

Committee for Agriculture Payroll/Personnel Systems (CAPPS)

April 20, 2016, CAPPS Meeting Notes

I. **Welcome** – Tracey Hoolahan, Chief, Client Management Branch (CMB), GESD

II. **Review of Action Items** – Tracey Hoolahan, Chief, CMB, GESD

All action items were closed with the exception of the Customer Satisfaction Campaign. NFC strives to provide optimum customer service and the results from the campaign highlighted areas for improvement. We are reinstating several customer service initiatives that will be discussed later in the meeting. NFC appreciates your participation and feedback.

III. **OPM Community-Wide Projects**

- **Project #1086075, Masking Additional Information in My EPP** – Alicia Jerome, Web Requirements Branch (WRB), GESD

A Software Change request was received from the Department of Treasury to mask information in the Employee Personal Page (EPP). This project was changed to Community Wide as it impacts all users of EPP and Reporting Center (RC).

The following system modifications are being considered by NFC at this time:

- Masking the SSN except for the last 4 characters on the Statement of Earnings and Leave that can be viewed and printed from EPP. This includes the print friendly pages, word, excel, pdf version and confirmation page. This change will also be reflected on the Statement of Earnings and Leave in Reporting Center.
- Removal of the financial account numbers and routing numbers from all printed versions of the Statement of Earnings and Leave on EPP and Reporting Center.
- In EPP, partially mask the email addresses that are presented when forgot password is clicked. Leaving 2 characters visible before the @ sign e.g.xxxxls@usda.gov

NFC continues to analyze risk to PII data in these applications and additional changes may be forthcoming. Alicia advised any questions/concerns or issues regarding this project, should be forwarded to the CAPPS email box and they will be addressed accordingly.

Action Item: A Customer Notification regarding Project 1086075 Masking Additional Information in EPP will be forthcoming.

IV. New Interagency (IA) Process – Rick Culotta, Project Control Branch (PCB)

The National Finance Center (NFC) has implemented a new process to ensure compliance with cost recovery regulations. An interim Interagency Agreement (IA) will be established for all Software Change Requests (SCR). The IA is a funding source to cover the NFC initial labor involved in project initiation and technical requirements definition and must be signed by the customer agency and returned to NFC before work may begin. The amount of the interim IA is based upon our initial review of the SCR coupled with our historical experience. It is not an estimated cost for the entire project.

Once requirements for the entire project are fully defined and agreed upon by both the customer agency and NFC, the requirements will become the basis for the project cost. A detailed cost estimate will be provided to the customer agency at that time for acceptance before further work is done. If the detailed cost estimate is less than the interim IA, the agency may de-obligate the difference.

V. Emergency T&A Letter Customer Notification - Frank Joshua, Payroll Processing Branch PaPB, GESD

A CAPPS Notification regarding the Annual Emergency Time and Attendance (T&A) Transmission Authorization Letter - Response Due by April 8, 2016 was issued March 24, 2016. Frank advised a reminder Customer Notice will be issued and the due date has been extended to April 29, 2016. The letters are needed to inform NFC how to pay their employees in the event of an emergency.

Action Item: A Customer Notification regarding Annual Emergency Time and Attendance (T&A) Transmission Authorization Letter will be forthcoming.

VI. *Insight* Enterprise Reporting Solution - Tracey Hoolahan, Chief, CMB, GESD

NFC plans to add more Office Hours Sessions to assist agencies with hands on training.

Currently, the TMGT and MASC data elements are being tested with Security, but have not been migrated into *Insight*. NFC hopes to have them moved over in the near future.

NFC is defining the requirements for Daily T&A Data for NFC hosted customers for webTA and Paycheck 8.

NFC is performing internal testing for the large data downloads. At this time, no issues have been reported. Customers are encouraged to test running large data downloads and to inform the Enterprise Reporting Mailbox with any issues they encounter.

Action Item: NFC plans to schedule an *Insight* Workshop sometime in the summer.

VII. User Group Updates – Carolyn Landeche, Client Management Branch (CMB), GESD

The 3rd Quarter User Group meetings were held during the 1st week of April 2016.

- **EmpowHR User Group**

The EmpowHR User Group meeting was held Tuesday, April 5, 2016. Tips for HCUP packages were discussed during the meeting. The next meeting is scheduled for Tuesday, July 12, 2016.

