

Human Resources Transformation

Workforce Management

July 9, 2008

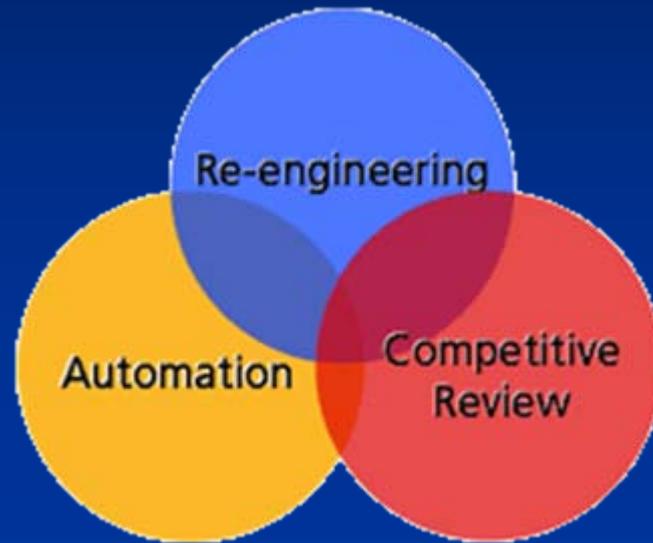


Briefing Objectives

- Review purpose and scope of HR Transformation
- Communicate Timelines
- Next Steps for Transition
- Answer your questions



The Three Interdependent Components



These strategic levers for change are overlapping and interdependent; pursuing all three concurrently is critical to success

Why Transform?

Increase Efficiencies and Eliminate Redundancies

- Effectively sharing resources
- Improving access and use of automation.
- Consolidating transactional work (A76)
- Delivering a higher level of service
- Incorporating and expanding best practices and encouraging partnering with management to build sustainable organizations
- Standard Operating Procedures Servicewide



Why So Complex?

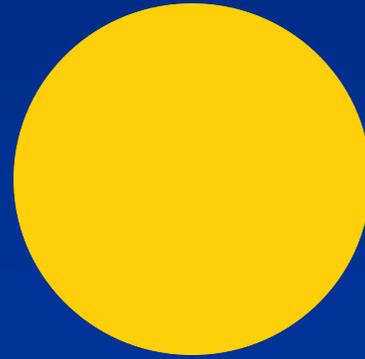
- Many of the activities are interdependent—
 - SHRO consolidation
 - Automation upgrades
 - A-76 process and the consolidation of transactional work
 - Geographic Dispersion
 - Service-wide processes/procedures need to be standardized

requiring close coordination and concurrent actions among activities



Information Technology

Automation



HR AUTOMATION

- QuickTime
- E-QIP
- USA Staffing
- Electronic Official Personnel Files
- Others
 - Standard PD Library
 - Employee/Labor Relations Tracking System
 - Retire EZ
 - Employee Express
 - WTTS
 - EODS



Timeline

- 4/1/08 to 6/30/09 Quicktime
- FY08/09 E-QIP
- FY08/09 USA Staffing
- FY08/09 Expansion of PD Library
- FY08/09 Expansion of Employee Express

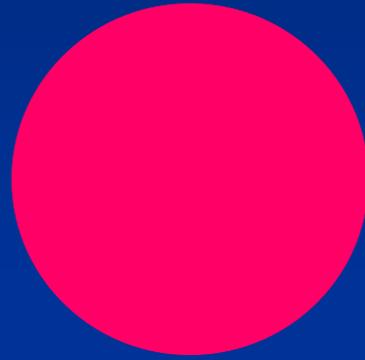
- FY09/10 e-OPF

- FY09 (maybe) RetireEZ



A-76

Competitive Review



Performance Work Statement

- Defines tasks
- Establishes standards for deadlines and quality of work
- Defines Government Furnished Property (GFP)



Competitive Sourcing Functions

- **Position Classification**
- **Preparation & Distribution of Employee Notices**
- **Length-of-Service Awards**
- **Personnel Actions/Payroll Data Processing**
- **Benefits Management**
- **Records Management**



Position Classification

- **Help in development and completion of Position Descriptions (PDs)**
- **Evaluate and recommend title, series and grade**
- **Complete OF-8**
- **Maintain, modify and update standardized/benchmark PD library**
- **Maintain and make available position descriptions**



