

Business Service Centers

Customer Go-Live Implementation Plan

QUICK SUBJECT INDEX (CLICK ON THE LINK)

This document is intended to all customers of ARS Administrative and Financial Management –serving the business needs of USDA Research, Economics and Education Mission Area: ARS, NIFA, NASS, ERS, NAL, and AFM.

Administrative Officers ([AO](#))

[Advisory](#) Services

[Agreements](#)

[AIMS](#)

[Foreign](#)

[Interagency](#)

Area Office Administrative Staff

[ARMPS](#)

Asset Management Review Board ([AMRB](#))

Business Service Centers

Organization

[Eastern](#) Business Service Center

[National](#) Capital Region Business Service Center

[Western](#) Business Service Center

Leadership Responsibilities

Deputy Director for [Accountability](#) & Organizational Performance

Deputy Director for Field Liaison & [Customer Service](#)

[Director](#) Business Service Center

Supervision

Business Service Centers

[Eastern](#)

[National](#) Capital Region

[Western](#)

Requesting Services

[Acquisition](#) and Property Branch

[Budget](#) & Fiscal and [Agreements](#) Branch

[Facilities](#), Asset Management and [Safety](#) Branch

[Human](#) Resources Branch

[Classification](#) and Staffing

[Information](#) Technology Branch

Capital Project Repair Plan ([CPRP](#))

Clustered Environmental Protection Specialists ([CEPS](#))

Deputy Administrator for AFM ([DAAFM](#))

Associate DAAFM [Operations](#)

Chief Financial Officer ([CFO](#))

[Divisions](#) Directors

[Human Resources](#) Division

[Employee Relations](#)

[Labor Relations](#)

[Pay](#) and Leave

[Retirement](#) Benefits

[RPES](#)

[Employee](#) Records

[Development](#) and Training

Personnel [Suitability](#)/Security

[Acquisition](#) and Property Division

[Facilities](#) Division

[Extramural Agreements](#) Division

Deputy Area Directors ([DAD](#))

[Energy](#) and Sustainability

Financial Management

[Foreign](#) Visitor (including H-1B Visa)

[GovTrip](#)

[Headquarters AFM Staff](#)

Homeland [Security](#)

[HSPD-12/LincPass](#)

Integrated Acquisition System ([IAS](#))

Outlook Email Distributions

Business Service Center ([BSC](#))

Headquarters ([HQ](#))

Outreach, Diversity and Equal Opportunity ([ODEO](#))

[Portal](#)

[Purchase](#) Card Program

[Performance](#) Appraisal

[Personal Property](#)

[Quarters](#) Management

[Real Property](#)

[Safety](#), Health and Environmental Management

[Security](#)

Strategic Resources Management Plan ([SRMP](#))

Telephone Utilities Management System ([TUMS](#))

[Telework](#)

[Travel](#)

Business Service Centers

Customer Go-Live Implementation Plan

ORGANIZATION AND MANAGEMENT AS OF FEBRUARY 12, 2012:

What Changes	How Will it Work	Points of Contact
<p>The Deputy Area Directors (DADs) positions are abolished and the DADs assume Business Service Center (BSC) leadership positions within the Administrative and Financial Management (AFM).</p>	<p>The DADs have been assigned to BSC leadership positions. The acting DADs have returned to their permanent positions. They will no longer be supporting their current AD and Area in the same manner. However, the BSC Deputy Director for Field Liaison & Customer Service will assume the role of advisory services.</p>	<p>During the transition period, the AD will utilize former DAD for the following types of open activities: FY 2012 location closures, commencing the FY 13 Annual Resource Management Plan (ARMP), and Program Adjustment Decision Item (PADI).</p>
<p>Headquarters (HQ) Administrative and Financial Management (AFM) Staff will be reassigned into three groups.</p>	<ol style="list-style-type: none"> 1. Policy and Accountability Staffs aligned by Functional Division - Division Directors and staff related to policy issues, reporting and accountability to the Department; and various operations staff where it is more effective and efficient to remain within the functional Division. 2. National Capitol Region (NCR) BSC - those employees who currently service exclusively the other Research, Education, and Economics (REE) Agencies [National Institute of Food and Agriculture (NIFA), National Agriculture Statistics Service (NASS), and Economic Research Service (ERS)], as well as those identified to service ARS HQ Staff and National Agricultural Library (NAL). 3. Operations Staffs aligned by Functional Division - existing positions and staff that currently provide operational support to the eight Areas. These positions will be aligned with the Eastern or Western BSC. 	<p>Division Directors will interact with Area Directors and BSC leadership on various Area-specific issues or Agency level policies and initiatives.</p>

Business Service Centers

Customer Go-Live Implementation Plan

ORGANIZATION AND MANAGEMENT AS OF FEBRUARY 12, 2012:

What Changes	How Will it Work	Points of Contact
Office of the Deputy Administrator of Administrative and Financial Management (DAAFM)	Provides overall direction, oversight, and management of the administrative and financial management services to ARS and the REE agencies.	<u>Office of the DAAFM:</u> Deputy Administrator: Vacant Associate Deputy Administrator, Operations: Lisa Baldus Chief Financial Officer: Vacant <u>Division Directors:</u> <ul style="list-style-type: none"> • Director, Human Resources: Joon Park • Director, Acquisition and Property: Brandon Levin (Acting) • Director, Facilities: Donald Jones • Director, Extramural Agreements: Sherri Carroll
AFM Operations	Associate DAAFM, Operations will lead AFM Operations activities.	Associate DAAFM: Lisa Baldus <ul style="list-style-type: none"> • Business Service Centers: <ul style="list-style-type: none"> ○ Eastern: Willis Collie ○ National Capital Region: Michael Wiggett ○ Western: Jeff Van Houten • COOP: Sharon Newman • Director, Homeland Security: Jeff Hayes

Business Service Centers

Customer Go-Live Implementation Plan

ORGANIZATION AND MANAGEMENT AS OF FEBRUARY 12, 2012:

What Changes	How Will it Work	Points of Contact
New Chief Financial Officer will lead Financial Management	Chief Financial Officer will report to the Deputy Administrator AFM	<u>Financial Management:</u> Chief Financial Officer: Vacant Director, Financial Management: Robert Magill (Acting) Fiscal Services: Kim Parks
New National Capital Region (NCR) BSC	<u>NCR BSC</u> – will service the following entities: ARS Headquarters Staff Economic Research Service National Agricultural Library National Agricultural Statistics Service. National Institute of Food and Agriculture Facilities support to National Agricultural Library will be provided by the Eastern Business Service Center.	<u>NCR BSC:</u> Director: Michael Wiggett Deputy Director Customer Liaison & Accountability: Wendy Jones (Acting) See the complete Organizational Charts at USDA Connect. Go to https://connections.usda.gov/

Business Service Centers

Customer Go-Live Implementation Plan

ORGANIZATION AND MANAGEMENT AS OF FEBRUARY 12, 2012:

What Changes	How Will it Work	Points of Contact
<p>All eight Area Administrative Offices, along with a number of HQ Operations Staff, have been realigned into either the Eastern or Western Business Service Center</p>	<p><u>Eastern BSC</u> – will service the following Areas: Beltsville Mid West North Atlantic South Atlantic</p> <p><u>Western BSC</u> – will service the following Areas: Mid South Northern Plains Pacific West Southern Plains</p>	<p><u>Eastern BSC:</u> Director - Willis Collie Deputy Director Field Liaison & Customer Service - Carlos Santoyo Deputy Director Accountability & Organizational Performance – Karen Lucas</p> <p><u>Western BSC:</u> Director - Jeffrey Van Houten Deputy Director Field Liaison & Customer Service - Jeff Van Houten Deputy Director Accountability & Organizational Performance - Diane Strub</p> <p>See the complete Organizational Charts at USDA Connect. Go to https://connections.usda.gov/</p>
<p>Responsibility of the BSC Director</p>	<p>Overall leadership and management of the Center</p>	<p>Eastern BSC – Willis Collie Western BSC – Jeffrey Van Houten NCR BSC – Michael Wiggett</p>

Business Service Centers

Customer Go-Live Implementation Plan

ORGANIZATION AND MANAGEMENT AS OF FEBRUARY 12, 2012:

What Changes	How Will it Work	Points of Contact
Responsibilities of the Deputy Director for Field Liaison & Customer Service (FLCS)	<ul style="list-style-type: none"> • Primary contact for the AD and Location Management regarding customer service and issues. Functions in problem solving and advisory capacity to the customers. • Will work with the AD and Locations in similar manner as with their DADs prior to restructuring. • Will work to standardize business processes across Areas and Service Centers • Serve as an ombudsman for the customer • Obtain customer feedback • Establishment of Customer Service Agreements to ensure that expected level of services are met 	Eastern BSC – Carlos Santoyo Western BSC – Jeff Van Houten NCR BSC – Wendy Jones (Acting)
Responsibilities of the Deputy Director for Accountability & Organizational Performance (AOP)	<ul style="list-style-type: none"> • Focus on performance management of the BSC • Manage for greater efficiencies, quality, responsiveness, reporting and innovation • Advisor for formulating and distribution of workload and reporting • Ensure consistency of services 	Eastern BSC – Karen Lucas Western BSC – Diane Strub NCR BSC – Wendy Jones (Acting)

Business Service Centers

Customer Go-Live Implementation Plan

ORGANIZATION AND MANAGEMENT AS OF FEBRUARY 12, 2012:

What Changes	How Will it Work	Points of Contact
<p>Supervision of AFM and Area Administrative Office staffs working in the Eastern and Western BSC</p>	<p><u>Eastern and Western BSC Deputy Director - Field Liaison & Customer Service</u> supervises the Branch Chiefs of:</p> <ul style="list-style-type: none"> • Information Technology (IT): <ul style="list-style-type: none"> ○ Eastern BSC: Andrea Miller (Acting) ○ Western BSC: Scott Davis • Acquisition & Property: <ul style="list-style-type: none"> ○ Eastern BSC: Janice Speth ○ Western BSC: Vacant • Facilities, Asset Management and Safety: <ul style="list-style-type: none"> ○ Eastern BSC: Serag Wahba ○ Western BSC: Phil Smith (Acting) <p><u>Eastern and Western BSC Deputy Director – Accountability & Organizational Performance</u> supervises Branch Chiefs of:</p> <ul style="list-style-type: none"> • Budget & Fiscal and Agreements <ul style="list-style-type: none"> ○ Eastern BSC: Kari Deppe (Acting) ○ Western BSC: Lisa Mullenax (Acting) • Human Resources (HR) <ul style="list-style-type: none"> ○ Eastern BSC: Sandra Thomas ○ Western BSC: Helene Saylor <p>Employees in Area Office Section Head positions will be supervised by the BSC Branch Chiefs for their particular functional area.</p>	<p>See the Organizational Charts at USDA Connect. Go to https://connections.usda.gov/.</p>