- **EPIC User Group**

The EPIC User Group meeting was held Tuesday, April 5, 2016. Project # 1144816 Debt Management Enhancements to Employee Personal Page (EPP) were reviewed. The next meeting is scheduled for Tuesday, July 12, 2016.

- **Reports User Group**

The Reports User Group meeting was held Thursday, April 7, 2016. An update regarding *Insight* Enterprise Reporting was provided to the group. The next meeting is scheduled for Thursday, July 14, 2016.

- **T&A User Group**

The T&A User Group meeting was held Thursday, April 7, 2016. Updates for Paycheck 8 and webTA 4.2 were discussed, along with the importance of Timely Submissions of Time and Attendance (T&A) Data. The next meeting is scheduled for Thursday, July 14, 2016.

VIII. Lagniappe – Tracey Hoolahan, Chief, CMB, GESD

- **New Customer Service Initiatives**

In an effort to improve the quality of service to our customers NFC is reinstating several customer service initiatives; Customer Relations Visits, monthly Customer Outreach calls, Customer Meetings and Customer Orientation.

Customer Relations Visits - The first round will be held the first week of May and a second round will be in June or mid July. The purpose of these visit are to discuss customer expectations, commitment in improving customer relationships, and to identify customer-driven areas of improvement.

Client Management Branch Customer Outreach - Your agencies dedicated Customer Service Representatives (CSR's) will begin reaching out to you on a

monthly basis as a pulse check to inquire how things are going, provide upcoming events and to discuss issues or concerns with your agency. Customer Meeting - NFC is planning a Customer Meeting tentatively scheduled for June 9, 2016. This meeting will be held offsite and currently are in the process of finalizing the plans. Additional information will be provided once the date has been confirmed.

NFC Customer Orientation - NFC is excited to announce we are reinstating Customer Orientation. This was an event NFC held in the past and we have decided to bring it back. The first orientation is scheduled for June 7 - 8, 2016, and all slots are booked. During this training NFC will provide an introduction to the various NFC systems and support services that are utilized to accomplish Human Resource and Payroll processing.

IX. Agency Comment Period

There were no questions.

The next CAPPs meeting will be held on Wednesday, July 20, 2016.

X. Closing Remarks – Tracey Hoolahan, Chief, CMB, GESD

Tracey thanked everyone for attending. Meeting adjourned.

<u>CAPPs Participants</u>	<u>NFC Staff</u>
Deborah Berry (FCC)	Tracey Hoolahan
David Smith (FBI)	Wardell Jones
Linda Gandara (ARC)	John Faciane
Shirley Sprinkle (DOL)	Adrienne Riviere
Karen Queen (DOJ)	Cherie Landry
Carman Montero (DOJ)	Frank Joshua
Cheryl McMillan (OGE)	Alisa Wells
Jim Hoebel (DOC)	Josie Stovall
Crystal Armstrong (DM/OHRM)	Lisa Stafford
Jennifer Johnson (IRS)	Terre Duffy
DJ Patterson (TTA)	Gail Alonzo-Short
Cynthia Bryant (LOC)	Ivan Jackson
Sharon Dawkins (TR)	Pat Martin
Angela Cooper (USCP)	Michael Ferrara
Tamika Ferguson (USPTO)	Carey Turner
Oswald White (USPTO)	Francine Murray
Natalie Tyce (FDIC)	Anh Lewellen
Trisha Christian (SBA)	Freddie Morris

Leigh Johnson (DHS)	Wendy Moore
Linda Beard (ARC)	Shavon Butler
Melanie Meany (DHS)	Kathy McDuffie (NEA)
Angela Greer (DHS)	Maria Wennersten (SI)
Tamaria Rambert (DOC)	Ron Alexander (SI)
Jingie Miller (AOC)	Lauro Garcia (DM)
Melanie Nini (DHS)	Client Management Personnel
Takisha Jackson (DHS)	Angela Cooper
Hans Krein (DOL)	Tangie White
Patricia Condon (DHS)	
David Toth (FCA)	
Latasha Mason (USCP)	
Qiana Gray(DHS HQ)	
Virginia Towe (TR)	