



Agency Priority Goal Action Plan

Administration: Implement an Enterprise-Wide Shared Services Model

Goal Leaders:

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Overview

Goal Statement

- By September 30, 2021, the Department of Labor (DOL) will transition from multiple administrative service providers to one for each functional area with a central reporting authority.

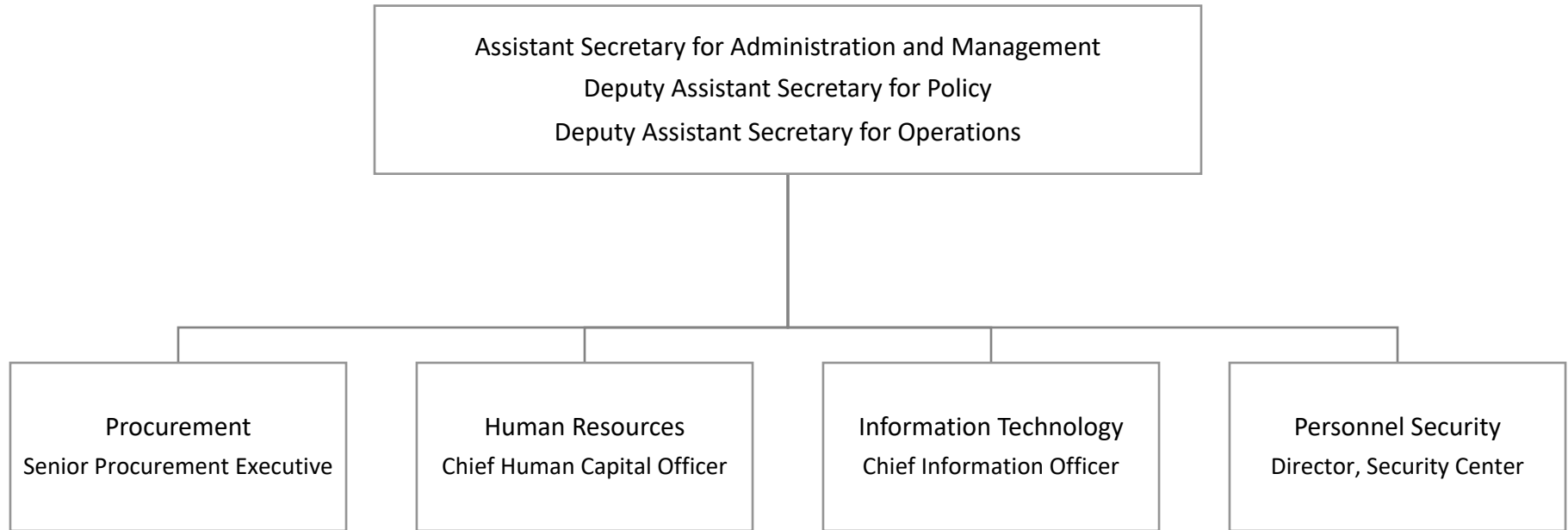
Challenge

- DOL's administrative functions are decentralized. This has led to fragmentation, duplication, inconsistent implementation of administrative functions (e.g., human resources, information technology, procurement, and personnel security), and uneven customer service.

