

U.S. Department of the Interior



**National Business Center**

Government Shared Service Provider

# Solutions 2007

Washington, DC 10/17/07  
South Interior Building Auditorium



U.S. Department of the Interior



**National Business Center**

Government Shared Service Provider

# “State of the NBC”

NBC Director, Doug Bourgeois



SOLUTIONS 2007  
Washington, DC 10/17/07



# Topics

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- ▶ Service Offerings
- ▶ NBC Value Proposition
- ▶ Strategic Direction
- ▶ Recent Accomplishments
- ▶ Customer Testimonials



# Comprehensive Business Management Services offered through NBC's Lines of Business

Lines of Business	Major Services
<b>Acquisition Services</b>	<ul style="list-style-type: none"><li>· Contract Administration</li></ul>
<b>Administrative Operations Services</b>	<ul style="list-style-type: none"><li>· Facilities Management Services</li><li>· Drug and Alcohol Testing</li></ul>
<b>Appraisal Services</b>	<ul style="list-style-type: none"><li>· Appraisals and Appraisal Reviews</li></ul>
<b>Aviation Services</b>	<ul style="list-style-type: none"><li>· Program Management Services</li><li>· Safety and Maintenance Services</li></ul>
<b>Financial Management Services</b>	<ul style="list-style-type: none"><li>· Accounting Operations</li><li>· Financial Management Solutions Support</li><li>· Travel Management Services</li></ul>
<b>IT Services</b>	<ul style="list-style-type: none"><li>· Solution Hosting</li><li>· Website Support</li></ul>
<b>HR Services</b>	<ul style="list-style-type: none"><li>· Payroll Processing</li><li>· HR Services</li></ul>
<b>Training Services</b>	<ul style="list-style-type: none"><li>· Employee and Leadership Development Programs</li></ul>



# NBC Customer Value



## Customer Service

- Increasing customer satisfaction
- Achieving SLA objectives
- Resolving problems
- Collaborating with customers

## Efficient Operations

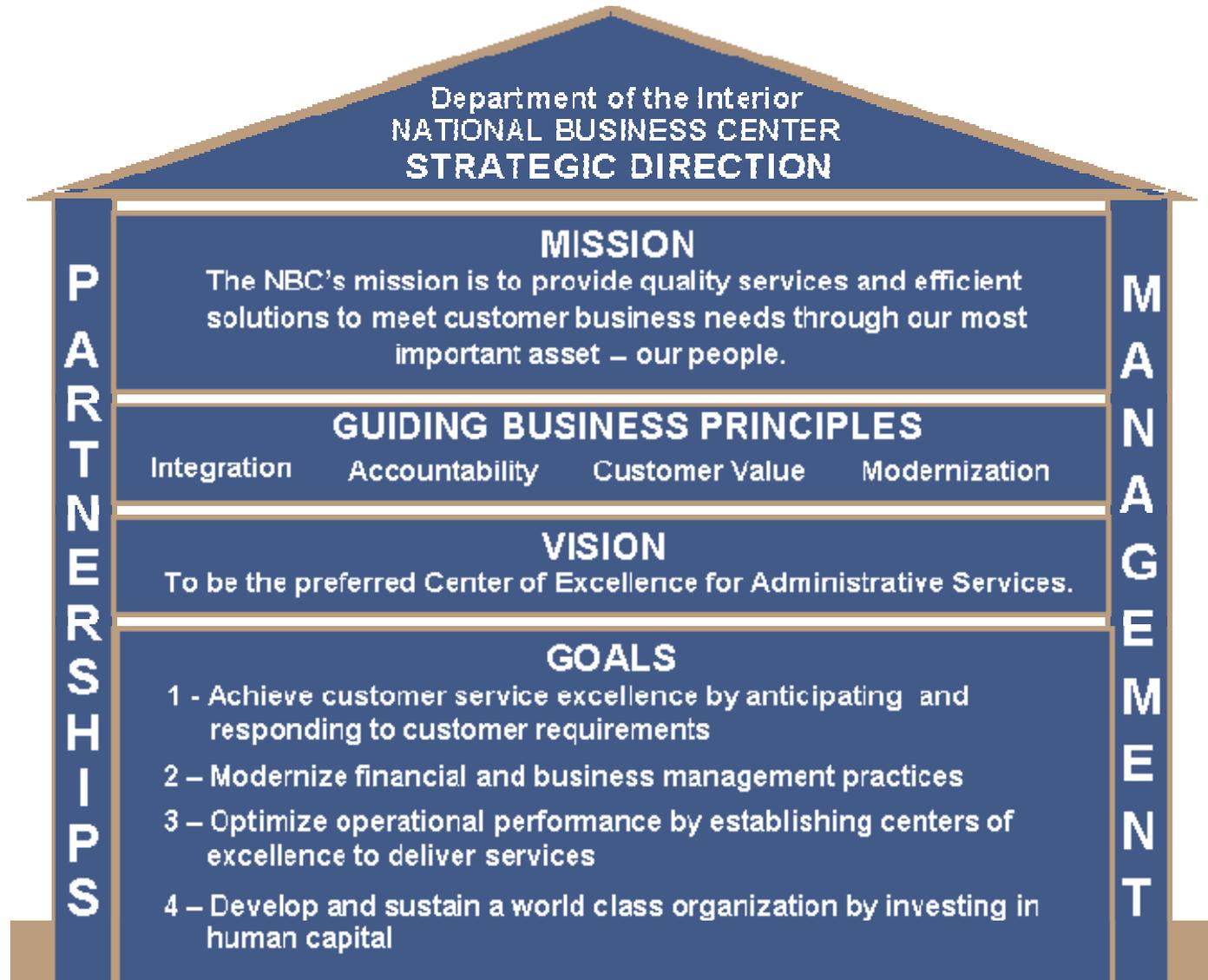
- Economies of scale
- Economies of skill

## Quality Management

- Continuous improvement
- Demonstrating compliance
- ISO 9001 Registration



# NBC Strategic Framework Defines Our Goals within the Context of Our Mission, Vision, and Business Principles





# Accomplishments

- ▶ Human Resources Line of Business – processed \$24 billion in payroll disbursement for a total of 300,000 employees with 99.99% accuracy
- ▶ Aviation Management - FY07 accident rate down 22.6% than average of previous 5 years; resulting in a 69% reduction in aircraft accident costs across DOI from the previous year
- ▶ IT Security – received a 94% score on the Department's FISMA review. ~ 96% of NBC systems have current C&A's and 92% have had contingency plans tested within the last year
- ▶ Acquisition Line of Business – completed 9,230 contract actions representing \$1.489 billion in contract amounts
- ▶ NBC achieved clean opinions on the SAS-70 audits of its primary financial systems, including FFS and FPPS
- ▶ Developed and implemented an NBC-wide Control and Compliance Policy and supporting program consistent with A-123 requirements
- ▶ Appraisals Line of Business – Completed 988 Appraisal transactions representing more 1,000,000 acres and more than \$1.5 billion in value
- ▶ Administered an NBC-wide customer satisfaction program and achieved an NBC-wide customer satisfaction level of 85%
- ▶ NBC had an overall 89% (145/163) SLA achievement rate in FY07



