



Office of Science Integrated Support Center

# Service Plan

Approved:

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## **Executive Summary**

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This document reflects the collaborative approach of the Office of Science (SC) - Chicago (hereinafter referred to as "Chicago") and the Office of Science - Oak Ridge (hereinafter referred to as "Oak Ridge") to providing support for the SC enterprise through the operation of the SC Integrated Support Center (ISC). The ISC is a virtual organization established during the 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 collaborate in providing integrated support for the SC.

The core content of the plan is the matrix of functions with associated servicing office leads. The support identified in this matrix reflects the primary ISC Office providing support to the Site Offices at the functional level. The detailed activity breakout in the table serves as a reminder for all SC staff of the associated activities that lie within the given functional grouping. The plan will be revised when appropriate 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 revisions.

### **■ 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 Deputy Director for Field Operations (DDFO) for the effectiveness and efficiency of enterprise support. Inherent in this accountability is the proper delegation of authority to manage the assigned responsibilities. Feedback from the SC customer base will validate the quality, effectiveness, and efficiency of the enterprise support.

The Chicago and Oak Ridge Managers will jointly develop revisions to the ISC Service Plan and be individually responsible to the SC DDFO 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 of reengineering processes as reflected in the SC Management System.

### **■ 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

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. 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. Chicago and Oak Ridge will work together to effectively and efficiently share resources as needed. The SC DDFO 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 DDFO 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 Offices.

### ■ Section 4 Services

This plan contains two matrices. The first depicts, at the functional level along with activities, services provided by the Chicago and Oak Ridge Offices to the SC enterprise. The Service Provider Matrix 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 identify the specific customer contacts for each major function.

The Chicago and Oak Ridge Offices are accountable to both their customers and ultimately to the SC DDFO for the consistency, quality, and timeliness of their support. Performance standards of the ISC are based on established standards developed under the auspices of the SC DDFO. Performance standards (quality, timeliness, etc.) will reflect the OneSC character of the ISC and be the same regardless of who provides service.

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. Requests for services not identified in the matrix (i.e., "new requests") should be directed to the Chicago Office's Deputy Manager who will work with the Oak Ridge Deputy Manager to analyze mutual capacity for the support and in concert with this plan, outline the appropriate source of support. The Chicago and Oak Ridge Managers and the established lead will discuss this recommendation 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 DDFO will be advised of changes that are made for recurring support between formal updates of the Plan.

In accordance with the SC emergency management guidance, the SC Site Offices have the lead responsibility in emergencies and the ISC is to support Site Offices. There are, in many of the planned site activities, clearly defined roles and relationships for emergency operations by DOE and contractors reflecting the site's unique needs, characteristics, and experience. Under special or unusual circumstances, the need for emergency service support activities may be difficult to anticipate specifically. For these reasons, Site Offices can and should directly contact the appropriate person in the Contact Matrix for needed support regardless of whether or not the activity has been identified in the Service Plan.

**Service Provider Matrix**

Functions and Activities	SC HQ	SITE OFFICES*										Notes C = CH O = OR (Blank) = no service requested
		ASO	AMSO	BHSO	BSO	FSO	OSO	PSO	PNSO	SSO	TJSO	
<b>1.0 Human Capital Management</b>		C	C	C	C	C	O	C	O	O	O	
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												
Position Suitability Determinations												
Preparation of Furlough Notices												
Workforce Discipline												
Merit Promotion Program												
Career Transition Planning												
EAP Coordinator												
Annual Fair Act Inventory Coordination												
Drug Testing Program Manager												
Federal Employee Training Program Administration												
Employee Performance Management System												
Grievance Process Administration												
Employee Concerns Program Coordinator												
Diversity Program Administration												
<b>2.0 Contractor Human Resources</b>		C	C	C	C	C	O	C	O	O	O	
Davis Bacon Act												
Workers' Compensation												
Risk Management												
Labor Relations												
Compensation												
Pension and Benefits Administration												
Workplace Substance Abuse												
Worker Transition Administration												

