Information and Resource Management Update

Advisory Committee for Business and Operations

8 May 2012

Gene Hubbard, Office Head and Chief Human Capital Officer

Office of Information and Resource Management

OIRM Update

- OIRM Vision, Mission and Goals

- Human Capital Update

- Acting/Interim Executive Positions

- Other Items
  - Future NSF
  - Global Summit on Merit Review
  - IT Infrastructure

- CIO Update

OIRM Vision, Mission and Goals

OIRM **DRAFT** Vision

- OIRM is recognized throughout NSF as <u>key to mission</u> accomplishment; an <u>innovative</u> organization that speaks with <u>one</u> voice; valued for its <u>customer service</u>, <u>technical expertise</u> and <u>leadership</u>.

OIRM **DRAFT** Mission

- Promote the progress of science through modern, high-quality and seamless IT, administrative and human resource support across the Foundation.

OIRM High Level Goals

- **OIRM as one team**
  - Customer service quality…avoid "no," timely response, accurate
  - Lead the agency in efficiencies and cost effectiveness
  - Lead by example to the Foundation as a model federal agency
- **Lead the Agency to improve/maintain good morale**
  - Communications
  - Diversity of thought and back ground
    - Recruiting
    - Retention
  - Performance Management
  - Workload management
  - Quality of Life…telework, virtual panels
  - Training…implement new employee development programs
- **Resolve Future NSF HQ site**
- **Continued improvement to IT**
  - Business systems
  - IT continued modernization…as resources allow

Human Capital Update

Human Capital Accomplishments

- **Planning**
  - Human Capital Strategic Plan approved
  - Government Performance and Results Act 2012-2013 Annual Performance Goals involving
    - IPA performance system;
    - General Workforce and SES performance systems;
    - Training
  - NSF Workforce Management Plan in response to Senate request (Completed 73 of 102 Recommendations)
  - NSF Diversity and Inclusion Strategic Plan

HC Accomplishments (cont)

- **Operations**
  - **Implementation of webTA**
    - Including on-line and in-class training
    - "Cleanest payroll data ever"
    - Ground rules for operation using webTA developed collaboratively with the Union
  - **Implementation of 6 am start capability**
    - Employee and Union input
    - Moving toward 9 pm end capability
  - **Performance and Award Management**
    - Memorandum of Understanding developed with the union re guidance on bonuses and incentive awards
    - Enhanced training for supervisors and managers on performance management
    - New training for employees on performance management

- **Continued Career/Life Balance (CLB) Initiatives**
  - Participation in Telework Week
  - Reinstated Take Your Child To Work Day
- **Continual Internal Communications Improvements**
  - Conducted Director's Town Halls
  - Weekly Wire
  - Idea Share
- **Continual Training Improvements**
  - Developed/launched formal NSF mentoring program

Human Capital Moving Forward…

- **Improve NSF Culture of Inclusiveness**
  - Work with Office of Diversity and Inclusion
  - Improve recruiting/hiring/promotion processes
    - Increase pool of targeted employees (Hispanic, veterans)
    - Increase transparency of selection process (ODI participation)
  - Increase current staff competitiveness (development, training, staff rotations, etc.)

- **Improve Communications throughout NSF**

- **Address Workload Issues**
  - Continue/increase career-life balance initiatives
  - Streamline processes; use of technology

HC Moving Forward…

- **Employee Recognition**
  - Example: IdeaShare Awards
  - Non-cash recognition

- **Improve Performance Management systems**
  - Transparency of system
  - Improve Performance Standards
  - Training

- **Employee Development**
  - Enhance Supervisor training
  - Expand employee training and opportunities

NSF Acting/Interim Positions

- **# of acting/interim positions relatively constant over last 1+ years**
  - 15-20% of total (currently 10 acting/interim, 3 vacant out of 69 executive-level positions)

- **4 of 10 current acting/interim positions also in that status May 2011**
  - Constant turnover
  - Faster rate of turnover in FYs 2011 and 2012 to-date
  - Improved time-to-hire

