Office of Science
U.S. Department of Energy

Office of Science Integrated Support Center

FY 2008
Service Plan

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Executive Summary

This document reflects the collaborative approach of the Office of Science (SC) - Chicago (hereinafter referred to as "Chicago") and the Office of Science - Oak Ridge (hereinafter referred to as "Oak Ridge") to provide support during FY 2008 for the SC enterprise through the operation of the SC Integrated Support Center (ISC). The ISC is a virtual organization resulting from the overall SC restructuring effort of the OneSC Project. The plan documents the decisions made to date relative to the mutual responsibility of the Oak Ridge and Chicago Offices to partner to provide integrated support for the SC.

The core of this year's plan remains twofold. First is the matrix of functions with associated servicing office leads. The support identified in this year's matrix reflects the primary ISC Office providing support to the Site Offices at the functional level. The detailed activity breakout remains in the table to serve as a reminder for all SC staff the associated activities that lie within the given functional grouping. Second, is the integrated assessment schedule that identifies assessment commitments to better ensure the conduct of *required* assessments while providing the ISC the ability to identify needed support, as appropriate.

The plan will be revised annually to reflect the continuing maturation of the ISC, changes in DOE requirements, and customer feedback. Shifts in resource availability and performance-related issues will also be reflected in annual revisions.

Section 1 Guiding Principles

The ISC provides services through the integration of the capabilities of the Oak Ridge and Chicago Offices. These services are provided to support the total SC enterprise and are designed to ensure effective customer support and operating efficiency.

Managers of the Chicago and Oak Ridge Offices are accountable to the SC Deputy Director for Field Operations (DDFO) for the effectiveness and efficiency of enterprise support through existing evaluation protocols. These protocols are outlined in the Department's Senior Executive Service appraisal system. A vital component of the evaluation process will be feedback from the SC customer base. Inherent in accountability is the requirement for proper delegation of authority to these officials to manage their assigned responsibilities.

The Chicago and Oak Ridge Managers will jointly develop annual revisions to the ISC Service Plan and be individually responsible to the SC DDFO for implementing those aspects of the plan assigned to them. The plan is the integration vehicle which leverages the capabilities of the Chicago and Oak Ridge Offices to provide support to the SC enterprise. The source of support services (Oak Ridge or Chicago) was based initially upon the capacity to provide support; capacity being a function of both available resources and required functional expertise. In the long term, ISC service delivery will be a function of capacity, performance, and outcomes of reengineering processes as reflected in the SC Management System.

Section 2 Assumptions

This plan is based on a number of assumptions. The ISC is a major responsibility for the Chicago and Oak Ridge Managers who, with their supporting organizations, constitute the team for the ISC. These Managers are held accountable for the quality of the support provided to SC through the ISC.

The plan presumes a standard set of expectations for Site Offices. The plan also assumes site staffing commensurate with these expectations; that is, site staffing will consist of the correct number of positions, and the proper skills of the incumbents. This is a critical assumption since the plan assumes site skill bases sufficient to allow for appropriate liaison and integration with the ISC service providers. The SC DDFO will monitor overall human capital needs and utilization.

An additional assumption is that the Chicago/Oak Ridge ISC team will serve as the source of specialized staff support to the SC DDFO as the single point of accountability for SC operations.

Section 3 Purpose and Scope

This plan is developed to specify sources of administrative, business, and technical services to the SC enterprise. This customer base consists primarily of SC Site Offices.

Section 4 Services

This plan contains two matrices. The first depicts, at the functional level, services provided by the Chicago and Oak Ridge Offices to the SC enterprise. The Service Provider Matrix indicates where an ISC customer will find the support required for each of the functions listed regardless of a line/staff relationship.

This matrix serves as the top level entrance for the contact matrix. The contact matrix adds a *third dimension to the equation*, allowing a customer to identify the specific customer contacts for each major function.

The Chicago and Oak Ridge Offices are accountable to their customers but ultimately to the SC DDFO for the quality and timeliness of their support. Initial performance standards are based on existing standards of the individual offices. However, as the ISC concept matures and processes are reengineered, performance standards (quality, timeliness, etc.) will reflect the OneSC character of the ISC and be the same regardless of who provides service.

Establishing high-level priorities, approving performance standards, providing resources to enable attainment, and ensuring optimal provider and customer performance are major responsibilities of the SC DDFO.

Service requests related to the lead offices identified in the matrix should be directed to the applicable point of contact contained in the Contact Matrix. Requests for services not identified in the matrix (i.e., "new requests") should be directed to the Chicago Office's Senior Advisor who will work with the Oak Ridge Deputy Manager to analyze mutual capacity for the support, and consistent with this plan, to outline the appropriate source of support. This recommendation will be discussed by the Chicago and Oak Ridge Managers and the lead established for the support. This decision will be documented by a change to the Service Provider Matrix when the support will be recurring (as opposed to transactional). The SC DDFO will be advised of changes that are made for recurring support between formal updates of the Plan.