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Functions and Activities	SC HQ	SITE OFFICES*										Notes C = CH O = OR (Blank) = no service requested	
		ASO	AMSO	BHSO	BSO	FSO	OSO	PSO	PNSO	SSO	TJSO		
Contractor Employee Protection Program													
Diversity													
<b>3.0 Procurement and Contract Management</b>		C	C	C	C	C	O	C	O	O	O		
Contracting Officer													
Contracting Officer Representative													
Acquisition Career Development Program													
Warrant Program													
Contract Specialist Procurement Analysts													
WFO/CRADAs/Tech Transfer													
Small Business Program Administration													
Simplified Acquisition													
Procurement Database Management													
Contract Negotiations/Award/Administration													
Financial Assistance Management													
Performance Management/Assessment													
<b>4.0 Real and Personal Property Management</b>		C	C	C	C	C	O	C	O	O	O		
Certified Realty Official Services													
Personal Property Management													
Utilities													
Maintenance													
<b>5.0 Finance and Accounting</b>		C	C	C	C	C	O	C	O	O	O		
Functions of CFO-designated Field CFOs													
Accounting													
Payroll Liaison													
Receivables/Collections Management [including Wage Garnishment]													
Travel Charge Card Program Coordinator													
Travel Management													
<b>6.0 Budget and Resources Management</b>		C	C	C	C	C	O	C	O	O	O		
Functions requiring Allotment Authority													
Work Authorization Approvals													
Funds Control and Distribution													
Budget Development and Execution													
<b>7.0 Program and Technical Support</b>		C	C	C	C	C	O	C	C	O	O		
Environmental Stewardship													
Hazardous Materials Packaging and Transportation													
Institutional Planning													
Infrastructure													
Waste Management													
<b>8.0 Public Affairs, Information and Intergovernmental Relations</b>		C	C	C	C	C	O	C	C	O	O		
Stakeholder and Media support													
<b>9.0 Environment, Safety and Health</b>		C	C	C	O	C	O	C	C	O	O		
ES&H Reporting													
Accident Investigations													

SC-ISC Service Plan

Functions and Activities	SCHQ	SITE OFFICES*										Notes C = CH O = OR (Blank) = no service requested	
		ASO	AMSO	BHSO	BSO	FSO	OSO	PSO	PNSO	SSO	TJSO		
Operational Readiness Reviews													
Safety and Health SMEs													
Accelerator Safety													
Authorization Basis Reviews													
Aviation Safety													
Biological Etiologic Agents													
Construction Safety													
Criticality Safety													
Health Physics													
Industrial Safety/Industrial Hygiene													
Occupational Medicine													
Nuclear Facility Safety/Facility Representatives													
Fire Safety													
Human Subjects Research													
FEOSH Program													
Transportation Safety													
Technical Standards Manager													
Environment													
NEPA	C & O												
Permits													
Environmental Management													
Quality Assurance													
Price Anderson Amendments Act													
Facility Maintenance/Work Planning & Control													
<b>10.0 Project Management</b>		C	C	C	O	C	O	C	C	O	O		
Project Directors													
PM Development and Training													
Independent Project Reviews													
<b>11.0 Information Management</b>		C	C	C	C	C	O	C	O	O	O		
Freedom of Information Act Officer/Program Administration													
Privacy Act Officer/Program Administration													
Directives Point of Contact													
Records Management													
Printing & Publishing													
Technical Information Officer													
Forms Management													
Software Quality Assurance													
Computer Systems Management													
<b>12.0 Legal - General</b>		C	C	C	C	C	O	C	O	O	O		
Reviews of Confidential Financial Disclosure Reports													
Federal Tort Claim Determination Authority													
Oversight of DOE/Contractor Outside Legal Services													
Ethics Officer													

Functions and Activities	SC HQ	SITE OFFICES*										Notes C = CH O = OR (Blank) = no service requested	
		ASO	AMSO	BHSO	BSO	FSO	OSO	PSO	PNSO	SSO	TJSO		
Contingent Liability Reporting													
Allowability of Relocation Expenses													
Loss or Damage to Personal Property Claims													
Environmental Legal													
<b>13.0 Legal - Intellectual Property</b>		C	C	C	C	C	O	C	O	O	O		
<b>14.0 Safeguards and Security</b>		C	C	C	O	C	O	C	C	O	O		
Cyber Security (Under Information Management at ORO)													
Classification													
Personnel Security/Clearance Processing													
Administrative Reviews													
Nuclear Material Accountability													
Information Security													
Protective Force Program													
Emergency Management [Moved from ES&H]													
Physical Protection													
Periodic Safeguards and Security Inspection													

**\* SITE OFFICES**

- ASO Argonne Site Office
- AMSO Ames Site Office
- BHSO Brookhaven Site Office
- BSO Berkeley Site Office
- FSO Fermi Site Office
- OSO Oak Ridge National Laboratory Site Office
- PSO Princeton Site Office
- PNSO Pacific Northwest Site Office
- SSO SLAC Site Office
- TJSO Thomas Jefferson Site Office



## Contact Matrix

Functional Grouping	Chicago	Oak Ridge
1. Human Capital Management	Regenia Griswold 630-252-2151 <a href="mailto:Regenia.Griswold@ch.doe.gov">Regenia.Griswold@ch.doe.gov</a>	Patricia Howse-Smith 865-576-0928 <a href="mailto:HowsesmithP@oro.doe.gov">HowsesmithP@oro.doe.gov</a>
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