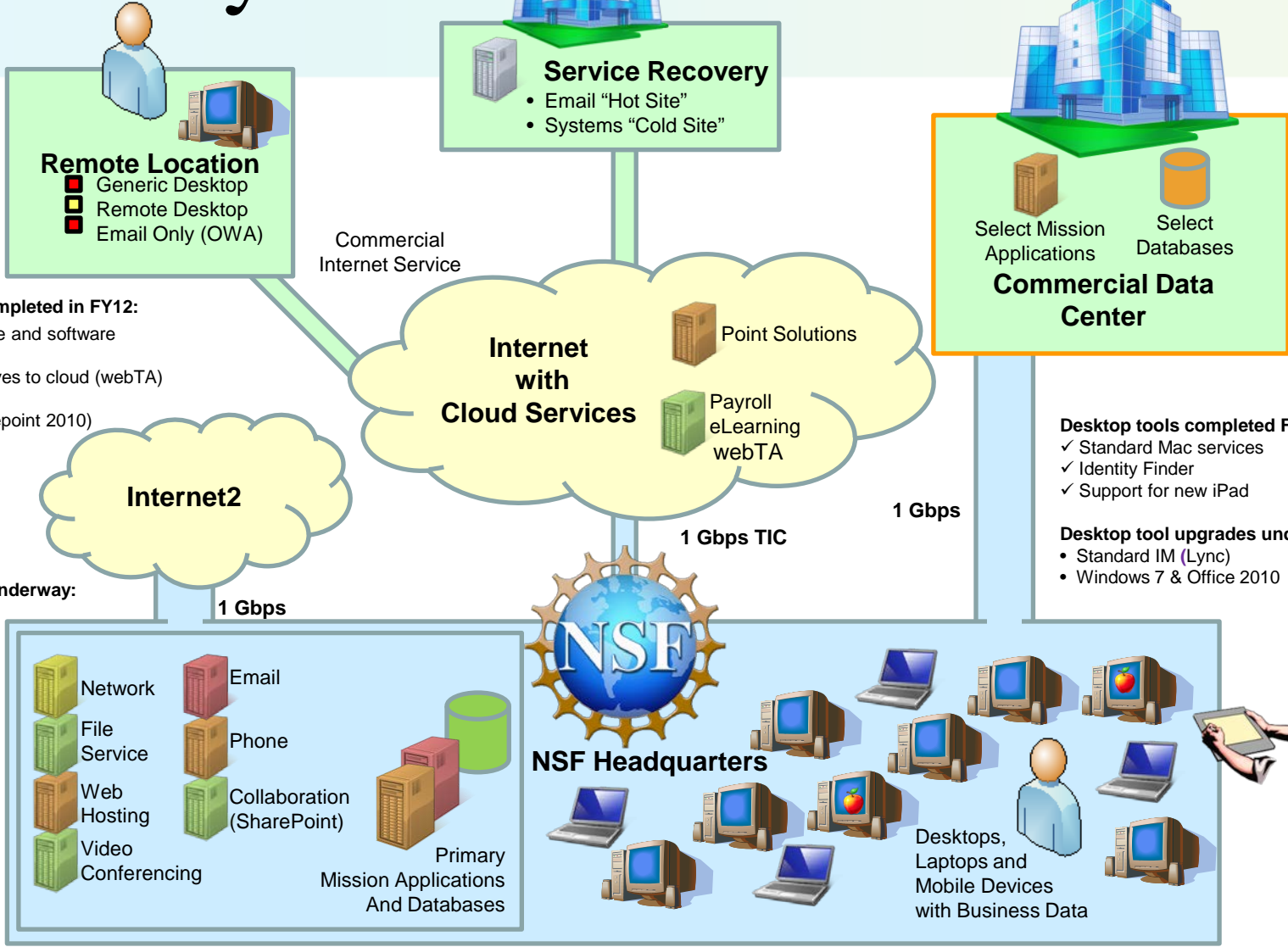- **Improved "quality" of acting executives**