# The NBC Is Committed to Our Customers

***One of the NBC's strongest assets is our customer base. Thus, retaining our valuable customers is a priority.***



- "It is my pleasure to inform you that your organization has been selected to receive a Social Security Administration Deputy Commissioner's Citation....Your organization has earned this award because of its continuing **superior level of customer service and exemplary performance.**"  
- *Reginald Wells, Deputy Commissioner, Social Security Administration*



- "We want to thank you very much for your quick turnaround...It is exactly the kind of **customer-focused service** you are giving us that makes our partnership so valuable."  
- *Jonathan O. Bloom, Former VP Finance and Administration, Millennium Challenge Corporation*



- I would like to take the opportunity to thank the National Business Center for their support...the efforts of [your] staff speak highly of the NBC and your **dedication to customer service.**"  
- *Mark Reger, Former CFO, Federal Communications Commission*



- "As our financial management services provider, the [National Business] Center has an enviable record of providing consistent, timely service of the **highest quality.** This year, the performance of the Center can only be described as **exceptional.**"  
- *Linda M. Cheatham, CFO, International Trade Administration*

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# Acquisition Services

Associate Director, John Nyce





## Background

- ▶ Initial creation of the National Business Center (NBC) within the US Department of the Interior completed April 1, 1999
- ▶ NBC Acquisitions consisted of offices in Denver, CO and Washington, DC



# Background

- ▶ Southwest Acquisition Branch (Fort Huachuca Fee for Service Contracting Office) transferred into the NBC January 14, 2001
- ▶ Aviation Management Directorate (Boise Contracting Branch) merged into the NBC on October 1, 2004
- ▶ The GovWorks Acquisition Center was realigned under the NBC to consolidate business services within the Department on October 1, 2005

- ▶ Secretary Kempthorne approved the Acquisition Services Directorate (AQD) strategic plan on June 1, 2007
- ▶ The AQD officially formed in July 2007



# FY07 Awards

LOCATION	FTE	NUMBER OF ACTIONS	DOLLAR AMOUNTS
Boise	13	780	\$ 41,436,472
Denver	17	796	\$ 51,670,481
Herndon	130	5164	\$ 913,199,064
Sierra Vista	47	1642	\$ 395,264,763
Washington, DC	14	847	\$ 87,232,481
<b>TOTAL</b>	<b>221</b>	<b>9230</b>	<b>\$ 1,489,000,000</b>



# Strategic Direction

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## Increased Focus

- ▶ Restrict services to core competencies and where expertise already exists
- ▶ Control growth through alignment with core competencies
- ▶ Decrease dependency upon the Department of Defense, currently the largest customer



# Strategic Direction

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- ▶ Improved Effectiveness
- ▶ Performance will improve under a single integrated acquisition operation with a single set of policies, practices, and procedures
- ▶ Improved availability and standardization of training will ensure ongoing high quality workforce and compliance
- ▶ Regulatory compliance will reach higher levels through standardization and enhanced oversight



# Strategic Direction

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- ▶ Improved Efficiencies
- ▶ Lowers administrative costs as policies, procedures, and training only need to be developed once
- ▶ Allows for the elimination of various redundant support technology systems



# Products & Services

<b>Appraisal Services</b>	<b>Aviation Services</b>	<b>Construction Services</b>
<b>IT Services</b>	<b>Miscellaneous</b>	<b>Non-IT Services</b>
<b>R &amp; D</b>	<b>Space Leasing</b>	<b>Supplies</b>



# Integration Summary

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- ▶ Primary objective is to establish a core competency based center of acquisition expertise that utilizes best practices and sets the standard for excellence in acquisition services
- ▶ Strategies designed to increase focus, improve effectiveness, and achieve efficiencies
- ▶ Standardization will be achieved through all major areas, including: policies, procedures, organization, and systems



# Integration Summary

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- ▶ Integration activities began in March 2007 and are ongoing through November 2009
- ▶ Consistency, quality, and compliance will improve as a result
- ▶ Business risks will decline through increased oversight and standardization of the business model

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# Administrative Operations

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Kirby Hunolt



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# Administrative Operations

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- ▶ Conference and Special Events Office
- ▶ Creative Communications Services
- ▶ Drug and Alcohol Testing Services



# Conference & Special Events Office

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The Conference and Special Events Office provides scheduling, consultation, planning along with coordination of logistical and technical support for six conference rooms and two auditoriums and special events that occur in the Interior complex. These services are provided to internal as well as external customers.



# Contact Information

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- ▶ Reservations: 202-208-4412
- ▶ Fax: 202-208-6141
- ▶ Website: [www.nbc.gov/facilities/cse.html](http://www.nbc.gov/facilities/cse.html)
  
- ▶ Mariane Gately, Support Services Specialist
  - e-mail: [mariane\\_m\\_gately@nbc.gov](mailto:mariane_m_gately@nbc.gov)
  
- ▶ Leslie Harmon, Support Services Technician
  - e-mail: [leslie\\_c\\_harmon@nbc.gov](mailto:leslie_c_harmon@nbc.gov)



# Creative Communications Services

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- ▶ General printing and copying
- ▶ Graphic design consultation
- ▶ GPO liaison and outsourcing to vendor
- ▶ Copy center



# Contact Information

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- ▶ Phone: 202-208-7051
- ▶ Fax: 219-2360
  
- ▶ T J Ravas, Visual Information Specialist
  - e-mail: [theodore\\_j\\_ravas@nbc.gov](mailto:theodore_j_ravas@nbc.gov)

# NBC Drug & Alcohol Testing Services

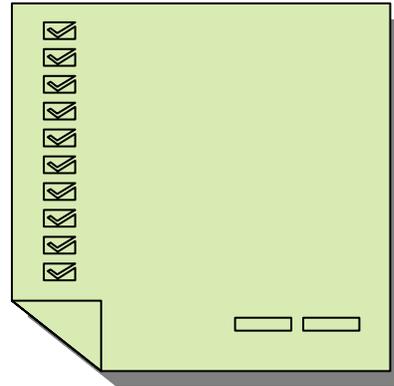
- ▶ NBC provides Gold standard in testing services under both Health & Human Services Drug-Free Workplace Program and Dept. of Transportation Drug/Alcohol Testing Program
- ▶ Centralized collection, laboratory analysis and medical review officer (MRO) contract services
- ▶ Free internet drug test system (128 bit SSL encryption, certified/accredited)
- ▶ Free internet training program for supervisors and employees (meets HHS and DOT standards)
- ▶ Free random testing methodology selection services
- ▶ Overall program implementation and administration



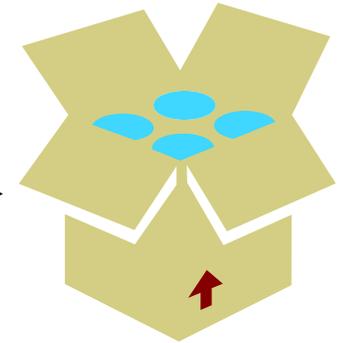
# How a Collection Works



**Employee/donor provides specimen using drug testing collection kit at collection site**



**A chain of custody form (CCF) is created for collection**



**Specimen is shipped to lab**



**Agency contact able to track specimen progress results via internet system**



**Results certified by MRO**



**Specimen is analyzed**



# Advantages of Starting a Drug/Alcohol Testing Program

- ▶ Overall employee wellness
- ▶ Benefits work force and family members
- ▶ Complies with Executive Order and Public Law
- ▶ Educates and trains employees about dangers of illegal drug use and alcoholism
- ▶ Educates employees about employee assistance program (EAP) and other agency services

