SMG 1111.5121

FDA Staff Manual Guides, Volume I – Organizations and Functions

Food and Drug Administration

Office of the Commissioner

Office of Digital Transformation

Office of Information Management and Technology

Office of Business and Customer Assurance

Division of Business Partnership and Support

Effective: August 24, 2021

1. **Division of Business Partnership and Support (DCADABA)**

   A. Advocates, communicates, provides, and manages liaison services and provides management and technical consultation resources regarding information and the Food and Drug Administration (FDA) program technology to offices, and stakeholders.

   B. Collaborates with other organizations within the 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 FDA web development, redesign, collaboration, and web hosting environment.

   E. Manages FDA Forms programs and is the lead for FDA 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 FDA.

2. **Internet and Intranet Branch (DCADABA1)**

   A. Oversees the day-to-day web operations of FDA 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, FDA's Enterprise SharePoint web collaboration environment and associated databases.

C. Provides End User Support, Product Education, and Issue Resolution for FDA'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, 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 FDA web properties are usable for users of assisted technology.

3. Call Center Branch (DCADABA2)

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

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 FDA 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 (DCADABA3)

A. Provides desktop support for FDA 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 FDA-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 (DCADABA4)

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

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

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

D. Manages the FDA's IT Asset Management (ITAM) Program by ensuring compliance with the Federal regulations, policies and guidelines of IT assets throughout their portfolio life cycle.
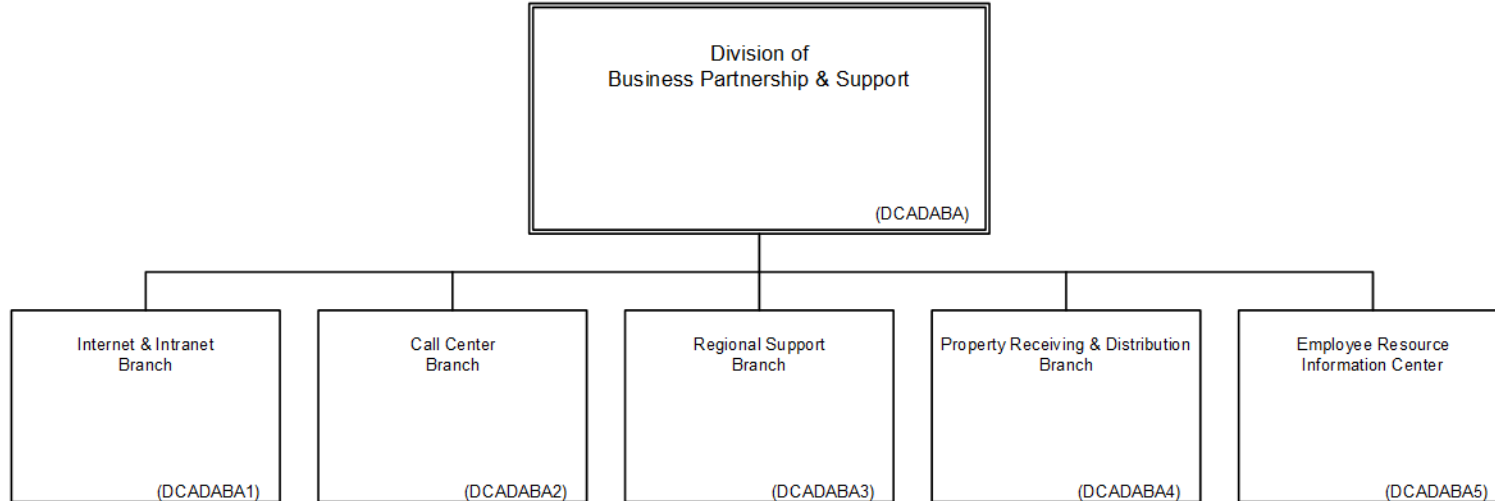
6. Employee Resource and Information Center (DCADABA5)

A. Provides information and administrative services through a contact center environment to all FDA employees for administrative management issues. Maintains and populates key technology tools and provides support on key FDA systems including the Integrated Time and Attendance System (ITAS) and Unified Financial Management System (UFMS). Monitors and analyzes operational performance and customer satisfaction.

B. Provides call center support to the general public via the FDA Employee Locator phone line.

C. Provides leadership, policy development, and coordination for programs with a financial impact on FDA employees including transit subsidy and childcare subsid.

7. Authority and Effective Date

The functional statements for the Division were approved by the Acting Commissioner of Food and Drugs on July 22, 2021 and effective on August 24, 2021.

Department of Health and Human Services
Food and Drug Administration
Office of the Commissioner
Office of Digital Transformation
Office of Information Management & Technology
Office of Business & Customer Assurance
Division of Business Partnership & Support

Division of
Business Partnership & Support

(DCADABA)

Internet & Intranet Branch	Call Center Branch	Regional Support Branch	Property Receiving & Distribution Branch	Employee Resource Information Center
(DCADABA1)	(DCADABA2)	(DCADABA3)	(DCADABA4)	(DCADABA5)

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The following is the Department of Health and Human Services, Food and Drug Administration, Office of the Commissioner, Office of Digital Transformation, Office of Information Management and Technology, Office of Business and Customer Assurance, Division of Business Partnership and Support organization structure depicting all the organizational structures reporting to the Director:

Division of Business Partnership and Support (DCADABA)

Internet and Intranet Branch (DCADABA1)

Call Center Branch (DCADABA2)

Regional Support Branch (DCADABA3)

Property Receiving and Distribution Branch (DCADABA4)

Employee Resource and Information Center (DCADABA5)