Opportunity

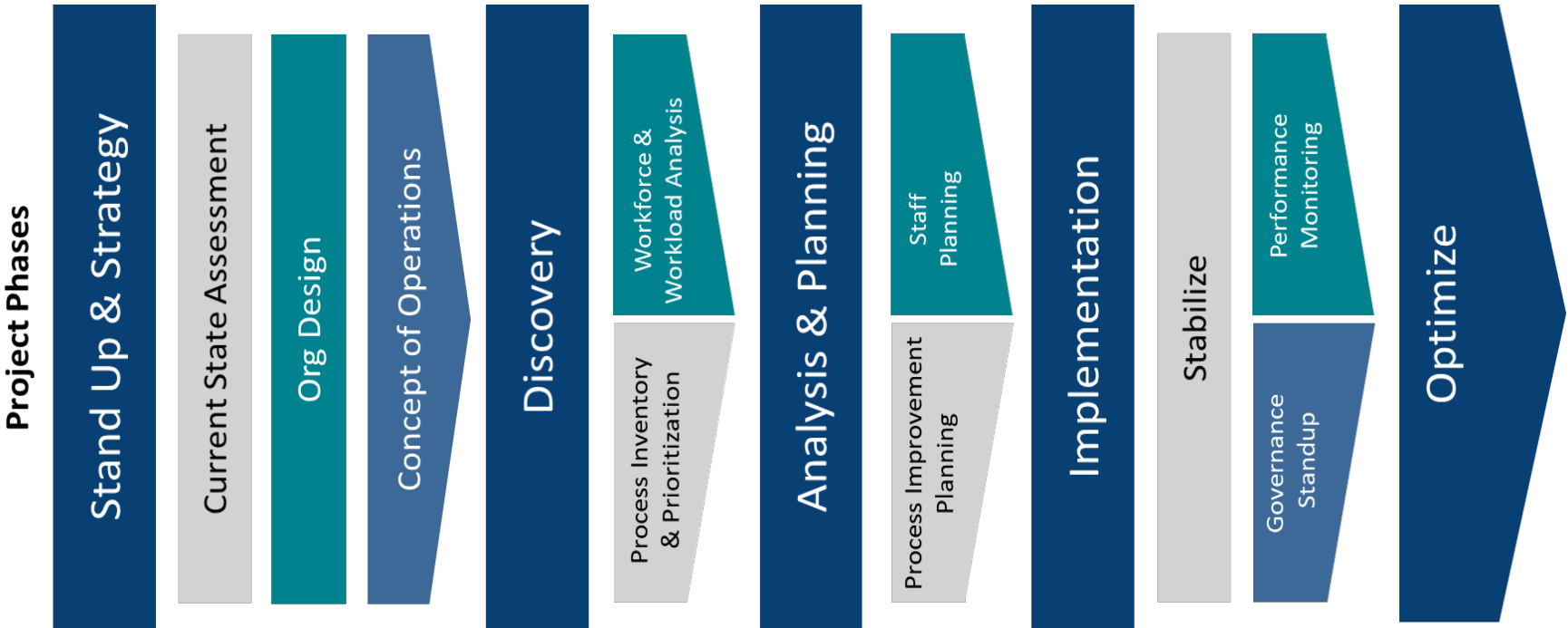
- An enterprise-wide shared services delivery model for core administrative services will provide greater efficiency and improved quality (President's Management Agenda (PMA) Cross-Agency Priority (CAP) Goal 5), while allowing program agencies to focus on mission and programs (PMA CAP Goal 6).
- Streamlining the delivery of administrative functions will allow the Department to leverage economies of scale; gain managerial oversight and operational efficiencies to more rapidly implement government-wide directives; more effectively enforce legislation, regulation, and policies; and strategically plan for customer needs.

Leadership



Strategies

By September 30, 2021, DOL will transition from multiple administrative service providers to one for each functional area with a central reporting authority.



Summary of Progress – FY 2020, Quarter 3

The methodology to transition the Department’s HR, IT, procurement, and personnel security administrative services to the shared services model includes five phases, as indicated in the previous slide (slide 4). The orange flags on slide 6 indicate the current status as of Q3 for each functional area within the transition lifecycle.

Specifically, in Q3:

- The Office of Labor-Management Standards (OLMS) and Office of the Assistant Secretary for Administration and Management (OASAM) IT functions and resources (IT wave 1b) transitioned to the Office of the Chief Information Officer (OCIO);
- “Discovery” and “Analysis & Planning” transition phases for IT waves 2, 3, 4a, and 4b were initiated according to the phased planning timeline;
- All procurement functions and resources (i.e., Bureau of Labor Statistics (BLS), Employment and Training Administration (ETA), and Mine Safety and Health Administration (MSHA)) transitioned to the new Office of the Senior Procurement Executive; and
- Completed transition of all personnel security functions for DOL contract employees to the Security Center Division of Personnel Security and Suitability.

