

CAPPS
Action Items Resulting from July 21, 2010

Issue	Project # / Schedule Pay Period	Subject	Responsible NFC Staff	Agency POC	Meeting Date	Date/Current Status
1	Project# 00133 (PP16, 2010)	Follow up on TSP Auto Enrollment Bulletin.	Dawn Landry		7/21/2010	08/06/10: CLOSED. Bulletin was posted to NFC's Homepage on this date.
2	Project# 00381 (PP15, 2010)	Provide customer notification on OMB Paperless Earnings and Leave Initiative for further guidance.		Jeanne Hillock (SI) and Jennifer Sweet (USDA)	7/21/2010	07/29/10: CLOSED. A CAPPS Notice was sent to the CAPPS Community on this date.
3	Project# 00381 (PP15, 2010)	Jim Hoebel requested guidance on how to exclude certain agencies regarding the OMB Initiative.	Janet Cusimano	Jim Hoebel (DOC)	7/21/2010	9/10/10: CLOSED. The requested information was provided to the agency.
4	Project# 00381 (PP15, 2010)	Jeanne Hillock had questions concerning the OMB Initiative versus their agency's specific project implemented in PP12, 2010.	Diane Speaks	Jeanne Hillock (SI)	7/21/2010	07/30/10: CLOSED. The requested information was provided to the agency.
5		The Call Center is currently experiencing issues with the "Survey Links" in Remedy. Deidre Charlot mentioned she will provide future updates.	Dawn Landry		7/21/2010	09/14/10: CLOSED. This issue has been resolved.

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6		In reference to Remedy, will it be acceptable to e-mail issues and attach screen shots versus calling in. Will e-mails be web based?	Janet Cusimano	Jim Hoebel (DOC)	7/21/2010	09/14/10: CLOSED. E-mails and screen shots will be acceptable when submitting a Remedy request. 09/14/10: CLOSED. Yes, e-mails to Remedy will be web based. NFC anticipates having a web portal available by the second quarter in 2011. This portal will allow customers to submit trouble tickets via the web.
7		Winston Farmer suggested that the Subject Matter Experts (SME) from NFC be present in all the User Group meetings.	Dawn Landry	Winston Farmer (DOJ)	7/21/2010	07/30/10: CLOSED. NFC's management agreed that SMEs will attend meetings.
8	Project# 00134 (TBD)	When will the RIF reports be added back to the Reporting Center?	Janet Cusimano	Tom Neumeister (SI)	7/21/2010	9/13/10: CLOSED. The RIF report was reviewed by the RUG work group and has been forwarded to SRB for establishment of FRD. This project will be tracked by the RUG.

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9		<p>CJ Ladner mentioned how some agencies are sending e-mails to ABCO that include the last four digits of the ssn with multiple Xs preceding the numbers. This is ultimately deleting the e-mail in its entirety.</p> <p>Provide customer notification on this issue.</p>	Janet Cusimano		7/21/2010	08/20/10: CLOSED. A CAPPS Notice was sent to the CAPPS Community on this date.
10		CMB will follow up with the agencies to ensure they have responded to the OPM Assessment Survey.	Dawn Landry		7/21/2010	09/13/10: CLOSED. CMB contacted the agencies.
11		NFC will provide a spreadsheet of the IA activities.	Janet Cusimano		7/21/2010	09/14/10: CLOSED. The project plan for PP20 projects will be published.