



National Science Foundation
OFFICE OF INFORMATION & RESOURCE MANAGEMENT

OIRM Business Process Planning

Overview for Business & Operations
Advisory Committee

May 27 – 28, 2015

People | Place | Technology
Your Success is Our Success!

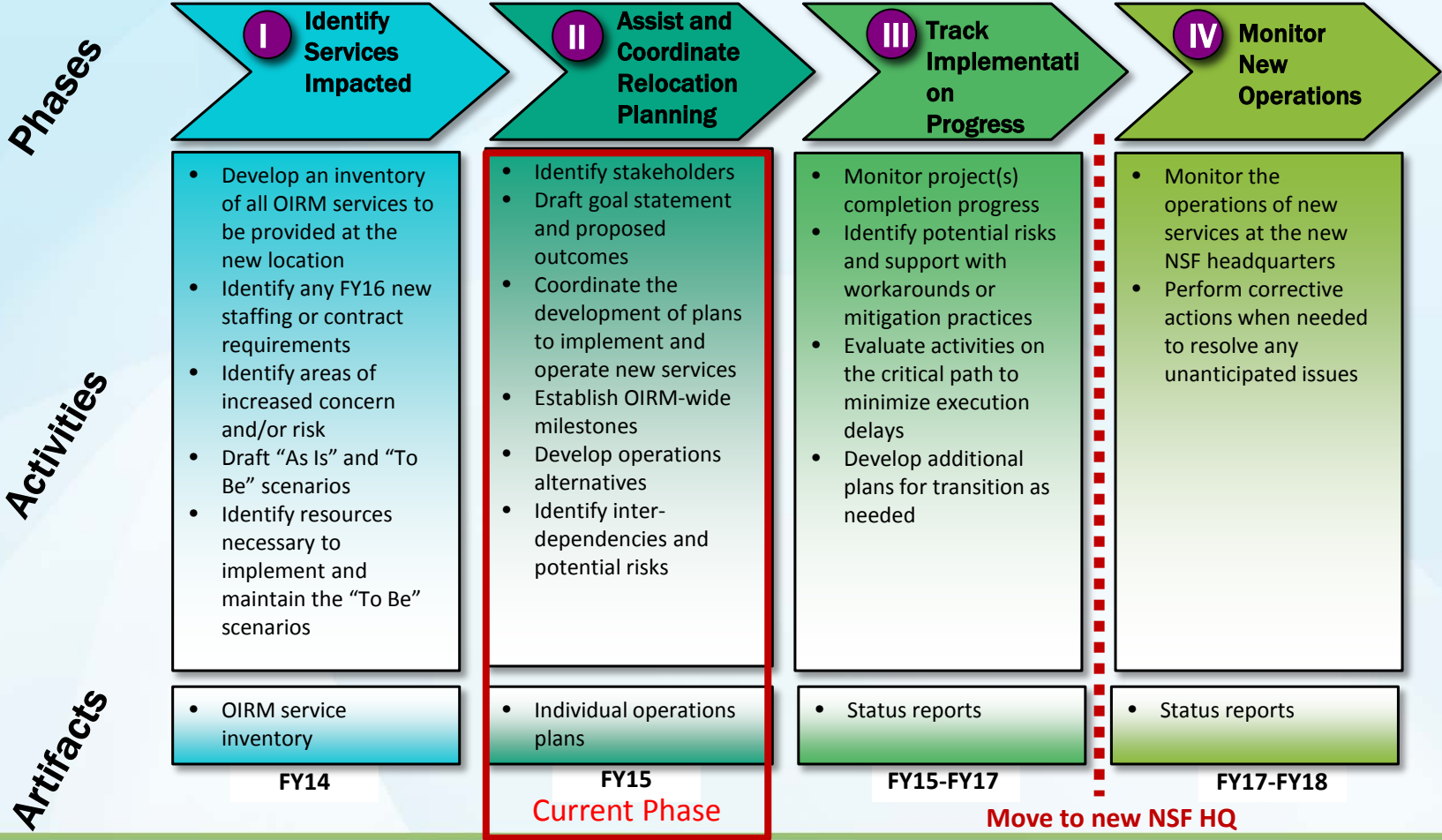
Administrative Services
Human Resource Management
Information Systems
Chief Information Officer



