

Office of SCience Management System (SCMS)

Employee Orientation
Summer 2008

*“SCMS defines what we need to do and how we do it...so
SCMS is the basis for audits of our operations.”*

- George Malosh

Deputy Director, Field Operations
June '07 SC Field Manager Meeting

- SC had organizational elements with varied histories and practices:
 - Its two former Operations Offices (Chicago and Oak Ridge) were quite different in terms of missions, complexity, and practices
 - Its nine Site Offices had historical relationships with Chicago, Oak Ridge, Richland, and the former Oakland Operations Offices
 - Even within Germantown – its various Science Programs operated with slightly different methods
- The reorganization created new responsibilities and authorities, including HQ
- SC needed an approach to institutionalize the reorganization and to create a single organization...thus OneSC.
- To develop common practices, SC then adopted an approach and a web-based format previously used at 3 SC labs (PNNL, BNL, and ORNL) and modified it for its federal responsibilities. This approach is called SCMS, and ISC Managers have been responsible for its implementation.



- This is a General Information Session for all SC Federal Staff
- Over 300 SC staff have been participating in SCMS development
- This session is to introduce you to the SCMS

- ✓ The Beginning: SCMS and OneSC
- ✓ How to Access/Home Page Tour
- ✓ Key Elements of SCMS
- ✓ Help and Feedback
- ✓ Timeframe, Implementation Facts



- Web-based access at your desktop – one-stop shopping for all procedures, policies, and guidance
- One way of doing business throughout SC - procedures that are uniform and maximized to be both effective and efficient
- Common method allows for better utilization of SC resources, because people use a single approach to address an issue

Regulations
Orders
Laws
Management
Direction/Delegation
Best Business
Practices



- Provides a web-based tool for our employees desktop access to SC policies, practices, and procedures
- Establishes uniform processes for clearer accountability, control, improved performance
- Documents what we do and how we do it
- Defines procedures from a user perspective
- Focuses on requirements, approach, and performance
- Translates requirements into processes and procedures that are current, accurate and relevant



The url is <http://scms.sc.doe.gov>

If you forget the url:

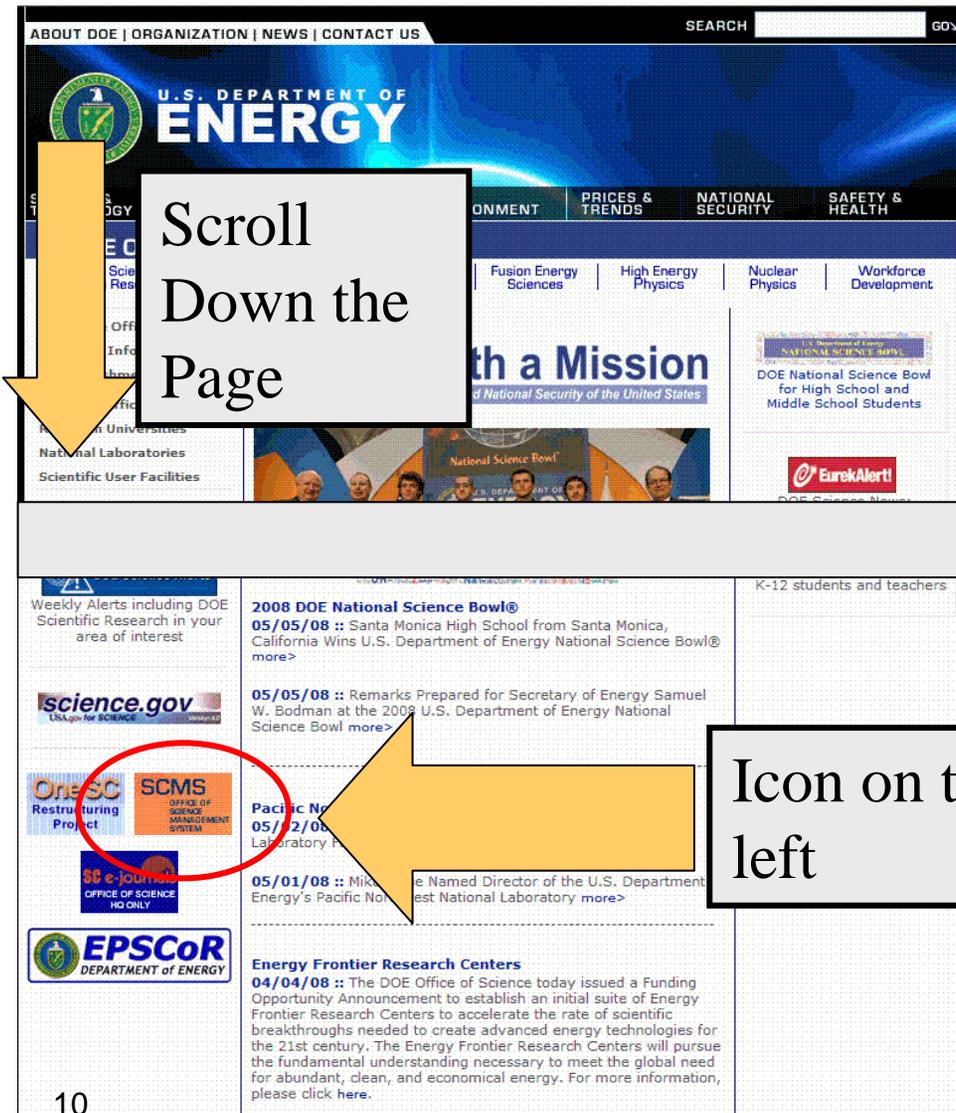
See links on web sites for

SC

SC-CH and

SC-OR

[SCMS Home Page](#) – A Virtual Tour



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SCMS
OFFICE OF SCIENCE MANAGEMENT SYSTEM

EPSCoR
DEPARTMENT OF ENERGY

10

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Down the
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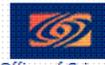
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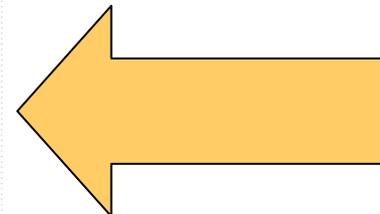
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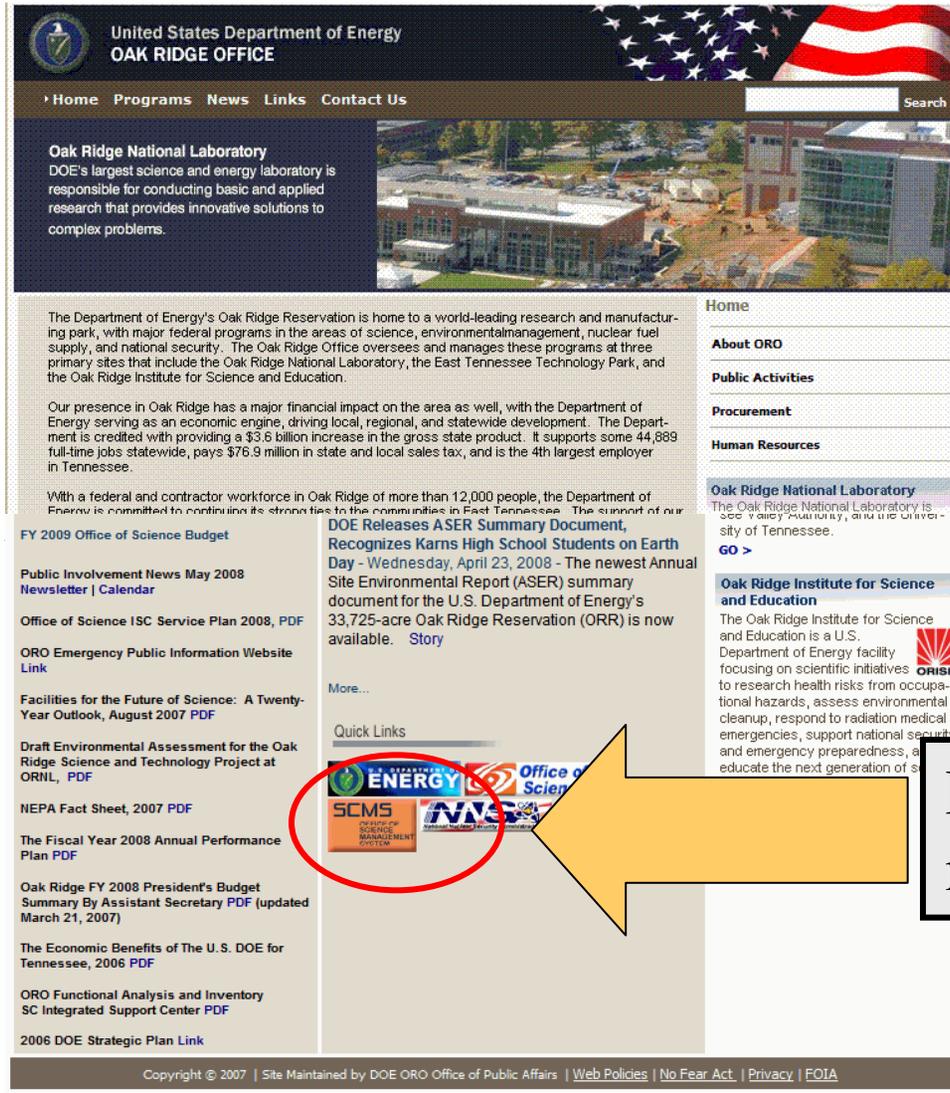
**OFFICE OF SCIENCE
CHICAGO OFFICE - INTEGRATED SUPPORT CENTER**