- ▶ **Quest Diagnostics** (provide laboratory analysis)
  - Leading provider of employee drug & alcohol screening
  - Has 4 SAMHSA certified labs
  - Employ 4,000 couriers and have 16 aircrafts to manage specimen transportation
- ▶ **Pembroke** (provide collection, MRO and internet drug test system services)
  - Leading provider of employment screening
  - Has over 5,000 collection sites
  - Operating since 1989



# Current Customers



Executive Office of the President



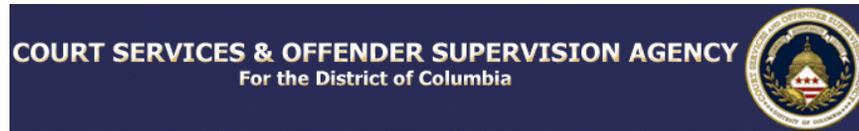
Health & Human Services



Army-Intelligence & Security Command



Defense Information Systems Agency  
Department of Defense



Defense Contract Audit Agency



DOD-HQs



# Contact Information

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- ▶ <http://www.doi.gov/nbc/eps>
- ▶ Richard Hipkins, Drug Program Manager
  - Richard\_E\_Hipkins@nbc.gov
  - 202-208-5638 (office)
  - 202-208-5455 (fax)

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# Aviation Management

*A Member of the NBC Family of Integrated  
Shared Service Providers*

*“Good business leaders create a vision,  
articulate the vision, passionately own the  
vision, and relentlessly drive it to completion.”  
- Jack Welch*





# U.S. Dept. of the Interior Aviation History & Mission

- ▶ U.S. Department of the Interior aviation program in the 5 years prior to Aviation Management's establishment in 1973:

- 148 aircraft accidents.
- 29 employees killed.
- 48 employees seriously injured.
- \$12.1M in damage and claims.
- Poor utilization of Department aircraft.
- Varying maintenance standards & quality control.
- Pilot qualification & standardization issues.
- Fragmented & costly management control.

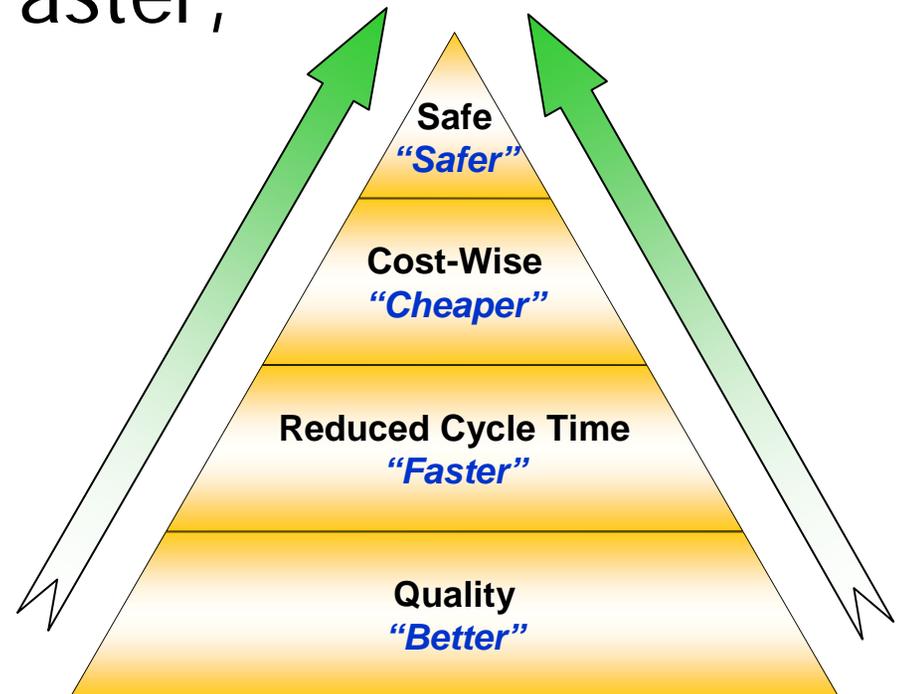


Aviation Management's Mission: *"dedicated to raising aviation safety standards, increasing efficiency and promoting the economical operation of aircraft activities."*



# Aviation Management Our Vision

- ▶ “continue to be the aviation services provider of choice for the Federal government and related customers.”
- ▶ Provide “Better, Faster, Cheaper, Safer” aviation services than any one customer can for themselves.





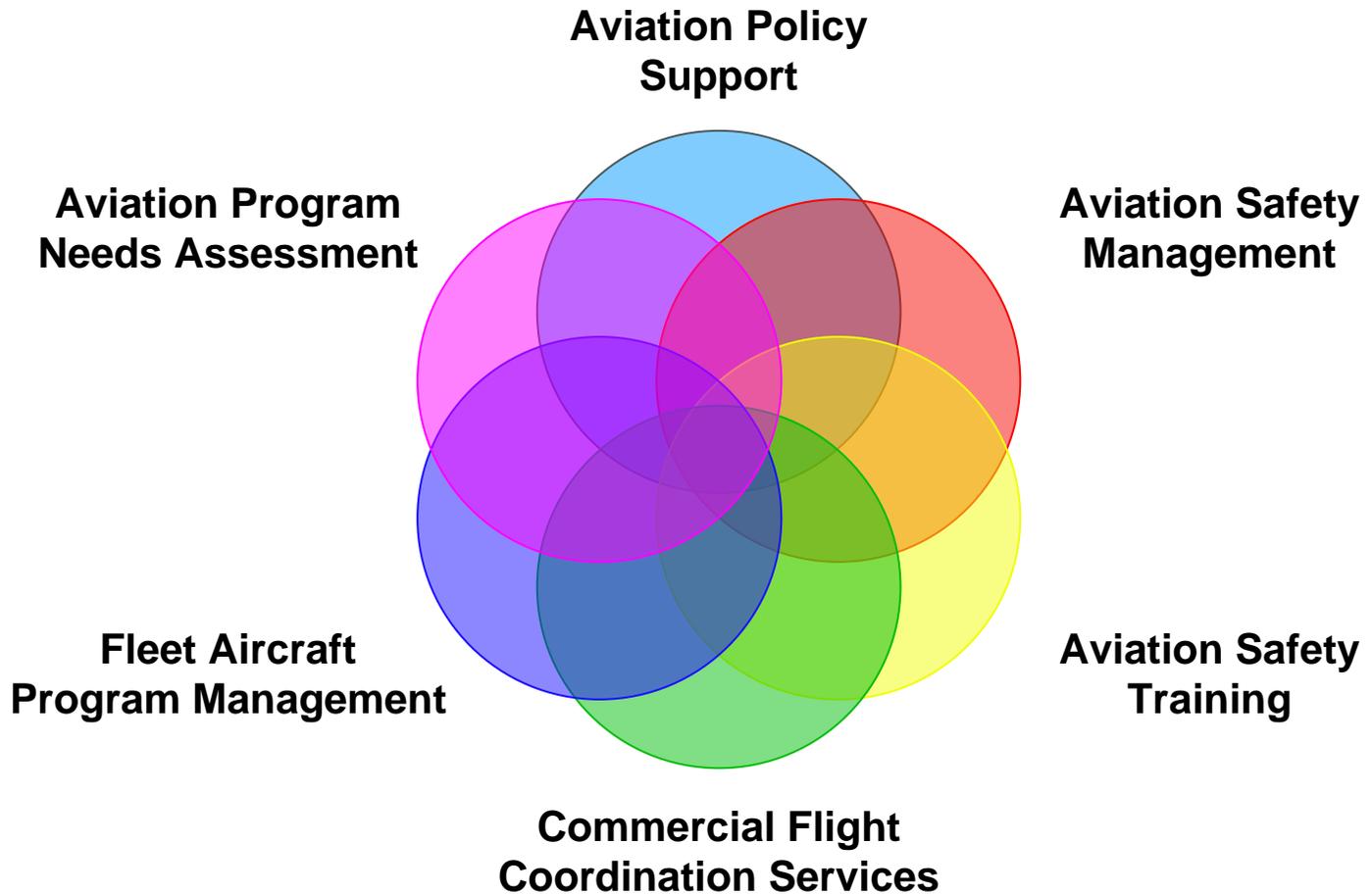
# National Business Center Aviation Management

