

Domestic Operations Directorate

Operations Planning Division



Joseph Moore is the Chief of the Operations Planning Division (OPD) within the Domestic Operations Directorate. The four branches of OPD are responsible for providing oversight, support and coordination of key infrastructure activities for the various operational divisions within the Domestic Operations Directorate.

The **Production Management Branch** is responsible for administering and updating the Staffing Analysis Model that is used to identify the staffing levels required to support day-to-day USCIS operations. This branch monitors and

ensures the integrity of the field office production statistics that are used to produce and update the monthly Integrated Multi-Annual Performance System (IMAPS) reports. The IMAPS documents are the key production reports used by field office personnel to actively manage and assign work products to ensure the achievement of performance goals.

The **Quality Management Branch** actively works to manage the receipt of quality assurance reviews from domestic field offices. These reviews enable a proactive response to concerns discovered during the review process. This program ensures that the integrity of the adjudication process is not compromised at the expense of processing expediency. This branch also actively supports the Office of the Chief Financial Officer with the USCIS annual financial statement audit by providing quality assurance and control over the review of pending application and petition data used to calculate deferred revenue estimates.

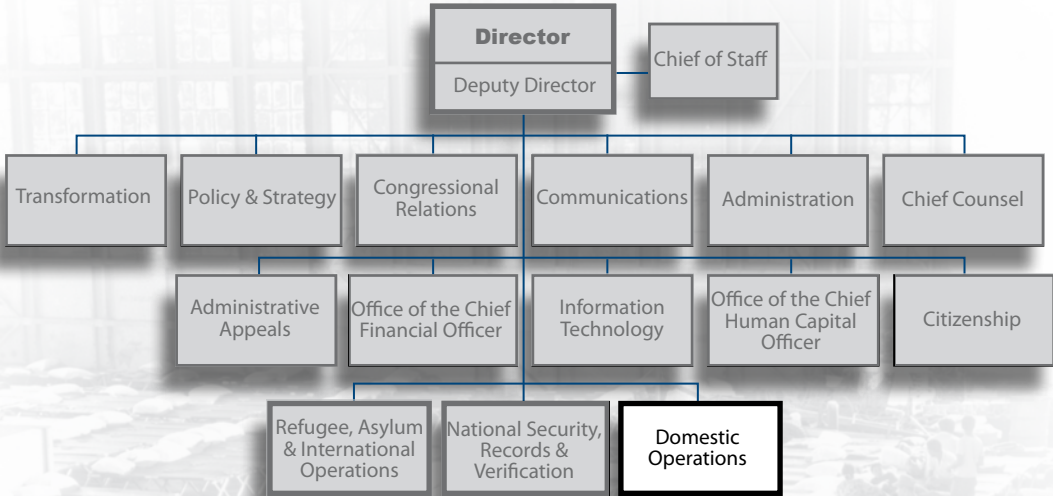
The **Business Systems and Forms Requirements Branch (BSFB)** is responsible for developing and updating internal and external USCIS forms and instructions and for coordinating the information technology system changes needed to meet field office business needs. The introduction of a new fee schedule necessitated a complete update to the entire forms instructions inventory, as well as the fee tables contained within the various business systems that field personnel rely upon to conduct adjudications. The BSFB played a key role in ensuring that forms instructions and information technology systems were updated with regards to the new fee structure.

The **Resource Coordination Branch** is responsible for overseeing and monitoring the formulation and development of the Domestic Operations budget, which in FY2007 totaled more than \$420 million. This branch is also responsible for coordinating the development of the Advance Acquisition Plans for each domestic operations headquarters' operating unit; monitoring and assisting the contracting officer representatives with performance of contract administration duties and assisting and providing oversight of all personnel alignments throughout headquarters and the field. In FY2007, the Resource Coordination Branch played a pivotal role in administering the reorganization of the Domestic Operations field office command and control structure. The realignment was successfully implemented with little or no operational disruption and the four-region structure is firmly engrained within the USCIS Domestic Operations Directorate organization structure.



USCIS employee reviews work product

USCIS Organizational Chart



Operations Planning Division

