

**SMG 1117A.713**

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

**Department of Health and Human Services**

**Food and Drug Administration**

**Office of Operations**

**Office of Information Management and Technology**

**Office of Information Management**

**Office of Business and Customer Assurance**

Effective Date: December 14, 2018

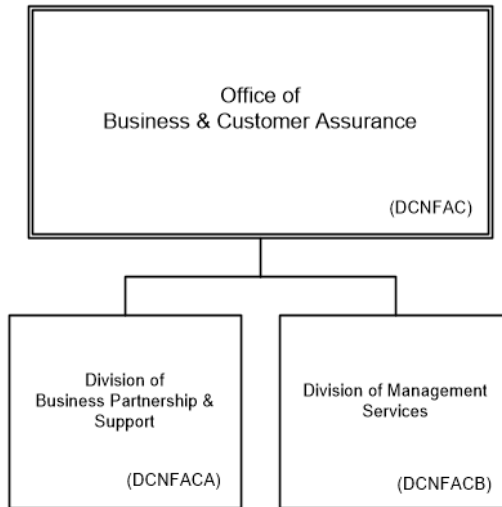
**1. Office of Business and Customer Assurance (DCNFAC).**

- A. Coordinates development of Center/Offices Information Technology (IT) budget and provides support for budget execution and contract monitoring of information resources.
- B. Oversees the IT Helpdesk, the Employee Resource and Information Center (ERIC) Helpdesk and desktop support Contractor including contractor Service Level Agreements (SLA), call and incident management and IT desktop support services for the Food and Drug Administration.
- C. Manages strategic operations for the Office of Information Management and Technology (OIMT) building support services, and IT purchasing.

**2. Authority and Effective Date.**

The functional statements for the Office of Business and Customer Assurance were approved by the Secretary of Health and Human Services and effective on December 14, 2018.

**Department of Health and Human Services  
Food and Drug Administration  
Office of Operations  
Office of Information Management and Technology  
Office of Information Management  
Office of Business and Customer Assurance**



Internet & Intranet Branch  
Call Center Branch  
Regional Support Branch  
Property, Receiving &  
Distribution Branch  
Employee Resource &  
Information Center

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

These organizations below report to the Office of Business and Customer Assurance (DCNFAC)

Division of Business Partnership and Support (DCNFACA)  
Division of Management Services (DCNFACB)

These organizations below report to the Division of Business Partnership and Support (DCNFACA)

Internet and Intranet Branch  
Call Center Branch  
Regional Support Branch  
Property, Receiving and Distribution Branch  
Employee Resource and Information Center