Leveraging the Power of Service Integration and Alignment





# Our Integrated Service Offerings





# Providing Coast-to-Coast Service

- 73 Fed.
- 12 Contractors
- 51% Veterans



**Alaska Region**

**Manage and Oversee a \$176M/yr Aviation Program with over \$50M in assets**



# What We Offer...

"One-stop Shop for Fully Integrated Aviation Services and Administration"

## Full Service Acquisition Services provided by Aviation Management's Acquisition Office.

- ▶ Complete Aviation Services, customized to your needs.
  - Safety, Accident and Incident Investigations, Aviation Program Management, Training, Flight Scheduling and Coordination Services, Program Needs Assessment.
- ▶ Fully integrated contract administration, oversight and payment system for a streamlined process.
- ▶ **Access to the complete family of NBC's integrated services.**





# What We Offer...

"One-stop Shop for Fully Integrated Aviation Services and Administration"

## Complete aviation specific financial management services.



- Appropriated Funding may be committed, obligated and managed through the Working Capital Funding Program.
  - **\$168M** program in FY06.
- A vendor pay system which is widely recognized for its timeliness and accuracy.
  - Accelerated Payments (payment made 8 days or more before the due date): **56.8%**.
  - Discount Payments (payment made IAW Vendor offered discounts): **74%**.
  - Prompt Payments (payment made without interest penalty): **97.4%**.
- Integrated flight data and financial system.



# What We Offer Our Customers

## Unsurpassed proven superior performance.

- ▶ Knowledgeable workforce of seasoned professionals trained to meet or exceed your needs.
  - > **900** years of combined **military** and **commercial** aviation management experience.
- ▶ Professionals versed in Federal and agency regulation and supplement compliance.
- ▶ **34** years of proven organizational performance across the full range of natural resource missions.
- ▶ Currently **300** available aircraft under **212** active contracts across **50** states, U.S. Territories, Antarctica.
- ▶ Customers have access to **450** Aircraft Rental Agreements, resulting in customer access to approximately **1000** aircraft.

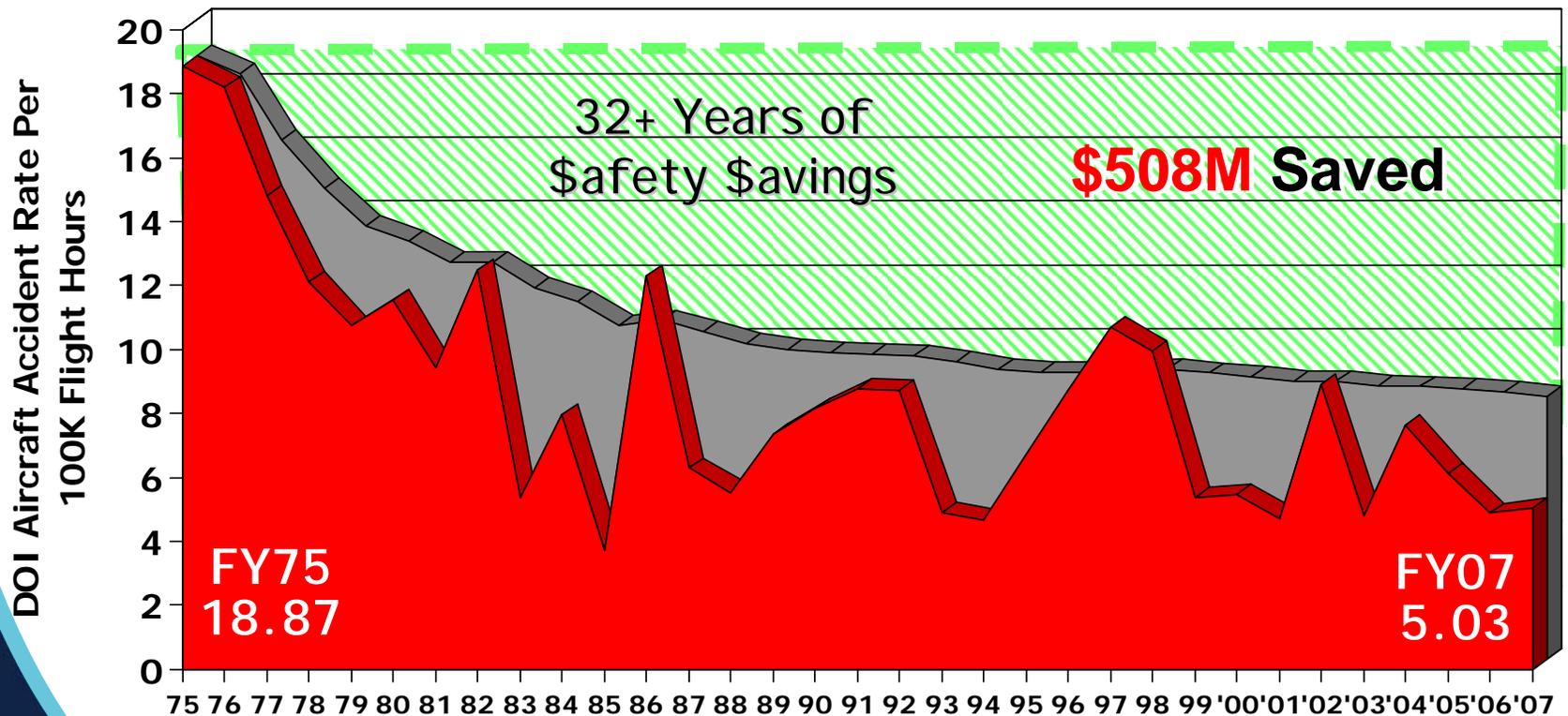




# One Measure of Our Success

## *DOI Aviation Safety*

■ Annual Accident Rate ■ Historical Accident Rate





# What Others Say About Us...

*NBC-Aviation Management formerly known as the Office of Aircraft Services (OAS)*

