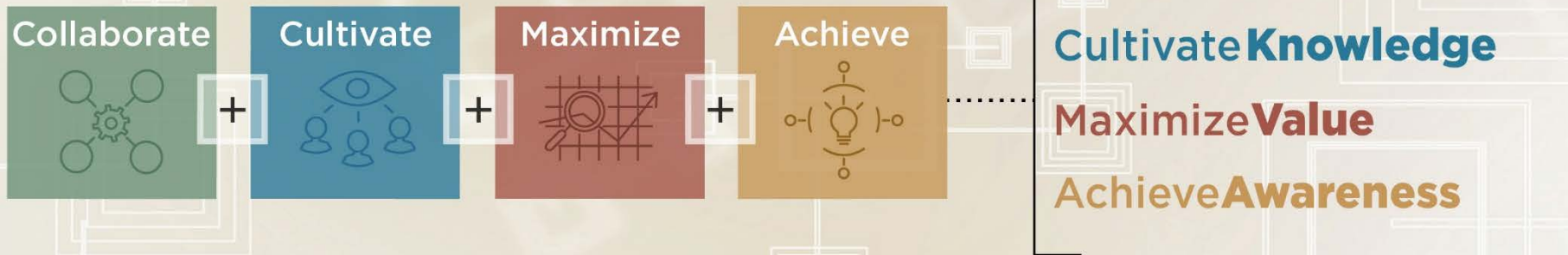


# Professional Services & Human Capital Symposium

June 25-26, 2018 | Rockville, MD



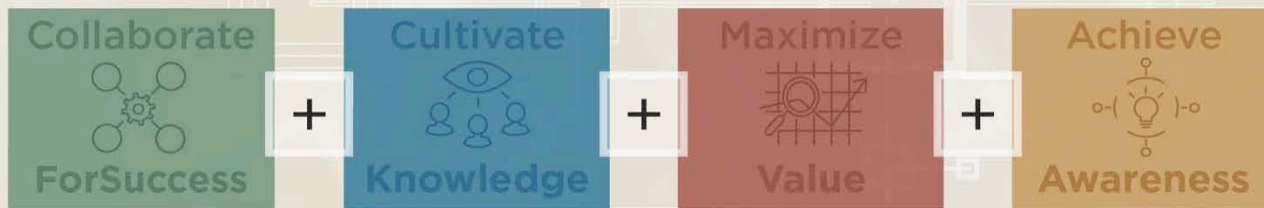
## Government-wide Professional Services & Human Capital Category Initiatives

Indu Garg

Government-wide Category Executive,  
Human Capital Category

June 25, 2018





# Category Management

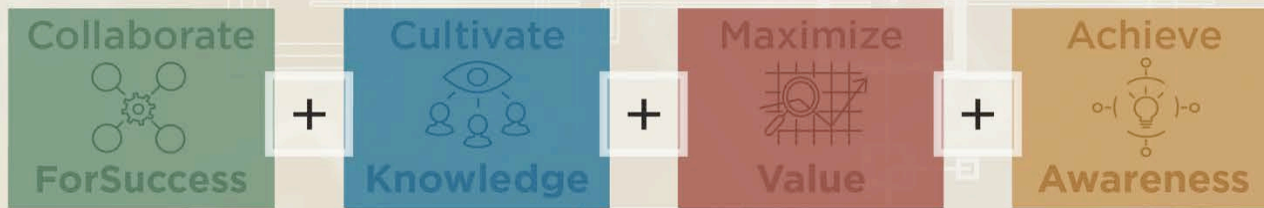
Identified as a Functional Priority Area in the President's Management Agenda (PMA-CAP Goal 7)

## Vision

- Leveraging Common Contracts and Best Practices to Drive Savings and Efficiencies

## Goal

- Buy common goods and services as an enterprise to eliminate redundancies, increase efficiency and deliver more value and savings from the government's acquisition programs



