

FDA Staff Manual Guides, Volume I – Organizations and Functions

Department of Health and Human Services

Food and Drug Administration

Office of Operations

Office of Management and Enterprise Services

Effective Date: May 13, 2024

1. Office of Management and Enterprise Services (DCNA).

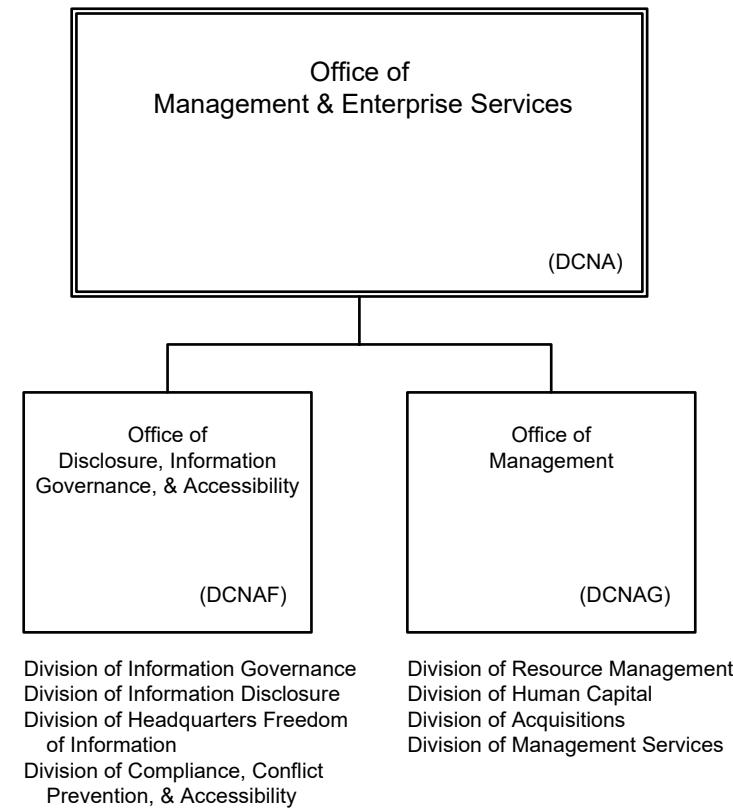
- A. Provides Food and Drug Administration (FDA)-wide guidance in various areas of compliance to support and enhance FDA's commitment to Equal Employment Opportunity compliance.
- B. Provides guidance and leadership in implementing the President's Management Agenda, business and customer service improvements, cost effectiveness and resource utilization, strategic planning, and other business process initiatives.
- C. Supports initiatives identified by FDA Senior Leadership and ensures strategic business goals, policies, and objectives are fully implemented to achieve measurable results for the FDA Headquarters.
- D. Serves as an advisor to various FDA programs by providing guidance on business process improvements for office services, practices, and systems to align with FDA-wide management operations objectives.
- E. Ensures performance accountability through action plans, reporting tools, and other business performance indicators.
- F. Serves as the liaison for FDA Headquarters budget, human capital, acquisitions, and management services to ensure compliance with federal regulations, policies, and laws for headquarters, field offices and foreign posts.
- G. Develops, coordinates, and disseminates overarching communications and education activities for internal and external stakeholders. Provides expertise on core communication and education tools for application in support of FDA programs.

- H. Manages and protects FDA's valuable records, dockets, and information to ensure that internal and external requests for information are done in accordance with applicable laws, regulations, rules, and directives.
- I. Serves as FDA expert on eDiscovery technology, policy, process, and best practices. Supports the collection, processing, review, and disclosure of electronically stored information in support of authorized legal, statutory, regulatory, administrative, and investigative requests.
- J. Ensures FDA compliance with the Privacy Act of 1974, privacy provisions of the E-Government Act of 2002, including the Federal Information Security Management Act (FISMA) and requirements for the Paperwork Reduction Act of 1995.
- K. Supports information sharing, disclosure operations, and compliance with the Freedom of Information Act (FOIA) program for the FDA inspection and investigation program.
- L. Coordinates FOIA activities and prepares responses to FOIA requests by researching the inventory for responsive records, reviewing, and redacting the records to comply with FDA laws and regulations, and negotiating with requestors.
- M. Ensures FDA personnel are aware of FDA's policies and procedures regarding the "Standards of Ethical Conduct for Employees of the Executive Branch" (5 C.F.R., Part 2635) including the Department of Health and Human Services (HHS) supplemental regulations (5 C.F.R., Part 5501).
- N. Facilitates the administration of reasonable accommodations and dispute resolution training for supervisors, managers, administrative staff, special government employees and other FDA employees.
- O. Operates as a neutral, independent, and confidential resource providing informal assistance to FDA scientists, administrators, and support staff in addressing work-related issues. Assists in resolving conflicts and addressing concerns prior to and within established grievance processes FDA-wide.

2. Authority and Effective Date.

The functional statements for the Office of Management and Enterprise Services were approved by the Secretary of Health and Human Services on March 5, 2024 and effective on May 13, 2024.

**Department of Health and Human Services
Food and Drug Administration
Office of Operations
Office of Management and Enterprise Services**



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The following is the Department of Health and Human Services, Food and Drug Administration, Office of Operations, Office of Management and Enterprise Services organization structure depicting all the organizational structures reporting to the Director:

Office of Disclosure, Information Governance, and Accessibility (DCNAF)

Office of Management (DCNAG)

These organizations report to the Office of Disclosure, Information Governance, and Accessibility (DCNAF):

Division of Information Governance

Division of Information Disclosure

Division of Headquarters Freedom of Information

Division of Compliance, Conflict Prevention, and Accessibility

These organizations report to the Office of Management (DCNAG):

Division of Resource Management

Division of Human Capital

Division of Acquisitions

Division of Management Services