In accordance with the SC emergency management guidance, the SC Site Offices have the lead responsibility in emergencies and the ISC is to support Site Offices. There are, in many of the planned site activities, clearly defined roles and relationships for emergency operations by DOE and contractors reflecting the site's unique needs, characteristics, and experience. Under special or unusual circumstances, the need for emergency service support activities may be difficult to specifically anticipate. For these reasons, Site Offices can and should directly contact the appropriate person in the Contact Matrix for needed support regardless of whether or not the activity has been identified in the Service Plan.

Service Provider Matrix

Functions and Activities	SC HQ	ASO	AMSO	BHSO	BSO	FSO	OSO	PSO	PNSO	SSO	TJSO	Notes C = CH O = OR (Blank) = no service requested
1.0 Human Capital Management		C	C	C	C	C	O	C	O	O	O	
Functions requiring Delegated Personnel Authority												
Annual Notice of Competitive Areas/RIF Program												
Federal Employee Health Services Administration												
Acquiring and Positioning Human Resources												
Pay and Leave Administration												
Position Suitability Determinations												
Preparation of Furlough Notices												
Workforce Discipline												
Merit Promotion Program												
Career Transition Planning												
EAP Coordinator												
Annual Fair Act Inventory Coordination												
Drug Testing Program Manager												
Federal Employee Training Program Administration												
Employee Performance Management System												
Grievance Process Administration												
Employee Concerns Program Coordinator												
Diversity Program Administration												
2.0 Contractor Human Resources		C	C	C	C	C	O	C	O	O	O	
Davis Bacon												

Functions and Activities	SC HQ	ASO	AMSO	BHSO	BSO	FSO	OSO	PSO	PNSO	SSO	TJSO	Notes C = CH O = OR (Blank) = no service requested
Labor Relations												
Compensation												
Pension and Benefits Administration												
Workplace Substance Abuse												
Worker Transition Administration												
Contractor Employee Protection Program												
Diversity												
3.0 Procurement and Contract Management		C	C	C	C	C	O	C	O	O	O	
Contracting Officer												
Contracting Officer Representative												
Acquisition Career Development Program												
Warrant Program												
Contract/Procurement Specialists												
WFO/CRADAs/Tech Transfer												
Small Business Program Administration												
Procurement e-Commerce												
PADS Database Management												
Contract Negotiations												
Financial Assistance Management												
Performance Management/Assessment												
4.0 Real and Personal Property Management		C	C	C	C	C	O	C	O	O	O	
Certified Realty Official Services												
Personal Property Management												
Utilities												
Maintenance												
5.0 Finance and Accounting		C	C	C	C	C	O	C	O	O	O	
Functions of CFO-designated Field CFOs												
Accounting												
Payroll Liaison												
Receivables/Collections Management [including Wage Garnishment]												
Travel Charge Card Program Coordinator												
Travel Management												
6.0 Budget and Resources Management		C	C	C	C	C	O	C	O	O	O	
Functions requiring Allotment Authority												
Work Authorization Approvals												
Funds Control and Distribution												
Budget Development and Execution												
7.0 Program and Technical Support		C	C	C	C	C	O	C	C	O	O	
Environmental Stewardship												
Hazardous Materials Packaging and Transportation												
Institutional Planning												
Infrastructure												
Waste Management												

Functions and Activities	SC HQ	ASO	AMSO	BHSO	BSO	FSO	OSO	PSO	PNSO	SSO	TJSO	Notes C = CH O = OR (Blank) = no service requested
8.0 Public Affairs, Information and Intergovernmental Relations		C	C	C	C	C	O	C	C	O	O	
Stakeholder and Media support												
9.0 Environment, Safety and Health		C	C	C	O	C	O	C	C	O	O	
ES&H Reporting												
Accident Investigations												
Operational Readiness Reviews												
Safety and Health SMEs												
Accelerator Safety												
Authorization Basis Reviews												
Aviation Safety												
Biological Etiologic Agents												
Construction Safety												
Criticality Safety												
Health Physics												
Industrial Safety/Industrial Hygiene												
Occupational Medicine												
Nuclear Facility Safety/Facility Representatives												
Fire Safety												
Human Subjects Research												
FEOSH Program												
Transportation Safety												
Technical Standards Manager												
Environment												
NEPA	C											
Permits												
Environmental Management												
Quality Assurance												
Price Anderson Amendments Act												
10.0 Project Management		C	C	C	O	C	O	C	C	O	O	
Project Directors												
PM Development and Training												
Independent Project Reviews												
11.0 Information Management		C	C	C	C	C	O	C	O	O	O	
Freedom of Information Act Officer/Program Administration												
Privacy Act Officer/Program Administration												
Directives Point of Contact												
Records Management												
Printing & Publishing												
Technical Information Officer												
Forms Management												
Software Quality Assurance												
Computer Systems Management												