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	<p>Inside Chicago Office</p> <table border="0"> <tr> <td>Points of Contact</td> <td>SC-CH FY 2008 Annual Performance Plan</td> </tr> <tr> <td>Organization Chart</td> <td>SC-CH FY 2007 Annual Assessment Report</td> </tr> <tr> <td>Information for Visitors</td> <td>FY 2008 Service Plan of the SC Integrated Support Center</td> </tr> <tr> <td>History</td> <td>Employee Safety Information</td> </tr> <tr> <td>Customer Service Policy</td> <td></td> </tr> <tr> <td>DOE/SC/CH Strategic Plans</td> <td></td> </tr> </table>			Points of Contact	SC-CH FY 2008 Annual Performance Plan	Organization Chart	SC-CH FY 2007 Annual Assessment Report	Information for Visitors	FY 2008 Service Plan of the SC Integrated Support Center	History	Employee Safety Information	Customer Service Policy		DOE/SC/CH Strategic Plans
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<p>PROGRAMS</p> <p>Electric Transmission and Distribution</p> <p>Materials Disposition</p>														
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Oak Ridge National Laboratory
DOE's largest science and energy laboratory is responsible for conducting basic and applied research that provides innovative solutions to complex problems.

The Department of Energy's Oak Ridge Reservation is home to a world-leading research and manufacturing park, with major federal programs in the areas of science, environmental management, nuclear fuel supply, and national security. The Oak Ridge Office oversees and manages these programs at three primary sites that include the Oak Ridge National Laboratory, the East Tennessee Technology Park, and the Oak Ridge Institute for Science and Education.

Our presence in Oak Ridge has a major financial impact on the area as well, with the Department of Energy serving as an economic engine, driving local, regional, and statewide development. The Department is credited with providing a \$3.6 billion increase in the gross state product. It supports some 44,889 full-time jobs statewide, pays \$76.9 million in state and local sales tax, and is the 4th largest employer in Tennessee.

With a federal and contractor workforce in Oak Ridge of more than 12,000 people, the Department of Energy is committed to continuing its strategies to the communities in East Tennessee. The support of our DOE Releases ASER Summary Document, Recognizes Karns High School Students on Earth Day - Wednesday, April 23, 2008 - The newest Annual Site Environmental Report (ASER) summary document for the U.S. Department of Energy's 33,725-acre Oak Ridge Reservation (ORR) is now available. [Story](#)

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What are the key elements of SCMS?