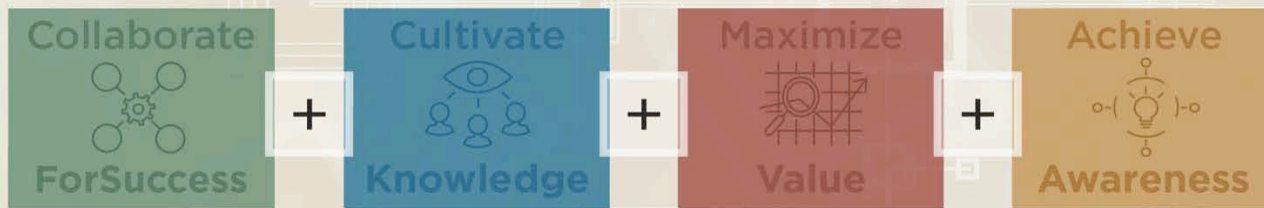
# Human Capital Category Management (HCCM)

## Vision

- Improve the quality of Human Quality outcomes through a simplified buying process

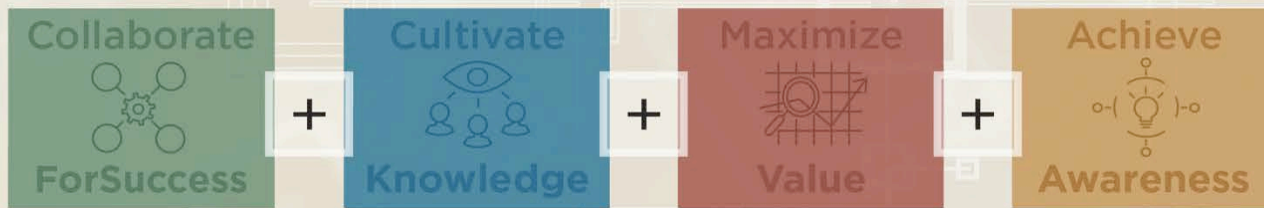
## Mission

- Match agency demand with managed sources of supply across the government-wide Human Capital community



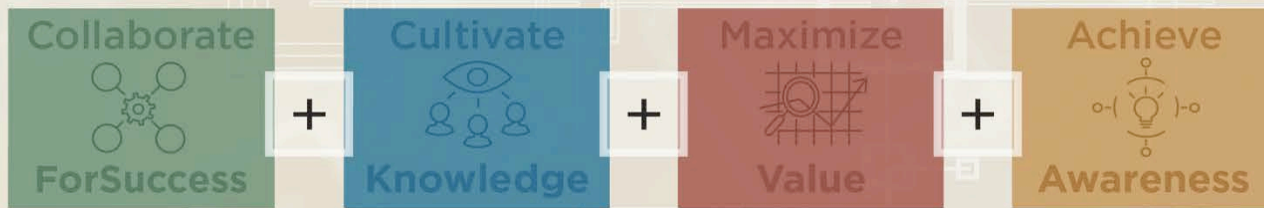
## Human Capital Category Management (HCCM)

- Human Capital is one of the ten common spends for federal agencies
- Approximate total spend of \$4.5B
- One of the smaller categories – but in terms of impact – it is the most critical
- Federal workforce is the primary resource for how work gets done, and decisions made – therefore maintaining a high performing workforce with the desired skills, is key for agencies to achieve their mission.



# HCCM Guiding Principles

- **1. Drive Human Capital Impact** – Align HC services across employee lifecycle – transform hiring process to attract and retain the best civilian workforce, help fill gaps in human capital capabilities through best available supplier.
- **2. Support Agency Mission Delivery** – identify agency concerns and priority areas to reform and improve, through the workforce actions and efforts that contributes effectively to agency mission imperatives, help build the capability needed to address administrative, educational, and other requirements important to support workforce strategies.
- **3. Align Human Capital Policy, Service, and Oversight** – identify how people, process, data and technology will support agency mission, reduce legislative complexity for agencies, help monitor and evaluate the agency’s progress toward its human capital goals and the contribution that human capital results have made toward achieving programmatic goals.
- **4. Maximize Human Capital Education, Collaboration, and Innovation** – educate, engage, and energize agencies to act, changing inefficient practices and ineffective behaviors, provide insight into supplier price and nature of competitive environment.
- **5. Strengthen Financial Investment and Acquisition Planning** – help agencies identify areas of savings, and reduce complexity in the federal acquisition process, focus scarce funds on highest priority human capital requirements and compete for critical talent.