Business Service Centers

Customer Go-Live Implementation Plan

ORGANIZATION AND MANAGEMENT AS OF FEBRUARY 12, 2012:

What Changes	How Will it Work	Points of Contact
Supervision of AFM staffs working in the National Capital Region BSC	<p><u>NCR BSC Director</u> supervises the Branch Chiefs of:</p> <ul style="list-style-type: none"> • Human Resources: Shelley Pree • Budget & Fiscal : <ul style="list-style-type: none"> ○ Christy Bailey (ARS) ○ Gary Hochendoner (Acting) (NIFA) <p><u>NCR BSC Deputy Director – Customer Liaison & Accountability</u> supervises the Branch Chiefs or Team Leaders of:</p> <ul style="list-style-type: none"> • Travel: Vacant • Acquisition: Alvenia Pitts (Acting) • Space Management: Darissa Jones 	See the Organizational Charts at USDA Connect. Go to https://connections.usda.gov/
Homeland Security	<p>The ARS Homeland Security function will report to the Associate Deputy Administrator AFM, Operations.</p> <p>The ARS Continuity of Operations (COOP) function will report to the Associate Deputy Administrator AFM, Operations.</p>	Director, Homeland Security: Jeff Hayes COOP: Sharon Newman
Area Grants Management Specialists and Assistants	Grants Management Specialists will be managed and supervised by the Business Service Center Branch Chief for Budget, Fiscal & Agreements. The Grants Management Specialists will continue to serve the Area they currently support but will be providing cross service within the BSC.	Grants Management Specialists contacts remain the same for each Area.

Business Service Centers

Customer Go-Live Implementation Plan

ORGANIZATION AND MANAGEMENT AS OF FEBRUARY 12, 2012:

What Changes	How Will it Work	Points of Contact
Clustered Environmental Protection Specialists (CEPS)	<p>CEPS located in the Area Offices will continue to be supervised by the Area Safety Health and Environmental Manager (ASHEM) and provide service to their current customers.</p> <p>Areas whose CEPS were located at a field location will continue to function in the same manner as before the BSC.</p> <p>NAA CEPS supervision will be moved to the Locations where they are housed.</p> <p>All CEPS will work cooperatively with the BSC to implement the safety and environmental programs across the BSC region.</p>	ASHEM contacts remain the same for each Area
Supervision of Administrative Officers (AOs)	<p>AOs current first line supervisors will remain the same.</p> <p>Area Directors will be the AOs second line supervisor.</p>	
Office of Outreach, Diversity and Equal Opportunity (ODEO)	<p>ODEO will report to the Office of the Administrator.</p> <p>ODEO will not be part of the Administrative and Financial Management.</p> <p>Under the restructuring, Area ODEO Managers will report to the ODEO Deputy Director.</p> <p>Please consult directly with ODEO leadership regarding changes in ODEO services, processes, and procedures.</p>	ODEO Director: Dr. Donald McLellan

Business Service Centers

Customer Go-Live Implementation Plan

OBTAINING SERVICES AS OF FEBRUARY 12, 2012

General Information

What Changes	How Will it Work	Points of Contact
Requesting service from the Business Service Centers	<p><i>Your Location Support Staff is your primary contact for service and assistance.</i></p> <p>For service beyond the primary local contact, customers will contact the BSC staff assigned to their Area; in most cases, this will be the same person who used to be the point of contact. Customers will have several options for requesting services from the BSC:</p> <ul style="list-style-type: none"> • Email request • Hard copy request through regular or express mail • Telephone request • SharePoint 10 electronic portal <ol style="list-style-type: none"> 1. Requests will be input into the SharePoint 10 portal by the Requestor and/or BSC staff 2. Workflow will be tracked through the portal allowing the BSC to manage and expedite customer requests and seek opportunities for efficiencies. 3. Response times will be tracked allowing the BSC and the customer to monitor if the customer's needs are being met. 4. The customer will be prompted to provide feedback on the services provided through a Customer Survey. 	<p>Administrative Officers at Locations</p> <p>Click on the link to go directly to the particular Function:</p> <ul style="list-style-type: none"> • Acquisition and Property • Budget & Fiscal and Agreements • Facilities, Asset Management and Safety • Human Resources • Information Technology

