



Process Flow Overview

SFA HR Automation

Classification:

Primary Functionality: Payroll Administration & Personnel Management

Sub-function: Payroll system management (Transfer)

- "As-Is"
 "To-Be"

Description:

This "As-Is" flow provides an overview of the transfer out process. The process is semi-automated through the use of Federal Personnel/Payroll System (FPPS). The gaining agency works with the Personnel Specialist at HRG to get the necessary information they need to prepare for the transfer. The Personnel Specialist then requests that SFA HR initiate and forward the SF 52 to HRG. HRG processes and forwards the personnel action to NBC in Denver.

Handoffs:

There are 12 handoffs in the "As-Is" Transfer process. Handoffs occur between: gaining agency - Personnel Specialist, Personnel Specialist - SFA HR, SFA HR - Personnel Specialist, Personnel Specialist - A&R Technician, A&R Technician - gaining agency, SFA HR - employee, employee - SFA HR, SFA HR - Personnel Specialist, Personnel Specialist - A&R Technician, A&R Technician - Customer Service Team III Leader, Customer Service Team III Leader - A&R Technician, and A&R Technician - SFA HR.

Average Process Completion Time:

The average process completion time for processing transfers is 1½ weeks.

Position title	Agency name	Time/request	Number of positions	Percent of time/year	Number processed/year
Customer Service Team III Leader	HRG	5 min.	1	Less than 1	12*
Management Operations Specialist	SFA HR	15 min.	2	Less than 1	3*
Admin Officer	SFA	30 min.	7	Less than 1	3*
Personnel Specialist	HRG	20 min.	5	Less than 1	12*
A&R Technician	HRG	60 min.	1	Less than 1	12*

* Includes transfers in the regions

Cost:

- HRG inter-agency agreement for use of FPPS: \$230,000 annually
- FPPS: \$165 per W-2 form annually
- SFA-sponsored FTEs: ~\$255,543 (based on 3 FTEs at an average OM salary of \$85,181)

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Assumptions:

- The process flow assumes that all forms submitted by the employee are complete. If certain parts of the form(s) are not filled in, SFA HR will return the form(s) to the employee to complete and resubmit.
- The transfer process flow assumes that the SF 50 is accurate. If the Customer Service Team III Leader detects an error in the printed SF 50, then the Customer Service Team III Leader completes an error sheet and returns the SF 50 to the Personnel Specialist at HRG to make the necessary changes.

Exclusions:

- None

Regions:

- The regional offices follow a slightly different procedure for processing personnel actions; refer to the Regional Process: Requesting Personnel Actions sheet for details.
- The transfer out process is similar in the regions and in headquarters. The main difference is that the regional offices operate with a smaller staff that typically includes one Personnel Officer and one Personnel Specialist. HR employees in the regions are generalists, which means that they perform all HR functions rather than specialists in headquarters that only handle matters related to Employee Relations, Labor Relations, etc. Because there are less people involved in executing HR functions, there are fewer handoffs in the regions.

Strategic Direction:

If SFA HR were to complete the transfer out process on its own, the duration of the process would be significantly shortened. HRG's involvement in processing transfers increases the number of handoffs. Since transfers do not occur frequently, SFA HR could assume this function with ease.