

**DATE ISSUED:** October 1, 2012 AM (Simultaneous or prior to Joe Ward's message to all NBC)  
**LAN Message**

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**To:** All DOI Employees

**From:** Rhea Suh  
Assistant Secretary, Policy, Management and Budget

**Subject:** Organizational Changes in the Office of the Secretary and National Business Center

When I joined the Department of the Interior three years ago, Secretary Salazar asked me to study how we might transform the National Business Center (NBC) to best serve the needs of the Department. After many months of strategic review, I recommended we streamline NBC to focus on a core set of complementary services—those services where NBC has the greatest potential to help the Department realize operational efficiencies.

Secretarial Order 3322, effective today, rebrands the National Business Center as the Interior Business Center (IBC), and instructs the IBC to focus on four lines of business: human resources, financial management, acquisitions, and indirect cost services. Other services formerly provided under the National Business Center will now be realigned with offices of like mission within the Office of the Secretary. Secretarial Order 3322 makes no changes to the Information Technology Directorate and Customer Support Center, as these functions will be addressed as part of the Department's IT Transformation initiative.

The Office of Facilities and Administrative Services, formerly the Administrative Operations Directorate, will now report directly to the Deputy Assistant Secretary for Technology, Information and Business Services. Audiovisual support functions provided at the Main Interior Building as part of the NBC Information Technology Directorate will now be realigned to the Office of Facilities and Administrative Services.

The Office of Aviation Services, formerly the Aviation Management Directorate, will now report directly to the Deputy Assistant Secretary for Public Safety, Resource Protection and Emergency Services, as will the Federal Executive Board of Minnesota.

The Federal Consulting Group, formerly the Federal Consulting Directorate will now be under the Deputy Assistant Secretary for Human Capital and Diversity, as part of the Office of Strategic Employee and Organizational Development.

Finally, Passport and Visa Services will now be under the Deputy Assistant Secretary for Policy and International Affairs, through the Office of International Affairs.

Please join me in congratulating the IBC leadership and staff on their new name, streamlined focus, and restructuring. I have great confidence in the Interior Business Center and its ability to realize its efforts to be the strong business partner to the Department it has aspired to be, and to meet its goal of becoming the premier shared service provider to the Department and the federal government.

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