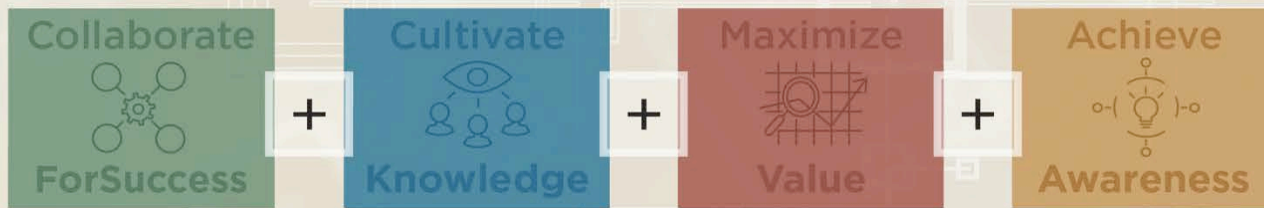
# HCCM – Common Contract Solutions

## ➤ Tier 3. Best-in-Class/IDIQs

- HCaTS and HCaTS SB
- Oasis and Oasis SB
- USA Learning (USAL)

## ➤ Tier 2. GSA Schedules

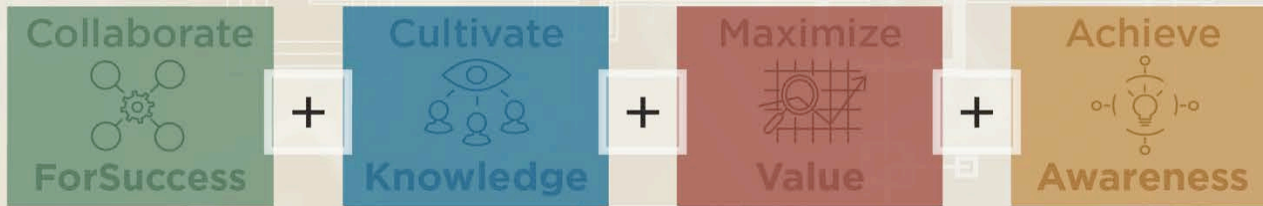
- Professional Services Schedule (PSS) SIN 874 (Formerly MOBIS)
- 738X Multiple Award Schedule
- 736 Schedule



## Human Capital & Training Solutions (HCaTS)

- Design, develop, deliver complex, customized solutions for human capital strategy, technical/functional training and development, and organizational performance improvement
- Human Capital expertise and experience from OPM
- End-to-end assisted acquisition services
- Align with the Human Capital Framework and the HC Business Reference Model (HC-BRM)
- Multiple contract types with base and option period





## Agency message.....

**STOP**

Working to create new duplicative contract vehicles and open market procurement where suitable contract vehicles already exist

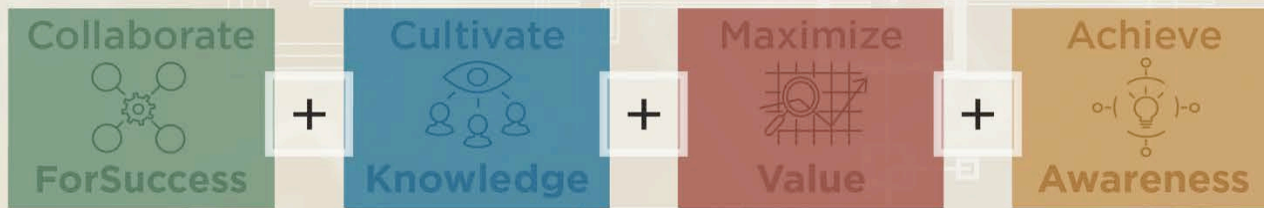
**START**

(or continue) Leveraging Best in Class contract solutions or available government-wide contracts to access highly qualified suppliers, reduce fragmentation in the market, and bring spend under management

