



Summer 2013

IBC NEWS

Keeping Our Customers Connected

Dear Customers:

We are pleased to introduce you to our new quarterly customer newsletter. We created **IBC NEWS** to reinforce our focus on you: to give you the updated information we think you will appreciate and to offer you an additional channel for communication. Your feedback is very important to us. Please send your comments regarding this newsletter to our [Enterprise Customer Relations Team](#).

Sincerely,

Joe Ward
Director, Interior Business Center

YOUR FOCUS: YOUR MISSION. OUR FOCUS: YOU.

IBC Hosts Oracle Day

On August 6, 2013, The Interior Business Center's Financial Management Directorate hosted the annual Oracle Day, dedicated to Oracle Federal Financials (OFF) customers. The event took place in Washington, D.C., and was attended by representatives from 11 OFF customer agencies.

[Read More>>](#)



IBC Selects Talent Management System Provider

IBC has recently selected GP Strategies Corporation as its Talent Management. System provider. New System Will Benefit Employees and Supervisors at the Department of the Interior and other federal departments and agencies served by IBC. [Read More>>](#)

FWS Partners with IBC to Meet Prompt Payment Act Mandate

Fish and Wildlife Service partnered with the Interior Business Center in the consolidation of the Department of the Interior bureau's regionally dispersed payment processing, greatly minimizing prompt pay interest. Within six months, the percentage of payments incurring interest went from 10% to 3%, as the backlog was reduced. [Read More>>](#)



IBC Begins a Series of Town Hall Meetings with its DOI Customers in the Office of the Secretary

At the Town Hall meetings, held in May and June, IBC Director Joe Ward facilitated an open discussion with customers within the Department's Office of the Secretary: "How IBC is doing and how can we continue to better serve you?" [Read More>>](#)

IBC Hosts Federal Personnel/Payroll System Users Group Meeting

In June, forty-seven representatives from 24 Federal Personnel/Payroll System (FPPS) customer agencies participated in the FPPS User Group meeting in Washington, D.C. The meeting included a customer forum in which representatives shared best practices and voted on priorities for FPPS functionality enhancements for the April 2014 version release.

New Email Addresses for the Interior Business Center

Our email addresses have been recently updated to reflect our organization's recent name change. Last October, Department of the Interior Secretarial Order number 3322, "Renaming and Restructuring of the Department of the Interior National Business Center," changed our name to the Interior Business Center. Following a phased process by location, we have completed the migration from [@NBC.gov](#) to [@IBC.DOI.gov](#). Although the domain [@nbc.gov](#) will remain operational during an extended transition period, we recommend that you update your records and contact lists.

Global Shared Service Network Honors the Interior Business Center



The Interior Business Center has been honored by the prestigious Shared Services Outsourcing Network (SSON), a global network of shared service providers, 65,000 members strong, in two of the five categories of the annual Shared Services Excellence Awards: Excellence in Customer Service and Excellence in Culture Creation. [Read More>>](#)

The Interior Business Center (formerly the National Business Center) offers business solutions to create efficiencies and economies of scale for the Department of the Interior as well as other federal agencies. Please visit our website at www.ibc.doi.gov to learn more about our services.



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