FY 2007
Service Plan

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Date

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Executive Summary

This document reflects the collaborative Chicago and Oak Ridge Offices' approach to provide support during FY 2007 for the Office of Science (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 Office of Science.

The core of this year's plan is twofold. First is the matrix of functions with associated servicing office leads. The support outlined in the matrix is based on requirements identified by the site offices. 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. The SC Chief Operating Officer (COO) is accountable to the SC Director for providing support to SC through Chicago and Oak Ridge and is the approving official for this plan.

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 COO for the effectiveness and efficiency of enterprise support through existing evaluation protocols. These protocols are outlined in the Department's Senior Executive 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 for approval by the COO and be individually responsible to the SC COO 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 from the reengineering phase of the OneSC Project.

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 OneSC 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 consistent with the OneSC Project Plan. 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 COO 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 COO 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 and headquarters offices.

Section 4   Services

This plan contains two matrices. The first depicts specific services which will be provided by the Chicago (CH) and Oak Ridge Offices (OR) to the SC enterprise. The functional listing 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 drill down to specific customer contacts for each major function.

The Chicago and Oak Ridge Offices are accountable to their customers but ultimately to the SC COO 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 COO.

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. Service requests not identified in the matrix (i.e. "new requests") should be directed to the Chicago Office's Chief Operations Officer who will work with the Oak Ridge Chief Operating Officer 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 COO will be advised of changes that are made for recurring support between formal updates of the Plan.

A major change occurring this fiscal year is the shift in support of the Stanford Site Office (SSO). At the beginning of the year the support was split between the Chicago Office and the Oak Ridge Office, however, a decision was made that the Oak Ridge Office will have the lead role to support SSO. Responsibility for transition planning has been assigned to the SC-CH's Chief Operations Officer and SC-OR's Chief Operating Officer. The execution of the plan will be driven largely by current commitments and timed to be minimally disruptive to mission accomplishment and maximize resource efficiencies.

Service Provider Matrix

Functions and Activities	SC HQ	ASO	AMSO	BHSO	BSO	FSO	OSO	PSO	PNSO	SSO	TJSO	Notes C = CH O = ORO (Blank) = no service requested
1.0 Human Capital Management												
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		C	C	C	C	C	O	C	O		O	
Position Suitability Determinations												
Preparation of Furlough Notices												
Workforce Discipline												
Merit Promotion Program												
Career Transition Planning												
EAP Coordinator			C	C		C			O		O	
Annual Fair Act Inventory Coordination						C			O		O	
Drug Testing Program Manager						C			O			
Federal Employee Training Program Administration						C			O		O	
Employee Performance Management System			C			C			O		O	
Grievance Process Administration						C			O		O	
Employee Concerns Program Coordinator			C			C			O		O	
Diversity Program Administration		C	C	C	C	C	O	C	O		O	

Support efforts transitioning from CH to OR

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

Functions and Activities	SC HQ	ASO	AMSO	BHSO	BSO	FSO	OSO	PSO	PNSO	SSO	TJSO	Notes C = CH O = ORO (Blank) = no service requested
Infrastructure Planning/Implementation						C						
Waste Management		C	C	C	O	C			C	O	O	
8.0 Public Affairs, Information and Intergovernmental Relations										CH to OR		
Stakeholder and Media support		C	C	C	C	C	O	C	C		O	
9.0 Environment, Safety and Health												
ES&H Reporting			C							O		
Accident Investigations		C	C	C		C	O	C	C	O	O	
Operational Readiness Reviews		C		C	O		O			O		
Safety and Health SMEs			C		O	C				O	O	
Accelerator Safety					O					O		
Authorization Basis Reviewers					O					O		
Aviation Safety				C	O				C	O		
Biological Etiologic Agents										O		
Construction Safety					O					O		
Criticality Safety		C					O					
Health Physics					O					O	O	
Industrial Safety/Industrial Hygiene					O	C				O	O	
Occupational Medicine					O					O	O	
Nuclear Facility Safety/ Fac Reps.												
Fire Safety		C			O	C	O		C	O	O	
Human Subjects Research												
FEOSH Program			C			C			C	O		
Transportation Safety					O		O		O	O		
Technical Standards Manager									C	O		
Environment												
NEPA	C		C		O	C			C	O	O	
Permits			C		O					O		
Environmental Management			C		O				C	O	O	
Quality Assurance		C	C			C	O		C	O	O	
Price Anderson Amendments Act							O		C		O	
10.0 Project Management												
Project Directors												
PM Development and Training		C	C	C	O	C	O				O	
Independent Project Reviews		C	C			C	O				O	
11.0 Information Management		C	C	C	C		O		O		O	
Freedom of Information Act Officer/Program Administration			C	C		C			O[1]	CH to OR	O	
Privacy Act Officer/Program Administration						C			O		O	
Directives Point of Contact						C			O		O	
Records Management						C			O		O	

