SMG 1117.2121

FDA STAFF MANUAL GUIDES, VOLUME I - ORGANIZATIONS AND FUNCTIONS

FOOD AND DRUG ADMINISTRATION

OFFICE OF OPERATIONS

OFFICE OF INFORMATION MANAGEMENT AND TECHNOLOGY

OFFICE OF INFORMATION MANAGEMENT

OFFICE OF BUSINESS AND CUSTOMER ASSURANCE

DIVISION OF BUSINESS PARTNERSHIP AND SUPPORT

Effective Date: June 30, 2015

1. DIVISION OF BUSINESS PARTNERSHIP AND SUPPORT (DMMHABA)

A. Advocates, communicates, provides, and manages liaison services and provides management and technical consultation resources regarding information Agency program technology to offices, and stakeholders.

B. Collaborates with other organizations within Office of Information Management and Technology (OIMT) to review systems requests; provide estimates for implementation, and assist with establishing priorities and schedules.

C. Coordinates development of Center/Offices Information Technology (IT) budget and provides support for budget execution and contract monitoring of information resources.

D. Oversees day-to-day operations of Agency web development, redesign, collaboration, and web hosting environment.

E. Manages Agency Forms programs and is the lead for Agency Section 508 implementation.

F. Oversees the IT Helpdesk and Desktop Support Contractor, Contractor Service Level Agreement (SLA), Call and Incident Management and other specific related IT desktop support including desk-support programs for the Agency.

2. INTERNET AND INTRANET BRANCH (DMMHABA1)

A. Oversees the day-to-day web operations of Agency Internal and External web sites.

B. Manage updates, support, operations and maintenance of the web sites and application environments (i.e., www.fda.gov, inside.fda.gov) including Web Content Management System (WCMS), web application servers, Agency's Enterprise SharePoint web collaboration environment and associated databases.

C. Provides End User Support, Product Education, and Issue Resolution for Agency's Web Content Management System (WCMS) and Enterprise SharePoint web collaboration environment.

D. Provides Web Application Development supporting new and existing business needs for FDA.gov, Inside.fda.gov, Web Content Management System (WCMS), and Enterprise SharePoint environments.

E. Provides web developer support for deployment and optimization of web applications including load testing and code review.

F. Provides support to web developers on web standards, code optimization, and security issues.

G. Ensures design and development follows HHS Section 508 and usability standards.

H. Manages web-site analytic reporting, analysis, and testing to ensure Agency web properties are usable for users of assisted technology.

3. CALL CENTER BRANCH (DMMHBA2)

A. Interfaces with and provides oversight, coordination and administration of IT contract support and other related IT desktop support programs for the Agency.

B. Ensures quality assurance through training and oversight by verifying contractors meet or exceed contractual deliverables.

C. Manages, interfaces, coordinates, and administers government-supplied desktop support.

D. Ensures and partners with other organizations within OIMT and its processes to meet the requirements and needs of Agency via Statement of Standard Operating Procedures (SOPs), Service Level Agreements (SLAs), etc.

E. Provides first-line of technical support for the Centers and Offices related to the Employee Resource & Information Center (ERIC) tickets, PC Refresh issues and any infrastructure needs that arise.

4. REGIONAL SUPPORT BRANCH (DMMHBA3)

A. Provides desktop support for Agency regional offices covering a wide range of technology and support services.

B. Researches and tests new IT technology, Commercial Off the Shelf (COTS) packages and Agency-wide applications.

C. Monitors and provides oversight of IT contractors in the regions providing desktop support services.

D. Coordinates and assists with other organizations within OIMT in maintaining and upgrading regional office infrastructure components.

