



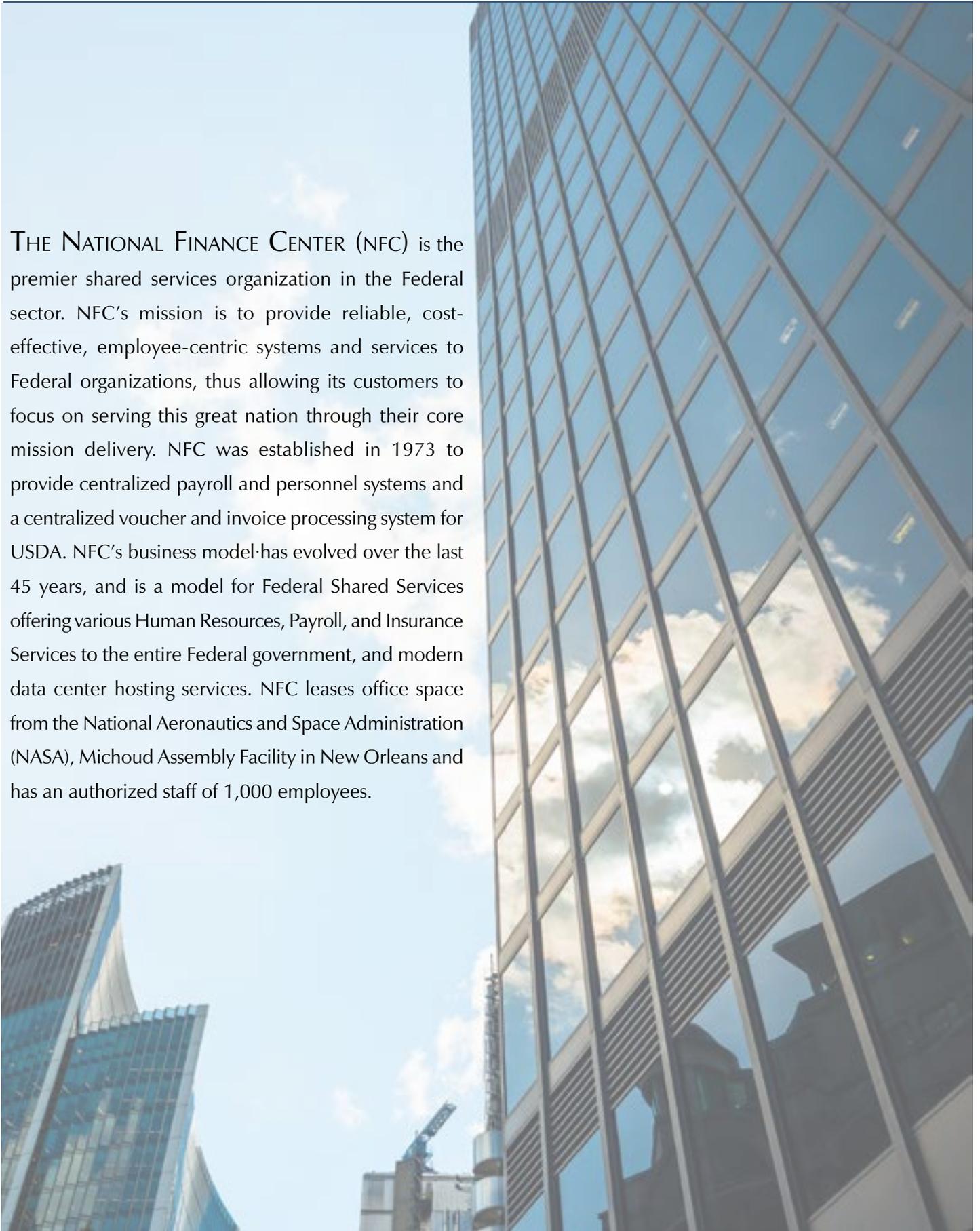
United States
Department of
Agriculture

Office of the Chief Financial Officer
NATIONAL FINANCE CENTER
NFC OVERVIEW



WHO WE ARE

THE NATIONAL FINANCE CENTER (NFC) is the premier shared services organization in the Federal sector. NFC's mission is to provide reliable, cost-effective, employee-centric systems and services to Federal organizations, thus allowing its customers to focus on serving this great nation through their core mission delivery. NFC was established in 1973 to provide centralized payroll and personnel systems and a centralized voucher and invoice processing system for USDA. NFC's business model has evolved over the last 45 years, and is a model for Federal Shared Services offering various Human Resources, Payroll, and Insurance Services to the entire Federal government, and modern data center hosting services. NFC leases office space from the National Aeronautics and Space Administration (NASA), Michoud Assembly Facility in New Orleans and has an authorized staff of 1,000 employees.



WHAT WE DO

Payroll Systems and Services

NFC's payroll solutions include all services and processes to create bi-weekly payroll totaling \$3 billion for more than 600,000 Federal employees in 160 Agencies. This includes payroll processing, payroll accounting processing, salary payment processing, payroll policy support, benefits reconciliation and liaison services, tax reporting, IT services, IT security services, coordination with the Office of Personnel Management (OPM), receipt and processing of employee Time and Attendance (T&A) data, calculation of employee payments and withholding amounts, remittance of withheld amounts to the proper authorities, and all related tax reporting.

Human Resources Systems

An Oracle/PeopleSoft based Human Capital Management System comprised of an integrated suite of commercial and Government-specific modules. EmpowHR is fully integrated with the NFC Payroll/Personnel System (PPS), Manager Self-Service (MSS), ePerformance, and automated workflow for HR.

Time and Attendance

NFC offers two Web-based, 508 compliant time and attendance (T&A) applications: Paycheck8 and webTA. Both are state-of-art T&A applications that are designed to meet the T&A reporting requirements for Federal Departments and Agencies and their employees. They include all standard functionalities including daily time reporting within multiple job/account codes, leave and overtime requests and reporting, standardized work hour capture, and data collection and retention. Both applications can be securely accessed either by smartphone, tablet, or computer with an Internet browser. NFC also accepts data from any other T&A systems used by customer Agencies.

