



Framing Leadership in Customer Service: BFA and OIRM

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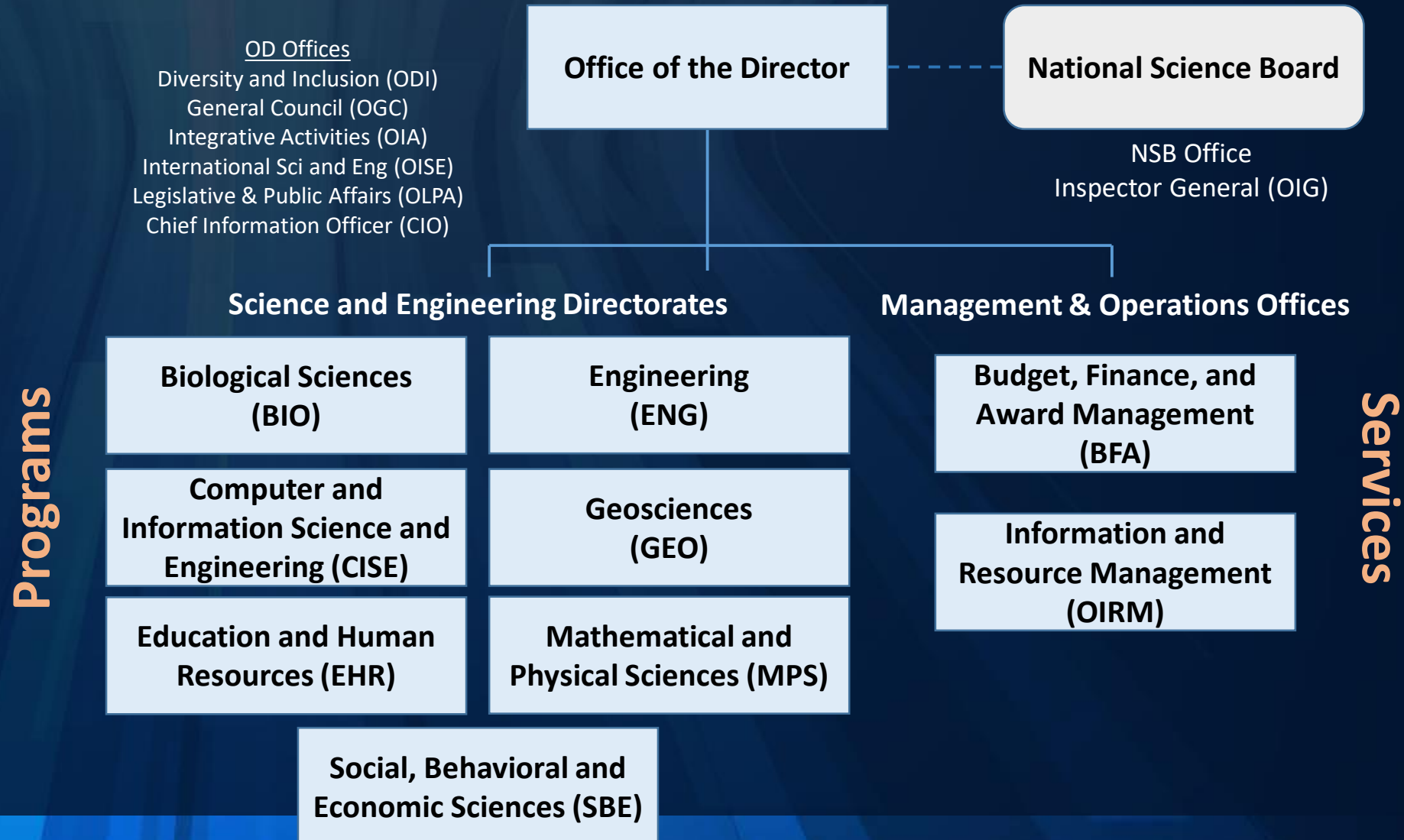
Framing Questions

BFA and IRM provide agency leadership in management and operations, and support a host of internal and external NSF customers and stakeholders.

- ❖ **Know our customers.** *How do we maintain strong productive relationships with internal and external customers and stakeholders?*
- ❖ **Measure ourselves.** *What are the best means and metrics to assess our effectiveness in serving our internal and external customers?*
- ❖ **Serve the NSF Mission.** *How do we ensure that everything we do enables the NSF mission and works towards the advancement of science?*
 - How do we best manage our relative roles in customer support, coordination, and leadership within NSF and in the federal sphere?
 - Are there new approaches we should pursue to support new NSF strategies and initiatives (Big Ideas, Accelerators, ...)?