Business Service Centers

Customer Go-Live Implementation Plan

OBTAINING SERVICES AS OF FEBRUARY 12, 2012

What Changes	How Will it Work	Points of Contact
Requesting Service from the Business Service Centers (continue)	<p>The portal is still under development and is in the process of beta testing. Phased in launching of the portal will take place in late February 2012. Prior to launching, training will be provided to customers and staff.</p> <p>After February 12, 2012 and until SharePoint 2010 portal is fully operational, service will continue to be provided according to existing procedures until directed otherwise.</p> <p>Communications between customers and the BSC service providers are critical to optimal service. Therefore, the SharePoint 2010 electronic portal is not intended to replace that communication but is a tool for tracking the workload and workflow of requests for assistance/service.</p>	
Regular discussions with Area Directors	The Eastern and Western BSC Directors will be conducting regular teleconferences with the AD.	Eastern BSC: Willis Collie Western BSC: Jeff Van Houten
Advisory services for the Area Directors and NAL Director	The BSC Deputy Director Field Liaison & Customer Service is the first point of contact for the AD and NAL Director. It is envisioned that the Area Directors will consult with the Deputy Director FLCs in a similar manner as with the DAD position previous to the restructuring. This does not preclude the Area Directors from seeking service directly from a subject matter expert such as the HR Specialist or Budget and Fiscal Officer.	Eastern BSC: Carlos Santoyo Western BSC: Jeff Van Houten NCR BSC: Wendy Jones (Acting)

Business Service Centers Customer Go-Live Implementation Plan

OBTAINING SERVICES AS OF FEBRUARY 12, 2012

What Changes	How Will it Work	Points of Contact
Data Calls	Immediately following the Go Live Implementation on February 12, 2012, data calls will be handled as they were by the Areas. However, a high priority of the BSCs will be to develop a single set of data call instructions for all Areas and Locations.	Functional Branch Chief
United States Department of Agriculture (USDA) and ARS Systems	Systems' access will not change for the customer.	

Business Service Centers

Customer Go-Live Implementation Plan

OBTAINING SERVICES AS OF FEBRUARY 12, 2012

What Changes	How Will it Work	Points of Contact
Outlook Email Distribution	<p>Outlook email distribution lists have been established for ease of communicating across AFM within the new structure. These include the following:</p> <ul style="list-style-type: none"> • ARS-AFM-ALL - Entire AFM Community in HQS and BSCs <p><u>Headquarters:</u></p> <ul style="list-style-type: none"> • ARS-HQS-AFM-ALL – all AFM at HQS • ARS-HQS-AFM-Ldrshp – DAAFM Staff, Division Directors, BSC Directors • ARS-HQS-APMD-All – Acquisition & Property Mgmt Division after February 12, 2012 • ARS-HQS-EAD-All – Extramural Division • ARS-HQS-FD-All – Facilities Division after February 12, 2012 • ARS-HQS-FMD-All – Financial Management Division after February 12, 2012 • ARS-HQS-HRD-All – Human Resources Division after February 12, 2012 • Additionally each Branch within the Divisions has new distribution lists. You can find them in Outlook Contacts by looking under ARS-HQS-XXX (Division identifier)-XXX (Branch identifier). 	

Business Service Centers Customer Go-Live Implementation Plan

OBTAINING SERVICES AS OF FEBRUARY 12, 2012

What Changes	How Will it Work	Points of Contact
Outlook Email Distribution Lists (Continue)	<u>Eastern Business Service Center:</u> <ul style="list-style-type: none"> • ARS-EBSC-ALL • ARS-EBSC-Ldrshp – BSC Directors and Branch Chiefs • <u>National Capital Region BSC:</u> <ul style="list-style-type: none"> • ARS-NCRBSC-ALL • ARS-NCRBSC-Ldrshp – BSC Directors and Branch Chiefs • <u>Western Business Service Center:</u> <ul style="list-style-type: none"> • ARS-WBSC-ALL • ARS-WBSC-Ldrshp – BSC Directors and Branch Chiefs 	

Business Service Centers Customer Go-Live Implementation Plan

OBTAINING SERVICES AS OF FEBRUARY 12, 2012

Acquisition and Property

What Changes	How Will it Work	Points of Contact
Alignment of acquisition and facilities contracts	<p>Along with the Area Procurement Analysts and Contract Specialists, additional contract specialists from Facilities Contracts Branch and Acquisition and Property Division have been assigned to the BSC.</p> <p>Current Area Acquisition Staff will continue to serve their home Area after February 12, 2012. The South Atlantic Area is currently receiving acquisition support from the College Station Administrative Office of the WBSC. This will continue until vacant positions are recruited and filled.</p>	<p>BSC Branch Chief, Acquisition and Property</p> <p>Eastern: Janice Speth</p> <p>Western: Vacant</p> <p>NCR: Alvenia Pitts (Acting)</p>
Integrated Acquisition System (IAS)	<p>Initially, IAS will be utilized in the same manner as before the restructuring. All Contracting Officers within the BSC will have IAS access to the entire BSC region.</p> <p>A multi-Area team has been active for the past couple of months to consider standardizing processes for acquisition personnel. The team's recommendation and an implementation schedule will be announced soon.</p> <p>Where the DAD was the Approving Official in IAS for Area Building & Facilities projects, the Approval Official role will be changed to the BSC Deputy Director, Field Liaison & Customer Service.</p>	<p>Area Procurement Staff</p> <p>BSC Deputy Directors, Field Liaison & Customer Service:</p> <p>Eastern: Carlos Santoyo</p> <p>Western: Jeff Van Houten</p> <p>NCR: Wendy Jones (Acting)</p>