- ▶ **1977** – **Comptroller General of the United States:** *“The Department of the Interior has made the most significant effort toward centralizing aircraft management.” “Since 1975, the Office of Aircraft Services has standardized the minimum pilot requirements for all Interior Department bureaus.”*
- ▶ **1981** – **Comptroller General of the United States:** *“We have concluded that the Office of Aircraft Services is effective.” “GAO’s review clearly showed that Interior was achieving certain important benefits from centralized aviation management.” “GAO believes the centralized OAS operations have met the needs of different customers for common services and commodities.”*
- ▶ **1983** – *“GAO believes that OAS has been very effective in managing aircraft services for Interior . . . OAS has developed aircraft policies, procedures, and an aircraft management program which other agencies can use.”*
- ▶ **2000** – **DOI Inspector General:** *“OAS received praise from a staff member of the GSA who monitors Agency commercial aircraft services and praised OAS and DOI for its centralized approach in managing commercial aircraft services.”*
- ▶ **2002** – **GAO:** *“Since safety oversight was centralized under OAS, Interior has seen a dramatic decline in the rate of accidents . . . .”*





# Contact Information



*Stewardship for America With Integrity and Excellence*



**Come visit us on the web at:**

**<http://amd.nbc.gov/index.htm>**

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# Financial Management

Associate Director, Sandra Weisman



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# Electronic End-to-End Processing





# Electronic End-to-End Processing...How it Works

- ▶ A workflow management solution which processes transactions electronically from start to finish.
- ▶ For the financial management community, it means:
  - Receipt of electronic procurement requests
  - Electronic procurement actions to solicit and acquire vendors
  - Electronic posting of obligations
  - Electronic receipt of vendor invoices
  - Electronic invoice approval process
  - Electronic payments
- ▶ In the private sector this process is often referred to as the "straight through process" or STP
- ▶ Some feel that STP starts when the transaction reaches the carrier, either via the Web or on paper.
- ▶ For most Federal agencies, the STP process starts on paper and is re-keyed into a system.



# Electronic End-to-End Processing...How it Works

- ▶ The NBC FMLOB vision:  
Information begins the process in a recognizable electronic format that automatically travels through the process and system(s) to its logical conclusion.
- ▶ The NBC FMLOB goal:  
Process 90% of all transactions electronically



# E-Gov Travel and End-to-End Processing

- ▶ The NBC currently offers end-to-end processing for e-travel.
- ▶ The electronic travel system allows for:
  - On-line transportation booking (airline, hotel, car, etc.)
  - on-line authorization through systemic routing paths
  - Electronic vouchering of travel when completed
  - Electronic approval and interface for payment
  - On-line storage of all related travel documentation, eliminating hard copy paper files



# The Audit Process and End-to-End Processing

- ▶ The NBC has implemented new procedures to obtain data from our accounting systems or scan the information, electronically archive, and electronically send audit sample data to the audit firms of our customers.
- ▶ As electronic end-to-end processing develops, the scanning process will be reduced and ultimately eliminated.
- ▶ This process **SIGNIFICANTLY**:
  - Reduces document retrieval time
  - Reduces error
  - Reduces paper costs, copying time, and mailing costs
  - Decreases the response time to auditors
  - Reduces archival storage for auditors



# Procurement and End-to-End Processing

- ▶ The Procurement process also lends itself to electronic end-to-end processing as follows:
  - Procurement request is entered electronically
  - Approvals for purchase are provided via routing paths
  - Interface with procurement system to commit and obligate funds
  - Interface with finance system for perform funds check and payment processing
  - Electronic tools for distributing requirements and obtaining bids
  - Electronic vendor invoicing and routing for approval prior to payment



# NBC's End-to-End Electronic Offerings

- ▶ The technology is in place and available with current FSIO-certified systems.
- ▶ NBC hosted systems are able to provide this capability:
  - Oracle
    - Offers enterprise applications for procurement, electronic invoicing, CCR, etc.
    - Architecture supports shared access of core and enterprise applications
  - Momentum
    - Offers enterprise applications for procurement, electronic invoicing, CCR, etc.



# NBC's End-to-End Electronic Offerings

- ▶ Oracle
  - Shared Instance
  - Some agencies on shared instance have some but not all of the electronic enterprise applications
  - Offer full end-to-end applications as part of the standard shared instance
  - Costs are \$0 to implement if software already configured for a customer
  - Costs are minimal and shared by all customers on the Shared Instance.



# NBC's End-to-End Electronic Offerings

## ▶ Momentum

- All customers have single instance of Momentum with some but not all the functionality.
- Many customers desire functionality
- Working with vendor to identify cost savings by having multiple agencies implement the enterprise applications.
- Not part of core offerings



## Get the Initiative Started

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The technology is in place,  
business practices are in place,  
and the time is right!

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# Human Resources Directorate

Associate Director, LC Williams



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# NBC's Summary of HR Systems and Services

- ▶ Federal Personnel Payroll System
  - Most modern and only integrated personnel/payroll system
- ▶ Payroll Operations
  - Comprehensive baseline services and employee support
- ▶ HR Line Of Business
  - Best of Breed Solutions at an economical price
- ▶ Quicktime T&A System
  - Employee based, leave scheduling, project accounting
- ▶ DataMart
  - Robust reporting, auxiliary systems, dashboards
- ▶ Human Resources Cross Services
  - Extensive HR office support and special projects
- ▶ Small Agency Systems and Services
  - NBC to perform administrative/ support work on agency behalf so agency may concentrate on their mission



# NBC's HRD PRIORITIES

- ▶ Maintain quality service and support – Pay people
  - Make systems changes (legislative/regulatory and discretionary)
- ▶ IT Security
  - Protecting Personal Identifiable Information
  - Protecting Systems and Infrastructure
- ▶ Audits: Maintaining clean opinion
- ▶ New Client Migrations
- ▶ Strategic Direction on HR Line of Business
- ▶ Achieve more efficiencies and value for clients
- ▶ Balancing above with other client priorities