EMPLOYEE NOTICES

- **Standard HR notices to inform employees of employee rights, benefits opportunities, reminders, (e.g., prevention of sexual harassment, open season, FSA) etc.**



LENGTH-OF-SERVICE AWARDS

- **Prepare and Distribute Length-of-service certificates and pins**
- **Includes length of service verification once eOPFs are in place**



PERSONNEL ACTIONS/PAYROLL DATA PROCESSING

- **All Personnel and Payroll Data Actions**
- **Requesting SF-75 Information**
- **Coding and processing**
- **Send Out, Receive and Process Personnel/Payroll Forms**
- **Answer employee questions regarding personnel-related forms and programs**



BENEFITS MANAGEMENT

- **All Types of Retirement & Buy Back Calculations**
- **Retirement Counseling**
- **Benefits Counseling**
- **Processing of Designation of Beneficiaries**
- **Retirement Processing**



RECORDS MANAGEMENT

- Establishes, updates, maintains, and transfers employee performance and payroll data files
- Establishes, maintains, updates and transfers *e-OPFs*
- May scan and upload forms into *e-OPF* system as required



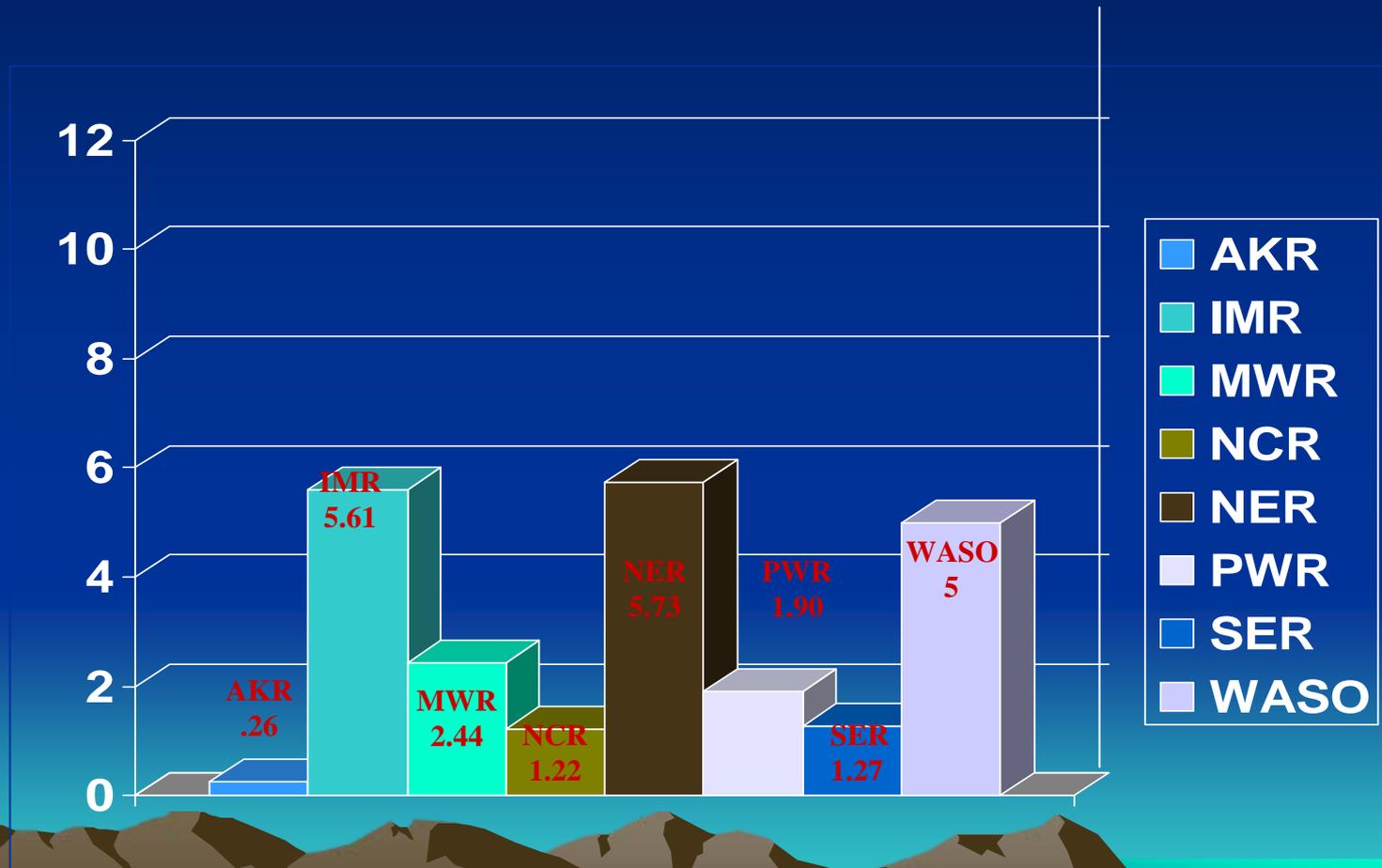
Competitive Review

- Transition will occur in 2 Phases:
 - Phase 1 – March 2009
 - Classification
 - Employee Notices
 - Length of Service Awards
 - Phase 2 – After E-OPF Conversion (FY09/10)
 - Personnel Action Processing
 - Benefits
 - Records Management



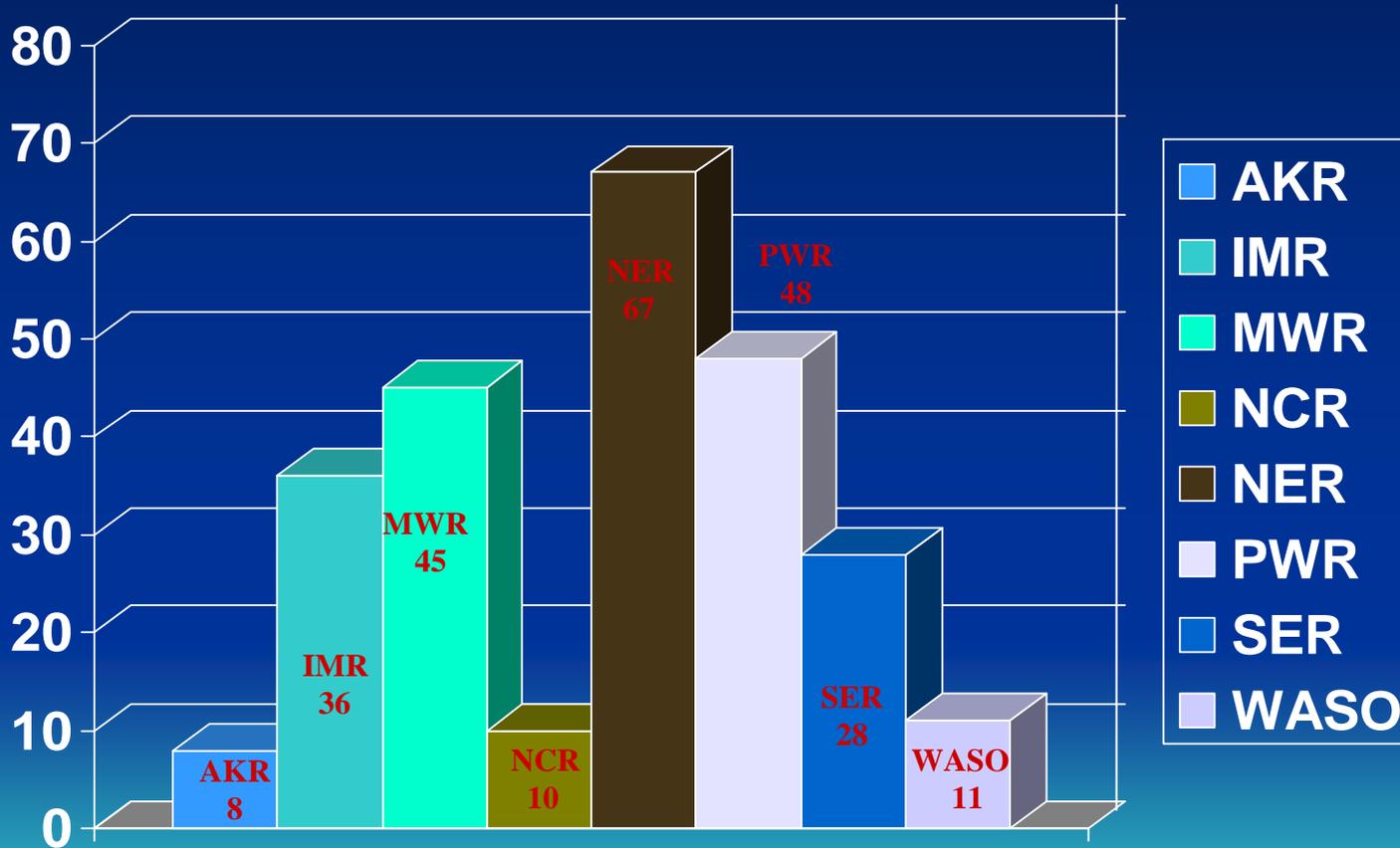
Number of Full-Time Equivalents (FTEs) – Phase 1

Total Number of FTEs = 23.42



Number of Directly Affected Employees

Total Number of Directly Affected Employees = 253





What has happened so far?