1. **Roles and Responsibilities** – Management System Owners, Secondary Management System Owners, Subject Matter Experts, Points of Contact, Procedure-Specific Roles
2. **Management Systems** – 19 of them (including SCMS MSD)
3. **Documents** – Management System Descriptions, Subject Areas, Procedures, Program Descriptions, Guidance Documents
4. **Requirements** - Orders, Laws, Code of Federal Regulations (CFR), Executive Orders, Manuals, Notices, Policies, Memorandum

Key Element 1: Roles and Responsibilities

- [Management System Owners](#) - See MS CONTACT Link on Home Page
- Subject Area POCs – See header of Subject Area
- Subject Matter Experts – See header of Procedures
- SCMS [Organizational POCs](#) – See CONTACT LIST
- SCMS Operations Center – See Help Desk link
- Users

See the [SCMS MSD](#) for detailed responsibilities for each of these roles

Key Element 2: Management Systems

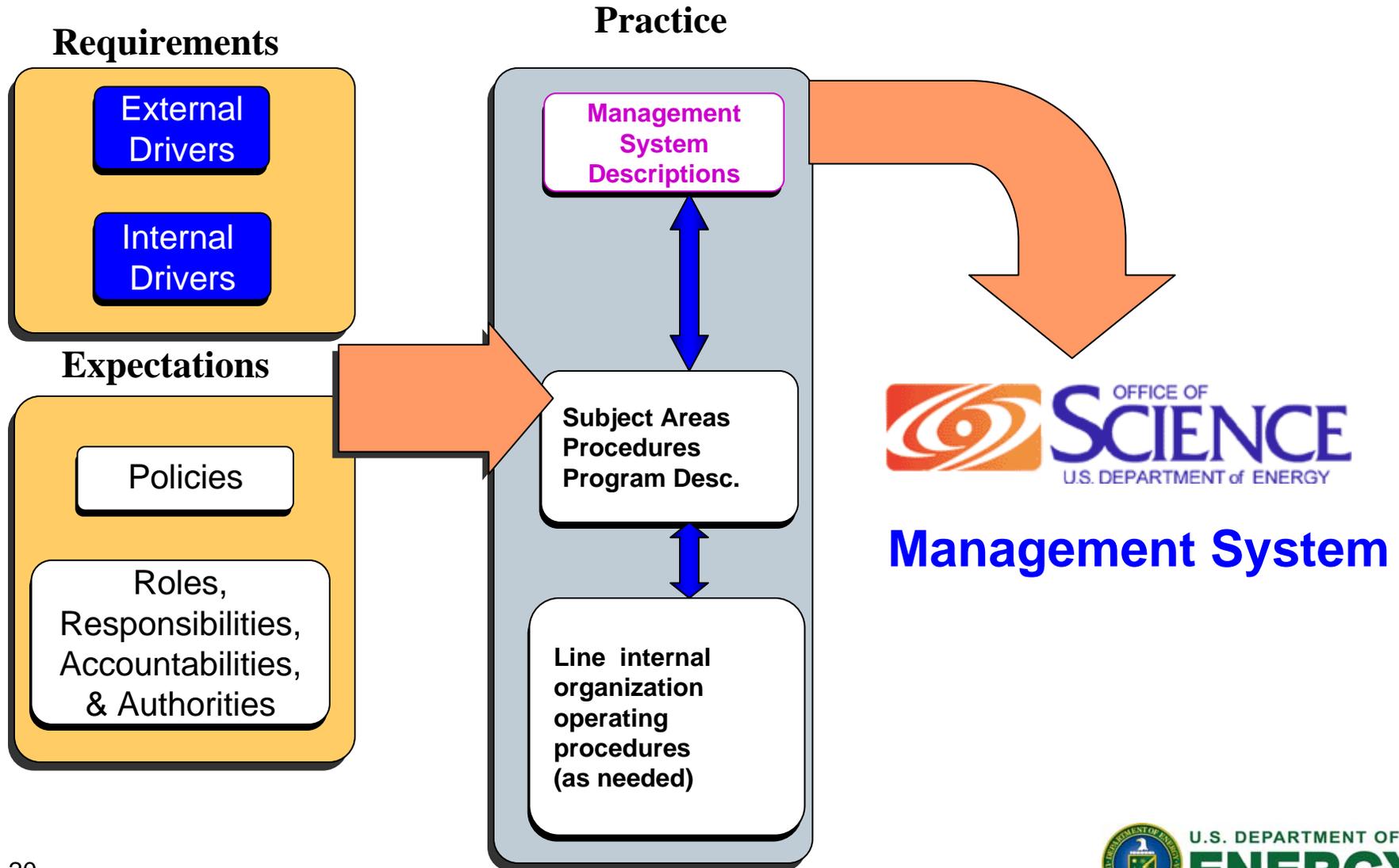
- SC responsibilities are grouped into Management Systems
- Key information about each Management System can be found its Description, off the home page (scope, roles/responsibilities, pertinent requirements, and key supporting functions)