## NBC is a Chosen Provider for OMB's HR Shared Services

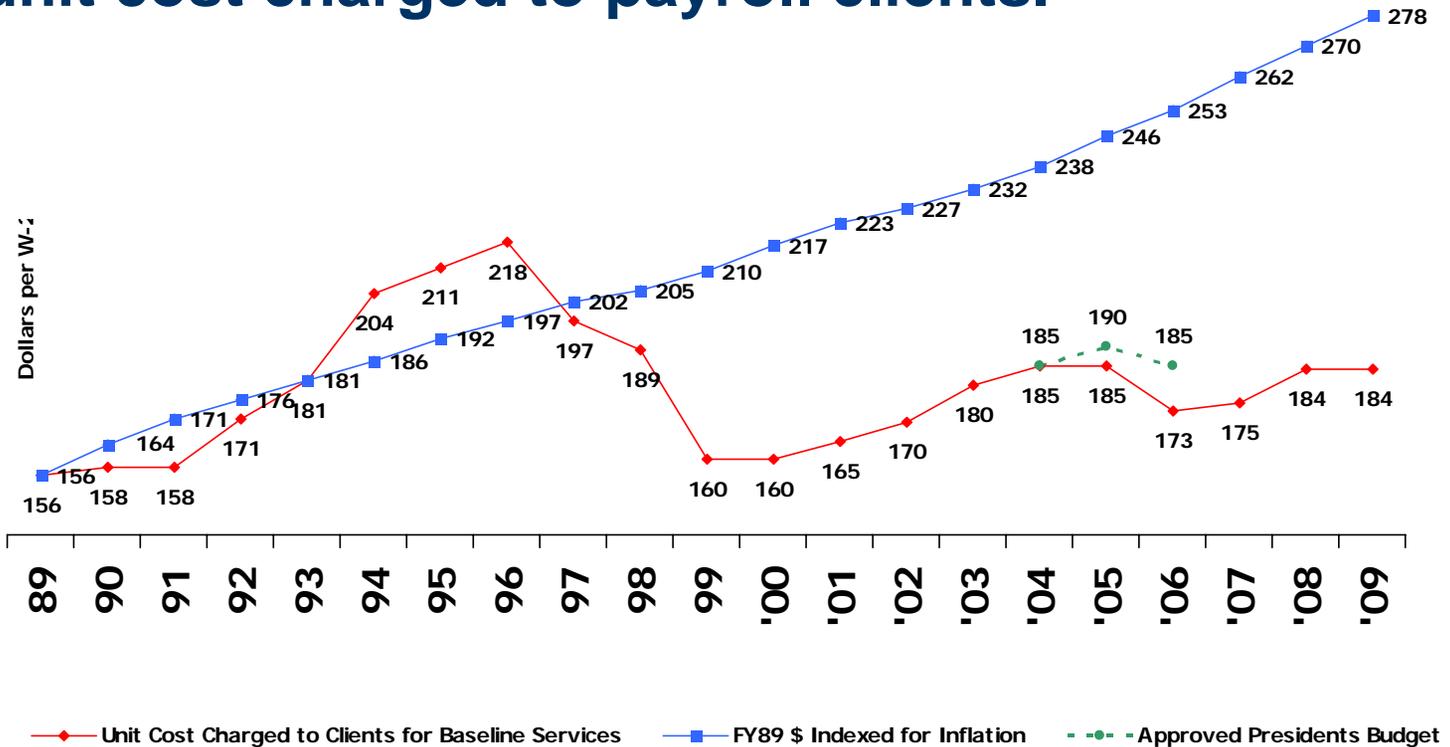
- ▶ Chosen in 2002 as one of four federal payroll providers
- ▶ Chosen in 2005 as one of five federal HR Shared Service Centers for HR LOB
  - NBC's strategy to expand its HR IT products and services beyond today's core has been approved by OPM and OMB.
  - NBC has an on-going responsibility to expand our HR systems functionality to meet OPM and client requirements



# NBC Achieved Significant Results in Consolidation of Federal Payroll Services

The NBC provides payroll services to nearly 300,000 federal customers through our disbursement of more than \$22B.

The NBC achieved significant economies of scale in our unit cost charged to payroll clients.





# Providing HR IT Solutions will Achieve Additional Significant Results

- ▶ Potential for increased economies of scale
  - More clients could further reduce W2 cost
  - Innovative HR solutions that benefit all, results in significantly improved services at minimal costs
- ▶ Enterprise Integration Infrastructure is foundational to NBC's strategy for modernization and expansion
  - Strategy for end to end solution for employee on and off boarding that combines the eGov integration initiative and acquisition of HR bolt-on applications



# OPM Required HR LOB Solutions

- ▶ *Personnel Action Processing*
- ▶ *Payroll Processing*
- ▶ *Time and Attendance*
- ▶ *Labor Cost Distribution*
- ▶ Recruitment
- ▶ Benefits Administration
- ▶ Employee and Labor Relations Management
- ▶ Human Capital Strategic Planning & Performance Management
- ▶ Position Classification



# NBC HR LOB Initiative

- ▶ Secure On-and-Off-Boarding and Access Management System (SOAMS) will deliver a comprehensive, automated on-and-off-boarding solution, supporting agencies in key e-government initiatives
  - SOAMS Core Functionality
    - Automation of pre-vacancy announcement business processes
    - On-Boarding management
    - Entrance on Duty data collection and processing
    - Employee Provisioning
    - Off-Boarding management
    - Linkage to HSPD-12
    - Event notifications and integration with customer solutions
  - Human Resources Line of Business Integration
    - SOAMS will integrate with all eGOV initiatives (as prioritized by our clients)
    - “Best of Breed” auxiliary HR Systems, i.e. staffing, learning management, classification, etc.
    - Ability to enter data once and populate multiple systems
    - Data reuse across systems and services
    - Automated workflow and status monitoring

A yellow ribbon graphic with a 3D effect, tilted diagonally. It contains the text 'Visibility Efficiency' in a bold, black, sans-serif font.

Visibility  
Efficiency



# HR LOB “Best of Breed” Near Term Solutions

- ▶ Partnership Initiatives -- NASA
  - Workforce Transformation and Tracking System (WTTS)
  - Entry on Duty System (EODS)
  - Employee Profile System (EPS)
  - Organization Profile System (OPS)



# HR LOB “Best of Breed” Near Term Solutions

- ▶ NBC intends to award a contract to acquire and offer to customers:
  - Learning Management System (LMS)
    - Competency Management System (CMS)
    - Performance Management System (PMS)
- ▶ Acquisition objectives:
  - Provide planning information to clients by February 2008 to put into your FY10 budget process
    - Will be based on price quotes obtained through an RFI and by analysis of costs experienced by agencies already using such solutions
  - Issue an RFP the summer of 2009 to award a contract effective Oct 1 of 2009
    - Will be based on requirements to be developed by NBC with client participation (workgroup to be formed fall 2008)
- ▶ Implementations would start in April 2010
  - Client could provide funding earlier for a potential accelerated schedule



# Quicktime T&A Initiative

- ▶ Modern, web-based, on-line T&A system
- ▶ Menu driven, point and click user interface
- ▶ Employee T&A data entry or traditional timekeeper data entry
- ▶ Employee data entry options:
  - Sign-In/Sign-Out actual times
  - Total hours worked, leave taken, etc.
- ▶ Account and hours codes available for "Look Up" on-line
- ▶ Electronic leave and extra hours requests and approvals
- ▶ Account base rapidly increasing



# DataMart Initiatives

- ▶ Expanding the DataMart's core functionality
  - Dashboard Reporting – Partnership with Department of Education
  - EEO/MD-715 Reporting
  - Enhanced Security
  - Web Survey Tool
  - Agency-managed Data
  - Auxiliary Client Systems



# HR Cross Services Initiative

- ▶ Provide human capital/human resources:
  - Personnel Action Processing
  - Benefits & Performance Management
  - Staff Acquisition & Employee Relations
  - Strategic Human Capital Management Planning
  - Workforce Planning
  - Competency Management
  - Succession Planning
  - Human Resources Accountability
  - Performance & Compensation Management
- ▶ Client base continues to grow



# Small Agency Systems and Services Initiative

- ▶ Initiative to assist clients by relieving administrative burden
- ▶ Provides an efficient way for agencies to focus their limited resources on mission related work
- ▶ NBC to perform administrative/support work on agency behalf
- ▶ Value to smaller agencies and subsets of larger agencies such as:
  - Reporting
  - Training
  - Audit Control
- ▶ Obtain more information at:  
<http://www.nbc.gov/payroll/sassi.html>



## NBC HRD Focus is to Consistently Deliver Superior Customer Service

- ▶ Proven experience implementing multiple clients, large/small on-time and on-budget
- ▶ Consistent high level of client satisfaction
  - 90 percent positive rating during FY07
  - Have never lost a client
  - Gained new clients through proven reputation for superior customer service
- ▶ Customer Executive Advisory Board
- ▶ Users Groups
  - FPPS, DataMart, and Quicktime