Business Service Centers Customer Go-Live Implementation Plan

OBTAINING SERVICES AS OF FEBRUARY 12, 2012

What Changes	How Will it Work	Points of Contact
Purchase Card Program	<p>Area Director Offices will continue to receive acquisition support for purchases above their individual Purchase Cardholder authority from their existing Area Procurement Staff.</p> <p>Area Agency Program Coordinator (AAPC) support will be provided to each Area within the BSC by the currently designated staff as they will continue to provide oversight to the Location Local Agency Program Coordinator (LAPC).</p>	<p>HQ Acquisition Programs & Oversight Branch Chief: Michael Barnes</p> <p>Purchase Card Program Coordinator: Angelia Fleming Loggie</p>

Business Service Centers Customer Go-Live Implementation Plan

OBTAINING SERVICES AS OF FEBRUARY 12, 2012

What Changes	How Will it Work	Points of Contact
Personal Property Management	<p>The area Property Technician/Clerk or the person assigned at the area level will continue to serve the area they currently support.</p> <p>After February 12, 2012, Area Office staff currently providing personal property services will continue to provide serve to their home Area. The South Atlantic Area is currently receiving personal property support from the Fort Collins Administrative Office of the WBSC. This arrangement will continue until vacant positions can be recruited and filled.</p> <p>Soon after February 12, 2012, positions that currently provide personal property support as well as other duties that cross Branch or Branch Team lines will be evaluated to determine how best to manage these hybrid positions or vacancies. The need and benefit for cross servicing within the BSC regions will also be evaluated soon after February 12, 2012 and any service or point of contact changes will be coordinated with Area Leadership on a case by case basis.</p> <p>BSC personal property staff will coordinate personal property inventory updates, property disposal, property donation, tort claims, etc.</p>	Area Property Technician
Fleet Management	BSC personal property staff will coordinate purchasing vehicles, obtaining license plates and registration, etc.	Fleet Managers Eastern BSC: Vacant Western BSC: Elisa Dawdy

Business Service Centers Customer Go-Live Implementation Plan

OBTAINING SERVICES AS OF FEBRUARY 12, 2012

What Changes	How Will it Work	Points of Contact
Cell Phones Account Administration	Wireless Designated Agency Representative (WDAR) will coordinate the cell phones accounts.	Eastern BSC: JoAnn Volk Western BSC: Elisa Dawdy NCR BSC: Tee Terry

Business Service Centers

Customer Go-Live Implementation Plan

OBTAINING SERVICES AS OF FEBRUARY 12, 2012

Budget and Fiscal

What Changes	How Will it Work	Points of Contact
Budget and Fiscal	<p>The Budget and Fiscal Branch within the National Capital Region will provide budget and financial support to Headquarters, National Agricultural Library, and the REE Agencies. Within the Eastern and Western BSCs, budget and fiscal and agreements will become one branch.</p> <p>After February 12, 2012, existing Area Budget and Fiscal Offices will continue to serve the Area Director and Locations in their home Area and will continue to be their first point of contact for various budget issues. The need and benefit for cross servicing within the BSC regions will be evaluated after February 12, 2012. Any service or Point of Contact changes will be coordinated with Area Leadership on a case by case basis.</p>	BSC Branch Chief, Budget, Fiscal and Agreements
ARMP: FY 2013 and beyond	Deputy Director Field Liaison & Customer Service will coordinate with each AD and HQ in supporting the ARMP process. The initiation of each Area's ARMPS will then be handled by their Budget and Fiscal Officer.	Deputy Director Field Liaison & Customer Service: EBSC: Carlos Santoyo WBSC: Jeff Van Houten NCRBSC: Christy Bailey Area Budget and Fiscal Officer Financial Management Division

Business Service Centers Customer Go-Live Implementation Plan

OBTAINING SERVICES AS OF FEBRUARY 12, 2012

What Changes	How Will it Work	Points of Contact
SRMP: FY 2013 and beyond	Deputy Director Field Liaison & Customer Service and the Branch Chief Budget, Fiscal and Agreements will coordinate with each AD in supporting the SRMP process.	Deputy Director Field Liaison & Customer Service: EBSC: Carlos Santoyo WBSC: Jeff Van Houten NCRBSC: Christy Bailey Branch Chief, Budget, Fiscal and Agreements
SAMS CATS ARMPS	Budget and Fiscal staff in the BSC will have access to all Agency accounts.	BSC Branch Chief, Budget and Fiscal
TUMS	Staff responsibilities have been aligned to BSC.	

Business Service Centers Customer Go-Live Implementation Plan

OBTAINING SERVICES AS OF FEBRUARY 12, 2012

What Changes	How Will it Work	Points of Contact
Travel (Domestic and Foreign)	<p>Area Travel Specialists will continue to provide travel services to their home Areas. Travel Arrangers will continue serving their current customers. After February 12, 2012, the Area Travel Specialists will continue to provide travel services to their home Areas. Travel Arrangers will continue serving their current customers after February 12, 2012. If Travel Arrangers for BSC employees are not part of the BSC, this as well as the need and benefit for cross servicing within the BSC regions will be evaluated soon after February 12, 2012 and any service or Point of Contact changes will be coordinated with Area Leadership on a case by case basis.</p> <p>NCR BSC Travel Section within the Budget & Fiscal Branch will provide domestic travel support to HQ, NAL, and the REE.</p> <p>Foreign travel services previously provided by the Financial Management Division Travel & Relocation Services Branch has been moved to the NCR BSC B&F Branch Travel Section, who will provide Agency-wide service in coordinating interactions with FAS or USFS for foreign travel.</p>	Contact your Area Travel Specialist within the BSC
GovTrip	BSC staff using GovTrip will have availability to all staff from each Area that is now served by the BSC.	Contact your Area Travel Specialist within the BSC