Other OIRM Updates

- **Future NSF**

- **Virtual Panels**

- **Security/Contingency Ops (Telework)**

- **Workload/Resources**

- **Global Summit on Merit Review**

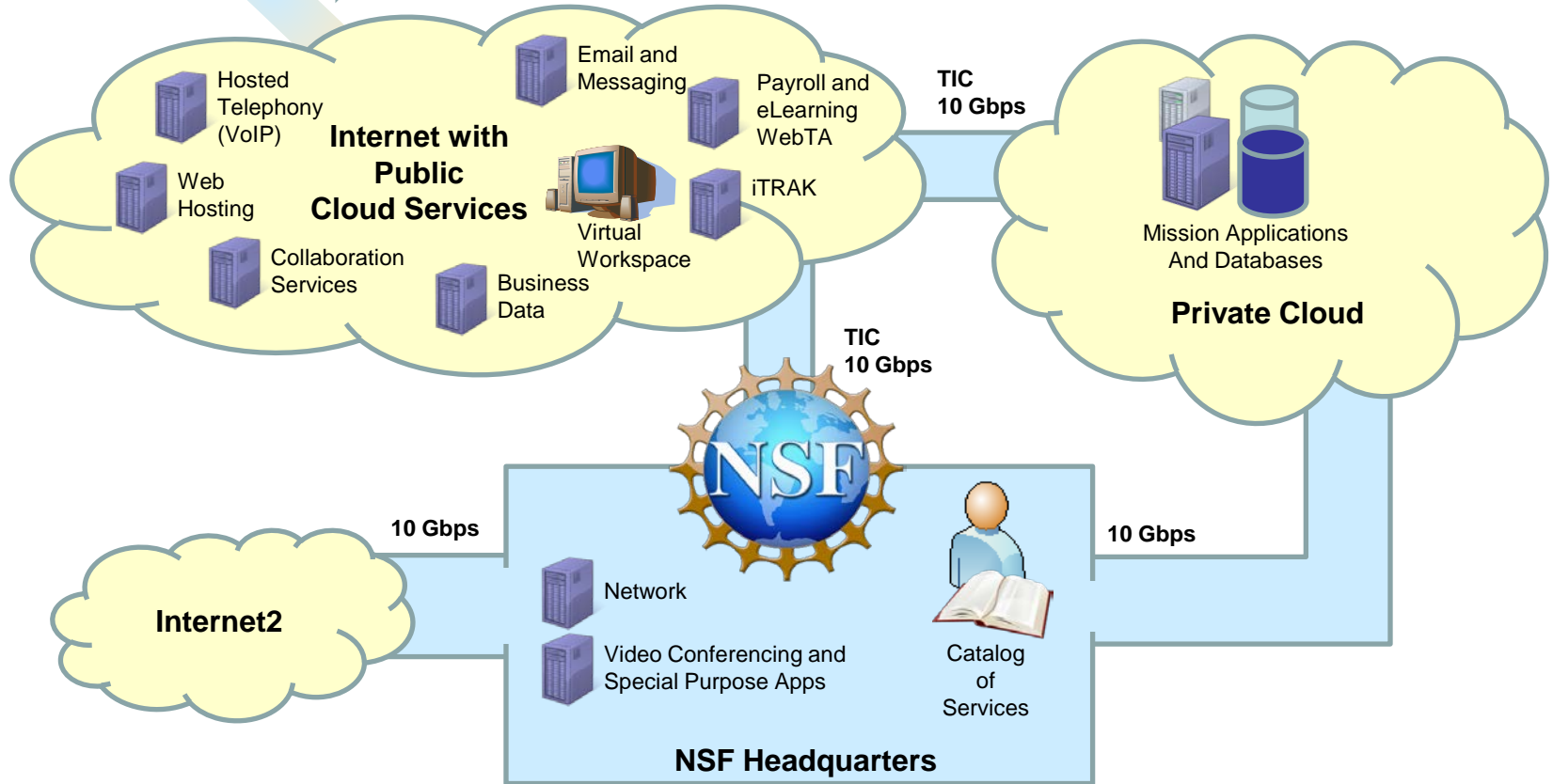- **IT Infrastructure (today and in the future)**

Today

Remote Location
- 🟥 Generic Desktop
- 🟨 Remote Desktop
- 🟥 Email Only (OWA)

Service Recovery
- Email "Hot Site"
- Systems "Cold Site"

Commercial Internet Service

Commercial Data Center

Select Mission Applications
Select Databases

Infrastructure changes completed in FY12:
- ✓ database server hardware and software
- ✓ file service
- ✓ time-and-attendance moves to cloud (webTA)
- ✓ network access controls
- ✓ collaboration tools (Sharepoint 2010)

Internet with Cloud Services

Point Solutions

Payroll
eLearning
webTA

Internet2

Infrastructure changes underway:
- email
- application software

1 Gbps

1 Gbps TIC

1 Gbps

Desktop tools completed FY12:
- ✓ Standard Mac services
- ✓ Identity Finder
- ✓ Support for new iPad

Desktop tool upgrades underway:
- Standard IM (Lync)
- Windows 7 & Office 2010

Network
File Service
Web Hosting
Video Conferencing

Email
Phone
Collaboration (SharePoint)

Primary Mission Applications And Databases

NSF Headquarters

Desktops, Laptops and Mobile Devices with Business Data

Legend:
- 🟥 End of service life
- 🟫 Old, but still supported
- 🟨 Not on latest version
- 🟩 Current version

Office of Information and Resource Management

Administrative Services
Human Resource Management
Information Systems
Chief Information Officer

Future

CIO Update

IT Enables Fulfillment of NSF's Mission

Pyramid diagram:

NSF Mission — "To promote the progress of science…"

Grants
- 49,000 proposals annually
- 11,400 awards annually

Mission Applications — Applications to help staff make and manage awards, researchers find and apply for awards, and the public to find information on research spending and the outcomes of NSF-funded research

Admin. Apps. — Human resource tools, applications to facilitate staff collaboration, etc.

