

DATE ISSUED: October 18, 2012 (between 11:00 AM -12:00 PM ET)

To: All Customers of the Interior Business Center
(formerly the National Business Center)

From: Joseph M. Ward
Director, Interior Business Center

Subject: New Name and a New Focus for the Interior Business Center

I am happy to announce that the National Business Center is now the Interior Business Center.

Department of the Interior (DOI) Secretarial Order number 3322, "[Restructuring and Renaming of the Department of the Interior National Business Center](#)," changes our name to the Interior Business Center. It also gives us a new streamlined focus on delivering a core set of complementary business services: human resources, acquisition, financial management, and indirect cost services. Our Information Technology directorate and the Customer Support Center continue to provide key support services for our four core lines of business.

This new focus is the result of months of leadership work, employee participation, and customer feedback. From customer and employee surveys, through strategic assessments and focus groups, to transformation planning and initiatives, we are poised to become the premier shared services provider for the Department of the Interior and for the federal government.

There is also a bittersweet element to this transition: several members of our organizational family are now in new homes. Under the Order, the Administrative Operations, Aviation Management, and Federal Consulting Directorates have been realigned under other organizations within the Office of the Secretary, DOI.

We are taking a phased and cost sensitive approach to the transition from the National Business Center to the Interior Business Center. **All contact information remains unchanged for the time being.**

We have updated [our website](#) and I encourage you to visit there to learn more about our streamlined organization and to see our new logo and website design.

The Secretarial Order has streamlined our organization and given us even greater clarity of focus on excellent service and support to all of our customers. If you have any questions regarding our transition to the Interior Business Center, please contact my chief of staff, Warren Christopher, at Warren_Christopher@nbc.gov or 202-208-2556.

Important links:

[IBC Web site](http://www.abc.doi.gov) -- <http://www.abc.doi.gov>

[Secretarial Order 3322](http://elips.doi.gov/elips/0/doc/3500/Page1.aspx) -- <http://elips.doi.gov/elips/0/doc/3500/Page1.aspx>