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**Training  
Services**

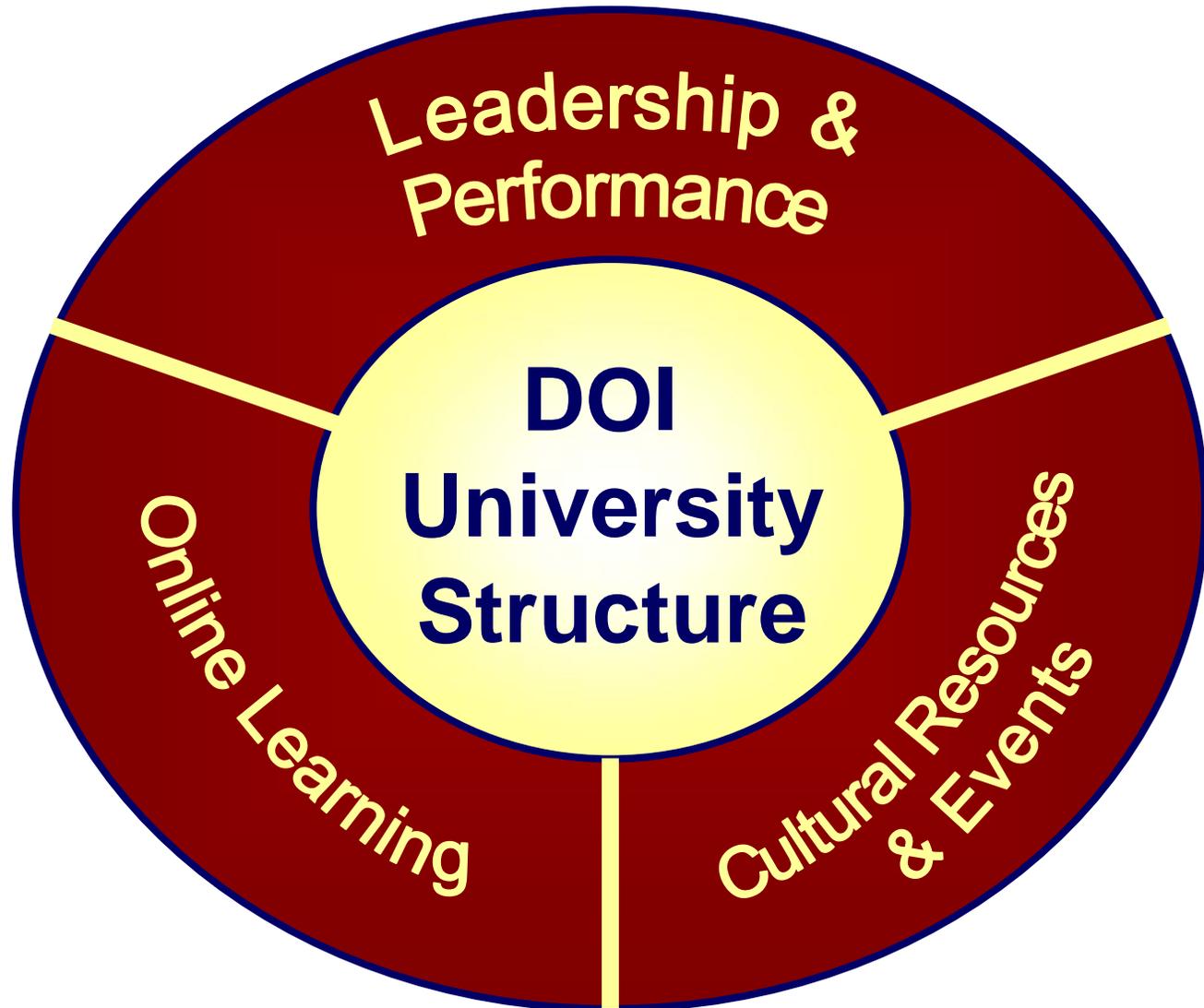
DOI UNIVERSITY



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# Organizational Structure





# Who We Are

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▶ **We are:**

- Program managers
- Training and education specialists
- Partners for enterprise-wide training
- Event planners
- Performance consultants
- Online learning specialists



# What We Do

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▶ **We:**

- Take a holistic approach to training
- Conduct performance consulting meetings to determine performance improvement options
- Deliver training and development programs to DOI and Federal employees



# We Take a Systems Point of View

**Incorporate best practices for maximum benefit**



**Training not the only solution**



**Use a blended learning approach**



**Assess and evaluate for ROI**



**Understand the business**



**Align learning with the strategic plan**



**Establish partnership with the client**



**Proactively identify performance improvement options**



**Train to identified competencies**



**Linking Learning and Performance**



# We are located...

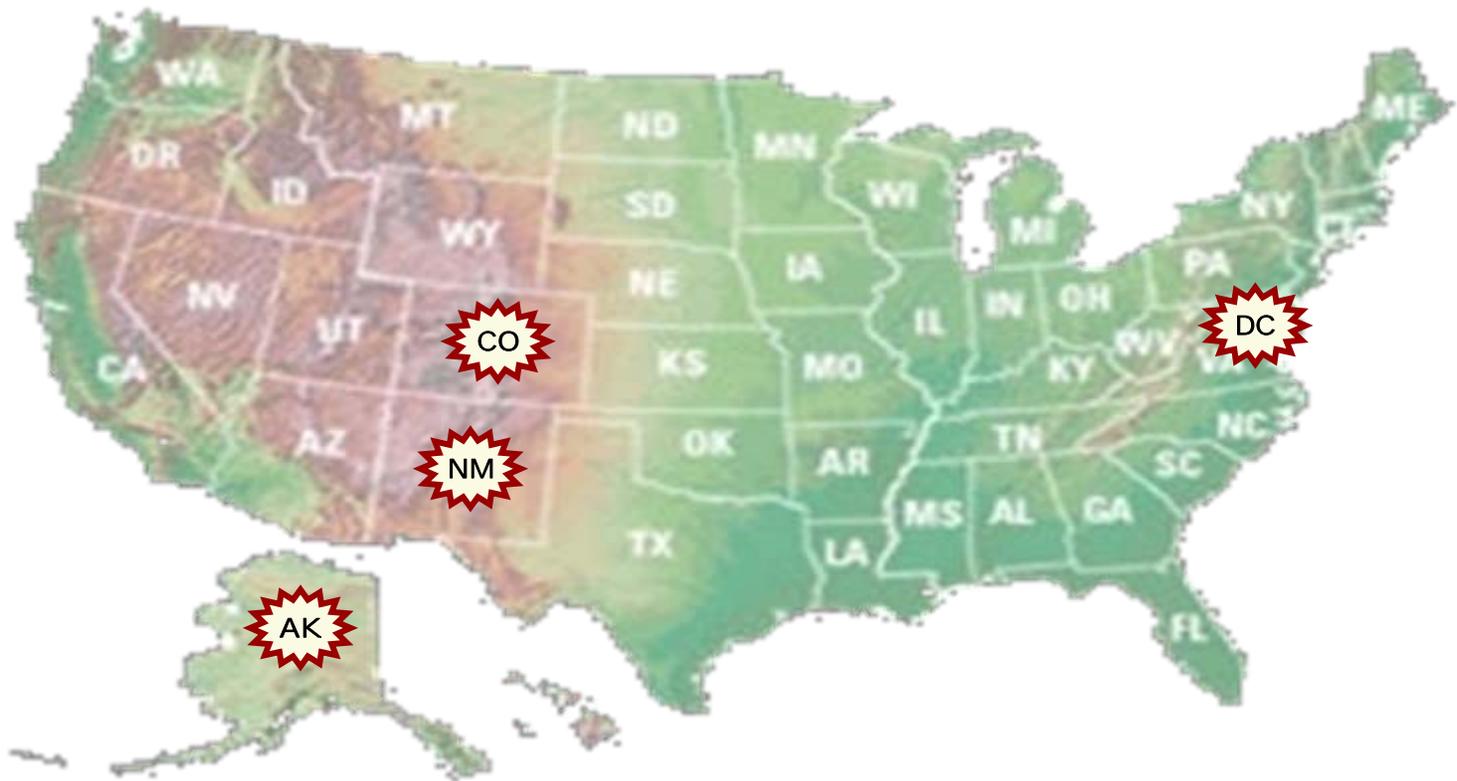
- ▶ DOIU is located throughout the United States