These MSDs and their supporting procedures collectively describe how SC operates

- Translate full set of requirements into processes/procedures to accomplish work
- Are organizationally neutral – reflect functional alignment

Key Element 3: Documents

Management System
Descriptions
Subject Areas
Procedures
Program Descriptions
Guidance Documents



Management System

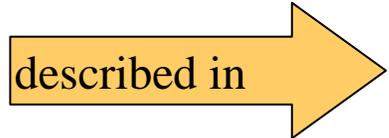


*All SC Employees are expected to use these procedures **right now***

- ✓ Are written in a way to address requirements (laws, directives, etc.)
- ✓ Represent a step-by-step process
- ✓ Identify who executes procedure
- ✓ Provide direct links to existing systems, reference documentation, and other tools

- Groups of related procedures
- One Point of Contact who is responsible and accountable for the entire Subject Area
- Have a summary of the process that binds the procedures together
- Navigational tools for all procedures centralized (forms, exhibits, requirements)
- The requirements that drive the need

Human Resources
Services Management
System



Human Resources
Services Management
System Description

Subject Areas

Organize related procedures



Benefits/Quality
of Work Life

Employee
Concerns
Program

+6

Requirements
can be met by
following
procedures

Exhibits and Forms
References



Program Descriptions:

- Developed when required by external customers to describe processes/operations
- Generally contain information that does not warrant specific procedural guidance
- Examples – Line Management Oversight, ISM, Quality Assurance

Policy/Guidance Documents:

- Released by various authorities (Deputy Director for Field Operations, e.g.) within SC
- Can pre-date the SCMS and it is expected their content will be reflected in SCMS Subject Areas or other SCMS documents in the future

How did the documents get developed?

How do they get revised?

Over 300 SC employees participated in document development!

- MSDs and Program Descriptions are developed by SC managers and employees

- SAs and procedures are developed :
 - Organizations recommended representatives to participate on teams
 - Teams analyzed requirements to define the Subject Area scope and specific work procedures
 - Teams developed implementing procedures through facilitated sessions

- Documents on the SCMS are constantly in revision

- Revisions are initiated:
 - Through the requirements management process
 - Feedback from community
 - Address Organizational change
 - Editorial Quality Control

SC Managers (HQ/Site Offices/ISC) are currently assessing their local documents (SOPs, Orders, Directives, Desk Guides, etc.) for consistency with SCMS and their continued need

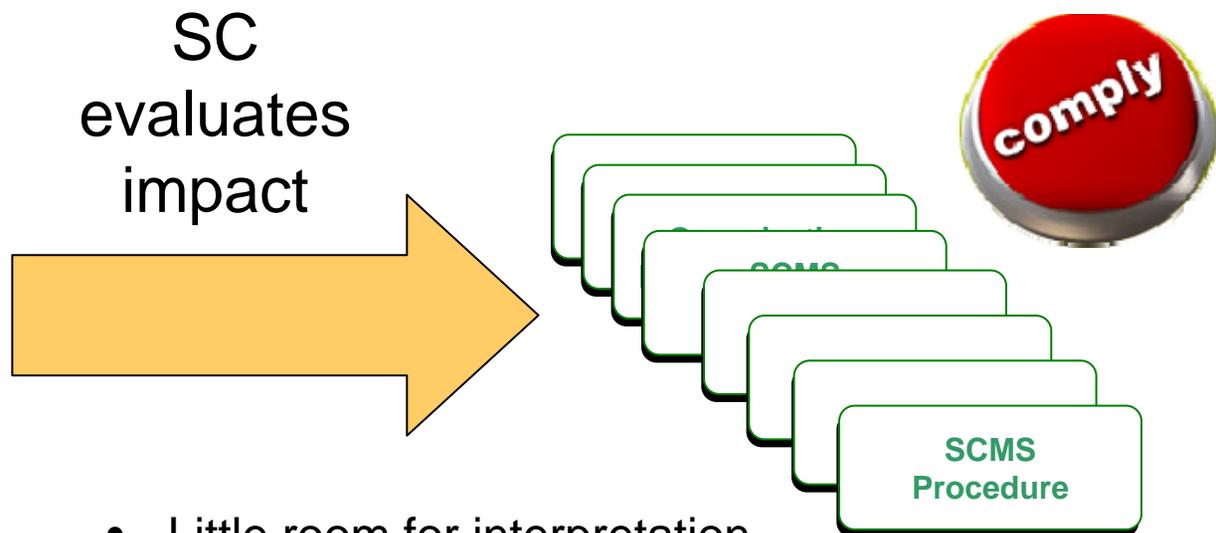
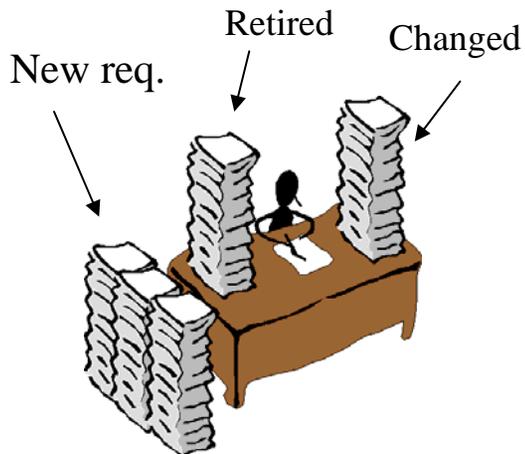
- Managers are determining consistency with SCMS and assessing whether to:
 - Eliminate
 - Minimize (rely on delegations, responsibility matrix, FRAMs)
 - Retain in present form, but modify content
 - Retain “as-is”
- Results may provide suggestions for future enhancements/reductions to SCMS to address gaps or topics that are better addressed on SC-wide basis
- Timeframe (May-July)