Operations and Infrastructure — Basic maintenance and operations for ongoing operations that support applications and services (e.g. NSF's call center and customer care services)

Security and Privacy — Managing security and privacy, such as providing proactive protection from viruses, spyware, and other threats

I.T.

Office of Information and Resource Management

Administrative Services
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What NSF IT Funds (FY12)
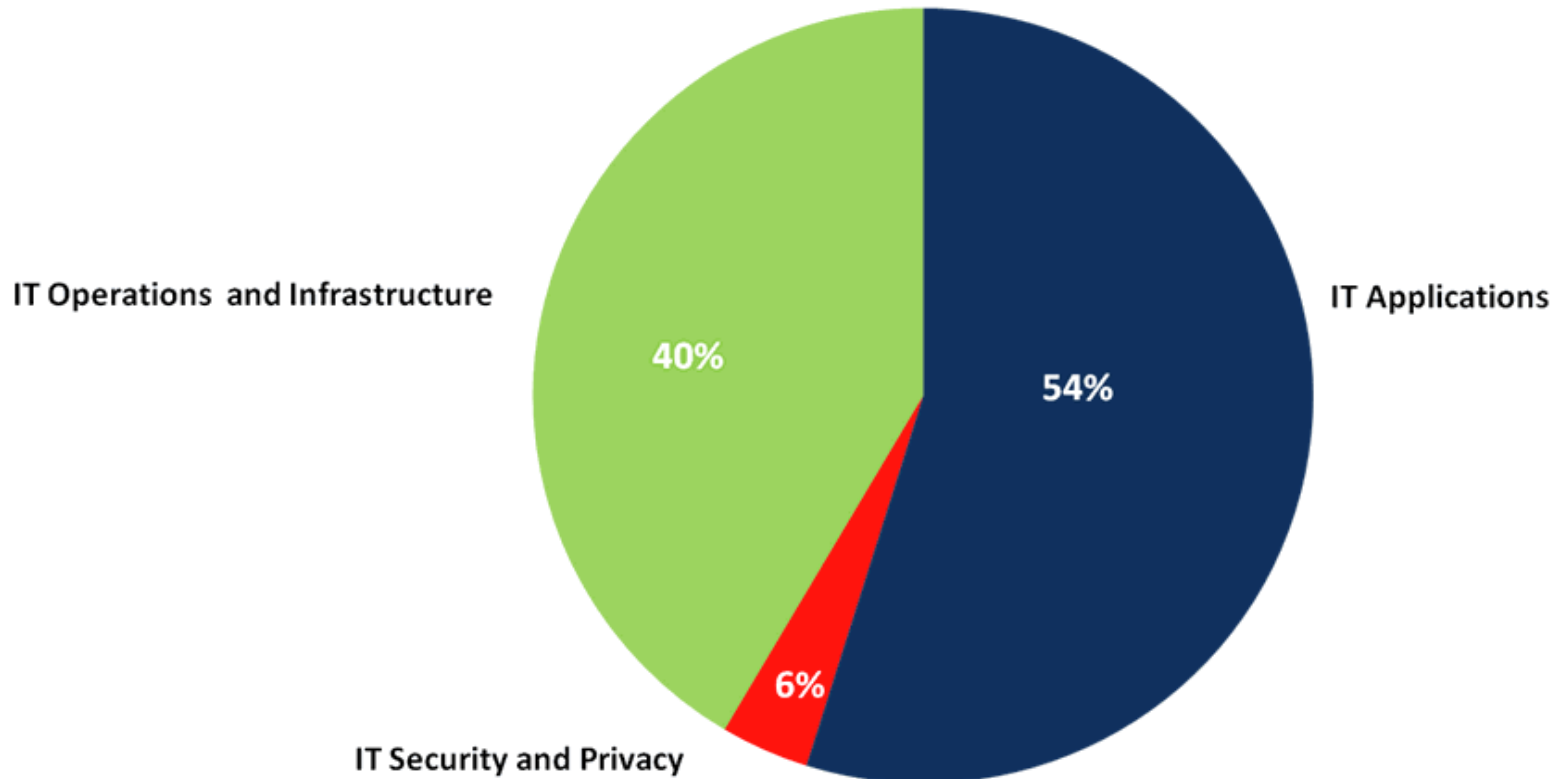
IT Operations and Infrastructure — 40%

IT Applications — 54%

IT Security and Privacy — 6%

Recipe for Progress in a Constrained Environment

Strategic Planning

- Provide vision and guiding principles
- **Result**: Provides framework for IT decision making

Governance

- Implement more transparent, predictable decision making
- **Results**:
    1. Alignment with areas of critical need
    2. Better informed decisions

Portfolio Review

- Baseline current investments
- **Results**: Identify opportunities:
    1. To rebalance portfolio
    2. For savings
    3. To innovate

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