**ENABLE**

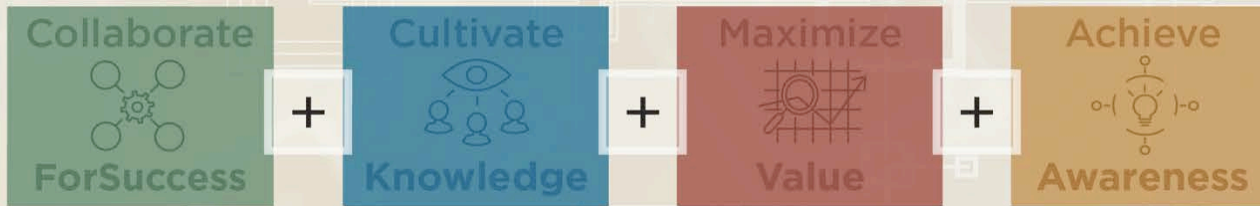
A stronger business partner relationship between programs offices and procurement offices through category management principles and the tools available on the Acquisition Gateway to enable mission critical services





## Human Capital Business Reference Model (HCBRM)

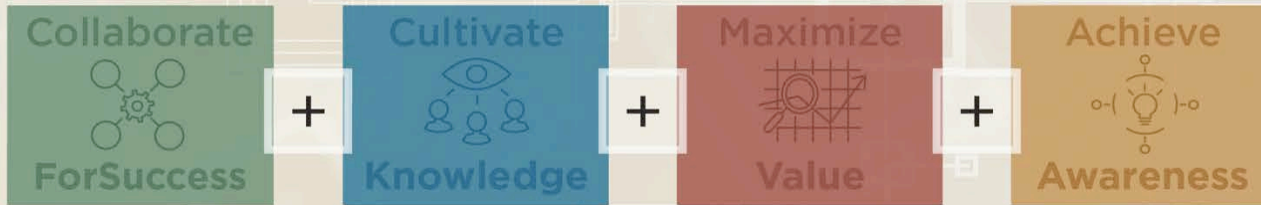
- The Human Capital Business Reference Model (HCBRM) defines the end-to-end lifecycle of Federal Government Human Capital Management (HCM). This includes functional categorization and definition; legal and regulatory alignment; and delegated policy oversight.



# Human Capital Business Reference Model (HCBRM)

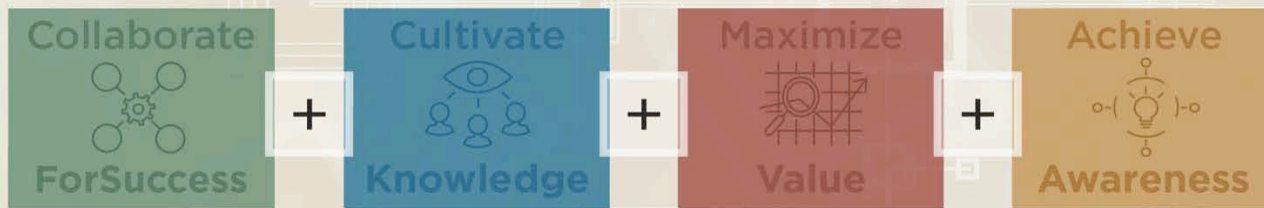
Government-Wide					Enabling		Federal Talent Management					Supporting		
F1	F2	F3	F4	F5	A1	A10	A2	A3	A4	A5	A6	A7	A8	A9
Federal Human Capital Leadership	Federal Oversight and Evaluation	Federal Vetting	Federal Benefits	Federal Retirement	Agency HC Strategy, Policies, and Operation Plan	Agency Human Capital Evaluation	Talent Acquisition	Talent Development	Employee Performance Management	Compensation and Benefits	Separation and Retirement	Employee Relations and Continuous Vetting	Labor Relations	Workforce Analytics and Employee Records
F1.1 Federal Human Capital Regulation and Policy	F2.1 Human Capital Strategic and Operational Oversight	F3.1 Vetting Standards and Oversight	F4.1 Benefit Program Administration and Oversight	F5.1 Pre-Retirement Activities	A1.1 Workforce Planning	A10.1 Human Capital Programmatic Evaluation	A2.1 Talent Acquisition Management	A3.1 Talent Development Planning	A4.1 Employee Performance Management	A5.1 Compensation Management	A6.1 Separation Counseling	A7.1 Employee Accountability for Conduct	A8.1 Labor Management Relations	A9.1 Employee Inquiry Processing
F1.2 Human Capital Service Delivery Management	F2.2 Human Capital Evaluation	F3.2 Suitability and Fitness	F4.2 Benefits Enrollment	F5.2 Retirement Case Processing	A1.2 Human Capital Strategy		A2.2 Candidate Sourcing and Recruitment	A3.2 Talent Development and Training	A4.2 Recognition Management	A5.2 Work Schedule and Leave Management	A6.2 Retirement Planning and Processing	A7.2 Employee Accountability for Performance	A8.2 Negotiated Grievances and Third-Party Proceedings	A9.2 Employee Research
	F2.3 Human Capital Agency Guidance and Evaluation	F3.3 Credentialing	F4.3 Agency Benefits Counseling	F5.3 Post-Retirement Customer Service	A1.3 Position Classification and Position Management		A2.3 Candidate Assessment and Selection	A3.3 Learning Administration	A4.3 Performance Appraisal System Certification for SES and SL/ST	A5.3 Benefits Management		A7.3 Administrative Grievances and Third-Party Proceedings	A8.3 Collective Bargaining	A9.3 Workforce and Performance Analytics
		F3.4 Background Investigation Operations	F4.4 Miscellaneous Benefits		A1.4 Diversity and Inclusion		A2.4 Applicant Screening, Reciprocity, Investigation Request			A5.4 Work-Life Wellness / Employee Assistance Programming		A7.4 Reasonable Accommodations		A9.4 Workforce and Performance Reporting
					A1.5 Employee Engagement		A2.5 Vetting Adjudication					A7.5 Continuous Vetting		A9.5 Employee Records Recordkeeping
							A2.6 New Hire In-processing and Onboarding							A9.6 Employee Records Disclosure

