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CHAPTER 16. SPECIAL ITEM 541612LOB: HUMAN RESOURCE LINE OF BUSINESS (HRLOB)

1a. Awarded SIN – 541612LOB Description

Human Resources Line of Business (HRLOB) Technology Solutions in support of other SINS in the Human Capital Category. Including, but not limited to: Software, technology, systems and related solutions. Services and products offered under this SIN must be in support of one or more of the 15 Functions/ 54 Sub-functions in the Human Capital Lifecycle. Please see the Human Capital Business Reference Model (HCBRM) for a full list of these functions, or refer to the other SINS in this category. The HCBRM as developed by the Office of Personnel Management (OPM) as of August 2017 is available here: <https://www.opm.gov/services-for-agencies/hr-line-of-business/hc-business-reference-model/hcbrm-map.pdf>. The Human Capital Business Reference Model as of August 2017 or later may be used.

1b. IBM Terms and Conditions

The following IBM terms and conditions apply to IBM's HRLOB offering.

- Terms applicable to IBM's Federal HR Cloud: IBM Cloud Services Agreement (Appendix T), and HR Cloud Service Description Document
- Terms applicable to Labor Services: Client Relationship Agreement for Services – Federal Government

1c. Description of IBM's Federal HR Cloud Solution

In the IBM Federal HR Cloud subscription, IBM provides ongoing support of the SaaS solution, including maintaining the hardware and software hosting environment, performing application maintenance and security upgrades, and providing ongoing compliance with new and changing Federal Government regulations.

Services that are part of the IBM SaaS offering, include:

- **Change Governance and Release Management:** IBM provides governance for changes to the base SaaS platform resulting from HCM software patches, upgrades, and routine configuration changes. IBM also provides a release management structure to deploy software releases containing prioritized fixes, enhancements, and upgrades.
- **Federal Compliance Updates:** IBM manages ongoing configuration updates needed for Federal regulatory, legislative, audit, or other changes. These also include annual locality and pay schedule increases, changes in Federal leave types, and support of unplanned changes including Federal furlough, shutdowns, and retro processing.

- **HCM Hosting Maintenance:** IBM performs routine preventive and regular maintenance on the HCM hosting environment, administering appropriate patches and upgrades to ensure high-performance service delivery consistent with industry standards.
- **HCM Application Upgrades:** IBM upgrades the system with software updates and new releases provided by COTS software providers. IBM analyzes and optimizes capacity to enable the production environment to handle current and projected future data processing demand. IBM manages ongoing availability of the system and provides standard maintenance windows for applying releases.
- **Premier Technical Support:** IBM provides technical support services to address issues escalated from the Agency support desk, including highly specialized and experienced SMEs to diagnose and resolve the most complex technical issues.
- **Audit Support:** IBM provides specialized data extracts and documentation to support internal Sponsor system audits, including providing documentation or creating custom extracts to satisfy the requirements of the audit request.

Using the IBM Federal HR Cloud, customers can benefit from the continuous innovation and convenience of a SaaS solution while getting the adaptability of a traditional ERP solution.