NSF Organization



Office of Budget, Finance, & Award Management (BFA)



Teresa Grancorvitz
Chief Financial Officer (CFO)
Office Head, BFA

Bill Miller, Acting Deputy Office Head

**Large Facilities
Office (LFO)**
Matt Hawkins, OH

**Budget
(BD)**

Caitlyn Fife, DD

**Acquisition and
Cooperative
Support
(DACS)**

Jeff Lupis, DD

**Financial
Management
(DFM)**

Mike Wetklow, DD

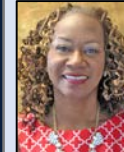
**Grants and
Agreements
(DGA)**

Jamie French, DD

**Institution and
Award Support
(DIAS)**

Dale Bell, DD

Office of Information and Resource Management (IRM)



Donna Butler
Acting Office Head, OIRM

Wonzie Gardner, Acting Deputy Office Head

**Human Resource
Management
(HRM)**

Dianne Campbell, DD

**Information
Systems
(DIS)**

Dan Hofherr, DD

**Administrative
Services
(DAS)**

Javier Inclán, DD(A)



Our collective services support many customers

Services they receive

Internal Customers

S&E Directorates and Offices

- Managements
- Scientific Staff
- Administrative Staff

BFA, OIRM, and OD Offices

- Managements
- Business & operations staff
- OD staff
- On-site contractors

Information Management
and Dissemination
Websites & Portals
Information Technology
Business Systems & Applications

Human and Administrative
Resource Management

Business and Management
Financial Management
Audit/Oversight
Policies, Compliance
*Budget Formulation &
Management*

External Customers

U.S. Research Community

- Proposers
- Awardees
- Institutions
- Facilities, FFRDCs

Government Stakeholders

- Administration
- Congress
- Other agencies
- Federal groups/councils



2017 GSA Support Services Survey – NSF results

NSF Summary Performance Rankings for Agency Support Services, 2017

Rankings for Service Costs and Customer Satisfaction, out of 24 CFO Act Agencies

| Contracting Services | |
|----------------------|----------------------|
| Cost Ranking | Satisfaction Ranking |
| 9 | 2 |

| | 2015 | 2016 | Gov't Median |
|--|-------|-------|--------------|
| Contracting Cost to Spend Ratio | 1.28% | 1.26% | 1.66% |
| Satisfaction with Contracting Services | 5.07 | 5.57 | 4.75 |

| Financial Mgmt Services | |
|-------------------------|----------------------|
| Cost Ranking | Satisfaction Ranking |
| 19 | 3 |

| | 2015 | 2016 | Gov't Median |
|-------------------------------|-------|-------|--------------|
| FM Spend to Adj. Obligations | 2.07% | 2.37% | 1.21% |
| Satisfaction with FM Services | 5.47 | 5.48 | 5.11 |

| Human Capital Services | |
|------------------------|----------------------|
| Cost Ranking | Satisfaction Ranking |
| 24 | 1 |

| | 2015 | 2016 | Gov't Median |
|-------------------------------|------------|------------|--------------|
| HC Cost per Employee | \$9,751.89 | \$9,660.51 | \$3,359.77 |
| Satisfaction with HC Services | 5.25 | 5.61 | 4.46 |

| IT Commodity Services | |
|-----------------------|----------------------|
| Cost Ranking | Satisfaction Ranking |
| 18 | 2 |

| | 2015 | 2016 | Gov't Median |
|-------------------------------|------|------|--------------|
| Satisfaction with IT Services | 5.70 | 5.81 | 5.26 |

| Real Property Services | |
|------------------------|----------------------|
| Cost Ranking | Satisfaction Ranking |
| 17 | 3 |

| | 2015 | 2016 | Gov't Median |
|----------------------|---------|---------|--------------|
| Reduce the Footprint | 100.00% | 100.00% | 98.73% |
| Tenant Satisfaction | 71.08% | 68.38% | 61.99% |

Survey Stats for NSF

- 94 responses received from supervisors at the GS-13 to GS-15 and Senior Executive level agency wide
- Response rate of 42.92% for that population

Caveats

- Small subset (5) of NSF's spectrum of services.
- NSF does well relative to others. *Is this our benchmark?*
- Results on cost may reflect our special mission.



Service Challenges and Opportunities This Year

- **NSF move** – transitioning while running at full speed
- **New building** – getting settled and learning to operate here
- **Budget process** – *ad continuum*.
- **Gaining efficiencies** – Modernizing IT systems/applications
- **Planning to operate in new ways** –
 - Renewing NSF, Strategic Reviews, Big Ideas, Convergence Accelerators, Enterprise Risk Management, ...
 - Establishing standard procedures for access, visitors, scheduling...



Staying close and responsive to our customers

- “Constant contact” through our regular business channels, and standing groups like BPLG and DLG
- DIS/CIO prioritization process for new projects
- External outreach to Institutions and PIs
- Beyond Customer Service to leadership activities
 - Engage on NSF priority activities such as **Renewing NSF** (IT, Workforce, Streamlining, Partnerships), **Convergence Accelerators**, **Performance**, **ERM**, ...
 - Federal stakeholder interactions (OIG, OMB, Congress, GAO)
 - Periodic Meet & Greets with Directorate leaderships, participation in SMarT and DAD meetings and activities.
 - Engagement and leadership on federal interagency bodies and initiatives (CFO-C, CXO, PMA, Data Act, ...).



Thanks!

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