IBC Human Resources Directorate (HRD)
Human Resource Management Systems Solution (HRMSS)
SSLC Briefing
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About IBC

**Acquisition Services**
- Market Research
- Acquisition Planning
- Solicitation
- Negotiation and Award
- Contract Close-Out
- Bid Protest Defense

- **180+** Customers Supported
- **~2,500** new contract awards annually
- **7,500+** actions executed annually

**Financial Management**
- Accounting Operations
- Charge Card Support
- eTravel Services
- COR Services
- Oracle Federal Financials
- Indirect Cost Services
- Project Management
- Intelligent Automation

- **45+** Customers Supported
- **22K+** Interagency Payments
- **100K+** Vendor Payments

**Human Resources**
- Integrated HR Systems
- HR Operations
- Personnel Security
- Drug & Alcohol Testing
- Payroll Operations (OPM-certified)

- **70+** Customers Supported
- **300K** Federal Employees Serviced
- **24** client services provided

*IBC is an OMB-designated Federal shared service provider for Financial Management and HR*
HRD – HRMSS
(Human Resources Management Systems Solutions)

Examine & implement long-term next generation HR suite of solutions to ensure HRD's systems continue meeting clients' HR business needs in today's world and into the future.

Development of system roadmaps to:
- Identify technology options
- Capture HRD SME input
- Outline funding strategies
- Compliant with latest regulatory requirements

In alignment of HRD's vision to be an employer of choice, HRMSS will ensure staff are equipped with the right skills, teams are "right-sized" and HRD's organizational structure are all aligned to successfully deliver on the roadmap initiatives.

Roadmap initiatives will also encompass processes assessments to ensure efficiencies gained across all business offerings.
**HRD – HRMSS**

"Vision"

Why HRMSS?

- Ensure HRD input on future
  - Empowerment for HRD workforce to determine our future
  - Response to feedback received in earlier HRMSS activities
- DOI support for modernization efforts
- Due diligence/IT lifecycle
  - Remain competitive with technology
  - Improved efficiencies – configuration vs programming; maintenance; enhancements, etc.
  - Improved user experience
  - Succession planning, recruitment/skillsets
  - Regulatory/security

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**What's been decided thus far**

- Refine HRD Enterprise IT Strategic Plan
- Gain efficiencies across systems = cost savings
- Common look & feel = improved branding = improved user experience
- Continue market research to identify tech options
- HRD to develop system roadmaps
- HRD to develop business case(s) for funding

**What's NOT been decided yet**

- Technological solutions
HRD – HRMSS Current Activities
"Work needed to achieve vision"

What we know today...

• HRD’s opportunity to provide input
• Scope – all HRD's suite of systems
• Funding will be driver but not a deterrent
• Impacts to
  • Staff/Teams
  • Processes/how we do business
• This has been done before
• This is complex
• What else should be known??

Development of system roadmaps to:
• Identify technology options
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• Outline funding strategies
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HRD – HRMSS Current Activities
"Work needed to achieve vision"

Activities Across All Phases

- Align Resources and Priorities
- Bridge Current and Future State
- Change Management
- Ongoing Support
- Performance Monitoring
- Project Management
- Stakeholder Engagement

**IT Modernization**

**Development of system roadmaps to:**
- Identify technology options
- Capture HRD SME input
- Outline funding strategies
- Compliant with latest regulatory requirements

**1-12 months**
- Implement the HRD IT Modernization Roadmap (prioritized tactical initiatives and activities)
- Set up an HR IT Modernization Program Management Office
- Business Process Review to capture true requirements & gain efficiencies
- Perform an HRD Modernization Workforce Assessment

**12-24 months**
- Develop and execute Vendor Management Strategy
- Develop OPM HR QS/MO Collaboration Strategy

**2-4 Years**
- Develop a standardized cost model and pricing strategy for Future State HRD Services
- Implement Modernized Solution
- Develop Mobile Capability Policies, Processes, and Requirements

**Change Management**

- Conduct an Enterprise-wide Feasibility Assessment
- Develop/Enhance a Customer Engagement Plan
- Performance Monitoring

**Performance Monitoring**

- Identify Mobile Capability Requirements
- Develop and implement Cloud Migration Strategy
- Perform analysis of DOI/OCIO enterprise security requirements (Zero Trust, etc.)

**Project Management**

- Develop Mobile Capability Policies, Processes, and Requirements
In alignment of HRD's vision to be an employer of choice, HRMSS will ensure staff are equipped with the right skills, teams are "right-sized" and HRD's organizational structure are all aligned to successfully deliver on the roadmap initiatives.

Roadmap initiatives will also encompass processes assessments to ensure efficiencies gained across all business offerings.
What We Don’t Know…Yet
What we will learn in the coming months & going forward

- Technological changes to HRD systems
  - Specifics of impacts to end users
- Funding
- Specifics of impacts to:
  - Staff/Teams
  - Processes/how we do business

- What else should we consider??
HRD – HRMSS
Defining our success

1. Understanding of technology options
2. HRD Defined System Roadmaps
3. Develop Business Cases for Roadmap initiatives
4. Proper planning to implement initiatives
HRMSS – Transition to Phase II

**Phase I**

- **Why?** SME input; 3rd party assessment; identify future state options
- **When?** Completed in FY23

**Phase II**

- **Prep for modernization efforts**
- **Why?** Best position for success
- **When?** Completion FY25

**Phase III**

- **Engage modernization effort**
- **Why?** Improve CX, EX
- **When?** FY26

**Phase IV**

- **Customer migration/go-live**
- **When?** FY27-FY29

**Defining our success**

1. Understanding of technology options
2. HRD Defined System Roadmaps
3. Develop Business Cases for Roadmap initiatives
4. Proper Planning to implement initiatives

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HRMSS Phase I – Summary

Goals of Phase I – Completed!!

1. Independent functional/technical assessment of all IBC Human Resources Directorate (HRD) suite of systems
   - Federal Personnel/Payroll System (FPPS)
   - Quicktime
   - Workforce Transformation Tracking System (WTTS)/Entrance on Duty System (EODS)
   - Datamart
   - Alpha Data System (Payroll Operations internal use only)
   - HR Systems Integration Framework (HRSIF)
   - FedTalent

2. Recommendations to consider for future state
3. Analysis of Alternative (AoA) solutions, i.e. market research
4. HRD Strategic Roadmap for Modernization
Transition to Phase II

Phase I Results
- List of Recommendations
- Strategic Roadmap

Phase II Launch
- HRD evaluation of Phase I deliverables
- HRD created Phase II goals with these perspectives in mind:
  - HRD charting our own course for our future
  - Prepare for modernization efforts
  - Long Term success
  - Don’t overlook present opportunities
**HRMSS Phase II**

- Prep for modernization efforts
- **Why?** Best position for success
- **When?** Completion FY25

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**Goal 1**
- Establish HRMSS PMO
- Define Individual System Roadmap Components

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**Goal 2**
- Define business requirements/process analysis; define Hire to Retire

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**Goal 3**
- Internal Approval for Quick Win Initiatives

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**Goal 4**
- Complete/implement Defined Quick Wins

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**HRMSS Roadmap Drivers**
- HRD IT Strategy
- Structuring HRD for the Future

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**How We’ll Get There**
- Investing in Our Employees
- Right-sizing our Services
HRMSS Phase II – Quick Wins

- Quicktime Roadmap Initiatives
- FedTalent Roadmap Initiatives
- HRSIF Roadmap Initiatives
- Pilot New O&M Training Model
- Increased Process Automation
Funding Strategies

Funding is a challenge but not a deterrent!