



# OFFICE OF PERSONNEL MANAGEMENT HUMAN RESOURCES LINE OF BUSINESS

## COMING SOON



This summer, the OPM HR LOB will be launching the 2014 Customer Questionnaire to assess your satisfaction with your agency’s HR LOB Shared Service Center (SSC) and payroll provider. Your participation is critical in ensuring that your providers’ commitment to continuous improvement are guided by customer priorities. To learn more about the Customer Questionnaire and the HR LOB, please read below.

## THE CUSTOMER VOICE!

Each year, the HR LOB conducts a “Customer Questionnaire” to collect customer satisfaction with HR SSC and payroll providers’ business practices, systems, and services. This annual questionnaire covers topics such as:

- Customer Relationship Management
- Operational Performance
- Data Privacy & Security
- Compliance Procedures
- Solution Integration
- Data Quality
- Performance Improvement Efforts

As customers of HR LOB services, you provide an essential perspective into these practices, and to the progress and success of your provider in regards to how well they meet your needs. Your contributions also help define business practice recommendations for the annual HR LOB Provider Assessment reports, which are released in December of each year.

## FEDERAL HR LOB PROVIDERS

Currently, there are a total of six federal providers that provide a combination of core services to the federal government:

FEDERAL HRLOB PROVIDERS		SERVICE TYPE
NFC	National Finance Center	HR & Payroll
TSSC	Treasury Shared Service Center	HR Only
IBC	Interior Business Center	HR & Payroll
GSA	General Services Administration	HR & Payroll
DCPAS	Defense Civilian Personnel Advisory Service	HR Only
DFAS	Defense Finance & Accounting Service	Payroll Only

## EVENTS

### We Are Launching the Customer Questionnaire!



May 12 – June 9

## FAQ

**Q: Where can I access the 2013 Provider Assessment report?**

**A:** Contact the HR LOB at [HRLOB@OPM.gov](mailto:HRLOB@OPM.gov) to get an electronic copy.

**Q: Who should take this questionnaire?**

**A:** Anyone who interacts with the SSC or payroll providers or uses their personnel or payroll systems.

**Q: How can I participate in the CQ?**

**A:** Inform the person in your agency that distributed this communication that you would like to be included in the participant list. Alternatively,

## ABOUT THE HR LOB

The OPM Human Resources Line of Business (commonly referred to as the “HR LOB”) was established by the Office of Management and Budget (OMB) as the authority to oversee the HR LOB initiative, manage customer agency migrations to the approved SSCs and payroll providers, design and conduct performance evaluations on the providers to ensure that they are meeting customer expectations, and lead the strategic direction for the federal HR Information Technology (HR IT) community. The HR LOB is a government-wide initiative with the purpose of transforming HR IT by consolidating and integrating federal HR systems and services to drive cost-savings and improved customer service.

For general inquiries regarding the HR LOB initiative, Provider Assessment, or Customer Questionnaire, please contact [HRLOB@OPM.gov](mailto:HRLOB@OPM.gov).

## FAQ

**Q: How can I participate in the CQ? (continued)**

**A:** you can email the HR LOB and request to be included for the Customer Questionnaire.

All participants will receive a survey request from SurveyGizmo.

**Q: How long does it take to complete the CQ?**

**A:** About 15 to 30 minutes. SurveyGizmo.

If you no longer wish to receive these emails, please reply to this message with “Unsubscribe” in the subject line or simply click [unsubscribe](#).