

# SYSTEMS AND SERVICES FOR EVERY NEED



United States Department of Agriculture • Office of the Chief Financial Officer • National Finance Center



# PROGRAMS AND SERVICES

The United States Department of Agriculture (USDA), National Finance Center (NFC) has provided integrated Human Resource (HR) personnel and payroll services since its inception in 1983. Our ability to maintain systems in-house has afforded us the flexibility to adapt to unique client needs and requirements that are not routinely available in mainstream Federal payroll. As a result, while NFC's original mission was to provide payroll services to USDA, we began taking on payroll services for other Federal clients in 1984 and now service more than 170 diverse agencies across the United States, its territories, and in foreign countries for a bi-weekly payroll in excess of 650,000 Federal employees. The majority of NFC's shared services workforce and operations is located at the National Aeronautical and Space Administration's (NASA) Michoud Assembly Facility in New Orleans, Louisiana, with additional sites in Washington, D.C.; St. Louis, Missouri; and Denver, Colorado. For detailed information on NFC's services, please visit us at <http://www.nfc.usda.gov>.

## CURRENT KEY SERVICES OFFERED BY NFC

The backbone to our personnel processing service (ePayroll) business line includes our payroll application and its many associated entry, reporting, and data-tracking tools. As a Shared Service Center provider, NFC offers *EmpowHR*, a complete Human Capital Management System which addresses the functions of the Human Resources Line of Business (HR LOB) short-term Concept of Operations developed by the Office of Personnel Management (OPM). NFC also offers the webTA time and attendance solution for workforce management. NFC seeks to increase its market share of these services and expand its offering into additional related HR services.

More specifically, NFC, in its capacity as a Shared Service Center provider:

- Provides integrated payroll and ePayroll for approximately 650,000 Government employees in more than 170 agencies Government-wide (1 of 5 ePayroll providers);
- Provides payroll technician services including payroll and time and attendance transaction processing; managing employee debt, separation payments, and other functions as requested;
- Provides an integrated suite of commercial and Government applications that supports all critical HR components in a single enterprise system (*EmpowHR*);
- Provides an employee time tracking, attendance, and labor management solution (webTA);
- Provides data center services Government-wide, including hosting, disaster recovery, and application support;
- Operates the Direct Premium Remittance System (DPRS) for health benefits; Reconciles the health

insurance records of the Government with the records of the insurance provider using the NFC-developed Federal Employees Health Benefits Centralized Enrollment Clearinghouse System (CLER);

- Operates the Mission Assignment Tracking System (MATS) to track congressional requests, performance efficiency, staff-year statistics, budget requirements, and manpower modeling; and
- Provides customized applications, reports, and interfaces to many of its customers.

## CROSS-CUTTING PROGRAMS

NFC shares USDA's responsibility for defining and achieving strategic goals and objectives in cross-cutting areas with other agencies and Federal departments. NFC's suite of services allows our customers to focus their resources on important mission-related activities rather than time-consuming payroll and personnel office processing. NFC's HR management services are an efficient, cost-effective alternative where maintaining experienced staff is a challenge.

As a Shared Service Center, it is our goal to provide best-of-breed, innovative solutions at the lowest cost. We offer:

- Faster decision making, more informed policy making, more effective workforce management, and improved resource alignment with agency mission.
- Improved servicing ratio/response times, reduced cycle times, and improved automated reporting.
- Reduced duplicative software/hardware/operations/labor resources, and increased competitive environment.
- Increased accessibility to client, improved communication and responsiveness, enhanced quality, timeliness, accuracy, and consistency.

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As part of our long-term strategy, our skilled and experienced staff is partnering with the private and public sector entities to support HR activities such as competency management, position management, job analysis and sourcing, candidate evaluation and selection, employee performance management, and employee development needs assessments. NFC will be the leading Government provider for all payroll and personnel services and continue to offer state-of-the-art human capital management applications.

## DATA CENTER AND SECURITY SERVICES

The goal for NFC's data center is to improve security, enhance operational availability, and reduce total cost of ownership. The threats to data integrity, availability, and confidentiality are ever changing. NFC must maintain an active defensive posture against these ever-changing threats. To do so, NFC has established an in-depth defense strategy to combat emerging threats. This strategy ensures that each layer of security protection is assessed against the current threats and then the appropriate protection mechanisms are implemented. Defending information systems against hack or attack is an on-going process and requires clear focus and a substantial investment in new technology.

To enhance operational availability, NFC has implemented data center redundancy. This provides an NFC-owned and -operated disaster recovery site for data center operations. Employing new technologies has greatly reduced risks associated with disaster recovery, thereby increasing the ability of NFC

to meet all of the recovery time objectives and recovery point objectives. In addition, NFC has implemented new technologies that provide resiliency in the data center. By eliminating single points of failure, NFC can provide greater system availability to its customers. Over the past several years, NFC has also reduced the operating expenses of the data center. To continue to reduce total cost of ownership, NFC will focus on increasing data center direct revenue through offering our hosting capabilities and disaster recovery services to other Federal entities.

## CONTACT INFORMATION

We thank you for taking the time to learn about our offerings and the direction of our service delivery. For more information on our services, please contact:

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## **VISION STATEMENT**

To be the premier shared service provider (as measured by employees serviced and quality of services) for Government and quasi-Government agencies by surrounding the employee with value-added HR and payroll services.

## **MISSION STATEMENT**

NFC's mission is to provide reliable, cost-effective, employee-centric systems and services to Federal organizations, thus allowing our customers to focus on serving this great Nation through their mission delivery.