Functions and Activities	SC HQ	ASO	AMSO	BHSO	BSO	FSO	OSO	PSO	PNSO	SSO	TJSO	Notes C = CH O = OR (Blank) = no service requested
12.0 Legal - General		C	C	C	C	C	O	C	O	O	O	
Reviews of Confidential Disclosure Reports												
Federal Tort Claim Determination Authority												
Oversight of DOE/Contractor Outside Legal Services												
Ethics Officer												
Contingent Liability Reporting												
Allowability of Relocation Expenses												
Loss or Damage to Personal Property Claims												
Environmental Legal												
13.0 Legal - Intellectual Property		C	C	C	C	C	O	C	O	O	O	
14.0 Safeguards and Security		C	C	C	O	C	O	C	C[1]	O	O	
Cyber Security												
Classification												
Personnel Security/Clearance Processing												
Nuclear Material Accountability												
Information Security												
Protective Force Program												
Emergency Management [Moved from ES&H]												
Physical Protection												
Periodic Safeguards and Security Inspection												

Contact Matrix

Functional Grouping	Chicago	Oak Ridge
1. Human Capital Management	Regenia Griswold 630-252-2151 Regenia.Griswold@ch.doe.gov	Patricia Howse-Smith 865-576-0928 HowsesmithP@oro.doe.gov
2. Contractor Human Resources	Patti Schuneman 630-252-2956 Patricia.Schuneman@ch.doe.gov	Patricia Howse-Smith 865-576-0928 HowsesmithP@oro.doe.gov
3. Procurement and Contract Management	John Greenwood 630-252-2339 John.Greenwood@ch.doe.gov	Judy Wilson 865-576-0795 WilsonJS@oro.doe.gov

[1] Primarily handled within PNSO, with assistance from CH only as needed

Functional Grouping	Chicago	Oak Ridge
4. Real and Personal Property Management	Dick Baker (Real) 630-252-2647 Richard.Baker@ch.doe.gov John Greenwood (Personal) 630-252-2339 John.Greenwood@ch.doe.gov	Judy Wilson 865-576-0795 WilsonJS@oro.doe.gov
5. Finance and Accounting	Cornell Williams 630-252-2394 Cornell.Williams@ch.doe.gov	Nancy Fitchpatrick 865-576-0770 FitchpatrickNJ@oro.doe.gov
6. Budget and Resources Management	Mary Sunderland 630-252-2410 Mary.Sunderland@ch.doe.gov	Jenifer Hackett 865-576-0721 HackettJ@oro.doe.gov
7. Program and Technical Support	Dick Baker 630-252-2647 Richard.Baker@ch.doe.gov	Robert Brown 865-576-4444 BrownRJ@oro.doe.gov
8. Public Affairs, Information and Intergovernmental Affairs	Gary Pitchford 630-252-2013 Gary.Pitchford@ch.doe.gov	John Shewairy 865-576-0885 ShewairyJC@oro.doe.gov
9. Environment, Safety and Health	Justin Zamirowski 630-252-2248 Justin.Zamirowski@ch.doe.gov	Larry Kelly 865-576-0891 KellyLC@oro.doe.gov
10. Project Management	Dick Baker 630-252-2647 Richard.Baker@ch.doe.gov	Larry Clark 865-576-2678 ClarkLW@oro.doe.gov
11. Information Management	David Frietsch 630-252-2178 David.Frietsch@ch.doe.gov	Bob Price 865-576-5103 PriceB@oro.doe.gov
12. Legal	Alan Handwerker 630-252-2034 Alan.Handwerker@ch.doe.gov	Donald Thress 865-576-1200 ThressDF@oro.doe.gov
13. Safeguards and Security	Tom Gradle 630-252-2052 Thomas.Gradle@ch.doe.gov	Pauline Douglas 865-576-9171 DouglasPL@oro.doe.gov

Section 5 Integrated Assessment Schedule

The integrated assessment schedule identifies all known assessment commitments, internal and external. Internal assessment drivers are driven, for example, by DOE O 226.1 *Implementation of DOE Oversight Policy* and DOE O 414.1C *Quality Assurance*. External assessments may include, but are not limited to, reviews and audits performed by the Office of the Inspector General and independent oversight reviews performed by the Office of Independent Oversight.

Identifying all known assessments, reviews, and inspections provides a perspective of where and when resources are required and highlights points at which SC-controlled assessments should be shifted to avoid duplicative and/or concurrent assessments and affords the opportunity for better leveraging of constrained resources.