- Agency Tender (MEO solution) and other bids submitted to Contracting Officer on March 25, 2008
- Source selection is in process
- Regions & HRO's have identified positions affected
- Employees on those positions informed of possible impact





What if MEO Wins?

- MEO leadership will advertise MEO jobs – all can apply
- Those not selected for MEO will be placed within NPS.





What if another service provider wins?

- Significantly impacted employees may have right of first refusal
- Those who do not elect to work for new service provider will be placed within NPS



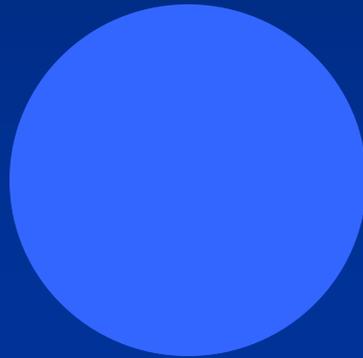
Timeline

- February 4, 2008 Formal Request for Proposals (RFP) posted
- March 25, 2008 Bids due from all interested competitors
- April –Mid-July Source Evaluation Board recommends selection of Service Provider to the Source Selection Authority
- August, 2008 (NLT) Public Announcement of selected Service Provider
- Aug – Oct, 2008 NPS Transition preparations for Service Provider
- Oct 1, 2008 Service Provider begins five month phase-in-period
- March 1, 2009 - Service Provider performs the following work –
Classification, Length-of-Service Awards, and
Employee Notices



Servicing HR Offices

Re-engineering



74 Servicing Personnel Offices to 23 Servicing Human Resources Offices

- AKR – 1
- IMR – 4
- NCR – 1
- MWR – 3

- NER – 4
- PWR – 5
- SER – 4
- WASO – 1





Timeline for SHRO Consolidation

- 9/30/08 Regions submit their plans and SHRO locations to AD, Workforce Mgmt
- 9/30/09 20% reduction from 74 accomplished
- 9/30/10 Additional 40% reduction accomplished
- 9/30/11 Final 40% reduction (full implementation) accomplished

Much remains to be defined and worked out. Principally includes learning who the Service Provider will be and how configured.

Steering Committee, HR Council, & Administrative Advisory Council meet in August.





Transition



Transition Team Members



Alex Young



Marcia Schramm



Nancy Wilson



Valerie Marquez



David Fuller



John Crowley



Lisa Towery



Angela Hargrove



COTR TBD



Laveta Casdorff
Contractor



Advisors

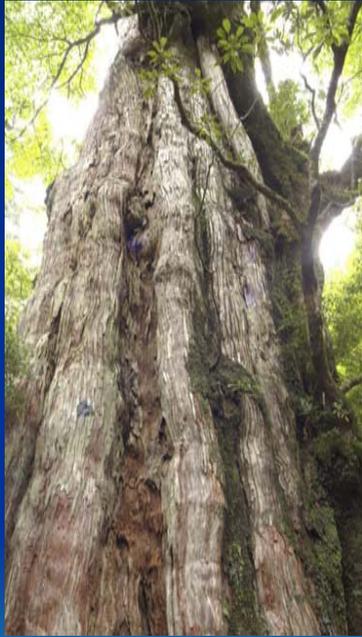
- Superintendent's Advisory Group – Dave Luchsinger (lead) + 1 Supt from each region
- Information Technology – Sue Hawkins
- Budget Group– Tom Ferranti (lead)
- Administrative Advisory Council – Frank Connor, Dottie Marshall



