USAStaffing. There is a planned implementation date of February 2014. However, NFC is still awaiting HRWorX development completion.

Q: How many customers are using *EmpowHR*?

A: Approximately 225,000.

Future Customer Board Meeting:

Thursday, March 20, 2014

9:00 a.m. – 11:00 a.m. EST