

**FDA STAFF MANUAL GUIDES, VOLUME I – ORGANIZATIONS AND FUNCTIONS**

**FOOD AND DRUG ADMINISTRATION**

**OFFICE OF OPERATIONS**

**OFFICE OF HUMAN RESOURCES**

**DIVISION OF ENTERPRISE SUPPORT SERVICES**

Effective Date: May 5, 2015

**1. DIVISION OF ENTERPRISE SUPPORT SERVICES (DMMED).**

- A. Manages all major human resources (HR) technology systems.
- B. Coordinates with other pertinent Agency offices involved in information technology (IT) development and provides input to Agency human resources information systems technology.
- C. Develops and maintains the Agency HR website and other technology-driven systems that communicate HR information, programs, policies and procedures.
- D. Provides data information requests from internal and external clients to include coordinating demographics and workforce data for various HR reports.
- E. Manages the Time and Attendance System, to ensure compliance with the Agency's time and attendance requirements including training, audits, issuing timekeeper numbers, testing all system upgrades, and establishes processes.
- F. Maintains liaison with the Department and serves as the Agency Program Manager on payroll operations and issues.
- G. Manages and establishes procedures for Office of Human Resources (OHR) Record Management rooms and electronic Official Personnel Folders (eOPF).
- H. Provides Project Manager support related to direct guidance, oversight, and tracking for HR and systems projects.
- I. Develops and coordinates the implementation of policies and programs for the Agency's activities involving performance management and incentive awards.
- J. Plans, develops, directs and monitors the FDA Award and Recognition Program and provides expert advice and staff support to the Awards Councils.

- K. Plans, develops, directs, and monitors the implementation of the performance management program.
- L. Ensures HR processing data quality and mass data entry keying.
- M. Ensures and coordinates with Office of Personnel Management, health benefits providers, and life insurance carriers stakeholders to ensure proper management of benefit programs.

**2. RESOURCES AND INFORMATION BRANCH (DMMED1).**

- A. Provides Helpdesk support at Tier 2 level for HR related inquires and tickets.
- B. Reviews center/office provided requests for manual pay, leave corrections and submit those to the payroll system.
- C. Provides Time and Attendance application and customer support to the Agency.

**3. SYSTEMS AND RECORDS MANAGEMENT BRANCH (DMMED2).**

- A. Provides standard and custom reports, performs ad-hoc reporting, and downloads recurring reports.
- B. Manages all major HR Technology Systems implementation and enhancement.
- C. Manages and oversees the records management process for Agency OHR Headquarters and Regional Office.

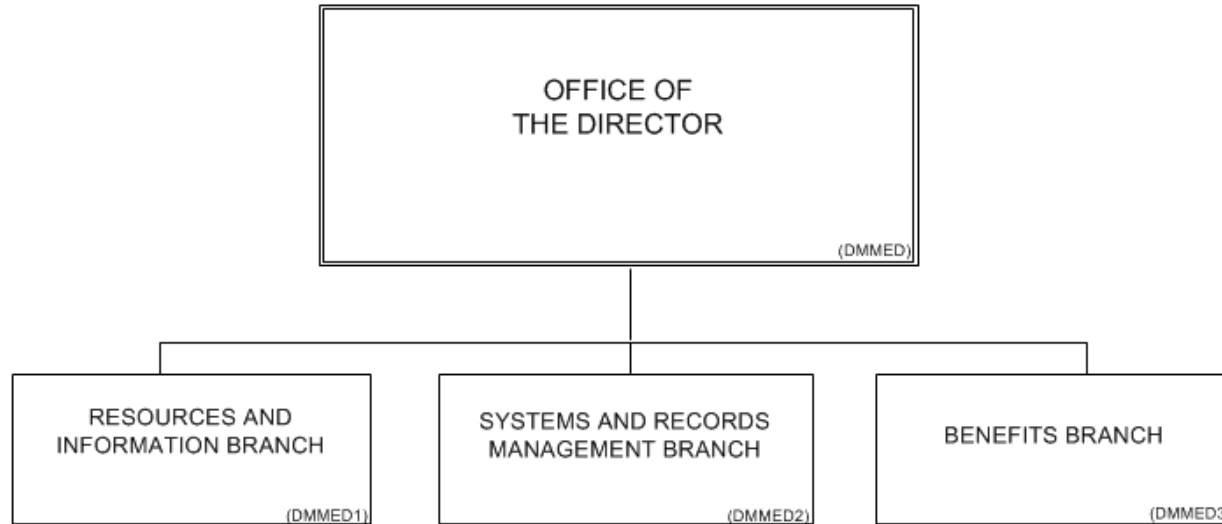
**4. BENEFITS BRANCH (DMMED3).**

- A. Implements policy and procedures for retirement, life insurance and health benefits activities.
- B. Evaluates draft and interim OPM and Thrift Savings Plan regulations and procedures and develops comments
- C. Ensures personnel actions for retirement, life insurance, and health benefits are processed for Agency employees.
- D. Provides counseling for new and current employees on retirement, health benefits and life insurance.

## **5. 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 May 5, 2015.

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The following is the Food and Drug Administration, Office of Operations, Office of Human Resources, Division of Enterprise Support Services organization structure depicting all the organizational structures reporting to the Office Director.

OFFICE OF THE DIRECTOR (DMMED):

- Resources and Information Branch (DMMED1)
- Systems and Records Management Branch (DMMED2)
- Benefits Branch (DMMED3)