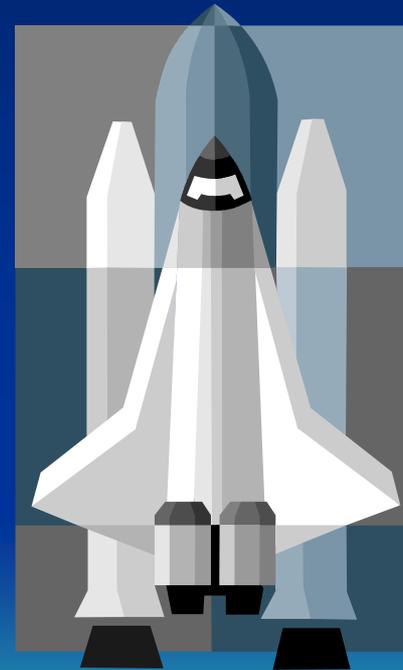


Lessons Learned

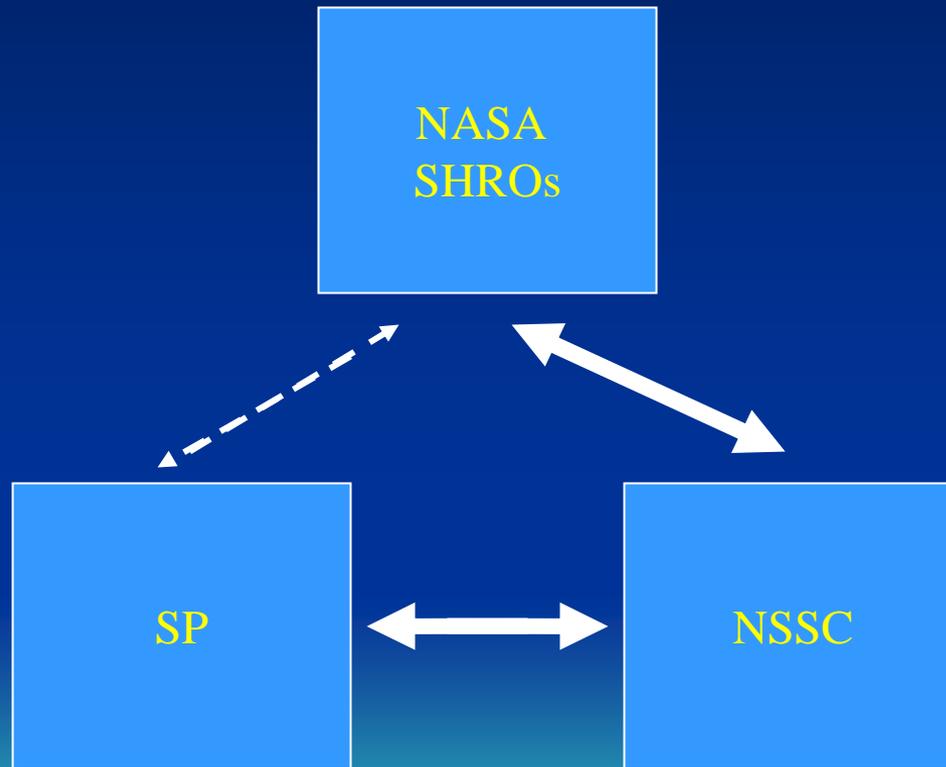
Forest Service



NASA



NASA SSC/SP Relationship





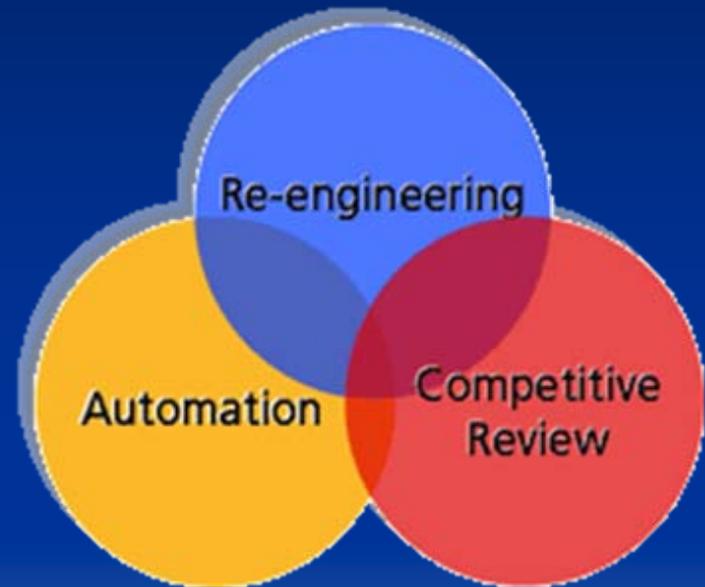
Next Steps

- Develop Service Delivery Agreements
 - Develop informational and transitional packets for the SP for IT access,
 - Identify and develop standard operating procedures,
 - Develop strategies to resolve communications and work process issues
 - Identify employee training needs
 - Develop proposed SHRO standard position descriptions and performance standards
 - Identify HR automation operational implications
 - Identify communication strategies
 - Identify HR SOP's and bulletins/advisories to be developed
- 



