EPIC User Group Charter

The EPIC User Group (UG) was established to represent all users of the National Finance Center's (NFC's) EPIC system and pertains to all Payroll/Personnel customers who utilize all NFC applications, including Benefits, FESI, EPP, and EPP/ESS.

Purpose

The EPIC UG provides an interface between the EPIC user community, the program staffs at departmental level, and the technical systems staff at the NFC. The EPIC UG provides a process to user agencies regarding the EPIC system capabilities and assures the integrity of the system. The purpose of the EPIC UG is to recommend improvements.

Responsibilities

EPIC User Group (EPIC UG):

- Represents all EPIC users, assuring that user needs are fairly represented.
- Identifies, develops, reviews and recommends EPIC system procedures.
- Identifies and recommends proposed system improvements/enhancements.
- Provides technical advice and assistance within the user community.
- Provides a mechanism for sharing problems and solutions among users.
- Develops consensus solutions to problems and/or develops priorities within the user group.
- Assists in the design, requirements, testing and implementation of EPIC system changes.

Chairperson:

The Chairperson will be a member of the NFC staff. Responsibilities include:

- Assures meeting is run in a smooth, orderly manner.
- Coordinates and submits the proposed system changes, improvements and/or enhancements to assure requirements are presented accurately.
- Coordinates implementation of recommended changes.
- Requests volunteers for special workgroups.
- Schedule meeting appointments via a cloud-based video conferencing platform that allows users to connect via video, audio, phone, and chat.
- Posts Charter on the NFC Homepage.
- Send Quarterly Meeting notes to the User Group community.
- Represents the user group to NFC when discussing topics of interest or concerns to the group.

Facilitator:

- Coordinates with the Client Management Branch (CMB) on the receipt, consolidation, development and issuance of agenda items.
- Assists the Chairperson of the user group by scheduling meetings and distributing the agenda to EPIC community.
- Compiles and finalizes meeting notes and post to Shared Drive.

- Represents the user group to NFC when discussing topics of interest or concerns to/from the user group members.
- Ensures action item issues are brought to the attention of the NFC Development staff and requests participation at the meetings with the NFC staff.

Member:

- Submits agenda items.
- Identifies, develops, reviews and recommends payroll/personnel system procedures.
- Identifies, develops, reviews and recommends proposed system improvements/enhancements and recommends development priorities.
- Assists in the design, requirements, testing and implementation of EPIC system changes.
- Serves on workgroups as needed.

Meetings

Meetings will be held on a quarterly basis per calendar year every 2nd Tuesday at 12pm CT via a cloud-based video conferencing platform that allows users to connect via video, audio, phone, and chat. Special meetings may be scheduled as needed.

General Comments

- The Chairperson will request additional topics from the Co-Chairperson(s) one month prior to the scheduled meeting.
- The Co-Chairperson(s) will submit additional topics to the Chairperson no later than one month prior to the scheduled meeting. *Note*: Items not received by the due date will be deferred until the next meeting, with the exception of system problems requiring immediate attention.
- The Chairperson will issue a reminder of the meeting and agenda one week prior to the meeting.
- All communication will be sent to/from the EPIC User Group mailbox: **EPIC@usda.gov**.