Business Service Centers

Customer Go-Live Implementation Plan

OBTAINING SERVICES AS OF FEBRUARY 12, 2012

Agreements

What Changes	How Will it Work	Points of Contact
<p>Grants Management Specialists housed in Area Offices will be assigned to a BSC (formerly known as Extramural Agreements Specialists).</p>	<p>In the BSC, agreements will be managed and supervised within the BFA Branch. The Branch Chief will supervise the Grants Management Specialist (GMS) who will continue to serve their home Area after February 12, 2012. The need and benefit for cross servicing within the BSC regions will be evaluated soon after February 12, 2012 and any service or Point of Contact changes will be coordinated with Area Leadership on a case by case basis.</p> <p>The Mid West Area will receive grants and agreements support from the Beltsville and Stoneville Grants Management Specialists. This arrangement will continue until the vacant positions are recruited and filled.</p> <p>HQ Extramural Agreements Division will provide extramural support to the NCR BSC customers.</p>	<p>Area Grants Management Specialists</p>
<p>AIMS</p>	<p>Requests will continue to be transmitted through AIMS. Once the SharePoint 2010 portal is operational, an assessment will be made to determine if workload and workflow tracking can be accomplished through the existing AIMS or whether actions need to be entered and tracked through the portal.</p>	<p>Area Grants Management Specialist</p>

Business Service Centers Customer Go-Live Implementation Plan

OBTAINING SERVICES AS OF FEBRUARY 12, 2012

What Changes	How Will it Work	Points of Contact
Interagency Agreements	Interagency agreements will continue to be handled as usual within each area. Soon after February 12, 2012, interagency agreements will be handled by the Area Grants Management Specialist. The Budget Staff will continue to handle the financial management of the agreement but the GMS will sign the agreements and have overall administration of the agreement.	Grants Management Specialist
Foreign Extramural Agreements	Foreign agreements will continue to be processed by the Extramural Agreements Division at HQ.	HQ Grants Management Specialists

Business Service Centers Customer Go-Live Implementation Plan

OBTAINING SERVICES AS OF FEBRUARY 12, 2012

Facilities and Asset Management

What Changes	How Will it Work	Points of Contact
Facilities Engineering and Project Management	<p>Area Engineers and/or Asset Managers will continue to serve the area they currently support but will be providing cross service within the BSC. Additional engineering support has been assigned from Facilities Division-Facilities Engineering Branch to the BSC.</p> <p>Engineering support to the National Agricultural Library will be provided by the EBSC.</p>	<p>BSC Branch Chief, Facilities, Asset Management and Safety</p> <p>Eastern: Serag Wahba</p> <p>Western: Phil Smith (Acting)</p>
Capital Project Repair Plan (CPRP)	<p>BSC will coordinate with the Locations and the AD in obtaining data and updating the CPRP documentation. BSC will prepare project scopes and cost estimates for Locations without facilities management support. BSC will update the data entries for AD approval and submission to Facilities Division.</p>	<p>BSC Branch Chief, Facilities, Asset Management and Safety</p> <p>Eastern: Serag Wahba</p> <p>Western: Phil Smith (Acting)</p>
Asset Management Review Board (AMRB): FY 2013 and beyond	<p>BSC Deputy Director FLCS will coordinate with each AD and the National Agricultural Library (NAL) Director in supporting the AMRB process. FLCS will convene staff from the BSC Engineering, Real Property, Acquisition, Safety, and Fiscal to work with the Area Director or NAL Director representative to review and recommend project priorities for the Area Director or NAL Director approval before finalizing the CPRP.</p>	<p>BSC Deputy Director FLCS</p> <p>Eastern: Carlos Santoyo</p> <p>Western: Jeff Van Houten</p> <p>NCR BSC Deputy Director CLA: Wendy Jones (Acting)</p>

Business Service Centers Customer Go-Live Implementation Plan

OBTAINING SERVICES AS OF FEBRUARY 12, 2012

What Changes	How Will it Work	Points of Contact
Operations & Maintenance (O&M)	BSC Facilities Section will provide technical support to Locations regarding their O&M needs. BSC Facilities Section will coordinate the collection and consolidation of data from Locations regarding O&M data calls from Facilities Division.	BSC Branch Chief, Facilities, Asset Management and Safety Eastern: Serag Wahba Western: Phil Smith (Acting)
Facilities design and construction	BSC Facilities Engineering Section will provide technical support to Acquisition and Contracts Branch for the development of design documents and construction contract administration.	BSC Branch Chief, Capital Asset and Facilities Management BSC Branch Chief, Acquisitions and Contracts
Energy and Sustainability	BSC Facilities Engineering Section will provide technical guidance to Areas and Locations. Areas will work with BSC in identifying opportunities. BSC is to provide energy surveys and analysis. Locations are to provide energy data to the BSC.	BSC Branch Chief, Facilities, Asset Management and Safety Eastern: Serag Wahba Western: Phil Smith (Acting)
National Environmental Policy Act (NEPA) for Facilities	BSC will coordinate with the AD in developing NEPA documentation for each project. BSC will prepare Record of Decision (ROD), Finding of No Significant Impact (FONSI), and Categorical Exclusion (CATEX) for AD approval and signature.	BSC Branch Chief, Facilities, Asset Management and Safety Eastern: Serag Wahba Western: Phil Smith (Acting)

