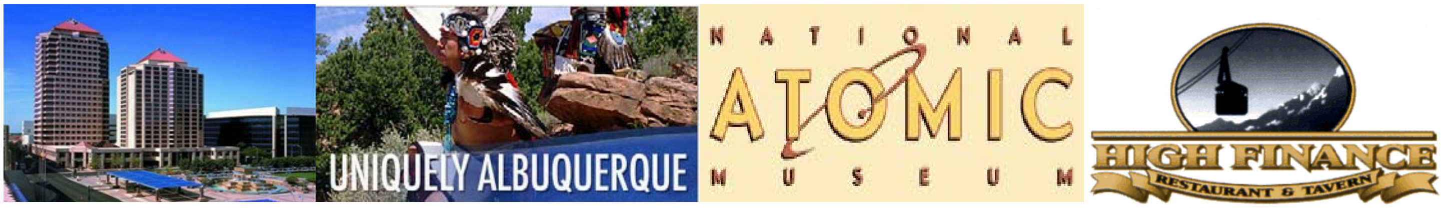

CUSTOMER ADVISORY BOARD CONFERENCE

Albuquerque, New Mexico

February 26 – 27, 2008

Executive Summary

All presentations are available at: http://www.fms.treas.gov/sfc/CAB-Albuquerque-08.html

Agenda Topics – Questions and Answers

Collection and Cash Management Modernization (CCMM)

Sheryl Morrow, Assistant Commissioner, Federal Finance, Financial Management Service

CCMM is an enterprise architecture initiative focused on Treasury's collection and cash management responsibilities. The Financial Management Service (FMS) will consolidate transaction reporting into one new system, the Transaction Reporting System (TRS). This will eliminate the need for many of the current connections that agencies use for FMS collection programs.

Question: Should an agency that is converting to Paper Check Conversion continue the implementation process considering the upcoming changes due to the modernization of cash management?
Answer: Yes, the functionality will migrate into the new system.

Governmentwide Accounting and Modernization Project (GWA)

Michael Norman, Agency Liaison, Governmentwide Accounting and Modernization, Financial Management Service

GWA is a massive redesign of the Federal Government central accounting process. It will affect every system currently used by the servicing agencies. All agencies will be converted to a partial SF-224 by the end of fiscal year 2008. Payments and Intra-governmental Payment and Collection (IPAC) transactions will be reported in Section 2 and collections/deposits will be reported in Section 3. Training will be conducted in May, June, and July 2008. The GWA Reporter package will help agencies prepare for the conversion. It is available on the Web at www.fms.treas.gov/gwa. The GWA Partnership Council meets 3 to 4 times a year. Please contact Mr. Norman if your agency does not have a representative.

Please note the following important dates:

- By the end of calendar year 2010, all collections and IPAC transactions must have a Treasury Account Symbol-Business Event Type Code (TAS-BETC) on every transaction.
- By the middle of calendar year 2011, the Secure Payment System (SPS) will have the capability to accept TAS-BETC account codes.

- By the end of calendar year 2013, all payments must have a TAS-BETC account code on the payment schedule.

Question: The Small Business Association (SBA) receives thousands of collections daily containing loan numbers. The numbers are not accurate until the following day when SBA reclassifies the transactions. How will this effect our transition to GWA?
Answer: The GWA and CCMM staff will work with agencies directly regarding their processing needs.

Payment Application Modernization (PAM)
Jesse Chavez, Program Analyst, Kansas City Regional Financial Center, Financial Management Service

The PAM Project is an effort to modernize the current mainframe-based software applications that are used to disburse federal payments.

Question: When will the Corporate Trade Exchange (CTX) files be incorporated into PAM?
Answer: It will probably be Release 4. This is not expected to happen until 2011.

Succession Planning – Optimizing Organizational Performance Workforce
William Bonds, Program Director, Western Management Development Center, Office of Personnel Management

The Leadership Succession Review described the four stages of assessment of leadership competencies.

Question: The United States Coast Guard managers must compete with each other to get into one of the management programs. Do you have suggestions on how to be a competitive applicant?
Answer: Training dollars are limited. In order to be competitive, it is important to understand the curriculum and be able to articulate how it will improve job performance now and in the future.

Question: Is there case law referring to succession planning as pre-selection?
Answer: There is no known case law. In order to avoid the appearance of pre-selection, management must clearly articulate the policies for the application process.

Question: Who teaches the courses at the Western Management Development Center?
Answer: Some are taught internally, but many are contracted with vendors and private consultants that have their own small businesses.

Leadership Succession Review
David Martin, Retired Chief, Accounting Operations, Internal Revenue Service (IRS)

Mr. Martin talked about the 21 IRS Leadership Competencies, types of behaviors that demonstrate the competency, and ideas for on-the-job develop of the competency.

Question: Did the IRS develop the 21 IRS competences?
Answer: IRS worked with a private vendor.

Question: How long has IRS been working on this program?
Answer: IRS has worked on this program for two years.

Question: Will they continue to use this program?
Answer: Yes, there are many people that are retiring in the near future.

