

National Science Foundation
Advisory Committee for Business and Operations
Spring 2015 Meeting

May 27-28, 2015
Room 1235

Wednesday, May 27, 2015

1:00 pm

Welcome/Introductions/Recap

Co-Chairs: Greg Jackson and Susan Sedwick

1:15 pm

BFA/OIRM Updates

Presenters: Marty Rubenstein, BFA, Joanne Tornow, OIRM and other Agency updates

2:00 pm

Introduction of the Theme of the Meeting

Presenters: Marty Rubenstein (Office of Budget, Finance and Award Management), Joanne Tornow (Office of Information and Resource Management)

2:15 pm

NSF Relocation- Business Process Planning

Relocation to the new NSF Headquarters in Alexandria, VA will present unique challenges with maintaining continuity of services for the Foundation. To ensure a smooth transition, OIRM established a working group in July 2014 to address these challenges in several phases, which includes representatives from all three Divisions and the Future NSF Project Office.

- Phase I was completed in September 2014 and included: identified and categorized 56 key services which could be impacted by the relocation to the new Alexandria Headquarters; supported development of Fiscal Year (FY) 2016 resource requirements as a result of the relocation; identified high level milestones related to service transition; and developed concepts for Phase II.
- Phase II efforts began in October 2014 and focuses on developing “end state” business operations for all OIRM services areas identified, including developing service alternatives for OIRM consideration, potential FY17 resource requirements, overlaps and coordination.

Committee Action/Feedback:

OIRM would appreciate feedback from Committee members that have implemented significant operational change in their organizations. We would also appreciate input along the lines of “What are we missing?”

Presenter: Dominica Gutierrez, OIRM

3:00 pm

Break

3:15 pm

iTRAK Implementation- Business Process Impact

On October 14, 2014 the National Science Foundation (NSF) successfully implemented its financial system modernization initiative, iTRAK. Even though the implementation was a success, users continue to be challenged in understanding and applying the concepts of automated business processes to their day to day financial tasks.

Change management continues to be a priority for the Foundation and ensuring that the NSF stakeholders successfully adapt to iTRAK is an ongoing effort. The biggest change that the iTRAK users have to adapt to is the new way of performing financial transactions. Some of the process changes include automating approval workflows, attaching supporting documentation electronically, reconciling transactions in iTRAK, and tracking financial information in the system so that users can provide information in a timely manner to internal and external stakeholders.

The iTRAK Project Manager (PM) will present change management activities that were performed prior to the system going live that prepared users for the change and activities that have occurred since implementation to assist the users with adapting to the new system.

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Committee Action/Feedback:

We would like the Committee to provide feedback on change activities that were deployed and how to increase effectiveness of the methods being used to hold the users accountable. In addition, how should the Change Management Team demonstrate that these changes should be part of the NSF culture and are necessary to better support the NSF mission?

Presenter: Gisele Holden, BFA

4:15 pm

Operational Change Experiences

The agenda for this meeting includes items on the NSF relocation and iTRAK--both initiatives have significant operational, process and policy change components associated with them. Committee discussants who have dealt recently with these kinds of change management challenges will share their learnings and experiences with NSF.

Committee Action/Feedback:

Goal is to help NSF more effectively deal with operational, process and policy change management issues, recognizing that these issues are common across many organizations. Are there best practices or lessons learned that that can be gleaned for use at NSF? How can NSF anticipate the unexpected?

Discussants: Chuck Grimes /Jan Jones

5:00 pm

Committee Discussion/Recommendations- Operational Change

5:30 pm

Adjourn

6:30 pm

Dinner



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Thursday, May 28, 2015

8:30 am **Preparation for Discussion with Dr. Buckius**

9:00 am **Discussion with Dr. Buckius, Chief Operating Officer**

10:00 am **Documentation of BOAC Recommendations**

Brief historical perspective of the BOAC and the impact it has had on NSF. In particular, this presentation will share the common themes of BOAC recommendations over the past five years and will expand on a few examples of recommendations that have made a difference with regard to the Foundation's business and operations.

Committee Action/Feedback:

No action is needed at this time. BOAC senior staff is conducting further analysis of past recommendations dating back to the Committee's inception. NSF welcomes any Committee feedback after the presentation that would inform additional analysis.

Presenter: Charisse Carney-Nunes, BFA with additional BFA and OIRM staff

10:30 am **Break**

10:45 am **Briefing on the National Academy of Public Administration (NAPA) Study of NSF's Use of Cooperative Agreements to Support Large Scale Investments in Science and Technology**

Transparency, accountability, and continuous improvement motivate the National Science Foundation (NSF) to minimize risk by seeking periodic external review of the agency's core business practices. In April 2015, the NSF Director and the National Science Board commissioned the National Academy of Public Administration (the Academy) to scrutinize NSF's use of Cooperative Agreements to support the development, construction, and operation of state-of-the-art, large-scale research facilities. The Academy has appointed an expert Panel, supported by a professional study team, to explore other federal funding mechanisms and agency practices and to recommend improvements to NSF's processes that support large-scale research facilities.

The study is expected to conclude in 8 months. The NSF Advisory Committee for Business and Operations may be called upon by NSF management to provide expert advice on how best to implement recommendations.

Committee Action/Feedback:

No action is needed at this time. We will be prepared to give an update as needed at the conclusion of the study. It is possible that the Academy study team may contact individual Advisory Committee members for interviews as the study progresses.

Presenter: Fae Korsmo, Office of the Director

11:15 am **Broadening Participation Initiatives- NSF and Beyond**

Update on the work of NSF's *Committee on Equal Opportunities in Science and Engineering* (CEOSE), the new NSF program *Inclusion across the Nation of Communities of Learners that have been Underrepresented for Diversity in Engineering and Science* (INCLUDES), and NSF's Broadening Participation Working Group (BPWG) and their new *Framework for Action*.

Presenter: Alicia Knoedler

11:45 am **Wrap Up/Loose Ends**

12:00 pm **Adjourn**