

OIRM Talking Points for the B&O Advisory Committee Meeting (Fall 2015)

I just celebrated my one-year anniversary as the OIRM Office Head. I have enjoyed the privilege of updating you all on the many things we have going on in OIRM. It is an exciting time for us, and we have made great progress since our last meeting.

➤ **Personnel updates**

- Since we met last May, a couple of new folks joined OIRM, both of whom are already proving to be great assets to the organization
- Donna Butler, joined NSF on July 27, 2015 as Deputy Office Head of OIRM. She comes to us from the Small Business Administration (SBA) where she served as the Deputy Chief Operating Officer/ Chief Administrative Officer. Ms. Butler has 27 years of federal experience, with 13 years in various industrial engineering positions. She has a large and diverse portfolio of administrative operations, including, but not limited to human capital, facilities and real estate, asset management, grants management, physical and building security and sustainability, just to name a few. In addition to her superb credentials, she has experience in organizational performance metrics to improve performance in key operational areas.
- Brian MacDonald, Senior Relocation Project Officer, within the newly named NSF Relocation Office (NRO), started with us on June 15, 2015. Prior to joining NSF he worked on major relocation and consolidation projects as a Real Estate/ Project Executive at the Department of Health and Human Services. He has 15 years of experience as a project manager; delivering projects on-time and within budget, and is great at developing creative solutions for complex problems.

➤ **Relocation update**

- Brian will be giving you a more detailed update on the status of the relocation in our next agenda item, but I do want to highlight a few points for you:
 - First, we have made a great deal of progress since our last meeting. Over the summer, the General Services Administration (GSA) and the building owner settled all delay claims related to the Federal Services Impasses Panel's decision that had been issued in October 2014. In addition to settling the financial impact of the FSIP decision, GSA and NSF reduced the owner's delay claim from 16 to eight months and reset the project schedule. According to the revised project schedule, NSF will begin relocating to the new building in September 2017. The project is on schedule to meet this goal. NSF has met all deadlines thus far.
 - GSA has also assigned us a new, seasoned project manager, Eric Albright, with years of experience in managing high-profile projects.
 - Brian will tell you about our progress on developing a full Integrated Project Schedule for high-level management/tracking of the many tasks and projects NSF-wide that are supporting the move.

➤ **FEVS 2015 and Employee Engagement Action Planning**

- The 2015 Federal Employee Viewpoint Survey results are in and NSF has continued to see increases in positive responses nearly across the board.
 - NSF's score on the OPM's Employee Engagement Index has increased steadily since 2012, while the government's score has decreased.

- NSF again scored higher than the government-wide average on all seven sections of the FEVS survey.
- NSF achieved the second highest response rate of federal agencies with 78%.
- Each directorate and office has developed an employee engagement action plan. The three most frequently addressed areas with the action plans are workload, performance management and recognition, and career development and training.
- This morning, Partnership for Public Service released the Best Places to Work results – I want to thank John Palguta for all of the work that the Partnership is doing to help us all improve the effectiveness of our government, through a focus on our employees. Overall, NSF retained its rank as 11th out of 24 mid-size agencies – we improved our score, but so did almost everyone else. Good news for the government, but no impact on our ranking. But I do want to note a couple of highlights:
 - For the first time, NSF’s research directorates and administrative offices (BFA and IRM) were included in the list of subcomponents (totally around 340). Four of our nine subcomponents were in the top 10% and I’m especially pleased to announce that BFA received an award this morning for ranking among the top 5 of all the subcomponents. Congratulations to Marty and her entire BFA team.
 - One other little factoid – among the CFO act agencies, NSF is #4, behind NASA, NRC and OMB.

Other OIRM highlights:

OIRM Open House: On November 17, OIRM held its annual open house for NSF employees. This provided us an opportunity to showcase the various services we offer to the Foundation. OIRM employees hosted over 20 exhibit tables where they showcased an array of services on topics from career life balance to using virtual technology to managing records.

NSF’s Response to OMB’s CyberSprint

In the wake of the OPM data breach in June 2015, the Federal CIO (Tony Scott) outlined “Priority Cybersecurity Action Items” for all Federal agencies and the targets that the agencies should reach within 30 days. As part of OMB’s CyberSprint, the President’s Management Council identified and accelerated action in five high priority actions and tracked agency progress against the goals weekly.

The high priority actions were:

- Implement use of strong authentication and Personal Identity Verification enforcement for privileged and unprivileged accounts. NSF achieved its targets for PIV enforcement.
- Remediate critical vulnerabilities on the externally visible network within 30 days. NSF closely monitors its network and currently has no critical vulnerabilities on the external network, and has not had any for months.
- Scan networks using the Department of Homeland security provided Indicators of Compromise to determine whether the agency’s networks had been the target of a successful intrusion. NSF completed scanning for Indicators of Compromise in May 2015 and had no matches.
- Identify high value assets and the cybersecurity and physical protection for these assets. NSF completed its review of high value assets and the cybersecurity and physical protection for these assets.

- Conduct a Privileged Access Review and establish a target goal for privileged users. NSF achieved targets for reduction in the number of individuals with privileged access.

Overall NSF successfully completed all the high priority action targets and continues to proactively assess and evaluate enhancements to improve the overall security posture of NSF.

Support for NSF's Key Business Functions

- Proposal Management Efficiencies (PME)
 - Significant investment in this initiative, which covers modernization of internal and external systems that support the management of proposals, reviews, and reviewers. Leveraging input from user community and updated technology to:
 - Increase intuitiveness and usability of system features
 - Provide flexibility to facilitate expansion of new services for evolving research community and NSF staff needs
 - Internal systems modernization efforts have resulted in the 2015 production release of new functionality in MyNSF to access Enterprise reporting, view Award Summary data, and to create Panel and other Federal Advisory Committee Act (FACA) meetings.
 - External systems modernization efforts are currently focused on making enhancements to FastLane's proposal submission functions based on research community feedback.
 - The first improvement will be to increase FastLane's compliance checking of proposals prior to submission.

Future releases are planned to address other identified areas

Upcoming survey on quality and effectiveness of NSF IT Help Central

OIRM is planning to issue a survey to all NSF staff in January 2016 to invite suggestions from NSF staff for metrics that will help us measure the quality, value, and effectiveness of NSF IT Help Central. The idea of the doing the survey was initially prompted by the results of OMB benchmarking federal IT Help Desk service costs and quality. The benchmarking results showed both the cost and the quality of NSF IT Help Central are high in comparison to other federal agency IT help desks. Participants will be asked to answer eight questions about their experience with IT Help Central. The answers and comments will be confidential and non-attributable. The survey is a voluntary, one-time activity for Federal staff, with nine questions that should take no more than ten minutes.

Deployment of an FTE/IPA Utilization Planning Tool

HRM has continued developing its human capital business intelligence (BI) tool to help NSF directorates and offices make data-driven human capital decisions. Most recently, HRM has given access to each directorate and office to a new tool in BI to help them project and plan staffing to reach full utilization of the FTEs and IPAs they are allocated – a major NSF priority this year. They have been trained on how to use the tool to support their planning efforts.

Merit Review conference room reservation optimization program

OIRM is implementing an optimization algorithm to improve the conference room reservation process for all NSF Directorates. We conducted a pilot for proof of concept with ENG and MPS. NSF-wide test results indicate ~90% of rooms can be reserved through the optimization program.

Directorates provide requirements (six-month window of room requirements). This will result in a more efficient process, reduced processing time by staff and more equitable access and allocation of rooms based on Directorate needs.