Three Strategic Levers

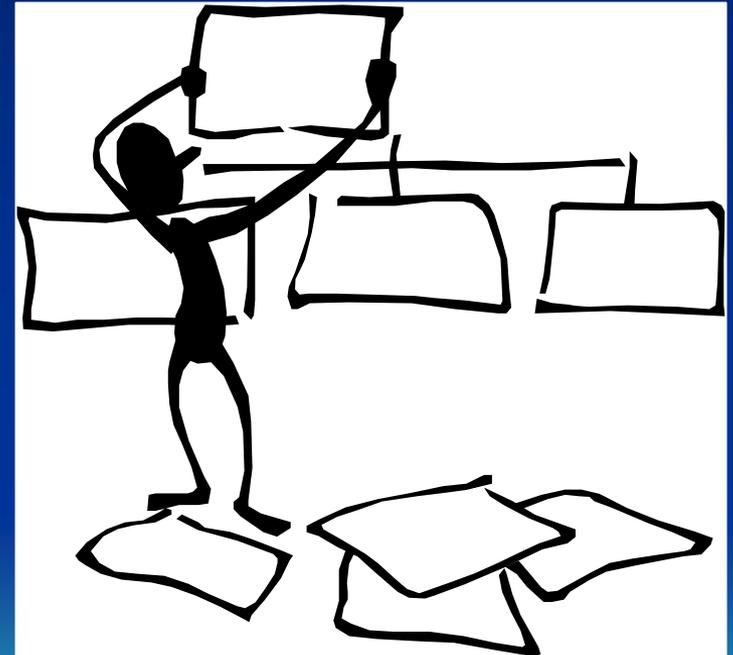
Pursuing all Three
Concurrently is
Critical to
Our success



“It isn’t the changes that do you in... it’s the transitions.”

Author William Bridges (*Managing Transitions*)

- **Change is:**
 - Situational
 - External
 - May happen quickly once or over an extended schedule.



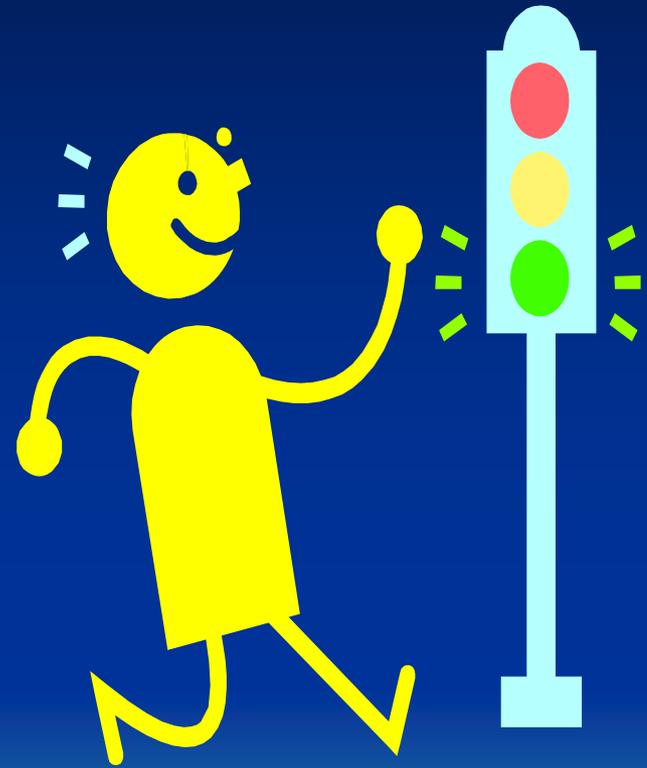
Transition is:



- Psychological
- Internal
- Takes time
- Begins with an end

3 Phases of Transition

- Ending
- Neutral Zone
- Beginning





Characteristics of the Neutral Zone

- Between one set of purposes and another
- An “emotional wilderness”
- Little clarity
- Motivated to “escape”



Questions?

