

OIRM Talking Points for the B&O Advisory Committee Meeting (Spring 2014)

➤ **Government Shutdown**

- OIRM heavily involved in all three stages of the shutdown: pre-planning, execution and resumption of operations.
- Some challenges included relatively last minute planning (Administration remained hopeful that the shutdown would not occur) as well as the unique nature of NSF's workforce and constituency---simultaneously dealing with employees, IPA/fellow and merit review panelists.
- Communications were multi-faceted given these constituencies, as well as needing to inform the research community and the general public.
- OIRM tasks were centered around our areas of responsibility:
 - ✓ Personnel (human capital)
 - ✓ Information technology
 - ✓ Facilities/Operations
- Personnel
 - ✓ Issuance of Furlough Notices
 - ✓ Excepted Employees Recalled from Furlough
 - ✓ Communicating with non-Federal staff (e.g., IPAs and Fellows)
 - ✓ Recall to Duty Notices
 - ✓ Processing Back Pay
 - ✓ Developing complex set of FAQs along the way
- Information Technology
 - ✓ System Availability (E-Mail, Websites, Remote Access and Applications)
 - ✓ Phone and Email Out of Office Messages
 - ✓ Start-up for Resumption of Operations
- Facilities
 - ✓ Mail, Shipping and Receiving, Loading Dock, Warehouse
 - ✓ Facility Management, Security and Building Access
 - ✓ Panel Support Alternatives (Travel)
 - ✓ Re-start Options for Panels originally scheduled to meet during the Shutdown
- OIRM Costs
 - ✓ Over \$50K of staff time to plan and execute the shutdown
 - ✓ Over \$1M in lost productivity for staff

➤ **OIRM Updates**

Following are updates on interesting initiatives going on in the OIRM divisions.

➤ **Division of Administrative Services (DAS)**

- **Next generation government-wide travel system (ETS2).**
 - ✓ Pilot has been underway and nearing completion (participants include OIRM, the Directorate for Engineering and two divisions from the Directorate for Biological Sciences representing 20% of the volume).
 - ✓ Preparing for phases 2 and 3 of deployment. Phase 2 will include all of the Directorate for Social, Behavioral, and Economic Sciences (SBE) and Directorate for Education and Human Resources (EHR), the rest (2 divisions) of the Directorate for Biological Sciences (BIO) and two divisions from the Directorate for Mathematical and Physical Sciences (MPS). Phase 2 will represent an additional 32% of NSF volume.
 - ✓ Phase 3 will include the remainder of the Agency and 48% of volume.

- ✓ Full Deployment expected late summer of this year.
- **Upcoming improvements**
 - ✓ Conference room scheduling for agency-wide panels.
 - ✓ Develop a plan for and initiate a records scanning process. Increase records management awareness and training.
 - ✓ Optimize Library services through customer prioritization of subscription services.
 - ✓ Implement a new visitor badging system, which will provide enhanced verification of guests (i.e., picture ID on the visitor badge).

- **Division of Information Services (DIS)**
 - **Merit review modernization**
 - ✓ NSF currently has multiple, disparate systems that support the merit review process. Many of the systems are a decade or more older and are built on obsolete, unreliable technology that is inefficient to maintain and difficult to change or enhance.
 - ✓ Over the next several years, NSF will undertake an initiative to modernize its legacy merit review systems using a continuous, incremental, and transparent approach that will deliver modern systems that are flexible, reliable, and secure.
 - ✓ In FY 14, NSF will commence planning and preparation for the first phase of this initiative, which will migrate existing merit review systems built on aging, unsustainable client server technology to web-based technology and develop a web portal that will provide a single integrated point for staff to access NSF's merit review systems.
 - **Moving to the new NSF headquarters (Future NSF)**
 - ✓ NSF is moving its headquarters in FY 2017. To outfit the new headquarters to support the work of the Foundation, NSF must install new IT infrastructure and prepare the new building to support NSF's IT systems.
 - ✓ In FY 14, NSF is undertaking a variety of activities to begin positioning its IT infrastructure for the move. These activities include refreshing the core network and data center, continuing consolidation efforts in the data center, and piloting voice over IP.
 - ✓ NSF will also be enhancing its remote access capabilities to make it easier for employees to telework for extended periods of time in anticipation of the physical move.
 - ✓ While NSF is preparing the new building to support its IT needs, NSF must also continue to maintain the IT services and infrastructure in the Arlington building at current service levels.
 - ✓ Also, for a period of time during the building transition, NSF will have to run parallel IT services in both buildings at the same time.
 - ✓ Additional complicating factors include the need to complete these activities with an already constrained IT budget, existing Federal IT staff, and under an aggressive timeline.
 - **iTRAK support**
 - ✓ As Marty mentioned earlier, iTRAK is the Foundation-wide strategic initiative to transition NSF from its disparate, aging financial and property management systems to a fully integrated financial management and property solution. DIS is intimately involved in many aspects of the transition from FAS to iTRAK and implementation.

➤ **Division of Human Resources Management (HRM)**

○ **Federal Employee Viewpoint Survey (FEVS)**

- ✓ Scores headed in the positive direction in FY 2013 for the first time in several years. NSF scored above the government-wide average in each of OPM's seven survey composites.
- ✓ Additionally, many of our directorates and offices improved their FEVS scores between 2012 and 2013.
- ✓ NSF had one of the highest response rates across the government (75%), a credit to everyone who put in extra effort to encourage participation. This has not yet improved our ranking in the Best Places to Work.
- ✓ NSF has provided extensive analysis and a toolkit to help directorates and offices to continue improvement in employee engagement.
- ✓ The FY14 FEVS will launch the week of May 5.

○ **NSF Telework Policy**

- ✓ Updated policy through a collaborative union/management process. There are many new flexibilities for staff.
- ✓ We are now finalizing upgrades to the telework application system and training for supervisors and managers so everyone can take advantage of the benefits of telework, while maintaining excellence in customer service.

○ **Large number of retirements**

- ✓ NSF has a very high rate of staff who are or will become eligible for retirement in the next 3 years.
- ✓ In addition, the number of retirements we are seeing has spiked, particularly at senior levels.
- ✓ In combination with the pending move to Alexandria and the heavy reliance on rotators, we are encouraging directorates and offices to work with HRM on more extended succession planning now, rather than waiting until the retirements or other transition-related departures occur.