Summary of Progress – FY 2020, Quarter 3, Cont'd.

Project Phases



Key Milestones: HR

- Realign DOL's Human Resources (HR) service delivery model to improve strategic human capital planning; create greater consistency in the delivery of HR products and services across DOL; identify cost avoidance, savings, and risk mitigation, where feasible; and improve the efficiency and effectiveness of HR operations and services.

Milestone Summary					
Key Milestone	Milestone Due Date	Milestone Status	Change from last quarter	Owner	Comments
Implement an HR Shared Services Governance model	Q1 FY 2020	Complete	N/A	OASAM	Implemented the HR Governance Board in Q1 FY 2020 following transition to HR Shared Services
Transition appropriate DOL HR staff and functions into the agreed-on Shared Services model	Q2 FY 2020	Complete	N/A	OASAM	Completed transition of DOL HR staff and functions into the new Office of Human Resources in Q1 FY 2020
Develop and implement service-level agreements (SLAs) and performance metrics and evaluate at least quarterly	Q4 FY 2020	On-Track	N/A	OASAM	N/A

Key Milestones: IT

- Realign DOL’s Information Technology (IT) service delivery model to improve strategic information technology planning and development; create greater consistency in the delivery of IT products and services across DOL; identify cost avoidance, savings, and risk mitigation, where feasible; and improve the efficiency and effectiveness of IT operations and services.

Milestone Summary					
Key Milestone	Milestone Due Date	Milestone Status	Change from last quarter	Owner	Comments
Implement an IT Shared Services Governance model	Q2 FY 2020	Complete	N/A	OASAM	Completed implementation of the Investment Review Board, Enterprise Architecture Review Board, and IT Performance Review Board in Q1 FY 2020.
Transition all DOL IT staff and functions into the Shared Services model	Q4 FY 2020	Mostly On-Track	N/A	OASAM	To ensure successful consolidation of IT activities, additional analyses and dialogue with affected stakeholders continues. Specific focus remains on identifying the appropriate amount of resources to transition, and mitigating any impact to mission critical activities for DOL agencies, particularly in light of the COVID-19 pandemic. The additional focus on these factors may contribute to adjustments in the implementation timeline.
Develop and implement SLAs and performance metrics and evaluate at least quarterly	Q4 FY 2020	On-Track	N/A	OASAM	N/A

Key Milestones: Procurement

- Realign DOL's procurement service delivery model to improve strategic acquisition planning; create greater consistency in the delivery of procurement services across DOL; identify cost avoidance, savings, and risk mitigation, where feasible; and improve the efficiency and effectiveness of procurement operations and services.

Milestone Summary					
Key Milestone	Milestone Due Date	Milestone Status	Change from last quarter	Owner	Comments
Implement a Procurement Shared Services Governance model	Q3 FY 2020	Complete	Modified due date from Q2 FY 2020	OASAM	Implemented the Procurement Governance Board in Q3 FY 2020 following transition to Procurement Shared Services.
Transition all DOL procurement staff and functions into the Shared Services model	Q3 FY 2020	Complete	Modified due date from Q2 FY 2020	OASAM	Completed transition of DOL procurement staff and functions into the new Office of the Senior Procurement Executive (OSPE) in Q3 FY 2020.
Implement strategic plan to move all available unmanaged spend to Spend Under Management (SUM), excluding spend from ETA/Job Corps	Q1 FY 2021	On-Track	Modified due date from Q2 FY 2020	OASAM	With the recent transition to procurement shared services, the OSPE is analyzing and assessing the best approach to identify and shift all available unmanaged spend to SUM, and increase use of Best-in-Class procurement vehicles. A comprehensive plan is scheduled to be completed by December 2021.
Develop and implement SLAs and performance metrics and evaluate at least quarterly	Q4 FY 2020	On-Track	N/A	OASAM	N/A

