

## Domestic Operations Directorate

# Information and Customer Service Division

Debra Rogers is the Chief of the Information and Customer Service Division (ICS) within the Domestic Operations Directorate. ICS coordinates and manages the USCIS Telephone Centers; identifies, plans, develops, and implements customer information and customer service functions throughout the domestic operations spectrum; and serves as the customer service liaison for USCIS. ICS manages and receives more than 16 million calls annually, and provides customer service content, education materials, and web-based products to the seven million visitors who visit *www.uscis.gov*. ICS carries out its customer service mission through three primary operational branches.



The **Customer Assistance Office (CAO)** responds to incoming correspondence received at USCIS headquarters from internal and external stakeholders. With more than 900 inquiries received monthly, CAO responds to complex immigration inquiries requiring a detailed knowledge of immigration law and regulations. CAO develops training materials for specific immigration form-types to help stakeholders and the legal community assist their customers or clients.

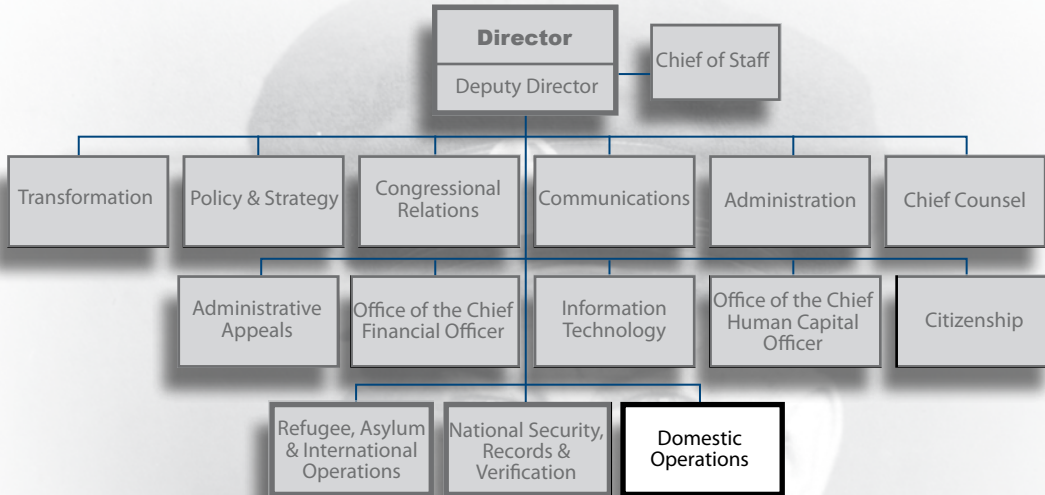
The Call Center Enterprise Office (CCE) manages and evaluates USCIS call center functions and coordinates with the **Content Management Office (CMO)** office to develop customer service materials and guides and maintain the customer service content and information tools employed by the call centers. The strategic alignment of CCE and CMO functions allows for the dissemination of a seamless flow of information to customers and stakeholders through the agency's web-based applications and products.

The **Office of Planning and Coordination (OPC)** maintains all contractual agreements, budget and procurement formulations for the Information and Customer Service Division. In addition, OPC contains a communication component that develops and implements the following:

- o strategic communication plans
- o information and customer service emergency preparedness plans
- o messaging, marketing of products to promote and educate USCIS field management, customers and stakeholders about USCIS initiatives, projects and products.

OPC also maintains a customer development team that manages the development and implementation of USCIS web applications to include Case Status Online, processing times, the USCIS Customer Gateway and the Service Request Management Tool, which handles the entire service request process for the agency.

# USCIS Organizational Chart



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