**Washington DC**

**Albuquerque, New Mexico**

**Denver, Colorado**

**Anchorage, Alaska**

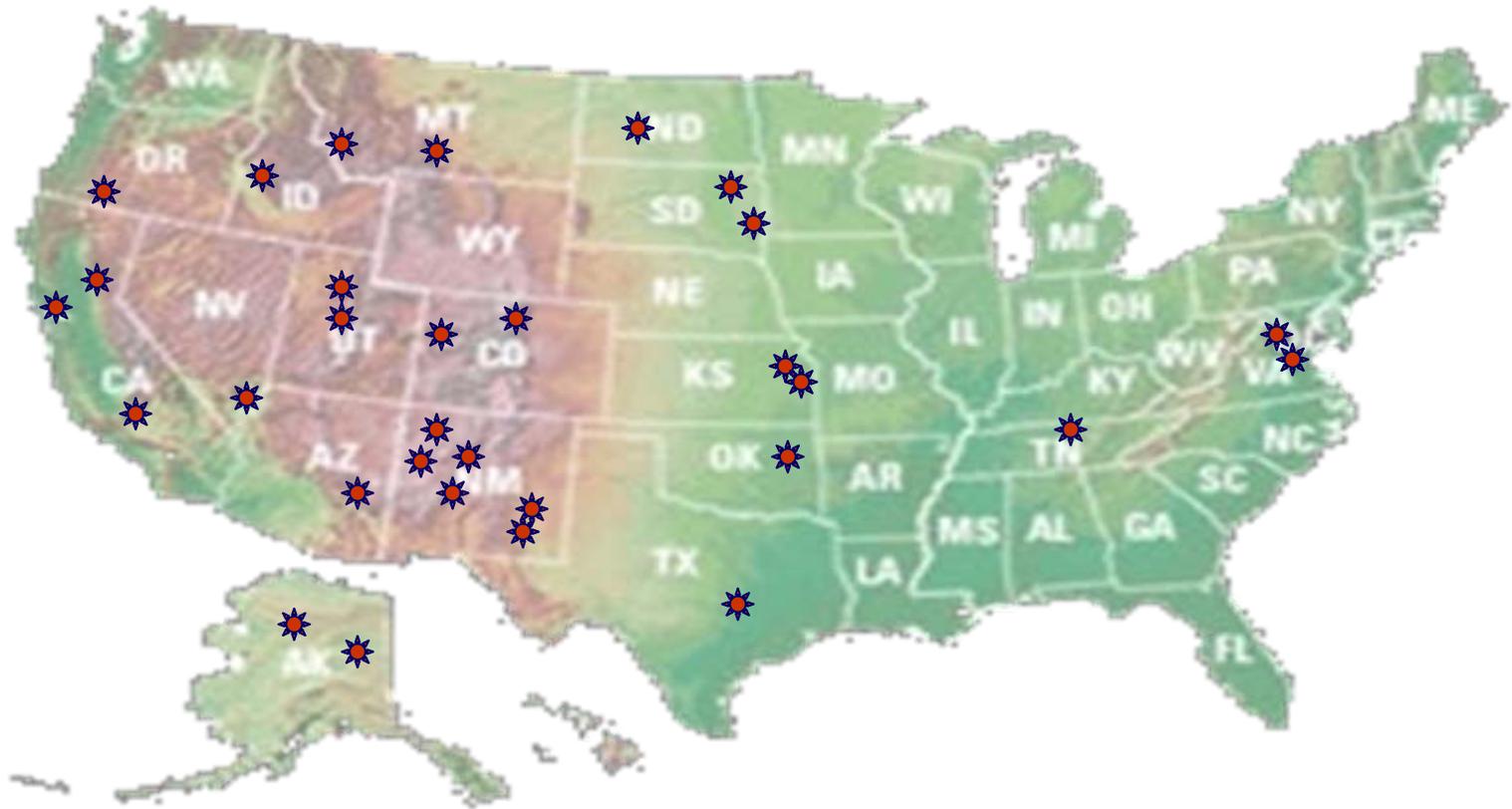




## We deliver...

- ▶ Over 2,100 competency-based online and classroom courses in the areas of:
  - leadership, management, supervision
  - budget, finance
  - business skills
  - contracting/acquisition
  - computer
- ▶ Customized enterprise-wide training
  - e.g. project management, performance management, IT security, records management, Privacy Act
- ▶ Onsite customer-requested training

- ▶ On-site classroom training across the United States





We manage...

- ▶ Intern Programs
  - Governmentwide Acquisition Management Intern Program
  - Financial Management Career Intern Program
  - Office of the Secretary Management Intern Program
  - Presidential Management Fellows Program



We manage...

- ▶ The Speaker Series
  - Executive Forums
  - Senior Executive Service Forum Series
  - Career, Balance and Diversity Forums
  - Career, Quality of Life and Leadership Forums



# Our customers include...

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- ▶ Department of the Interior Bureaus and Offices
- ▶ Department of Commerce
- ▶ Department of Defense
- ▶ Environmental Protection Agency
- ▶ Department of Health and Human Services
- ▶ Bureau of Prisons
- ▶ Department of Homeland Security
- ▶ Department of Education



## Partnered with...

- ▶ Federal agencies to provide speaker events
- ▶ Interior's Occupational Health and Safety Council to provide 26 collateral duty safety training online courses
- ▶ BIA and OST to manage the National Indian Programs Training Center (NIPTC) in Albuquerque, NM
- ▶ DOI OCIO to deliver project management certification programs and online courses on Information Resources Management



# Successes

- ▶ Over 12,000 federal employees trained nationwide in Leadership and Performance Centers FY04-FY07
- ▶ Over 8,700 BIA and OST employees trained in FY06-FY07
- ▶ Over 70,000 Interior employees trained nationwide through online learning
- ▶ Over 60 Federal agencies provided online Drug and Alcohol Testing training



## Successes

- ▶ Graduated government-wide Senior Executive Service Career Development Program Class #14
- ▶ Launched government-wide Senior Executive Service Career Development Program Class #15
- ▶ Developed and delivered mid-level Pathways to Leadership Program for BIA and OST
- ▶ Delivered entry level leadership programs nationwide
- ▶ Provided mission critical training focused on the trust responsibilities of the Department of the Interior