Human Resources (Back Office) Services

HR Back Office services include transactional, personnel action request processing, T&A, benefits processing awards and leave administration, policy interpretation, reporting, workforce planning; human capital strategy development; competency, position, and performance management; classification; job analysis; candidate evaluation/selection; employee conduct; labor relations management and third party representation; and employee development needs assessment.

Insurance Systems and Services

NFC developed systems to support the following three OPM insurance products- the Direct Premium Remittance System (DPRS), the Centralized Enrollment Clearinghouse System (CLER), and the Tribal Insurance Program System (TIPS). DPRS is an enrollment, billing, and collection process for Federal Employee Health Benefits (FEHB) for eligible separated Federal employees, former spouses of Federal employees, dependents of Federal employees, direct pay annuitants, and dependents of annuitants. CLER provides an efficient and cost-effective way for both health insurance carriers and Federal Government payroll offices to conduct their quarterly reconciliation of FEHB enrollment data records as required by OPM. Tribal employers that choose to participate in the FEHB program access to TIPS. Users of each Tribal employer will use TIPS to submit or adjust FEHB enrollment data, view monthly billing statements, as well as run reports from Tribal FEHB enrollment and billing data.

Data Analytics

Insight is a modern enterprise, data analytics tool that includes an enterprise personnel data lake running on Oracle 11g with Oracle Business Intelligence Enterprise Edition 11g (OBIEE) as the reporting suite. Insight is a robust, Web-based tool that provides management dashboards with a variety of reporting capabilities for ad hoc and standard reporting. End users can create real-time reports by using standard tools and templates as well as drag-and-drop data elements. Each report created within the Insight solution is viewable, shareable and exportable in a variety of output formats.