[1] Support provided by OR for those actions strictly regarding PNNL only. For those FOIA actions regarding the Hanford Site historical activities RL will be utilized for support.

Functions and Activities	SC HQ	ASO	AMSO	BHSO	BSO	FSO	OSO	PSO	PNSO	SSO	TJSO	Notes C = CH O = ORO (Blank) = no service requested
Printing & Publishing		C	C	C	C	C			O			
Technical Information Officer						C			O			
Forms Management						C			O		O	
Software Quality Assurance						C			O			
Computer Systems Management						C			O			
12.0 Legal - General		C	C	C	C	C	O	C			O	
Reviews of Confidential Disclosure Reports									O		O	
Federal Tort Claim Determination Authority									O		O	
Oversight of DOE/Contractor Outside Legal Services					C				O		O	
Ethics Officer									O		O	
Contingent Liability Reporting									O		O	
Allowability of Relocation Expenses									O		O	
Loss or Damage to Personal Property Claims									O		O	
Environmental Legal											O	
13.0 Legal - Intellectual Property		C	C	C	C	C		C	O	C	O	
14.0 Safeguards and Security										O		
Cyber security		C	C	C	O	C	O	C	C^2	O	O	
Classification		C					O		C			
Personnel Security/Clearance Processing		C	C	C	O	C	O	C	C	O	O	
Nuclear Material Accountability		C	C				O			O	O	
Information Security						C			C^2			
Protective Force Program												
Emergency Management [Moved from ES&H]		C	C		O	C			C^2	O	O	
Physical Protection		C	C		O	C	O		C^2	O	O	
Periodic Safeguards and Security Inspection						C			C		O	

(SSO column for rows "Printing & Publishing" through "Environmental Legal" contains the vertical note: "Support efforts transitioning from CH to OR")

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^{2} Primarily handled within PNSO, with assistance from CH only as needed

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 (Contract/Procurement Specs) 630-252-2339 John.Greenwood@ch.doe.gov Steve Silbergleid (Contract Negotiation) 630-252-2270 Steve.Silbergleid@ch.doe.gov Patti Schuneman (WFO, CRADA, Perf Mgmt Assessment) 630-252-2956 Patricia.Schuneman@ch.doe.gov	Judy Wilson 865-576-0795 wilsonjs@oro.doe.gov
4. Real and Personal Property Management	Justin Zamirowski (Real) 630-252-2248 Justin.Zamirowski@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	Jennifer Hackett 865-576-0721 HackettJ@oro.doe.gov
7. Program and Technical Support	Patti Schuneman (LDRD) 630-252-2956 Patricia.Schuneman@ch.doe.gov Tony Bindokas (Waste Management) 630-252-2692 Antanas.Bindokas@ch.doe.gov	Robert Brown 630-241-0526 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) 576-2599 ClarkLW@oro.doe.gov

Functional Grouping	Chicago	Oak Ridge
11. Information Management	David Frietsch 630-252-2178 David.Frietsch@ch.doe.gov	Bob Price 865-576-5103 PriceB@oro.doe.gov
12. Legal	Steve Silbergleid 630-252-2270 Steve.Silbergleid@ch.doe.gov	Legal Office 865-576-1200
13. Safeguards and Security	Tom Gradle 630-252-2052 Thomas.Gradle@ch.doe.gov	Donald Thress 865-576-9171 ThressDJ@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.

The ISC will accumulate all assessment plans/schedules and will maintain a master, integrated scheduled utilizing a readily accessible, web-based format.