

## **SMG 1117A.2**

### **FDA Staff Manual Guides, Volume I – Organizations and Functions**

#### **Department of Health and Human Services**

#### **Food and Drug Administration**

#### **Office of Operations**

#### **Office of Enterprise Management Services**

Effective Date: September 26, 2022

#### **1. Office of Enterprise Management Services (DCNA).**

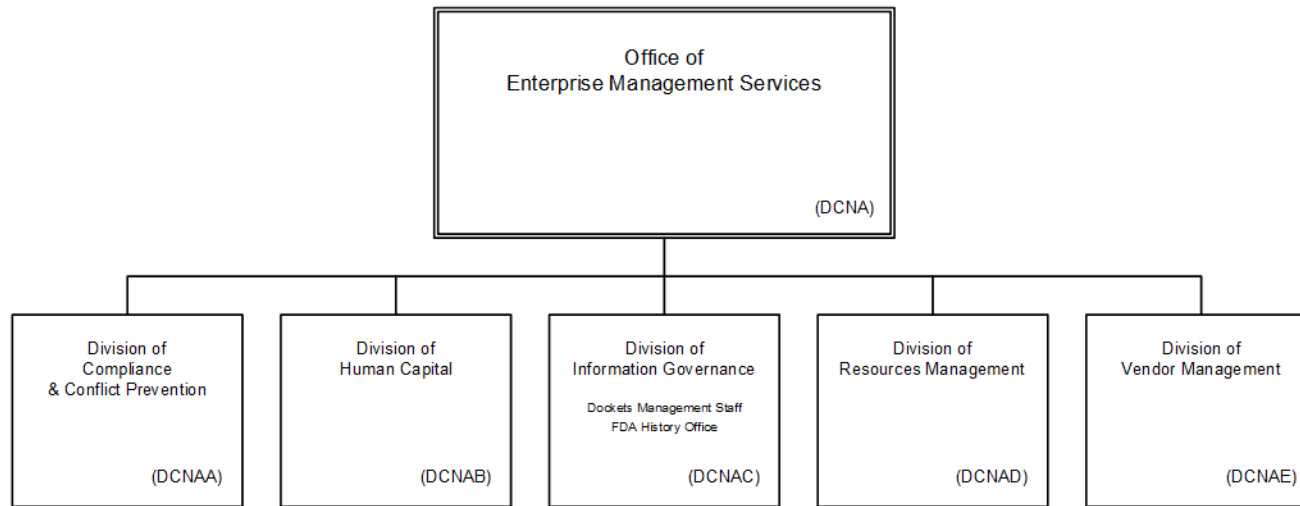
- A. Provides Food and Drug Administration (FDA)-wide guidance in various areas of compliance to support and enhance FDA's commitment to Equal Employment Opportunity compliance.
- B. Provides guidance and leadership in implementing the President's Management Agenda, business and customer service improvements, 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. Develops and manages action plans to ensure the implementation of strategic goals by coordinating with internal and external office components, and facilitating communication with external stakeholders, partners, and customers.
- E. 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.
- F. Ensures performance accountability through action plans, reporting tools, and other business performance indicators.
- G. Manages and oversees acquisition related services and support for the FDA Headquarters, and FDA-wide acquisition programs providing advice and technical assistance.

- H. Serves as the budget liaison for FDA Headquarters and collaborates with the Office of Finance, Budget & Acquisitions (OFBA).
- I. Manages and oversees acquisition related services and support for FDA Headquarters and FDA-wide acquisition programs providing advice and technical assistance for domestic and international personnel.
- J. Serves as a liaison to the human resource programs for recruitment, staffing, classification, employee on-boarding/off-boarding, personnel processing, employee benefits, performance awards and retirement which ensures compliance with federal human capital regulations and laws for domestic and international personnel.
- K. Manages and protects FDA's valuable records and information to ensure that internal and external requests for information are done in accordance with applicable laws, regulations, rules and directives.
- L. Provides oversight to the dockets management activities within the Division of Information Governance to ensure compliance with policy and guidelines.
- M. Develops and coordinates effective dispute resolution processes and procedures FDA-wide.
- N. Provides support to FDA Headquarters ethics filers and liaises with FDA's Ethics and Integrity Programs.

## **2. Authority and Effective Date.**

The functional statements for the Office of Enterprise Management Services were approved by the Secretary of Health and Human Services on September 26, 2022, and effective on September 26, 2022.

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



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

These organizations report to the Office of Enterprise Management Services (DCNA):  
Division of Compliance & Conflict Prevention (DCNAA)  
Division of Human Capital (DCNAB)  
Division of Information Governance (DCNAC)  
Division of Resources Management (DCNAD)  
Division of Vendor Management (DCNAE)

These organizations report to the Division of Compliance & Conflict Prevention (DCNAA):  
Conflict Presentation and Resolution Staff

These organizations report to the Division of Information Governance (DCNAC):  
Documents Management Staff  
FDA History Office