

**CHARTER FOR CUSTOMER BOARD  
DEPARTMENT OF AGRICULTURE  
NATIONAL FINANCE CENTER  
PAYROLL/PERSONNEL SYSTEMS AND SERVICES**

## **Introduction and Background**

The National Finance Center (NFC), a component organization of the United States Department of Agriculture's (USDA) Office of the Chief Financial Officer (OCFO), provides Payroll/Personnel Systems and Services (PPSS) to Federal organizations. These customer organizations span all three branches of the Federal Government. To aid USDA in their strategic management of NFC's PPSS, USDA is establishing a Customer Board (Board) to provide strategic direction, customer insight, and assist in setting the future direction for the PPSS.

## **Payroll/Personnel Systems and Services Advisory Board**

The Board, comprised of key representatives from the customer community and key USDA leadership, will:

- Review annually the Charter for the Customer Board;
- Provide high-level, strategic advice and insight into the direction for PPSS;
- Assure stakeholder involvement in program direction;
- Define relative priorities of key program initiatives;
- Assess value of services provided;
- Address unresolved cross-customer issues;
- Foster collaboration between the customer agency Chief Human Capital Officers, Chief Information Officers, and Chief Financial Officers;
- Serve a critical role in facilitating standardization of customer agency payroll processes to achieve related economies of effectiveness and efficiencies;
- Provide input on NFC's PPSS business/cost strategy to promote service and determine funding of strategic initiatives having NFC community-wide impact;
- Influence the development and direction of strategic initiatives for PPSS; and

The Board members will provide input to NFC's PPSS strategic plan. The strategic plan is a working document that is updated periodically to adjust for progress, changes in the environment, and to take advantage of critical opportunities.

The Board will receive updates and provide updates on NFC's progress in delivering on the strategic plan.

The Board will be comprised of the senior executive responsible for the PPSS services from the eight largest Payroll/Personnel customers, the chair or designee from the Small Agency Human Resources Council (SAHRC) who is an NFC customer and USDA's Deputy Chief Financial Officer.

USDA's Deputy Chief Financial Officer will chair the Board. Board members will be required to sign a Certification Regarding Non Disclosure of Acquisition Information, Conflicts of Interests, and Procurement Integrity form each year. NFC's Director shall serve as the Vice-Chair. NFC's Government Employees Services Division (GESD) Director shall serve as Secretary of the Board.

The Board will meet at least four times per year. Participation in Board meetings will be by the principals only or their designated alternate only. The preference is for face-to-face meetings. The agenda for each meeting will be published in advance of the meeting. The Secretary will provide meeting minutes to Board members.

## **Roles and Responsibilities**

- (a) USDA Chief Financial Officer:
  - (1) Will be Senior Official with oversight and management responsibility for NFC and
  - (2) Will receive advice and input from the NFC PPSS Board and factor this into strategic decision-making related to NFC.
- (b) USDA Deputy Chief Financial Officer:
  - (1) Serves as Chairman of the Board;
  - (2) Has overall management authority over the services provided by NFC;
  - (3) Resolves any disputes not reconciled with Board members, such as priorities, funding, service level definitions, etc.;
  - (4) Approves any new or expanded centralized services; and
  - (5) Ensures appropriate funding of strategic initiatives.
- (c) The Director of NFC:
  - (1) Serves as Vice-Chairman and
  - (2) Has overall management authority over the aspects of NFC service delivery and activity operations, including those of the PPSS.

- (d) The Director of NFC's GESD:
- (1) Serves as Board Secretary;
  - (2) Serves as Executive in charge of daily PPSS operations and Chairman of NFC's PPSS Configuration Control Board (CCB); and
  - (3) Ensures proper coordination with the PPSS CCB, the Committee for the Agriculture Payroll/Personnel System (CAPPS), and the Board, as appropriate.
- (e) Customer Agency Board Members:
- (1) Represent the interests of their respective Department/Agency or Council membership;
  - (2) Have the authority to speak for their respective Department/Agency or Council membership;
  - (3) Have the authority to commit resources, make decisions, and enforce decisions on behalf of their Department/Agency;
  - (4) Will facilitate information dissemination resulting from Board meetings to their respective organizations; and
  - (5) Provide strategic advice and guidance on PPSS related matters.

### **Determination of Board Membership**

Board members representing the eight largest Payroll/Personnel customers (the eight largest Payroll/Personnel customers will be defined as the customers with the highest number of employees at the beginning of each year) and an identified representative member from SAHRC (a customer agency of NFC's PPSS) will serve annually. NFC will provide the list of the eight largest Payroll/Personnel customer organizations within the NFC PPSS and request that their appropriate Senior Executive represent them on the Board. The executives of each of these eight agencies and the identified member of SAHRC will automatically assume membership on the Board. This list will be reevaluated at the beginning of each term to determine if there has been any substantial shift in the number of employees for these customers or a change in an SAHRC representative. If so, the Board members will be reseated as appropriate.

### **Configuration Control Board**

NFC's PPSS CCB is responsible for managing changes to the system based on Government-wide requirements, requests from users, the need for system upgrades, obtaining effectiveness and efficiency improvements, and meeting the near- and long-term requirements of PPSS. The change management process facilitates communication regarding requested changes among the stakeholders, provides a common process for resolving requested changes and reported problems, and reduces the uncertainty of outcomes of system changes.

CCB is chaired by NFC's GESD Director, the executive managing the daily operations of PPSS and addressing the PPSS system priorities. CCB will meet biweekly to review and prioritize system change requests that have completed NFC's assessment process and to review and approve the scheduled implementation dates established by NFC's manager.

There are three tiers associated with NFC's PPSS change priorities are:

- (1) Production and security;
- (2) Legal, regulatory, court ordered, Office of Personnel Management policy, etc.; or
- (3) Process improvements and new functionality requests.

Requests for changes can be initiated by NFC staff, the Board, a user group, or individual agencies using the system if the change affects only that agency's use of the system. The requested change is routed to the NFC GESDREQUEST e-mailbox for review and assessment. This assessment will include functional requirements, scope of modification needed to the system, cost, and scheduled date for implementation. The results of the assessment will be presented to CCB for review and approval. CCB will ensure that the scheduled changes do not impact other previously scheduled changes, and if they do, will work with NFC's manager to determine the new scheduled implementation date. The Project Review Team (PRT) will review the priorities and reconcile to the proposed schedule release from NFC and the schedule of changes will also be provided to the Board. The PRT will escalate unresolved issues to the appropriate Board member. Strategic feedback on requested changes that likely have an impact across NFC's community (as determined by NFC's GESD Director) would be solicited from the Board. This input will be incorporated, as appropriate, and the final determination of the CCB will be conveyed to the Board, user groups, and requesting agencies.

A detailed change management plan has been developed and documented as part of NFC's procedures manuals.

### **The Committee for the Agriculture Payroll/Personnel System**

CAPPS, having representatives from each Department or independent agency, was established by NFC to represent managers and users of the PPSS. With the development of the Board, the responsibilities of CAPPS will be to provide an interface between the user community and NFC for implementing, operating, maintaining, and improving the PPSS. CAPPS has a charter developed separately from this document.

Individual, system-specific user groups were established to identify customer needs and, as needed, to suggest priorities for NFC system changes within the specific categories. User groups will provide updates to CAPPS on a regular basis, or as requested.