IBM Federal HR Cloud: Modernizing the Talent Experience Through Shared Services

IBM offers an integrated and comprehensive solution for agencies seeking to adopt a Shared Services model. The IBM Federal HR Cloud solution accelerates an agency's journey to the cloud and replaces antiquated legacy HR systems with a modern, configurable, cloud-based Software as a Service solution. IBM's HR solution uses best of breed Commercial Off-The-Shelf (COTS) technology that is deployed with a single user experience. As part of our solution, IBM delivers modernized functionality for the complete suite of HR Processing, Employee and Manager Self-Service, Payroll, Time and Labor, Benefits Administration, ePerformance, Talent Acquisition, and Talent Development.

IBM's HR Shared Service Center Solution is a hybrid cloud model with OPM certified interfaces and the ability to integrate with legacy systems or other cloud providers and maintain one employee experience.

IBM's Shared Services model successfully accommodates increasingly complex and dynamic Federal HR, offering a flexible and customizable solution that improves data accuracy and integrity and advances service delivery with easier upgrades and scalability. Integral to the sustainability of IBM's approach is the commitment to tight integration with the COTS product, allowing for the seamless application of updates.

Core HR: Approvals and actions are streamlined in one component, including a configurable summary framework, fluid searching, and record-sharing with classic Personnel Action Requests (PAR). Additionally, Workflows are configured to route through necessary approvals based on specified agency requirements.

Time and Labor (T&L): A fully integrated and configurable platform for schedule creation, time entry and approval, absence management, and labor accounting. The robust rules configurator allows for the creation of unique validations that meet agency-specific requirements.

Benefits Administration: Ability to manage and track employee benefit information with integrated self-service functionality. There are components in place to track benefits from the Thrift Savings Plan (TSP), Federal Employee Health Benefits (FEHB), and whatever may be listed on a printed SF-50.

Payroll: IBM's Payroll solution is fully integrated within HR Smart providing a standardized and cost-effective solution that does not rely on external integrations to legacy or outdated payroll systems.

ePerformance: IBM's Performance Management solution is collaborative and easy-to-use for both employees and supervisors. The component allows both users to play a direct role in the evaluation process and to increase transparency and accountability. Improvements to self-assessment capabilities and workflow management have also been incorporated.

Integration with IBM Talent Suite (e.g., Learning and Recruitment): IBM's Federal HR Cloud can host all employee and position data without building additional integrations. Data can be used to develop cognitive insights and to develop personalized experiences for engagement, training, talent acquisition, and more.

Operating with IBM Federal HR Cloud

After the IBM Federal HR Cloud cloud migration, agencies will be able to enjoy the benefits of their cloud investment, including:

- **Continuous Updates:** IBM handles all updates to the product – agencies never have to worry abut performing upgrades or patches and are always using the latest version of the system
- **Application Support Services:** Fully operational and accessible systems to end users, 24 hours a day, 7 days a week
- **Continuity of Operations:** A complete mirror of production that can continue business operations in the event of production failure
- **Analytics and Dashboards:** Management reporting capability that includes a wide set of pre-built reports, executive dashboards, and multiple tool sets for ad hoc reporting
- **Web Self-Service Portal:** Secure and intuitive self-service capability to aid employees and managers in their transactions
- **Federally Compliant Hosting:** Hosting support that runs 24x7 covering technical infrastructure monitoring, network and firewall administration, hardware server and operating system administration, and systems backup
- **Accelerated Delivery:** Support from an experienced team and flexible and scalable COTS solution allows for the use of existing configurations to satisfy new customer requirements and accelerate service delivery

Post-migration, agencies operate under IBM's COTS Hybrid Cloud model, which includes release management, governance (including the IBM SSC HRLOB change control process), defect management, and help desk services. Additionally, agencies receive regular updates to the system for new functions, features and regulatory compliance. All year end pay adjustments are handled by IBM.

As a multi-agency Shared Service Center, agencies interact and shape modernization strategies by collaborating in monthly Change Control Boards (CCB) and quarterly executive strategy sessions. The CCB is the governing body responsible for making decisions on changes to HR Smart. It allows all customers of IBM's SSC to communicate and discuss changes to HR Smart through collaboration and discussion, and obtain feedback and input on priorities of the system.

The governance process provides an objective approach to how change requests are assessed and approved. Furthermore, the process allows for the majority of the decision-making to be in the hands of the customers, while ensuring the strategic goals of the IBM Federal HR Cloud platform are maintained. It also allows for transparency and communication between customers throughout the change request process.