Business Service Centers Customer Go-Live Implementation Plan

OBTAINING SERVICES AS OF FEBRUARY 12, 2012

What Changes	How Will it Work	Points of Contact
Real Property	<p>Area Realty Specialists will continue to serve the home Area they currently support.</p> <p>The South Atlantic Area is currently receiving real property support from the Fort Collins Administrative Office of the WBSC. This arrangement will continue until the vacant positions are recruited and filled.</p> <p>Soon after February 12, 2012, 2012, the need and benefit for cross servicing within the BSC regions will be evaluated and any service or point of contact changes will be coordinated with Area Leadership on a case by case basis.</p>	<p>BSC Branch Chief, Facilities, Asset Management and Safety</p> <p>Eastern: Serag Wahba</p> <p>Western: Phil Smith (Acting)</p>
Corporate Property Automated Information System (CPAIS)	<p>BSC Real Property Section will work with Locations in updating CPAIS information. Realty Specialists will have CPAIS access to all Agency organization codes.</p> <p>Enter/Update Real Property records in CPAIS.</p> <p>Annual Inventory Adjustments and the 5-year Cyclical Inventory. The Cyclical Inventory will be submitted to HQ Real Property.</p> <p>Annual Federal Real Property Profile (FRPP) CPAIS entries and report. Final will be submitted to HQ Real Property for submission.</p>	<p>Realty Specialists</p> <ul style="list-style-type: none"> • Eastern BSC: <ul style="list-style-type: none"> ○ Timothy Golden • Western BSC <ul style="list-style-type: none"> ○ Erica Jones ○ Lisa Baete ○ Karen Guerrero

Business Service Centers

Customer Go-Live Implementation Plan

OBTAINING SERVICES AS OF FEBRUARY 12, 2012

What Changes	How Will it Work	Points of Contact
Quarters Management	<ul style="list-style-type: none"> • BSC Real Property Section will work with Locations determining the use of quarters and rental charges. Nomination Letter will be vetted through the BSC Deputy Director FLCS and the AD for approval. • BSC Real Property Section will work with Locations in compiling the annual Quarters Management Information System (QMIS) data. • BSC will submit data to HQ. Yearly roll up will be executed by HQ Real Property for submittal to the National Business Center. 	<p>Realty Specialists</p> <ul style="list-style-type: none"> • Eastern BSC: <ul style="list-style-type: none"> ○ Timothy Golden • Western BSC <ul style="list-style-type: none"> ○ Erica Jones ○ Lisa Baete ○ Karen Guerrero
Leases, Revocable Permits, Easements, Disposals, Closures, MOUs, Land Use Agreements, Historical Preservation, and obligating documents	<p>BSC Real Property Section will administer all Leases, Revocable Permits, Easements, Disposals, Closures, MOUs, Land Use Agreements, Historical Preservation, and obligating documents in coordination with Locations and Area Directors. Real Estate Warrant Officer will determine rent/fees, if applicable.</p> <p>These documents may be prepared at the BSC and executed by the HQ Real Property Policy Group since BSC may lack a Real Estate Warrant Officer. Depending on the dollar threshold, certain actions will have to be executed by HQ Real Property.</p>	<p>Realty Specialists</p> <ul style="list-style-type: none"> • Eastern BSC: <ul style="list-style-type: none"> ○ Timothy Golden • Western BSC <ul style="list-style-type: none"> ○ Erica Jones ○ Lisa Baete ○ Karen Guerrero <p>Facilities Division, Real Property Branch Chief: Linda Wurzberger</p> <ul style="list-style-type: none"> • Judy Adams • Holly Wood

Business Service Centers Customer Go-Live Implementation Plan

OBTAINING SERVICES AS OF FEBRUARY 12, 2012

Safety, Health, and Environmental Management

What Changes	How Will it Work	Points of Contact
Safety and Regulatory Compliance National Pathogen Inventory Chemical Inventory Animal Care and Use Committee Reporting Institutional Biosafety Committee (IBC) Radiation Safety Occupational Workers Compensation Program (OWCP) Occupational Medical Surveillance Program (OMSP) Environmental Management System Safety Compliance Inspections	Area Safety Health and Environmental Managers (ASHEM) will continue to serve the area they currently support. Soon after February 12, 2012, the need and benefit for cross servicing within the BSC regions will be evaluated and any service or point of contact changes will be coordinated with Area Leadership on a case by case basis. Areas will follow their established procedures until the BSCs review and blend the procedures across all Areas.	ASHEM