Information & Background

- 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 to:
 - Identify and categorize key services which could be impacted by the relocation to the new Alexandria Headquarters into three (3) categories: no or minimal impact, moderate impact, significant impact;
 - Support development of Fiscal Year (FY) 2016 Budget Requests in Phase I and FY17 Budget Requests in Phase II as a result of the relocation;
 - Identify and monitor high level milestones related to service transition; and
 - Identify owners who will implement and monitor processes during and post transition.

Methodology and High-level Schedule



Office of Information & Resource Management

Your Success is Our Success!

Administrative Services
 Human Resource Management
 Information Systems
 Chief Information Officer



Key Services

ID	Division	Service
1	DIS	Deskside, Tier I, II, and III customer help desk support
2	DIS	Data center operations
3	DIS	Network operations
4	DIS	Phone and voicemail operations
5	DIS	Videoconferencing, WebEx, and audio bridges
6	DIS	Application hosting and management of specialized applications
7	DIS	High speed network/Internet2 operations
8	DIS	Operation of remote access tools
9	DIS	Service recovery activities
10	DIS	IT security operations activities
11	DIS	Incident response and continuity planning activities
12	DIS	Mission applications
13	DIS	Administrative applications operations
14	DIS	Back office applications operations
15	DIS	Desktop management (including security patches)
16	DIS	NSF governance and advisory boards
17	DIS	Business intelligence and enterprise data warehouse tools
18	DIS	Enterprise Architecture activities
19	DIS	IT budget activities
20	DIS	Perform privacy-related assessments combined with
21	DIS	Support annual IT audit and review activities
22	HRM	Training and Development:
23	HRM	Personnel security
24	HRM	Health unit
25	HRM	Fitness center
26	HRM	Telework and other career/life balance programs
27	HRM	Discipline/adverse actions, employee relations
28	HRM	Performance management (all)

ID	Division	Service
29	HRM	Retirement counseling/processing and related benefits
30	HRM	Recruiting and outreach,
31	HRM	Data analysis and reporting, workforce planning
32	HRM	FACA
33	HRM	Awards programs
34	HRM	HC Planning and Accountability initiatives
35	HRM	HC information systems
36	DAS	Physical Security
37	DAS	Credentialing
38	DAS	Garage Management/ Parking
39	DAS	Space Management
40	DAS	Sustainability
41	DAS	Information and Reception
42	DAS	Property Management, Mail, Records, Shipping and Receiving
43	DAS	Transportation
44	DAS	Cafeteria / Catering
45	DAS	Communications
46	DAS	Graphic Design and Commercial Printing
47	DAS	Regulatory and Financial Reporting
48	DAS	Website and Application Development and Support
49	DAS	Onsite / Virtual Meeting and Events Support
50	DAS	Travel Management
51	DAS	Digital Signage
52	DAS	Copier and Printer Maintenance and Supplies
53	DAS	Print Shop and Proposal Processing Unit
54	DAS	Library
55	DAS	Facility Management
56	DAS	Business Operations

Office of Information & Resource Management
 Your Success is Our Success!

Administrative Services
 Human Resource Management
 Information Systems
 Chief Information Officer



OIRM Services at New NSF Headquarters

- 20 of 56 services we provide are changing, more than a third, approx. 36% overall.
- In the Divisions, the impact is also significant:
 - DAS 10 of 21 or approx. 48%
 - DIS 5 of 21 or approx. 24%
 - HRM 5 of 14 or approx. 36%
- In addition, there are 21 services that overlap internally in OIRM and/or require coordination



Next Steps

- Address overlaps & coordination
- Resource requirements & prioritization
- Engage with the Union
- Coordination within NSF
- Finalize recommendations