Other Federal Shared Services providers customize their solutions, so they are unable to modernize their systems and keep up to date with vendor products, stagnating their ability to compete with IBM's leading and proven solution. IBM is committed to maintaining a SaaS model by protecting the core code line and reapplying bolt-ons, or stand-alone custom applications "bolted on" to the core application. Currently, **IBM remains the HR LOB most closely aligned with this SaaS model, positioning the solution at the vanguard of Federal HR modernization.**
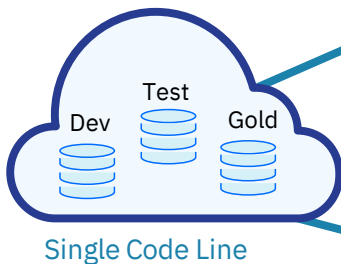
Securing Data with IBM Federal HR Cloud

IBM Federal HR Cloud is a hybrid cloud model authorized for FISMA Moderate and High. The platform is currently pursuing FedRAMP accreditation.

The IBM Federal HR Cloud architecture maximizes sharing of core code line, processes, tools and support services, but can meet Trusted Internet Connection (TIC) network solution requirements and build out dedicated instances of hardware and databases. IBM has options to provide a shared instance for agencies, or a dedicated environment for agencies that require a FISMA Moderate or High solution.

The graphic below shows current architectures with our common code line in a shared instance versus dedicated test and production instances within a TIC boundary.
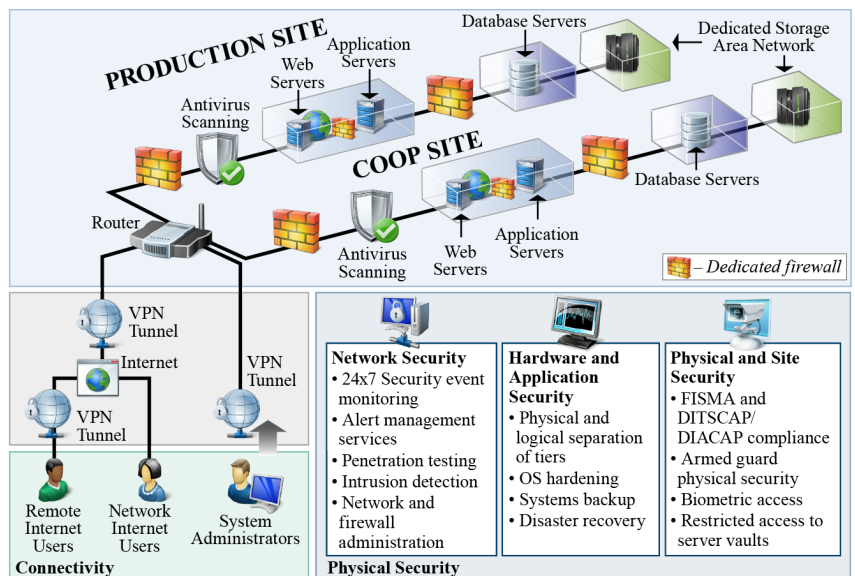
IBM Development Center

Test
Dev   Gold

Single Code Line

FISMA – Moderate (Shared Instance)

Integration Test	UAT	Training	Production Simulation	Production

FISMA – High (Department of Veterans Affairs Instance)