F: OPM-specific functions  
A: Agency-specific functions



## Human Capital Business Reference Model (HCBRM) - Agencies

Enabling		Federal Talent Management					Supporting		
		Employee Lifecycle							
A1 Agency HC Strategy, Policies, and Operation Plan	A10 Agency Human Capital Evaluation	A2 Talent Acquisition	A3 Talent Development	A4 Employee Performance Management	A5 Compensation and Benefits	A6 Separation and Retirement	A7 Employee Relations and Continuous Vetting	A8 Labor Relations	A9 Workforce Analytics and Employee Records
A1.1 Workforce Planning	A10.1 Human Capital Programmatic Evaluation	A2.1 Talent Acquisition Management	A3.1 Talent Development Planning	A4.1 Employee Performance Management	A5.1 Compensation Management	A6.1 Separation Counseling	A7.1 Employee Accountability for Conduct	A8.1 Labor Management Relations	A9.1 Employee Inquiry Processing
A1.2 Human Capital Strategy		A2.2 Candidate Sourcing and Recruitment	A3.2 Talent Development and Training	A4.2 Recognition Management	A5.2 Work Schedule and Leave Management	A6.2 Retirement Planning and Processing	A7.2 Employee Accountability for Performance	A8.2 Negotiated Grievances and Third-Party Proceedings	A9.2 Employee Research
A1.3 Position Classification and Position Management		A2.3 Candidate Assessment and Selection	A3.3 Learning Administration	A4.3 Performance Appraisal System Certification for SES and SL/ST	A5.3 Benefits Management	A6.3 Performance Management	A7.3 Administrative Grievances and Third-Party Proceedings	A8.3 Collective Bargaining	A9.3 Workforce and Performance Analytics
A1.4 Diversity and Inclusion		A2.4 Applicant Screening, Reciprocity, Investigation Request			A5.4 Work-Life Wellness / Employee Assistance Programming		A7.4 Reasonable Accommodation		A9.4 Workforce and Performance Reporting
A1.5 Employee Engagement		A2.5 Vetting Adjudication			A7.5 Continuous Vetting		A9.5 Employee Records Recordkeeping		
		A2.6 New Hire In- processing and Onboarding					A9.6 Employee Records Disclosure		



# Human Capital Business Reference Model (HCBRM)

The HCBRM will enable federal agencies and partners by providing a clear, transparent and common HCM functional structure that:

- Informs everyone with a simplified view of HR operational functions and policy ownership;
- Provides HR practitioners with a quick reference to understand the functional requirements for their specific area of HR;
- Enables agency leadership with a model to more effectively plan for, deliver, assess, and manage their HR workforce, policy, processes, budget, and service delivery; and
- Defines the Federal HCM ontology for government-wide HR operations, acquisition, budget formulation, programmatic evaluation, shared services, and data.