Data Center Services

NFC utilizes the USDA enterprise data centers operated by the department's Digital Infrastructure Services Center (DISC). This allows NFC to take advantage of the economies of scale and centralized security controls to provide cost effective and secure services.

The DISC-managed Enterprise Data Center is a Federally owned cloud services provider; offering Agencies enterprise class infrastructure built from the ground up with market leading technologies. DISC continues to innovate with the introduction of new cloud services and utilize "green" industry best practices as much as possible to improve energy efficiency and reduce greenhouse gas emissions.

Disaster Recovery and Continuity of Operations

When it comes to Disaster Recovery (DR) and Continuity of Operations (COOP), NFC is the best in the business, and has received accolades from the White House,

Harvard University, the National Defense Intelligence Agencies Consortium, USDA Homeland Security, Potomac Partnership, and the Association for Government Accountants. Each year, NFC conducts a weeklong practice exercise to ensure that any catastrophe to NFC's data center or the business office would minimally affect business operations. In 2005, when Hurricane Katrina devastated the City of New Orleans, NFC did not miss a beat! The DR and COOP plans were executed; the data center was restored to the backup site; two new customers (Coast Guard & TSA 65,000 employees) were implemented; business operations were established in six sites to disburse payroll accurately and on time. As a lesson learned from this disaster, in 2007 NFC moved its primary data center to the Denver Federal Center, and in 2013, NFC established its own alternate worksite in Shreveport, Louisiana. Once again, in 2017, the NFC demonstrated its resilience. So when the largest tornado in the State's history tore apart NFC's primary business operations facility in New Orleans, the COOP plan was activated, and critical business operations resumed within 12 hours at the Alternate Worksite in Shreveport, Louisiana.

NFC NOTABLE ACHIEVEMENTS

- 1973 – Established to consolidate USDA Payroll and Financial Services.
- 1978 – Began operating its own data center with the merger of USDA's New Orleans Computer Center.
- 1983 – Became a pioneer in cross-servicing by implementing administrative payments processing for the Department of Education.
- 1984 – Implemented the first cross-serviced payroll customer, Merit Systems Protection Board.
- 1987 – Developed and implemented the Thrift Savings Plan (TSP).
- 1990 – Embarked on its first insurance line of business venture with the Office of Personnel Management (OPM) and implemented the Direct Premium Remittance System (DPRS).
- 2002 – Launched the Centralized Enrollment Clearinghouse System (CLER), which provides an efficient and cost-effective reconciliation of Federal employees' health care premiums to health insurance carriers.
- 2003 – Selected by OPM as an e-Payroll consolidation provider.
- 2005 – Designated by OPM as one of five Federal Human Resources Shared Services Centers/HR LOB providers.
- 2007 – Relocated its primary data center to Denver, Colorado.
- 2010 – Implemented and managed the initial rollout of the Pre-Existing Condition Insurance Program (PCIP) until it transitioned to the Department of Health and Human Services.
- 2012 – Implemented, and continues to manage, the Tribal Insurance Processing System (TIPS), which is a component of the Affordable Care Act.
- 2012 – Introduced Insight, a reporting and analytics tool for its customers, and consolidated its multiple help desks into a single Contact Center.
- 2013 – Established its Alternate Worksite in Shreveport, Louisiana, to support the USDA, Office of the Chief Financial Officer (OCFO) New Orleans' Continuity of Operations Plan (COOP).
- 2017 – Struck by an EF-3 tornado that rendered its primary business facility unusable. NFC implemented its COOP and successfully resumed critical business operations within 12 hours at its Alternate Work Site in Bossier City, LA, and still successfully processed payroll of almost \$3 billion for more than 650,000 employees on its normal schedule.
- 2018 – Transitioned one of the time and attendance solutions offered by NFC to a software-as-service model, thus outsourcing this key component of the HR LOB.