Business Service Centers Customer Go-Live Implementation Plan

OBTAINING SERVICES AS OF FEBRUARY 12, 2012

Human Resources

What Changes	How Will it Work	Points of Contact
Employee Relations	<p>Employee Relations Branch of HRD will not be moved into the Business Service Centers. Locations and Areas should continue to work with their current ER Specialist.</p> <p>Area Directors will continue to receive monthly ER status reports.</p>	Use existing ER point of contacts.
Classification and Staffing	<p>HR Specialists and Assistants who provided service to HQ, Area Offices, and field Locations have been reassigned within the BSC. For the most part, they will be providing service to their current customers but in some instances changes have been made.</p> <p>Personnel actions will continue to be approved by the appropriate Program Official or Area Director.</p>	<p>BSC Human Resources Branch Chief:</p> <p>Eastern: Sandra Thomas</p> <p>Western: Helene Saylor</p> <p>NCR: Shelly Pree</p>

Business Service Centers Customer Go-Live Implementation Plan

OBTAINING SERVICES AS OF FEBRUARY 12, 2012

What Changes	How Will it Work	Points of Contact
Labor Relations	These functions will remain at HQ. Service will be provided in the same manner as pre-BSC.	Labor Relations: Craig Kimball
Pay and Leave		Pay and Leave: Ted Nykiel
Retirement Benefits		Retirement Benefits: Tonya Morris
Research Position Evaluation System (RPES)		RPES: Rosita Spears
Employee Records		Employee Records/National Finance Center (NFC): Donna White
Employee Leadership Development		Employee Leadership Development: Caroline Ingles
Personnel Suitability/Security		Performance and Awards: Chevon Gibson
Occupational Worker's Compensation Program (OWCP)		Personnel Suitability/Security: Eleanora Locker
		OWCP: Anastasia Williams

Business Service Centers Customer Go-Live Implementation Plan

OBTAINING SERVICES AS OF FEBRUARY 12, 2012

What Changes	How Will it Work	Points of Contact
<p>Foreign Visitor including H-1B Visa</p>	<p>Approval for foreign visitors to work in ARS space and facilities remains with the Area Director and appropriate Headquarters Program Official.</p> <p>Current Area procedures and assignments will continue after February 12, 2012, 2012. The opportunity and benefit for standardizing this service will be evaluated soon after February 12, 2012 and any service or point of contact changes will be coordinated with Area Leadership on a case by case basis.</p> <p>Extramural Agreement Specialist will process the Interagency Agreement to authorize the transfer of funds to FAS or FSIP to pay for the requested services.</p> <p>Area Budget and Fiscal Officer (ABFO) will work with Area Offices and Locations in processing Interagency Agreement form AD-672 by establishing a Financial Management Modernization Initiative (FMMI) account to authorize the transfer of ARS funds to Foreign Agricultural Service (FAS) or Forest Service International Programs (FSIP), to pay for the requested assistance services.</p>	

Business Service Centers Customer Go-Live Implementation Plan

OBTAINING SERVICES AS OF FEBRUARY 12, 2012

What Changes	How Will it Work	Points of Contact
Telework Employee Eligibility	<p>Agency Telework Coordinator will continue to be located within Headquarters Organization.</p> <p>BSC FLCS will determine employee eligibility for telework in coordination with the employee supervisor and the Administrative Officer. Appeals will be handled by the Assistant or Associate Area Director. Tracking of telework agreements will be maintained by the BSC HR Branch.</p> <p>For NAL and HQ, BSC Deputy Director CLA will determine employee eligibility.</p>	<p>Agency Telework Coordinator: Liz Parker</p> <p>BSC Deputy Director Field Liaison & Customer Service</p> <p style="padding-left: 40px;">Eastern: Carlos Santoyo</p> <p style="padding-left: 40px;">Western: Jeff Van Houten</p> <p>NCR BSC Deputy Director Customer Liaison & Accountability: Wendy Jones (Acting)</p>
HSPD-12 (LincPass)	BSC HR Branch will provide services to sponsor employees for LincPass as well as terminate the IDs.	<p>BSC HR Branch Chief:</p> <p>Eastern: Sandra Thomas</p> <p>Western: Helene Saylor</p> <p>NCR: Eleanora Locker</p> <p>NAL: Tee Terry</p>
Performance Appraisals for FY 2012 review cycle and beyond	<ul style="list-style-type: none"> • HQ HR Policy will issue instructions to BSC and AD. • BSC will coordinate with each AD for specific area procedures and deadlines. • All completed appraisals, awards, performance plans, and Individual Development Plans (IDP) will return to the BSC from the area for processing. 	<p>BSC HR Branch Chief:</p> <p>Eastern: Sandra Thomas</p> <p>Western: Helene Saylor</p> <p>NCR: Shelly Pree</p>

Business Service Centers Customer Go-Live Implementation Plan

OBTAINING SERVICES AS OF FEBRUARY 12, 2012

Information Technology

What Changes	How Will it Work	Points of Contact
IT	<p>Area IT Specialists will continue to serve their home area they currently support. The need and benefit for cross servicing within the BSC regions will be evaluated soon after February 12, 2012. Any changes to services or point of contacts will be coordinated with the Area leadership on a case by case basis.</p> <p>NCR BSC will receive their service from Office of the Chief Information Officer (OCIO).</p>	<p>BSC IT Branch Chief</p> <ul style="list-style-type: none"> • Eastern: Andrea Miller (Acting) • Western: Scott Davis • NCR: OCIO