Key Milestones: Personnel Security

- Realign DOL's personnel security service delivery model to create a safer and more secure workplace; create greater consistency in the delivery of personnel security services across DOL; identify cost avoidance, savings, and risk mitigation, where feasible; and improve the efficiency and effectiveness of personnel security operations and services.

Milestone Summary					
Key Milestone	Milestone Due Date	Milestone Status	Change from last quarter	Owner	Comments
Transition all DOL personnel security staff and functions into the Shared Services model	Q4 FY 2020	Complete	Modified due date from Q2 FY 2020	OASAM	Completed in Q3 FY 2020.
Develop and implement SLAs and performance metrics and evaluate at least quarterly	Q4 FY 2020	On-Track	N/A	OASAM	N/A

Key Indicators – HR, IT, Procurement, & Personnel Security

Human Resources	Target*
Hiring Manager Satisfaction Index Score	85%
Average Number of Days to Hire a New Employee	80
Average number of days to hire Senior Executive Service employee from closing date of vacancy announcement	90

Information Technology	Target*
Percentage of Scheduled Network Availability	99%
Percentage of tickets affecting one user resolved in less than 8 hours	95%
Enterprise Service Desk Customer Satisfaction Index Score	95%

Personnel Security	Target*
Average number of days to submit a background security investigation request to Office of Personnel Management (OPM)	14

Procurement	Target*
Cumulative Addressable Spend Through Best in Class Solutions	\$247 million
Cumulative Common Spend Under Management	\$726 million
Percent of contracts awarded to small businesses	35%

*All targets indicated are for FY 2020 and FY 2021.

Data Accuracy and Reliability

- **Means used to verify and validate measured values:** The Office of the Assistant Secretary for Administration and Management (OASAM) has routine internal reviews of their data prior to data entry. Additionally, OASAM validates that the data has been entered completely and correctly into the system of record.
- **Sources for the data:** OASAM's sources of data include OPM Chief Human Capital Officer Manager Satisfaction Survey, Department of Labor Online Opportunities Recruitment System, Office of Executive Resources, SolarWinds, ServiceNow, General Services Administration (GSA) Data to Decision Dashboard, Federal Procurement Data System-Next Generation, and Electronic Questionnaire for Investigations Processing System.
- **Level of accuracy required for the intended use of the data:** The level of accuracy required for all data is high. OASAM management uses the data to make strategic decisions. The data are vetted via multiple levels of internal review to ensure data accuracy.
- **Limitations to the data at the required level of accuracy:** There are certain data points that OASAM receives from outside sources, such as GSA, OPM, or the Department of Defense, and OASAM must rely on their means for verification and validation and level of accuracy required.
- **Compensation for limitations, if needed, to reach the required level of accuracy:** OASAM closely reviews the data received from GSA and OPM and follows up with the respective agency with any questions on the data reported.

Additional Information

Contributing Programs

- OASAM's Business Operations Center (BOC)
- OASAM's Office of Human Resources (OHR)
- OASAM's Office of the Chief Information Officer (OCIO)
- OASAM's Security Center (SC) (i.e., Division of Personnel Security and Suitability (DPSS))
- OASAM's Regional Offices

Stakeholder / Congressional Consultations

Internal reorganization of DOL administrative services requires notification to the House and Senate Appropriations Committees. Specifically, the reorganization is considered a reprogramming of funding, since the Department's FY 2020 budget presentation to Congress financed these services through compensation and benefits of federal staff within the appropriation for each agency, and funding will now be used to purchase these services from an enterprise-wide shared services delivery model within DOL.