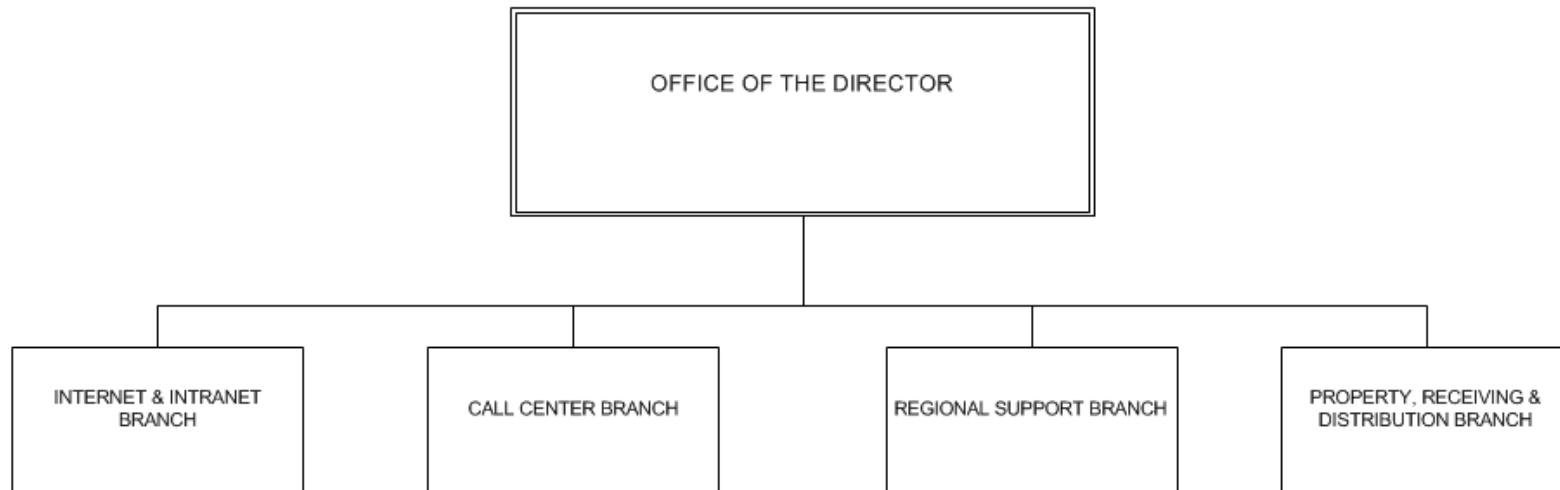E. Coordinates and assists with training of staff in new IT technologies.

5. PROPERTY, RECEIVING AND DISTRIBUTION BRANCH (DMMHBA4)

A. Receives and distributes all IT personal computing items for the Agency.

B. Tracks by ensuring IT personal computing accountable property items in the Agency inventory system.

C. Provides installation services of all personal computing devices for the Agency.

D. Manages the Agency's IT Asset Management (ITAM) Program by ensuring compliance with the Federal regulations, policies and guidelines of IT assets throughout their portfolio life cycle.

6. AUTHORITY AND EFFECTIVE DATE

The functional statements for this Division were approved by the Deputy Commissioner for Operations and Chief Operating Officer, and effective on June 30, 2015.

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│ INTERNET &│ │ CALL CENTER  │ │ REGIONAL SUPPORT │ │ PROPERTY,        │
│ INTRANET  │ │ BRANCH       │ │ BRANCH           │ │ RECEIVING &      │
│ BRANCH    │ │              │ │                  │ │ DISTRIBUTION     │
│           │ │              │ │                  │ │ BRANCH           │
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STAFF MANUAL GUIDE 1117.2121
ORGANIZATIONS AND FUNCTIONS
EFFECTIVE DATE: January 27, 2014

The following is the Food and Drug Administration, Office of Operations, Office of Information Management and Technology, Office of Information Management, Office of Business and Customer Assurance, Division of Business Partnership and Support organization structure depicting all the organizational structures reporting to the Office Director.

OFFICE OF THE DIRECTOR:

- INTERNET AND INTRANET BRANCH

- CALL CENTER BRANCH

- REGIONAL SUPPORT BRANCH

- PROPERTY, RECEIVING AND DISTRIBUTION BRANCH