Key Element 4: Requirements

What requirements do SC staff need to follow?

- Regulations
- Orders
- Laws
- Management Direction/Delegation

SC has more than 700 requirement documents



- Requirements are voluminous
- Difficult to read for laymen
- Misinterpret and put SC out of compliance

- Little room for interpretation
- Developed specifically to ensure SC is in compliance
- Rarely need to consult a requirement document

Why look up procedures on SCMS...

Why not call a colleague for procedural advice?

- ✓ Your colleagues may not be accountable to know the requirements
- ✓ Your colleagues may unintentionally give you advice that puts SC out of compliance
- ✓ SC management is counting on staff to use the procedures and provide feedback

Alternative Ways To Get Your Questions/Comments Answered

1) The SCMS Help Desk – Home Page Access – General Questions



2) An ISC Manager POC:

Jeff Roberts (CH)

Jim Vosburg (OR)

3) SCMS POC Support Staff:

Pam Hungerford (CH),

Charlene Battison (OR)

4) Your Organization's POC - Listed on SCMS Home Page, CONTACT LIST:

SC-AMSO	CYNTHIA BAEBLER	630-252-1563
SC-TJSO	ANDREUS BETHEA	757-269-5095
SC-2	LINDA BLEVINS	301-903-1293
SC-BHSO	JOSEPH DASILVA	631-344-7063
SC-PNSO	TERRY DAVIS	509-372-4612
SC-31	ARNOLD EDELMAN	301-903-5145
SC-31	MARCUS JONES	301-903-4097
SC-SSO	HANLEY LEE	650-926-3207
SC-BSO	JOANNE LORENCE	510-486-5003
SC-ASO	NANCY OETTER	630-252-2325
SC-PSO	GREGORY PITONAK	609-243-3713
SC-FSO	BERLINE SHORT	630-840-4197



5) A Question/Comment button on each product can be used to address correspondence directly to the responsible party



Timeframe and Implementation



- *All published SCMS procedures are available for use by SC staff*
- *SC will use the remainder of 2008 calendar year to collect feedback from users, positioning for robust operations by January 1, 2009*
- The SCMS Learning Center is available from the Home Page
- SCMS home page – What's New page will provide updates

- Procedures are available now
- We want feedback
- This was an orientation, not in-depth training
- There are video clips or presentations on the SCMS Learning Center for the following items, with more to come –
 - Procedures
 - Subject Areas
 - Home Page
 - RSS Feeds (Tools for keeping up to date)
 - This Presentation
 - Logging On
 - General Navigation



Everyone should get their SCMS account set up, by using the LOGON link on the home page

<http://scms.sc.doe.gov>