Question: What about people that are 55 and older? Are they given the opportunity to be considered as a candidate if they plan to work for another ten years?
Answer: Yes, they can be considered.

Question: How did your agency work with the National Treasury Employees Union (NTEU)?
Answer: NTEU was aware of the process, but it was not necessary to consult with them since these are management positions.

Office of Personnel Management Best Practice
Meyer Persow, Merle Townley, and Stephen Rappaport, Office of Personnel Management (OPM)

OPM gave a presentation on converting annuitant checks to electronic payments to recipients in foreign countries. Over 60,000 payments are sent to residents in 157 countries. Major obstacles included different banking systems, languages, cultures, and currencies. There were no questions.

Disaster Recovery Workgroup Update
Lake Gardner, Project Lead and Joe Paule, Project Co-Lead

Mr. Gardner and Mr. Paule gave an update on the status of the Disaster Recovery Workgroup Project. Members were asked to please contact the San Francisco Financial Center if their agency is testing for Continuity of Operations Planning. This will help to identify and resolve problems prior to an emergency.

All Secure Payment System (SPS) customers will receive magnets and mouse pads with important emergency contact numbers and Web sites.

Question: What were the problems with the National Business Center (NBC) test?
Answer: There was miscommunication in the preplanning, such as an IP address. After identifying the issues, NBC was able to resolve the problem.

Question: Are you going to use other agencies in the next exercise?
Answer: We will extend the invitation to all of our customers. Contact Joe Paule if you want to participate.

Collections Success Story
Connie Sanborn, Chief, Accounting Operations Division, National Business Center

NBC is a shared service provider of accounting transaction services. Ms. Sanborn talked about the successful reorganization of the Accounting Operations Division.

***Question*:** Did NBC decide on the type of training to be used or was there a standard method?
Answer: NBC decided on the type of training instead of a standard formalized method.

Question: How did NBC resolve the lack of employee problem solving skills?
Answer: Although training dollars were limited, a few people from various branches received problem solving training. Everyone received training in team building.

Question: What vendor was used for problem solving training?
Answer: A training group from in-house provided the service.

Question: How did you get the union to buy into the changes?
Answer: First, we obtained approval from the Director. Ninety-five percent of the employees continued to do the same work, so it was not a problem with the union. Some of the supervisors became non-supervisors; but there were no changes in grades.

Question: Did you use a pass/fail system?
Answer: No, the Department of Interior transitioned to the five tier system. NBC developed the standards.

Question: Was the metric posted at a team or individual level?
Answer: The metric was posted at the team level.

<u>We Are Shaping Our Future</u>
Russia Williams, Fiscal Management Analyst
Theresa Wilkerson, Financial Management Analyst
Social Security Administration (SSA)

Over 54 million people receive monthly SSA or Supplemental Security Income (SSI) benefits. Through tax revenues, 163 million are earning valuable Social Security coverage for themselves and their families. There were no questions.

<u>Financial Management Service Program at Work</u>
Evelyn Young, Certifying Officer/Accountant, Tricare Management Activity, Department of Defense

Tricare's mission is to enhance the Department of Defense and the nation's security by providing health support for the full range of military operations. Tricare serves over 9.2 million eligible beneficiaries with an operating budget of over $42 billion dollars.

Question: How is the trust fund financed?
Answer: The funds are set up by the Treasury using tax dollars.

Question: Are the medical records standardized?
Answer: No, the contractors use different forms. However, the necessary information is provided in each form.

Question: Are the contractors from insurance companies?

Answer: Yes, they are insurance companies, such as Blue Cross Blue Shield, Humana, and Health Net.

<u>Agency Updates</u>: Each agency gave an update of current agency missions, priorities, issues, and events.

<u>CAB Business Meeting</u>

- **Selection of a Workgroup Project:** The current workgroup will continue to:
  - Implement the SPS Desktop Emergency Information magnet and mouse pad.
  - Test single and bulk files because of new system changes.
  - Ensure that the agencies have connectivity to Kansas City Regional Operations Center (KROC) and Hyattsville Regional Operations Center (HROC).
  - Encourage agencies to "buy in" to producing a portal (possibly at home) to service other agencies during an emergency.

- **Election of new Vice Chairperson:** Lake Gardner, General Ledger Supervisor, Minerals Management Service, Department of Interior was nominated and elected by a majority vote.

- **Future Events:**
  - The Payment Management Customer Conference will be held at the Allerton Hotel in Chicago, Illinois, August 26-27, 2008. All Regional Financial Center agency customers are welcome to attend.
  - A one-day San Francisco Financial Center Customer Advisory Board meeting is scheduled for August 28, 2008 at the same location. The next SFC Conference will:
    - Identify a new project and workgroup.
    - Find ways to increase membership and maintain the current membership.
    - Reach out to all agencies, including agencies not serviced by SFC.
    - Network with CAB members from other Regional Financial Centers.
    - Consider conducting a conference on the east coast and other alternative locations.
    - Solicit ideas for the February CAB location and a volunteer agency to host the event.