Integration Test	UAT	Training	Production Simulation	Production

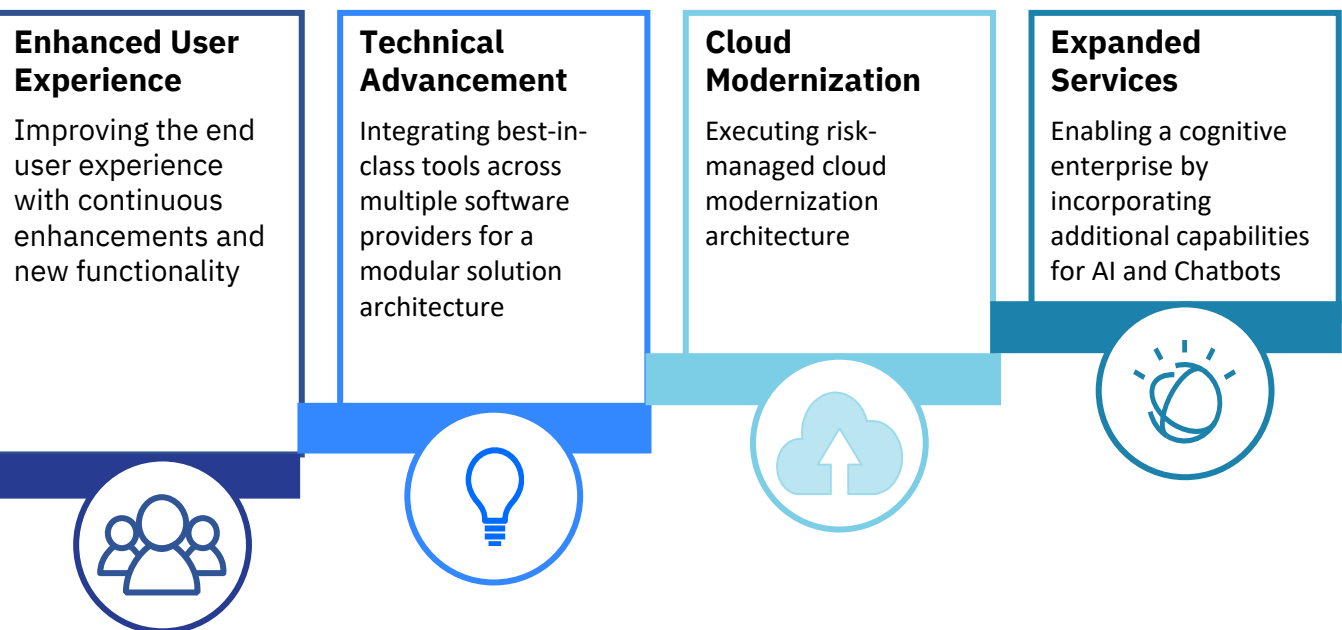## IBM's Physical and Security Architecture Includes:

- Logical physical separation of Test and Production components
- State of the art hosting facilities with geographic redundancy for full disaster recoverability
- Redundant components to support availability SLAs
- Automated disaster recovery solution
- Data encryption in motion and at rest
- Robust hardware for vertical and horizontal scalability
- Continuous performance monitoring

PRODUCTION SITE

Database Servers

Dedicated Storage Area Network

Application Servers

Web Servers

Antivirus Scanning

COOP SITE

Database Servers

Router

Antivirus Scanning   Web Servers   Application Servers

— Dedicated firewall

VPN Tunnel

Internet

VPN Tunnel

VPN Tunnel

Remote Internet Users   Network Internet Users   System Administrators

Connectivity

Network Security
- 24x7 Security event monitoring
- Alert management services
- Penetration testing
- Intrusion detection
- Network and firewall administration

Hardware and Application Security
- Physical and logical separation of tiers
- OS hardening
- Systems backup
- Disaster recovery

Physical and Site Security
- FISMA and DITSCAP/DIACAP compliance
- Armed guard physical security
- Biometric access
- Restricted access to server vaults

Physical Security

IBM

3

Cultivating with IBM Federal HR Cloud

IBM leads Federal HR reinvention with a proven strategic approach and modernized technical application. IBM Federal HR Cloud is a differentiated and successful approach driven by modernized technical features and a commitment to leveraging the most updated version of the product. IBM teams are recognized experts in their field and are able to anticipate and prepare for shifts in HR Technology.

As part of the longstanding commitment to maintaining IBM Federal HR Cloud as the premium Shared Services solution available to the Federal government, IBM invests heavily in continuous improvement in the following areas: 1) Enhanced User Experience, 2) Technical Advancement, 3) Cloud Modernization, and 4) Expanded Services.

Enhanced User Experience

Improving the end user experience with continuous enhancements and new functionality

Technical Advancement

Integrating best-in-class tools across multiple software providers for a modular solution architecture

Cloud Modernization

Executing risk-managed cloud modernization architecture

Expanded Services

Enabling a cognitive enterprise by incorporating additional capabilities for AI and Chatbots

Agencies can use the direct cost savings and indirect cost and time savings from improving efficiency of HR Operations towards fortifying their organization. HR Smart enables agencies to focus on additional areas of investment. Besides investing in continuous improvement, those savings can also be redirected towards employing thought leadership and cognitive capabilities to identify the best options for refreshing HR strategy and enhancing employee engagement. IBM welcomes the opportunity to partner with agencies and explore opportunities to embrace additional cloud capabilities and talent suite offerings.

Wherever an agency may be in its journey, IBM is committed to staying true to the SaaS solution and empowering clients to cultivate a truly modern workforce.