HR QSMO / HRLOB Program Update

Shared Services Leadership Coalition Monthly Forum
May 9, 2024
Agenda

• HR QSMO Marketplace Launch
• HRLOB Standards Update
• Agency and SSP HR IT Modernization
• Industry Engagement and HR Workflow Automation
• HR IT Inventory 2023 Refresh
We Have Launched the HR QSMO Marketplace!
Envisioning the HR QSMO Marketplace

**OMB M-19-16 Requires QSMOs to...**

Offer and manage a marketplace of solutions for common technology, services, or fully managed services to respond to agency needs.

**Our Customers Asked for...**

A Community Center where one can:
- Perform market research
- Gain market intelligence
- Learn about best practices
- Find useful reference information

**We Have Designed...**

A Marketplace that contains –
- A searchable **Solutions Catalog** of validated offerings
- An **Information Marketplace** with curated resources to assist with HR Modernization and the move to shared services
- An **Insights Exchange** convening thought leaders with community to share best practices in human resources

The Marketplace will provide an integrated portal for customers planning to upgrade or modernize human capital management solutions.
HR QSMO Marketplace Live Demo
HR QSMO Marketplace Provider Vetting Process

• HQ QSMO continues to establish processes that will:
  o Perform objective, vetting and validation of Commercial Service Providers (CSPs) that is comparable to the approach provided for FSPs
  o Enable the HR QSMO to serve as a neutral broker that aids IT acquisition decision making
  o Support collaboration and engagement with industry stakeholders, CSPs and OMB
  o Provide an update on the timeline for onboarding CSPs
Creating a Consistent Federal Employee Experience

Governance and Authoritative Sources
- Statutes
- Laws
- Policy
- Regulations

Governance dictates the federal employee lifecycle function and subfunction definitions

WHAT

Federal Functions

Agency Functions

Enabling

Employee Lifecycle

Supporting

HCIRM

Example:
Sub-function A2.5: Vetting Adjudication

HOW

HC Federal Integrated Business Framework (HC-FIBF)

HC Information Model (HCIM)
Human Capital Information Model (HCIM)

DATA REGISTRY
A comprehensive catalog of data elements relating to the Federal Human Capital landscape

DOMAIN VALUES
Lists of possible values for particular Registry data elements

ECOSYSTEM SCHEMA
Logical groupings of Registry data elements for a particular message or transaction

SYSTEMS & FORMS MAPPING
A map of all systems and forms which include Registry data elements

Visit OPM.gov for the HCIM products
HR IT Modernization Project Support

• Several HR IT Modernization projects underway across agencies and SSPs
• Agencies and SSPs are actively engaging HR QSMO to support their HR IT initiatives
• Agencies are finding value in:
  o Coordinated engagement with supplier community
  o Strategic funding guidance and support
• Agencies are committing to
  o Standards adoption
  o Sharing of solutions, artifacts, lessons learned
• HR QSMO is working to:
  o Help agencies adopt and leverage HRLOB standards
  o Build baseline set of common Federal HR IT Requirements
  o Help Industry Partners understand, leverage, adopt, and embed standards into their offerings
Federal Agency Engagement

Monthly meetings, member demos, agency 1:1s, business process working groups, Document Library, and cross & inter-agency collaborations reduce federal silos and ignite information gathering and sharing

- Standardized Data
- Federalized Processes

Industry Partner Engagement

External stakeholder management and federal implementation working groups enable leveraging and aligning products to business standards

- Aligned Technology

Federal Leveraging of Shareable Workflows

Improved Federal Human Resource Service Delivery (HRSD) by accelerating the deployment of standardized human capital workflows

- Workflow
- Marketplace
Footnotes:

- A Software Product is PeopleSoft, an Instance of Software Products is HR Links – i.e. there are 85 instances of 36 unique Software Products in the Inventory.
- An agency may use the same instance of a product (e.g. Cornerstone on Demand) in multiple BRMs, in which case that instance was counted only once.
- These are “major” systems, and thus the Inventory does not include smaller, so-called “one-off” type systems
- Data is self-reported from CFO Act Agencies only
Market Share by Population Served: Talent Development Systems

- Cornerstone on Demand: 706K (22.48%)
- SuccessFactors: 898K
- PeopleSoft: 63K (1.99%)
- Blackboard: 246K (7.83%)
- Totara: 272K (8.65%)
- USA Learning LMS: 327K (10.41%)
- Moodle: 448K (14.25%)
- Acadis: 83K (2.64%)

Total Population Served: 3.14M

Software Product Brand Name

- Cornerstone on Demand: 10
- SuccessFactors: 10
- Totara: 4
- USA Learning LMS: 4
- PeopleSoft: 2
- Acadis: 1
- Blackboard: 1
- Blank: 1
- Custom: 1
- Inquisiq: 1
- Moodle: 1
Focus Area: Pain Points

System interoperability and data standardization were the two most consistently Agency-identified “pain points” in the Refresh.

“The highest impacting pain point would be that the systems don’t talk to each other”

“All of the systems that we use do not speak to each other, which creates a lot of manual processes or requirement to build intervening internal systems”

“The lack of standardization across the HR community requires pulling together data from various sources for Departmental reporting; too many bifurcated systems requiring interconnections which increases security risks”