

SMG 1117.10A

FDA STAFF MANUAL GUIDES, VOLUME I – ORGANIZATIONS AND FUNCTIONS FOOD AND DRUG ADMINISTRATION OFFICE OF OPERATIONS OFFICE OF BUSINESS SERVICES

Effective Date: 10/01/2012

1. OFFICE OF BUSINESS SERVICES (DMM1).

- A. 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.
- B. Ensures strategic business goals, policies, and objectives are fully implemented to achieve measurable results in the Office of Operations (OO).
- C. 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.
- D. Serves as an advisor by providing guidance on business process improvements for Office services, practices, and systems to align with Food and Drug Administration (FDA)-wide management operations objectives.
- E. Ensures performance accountability through action plans, reporting tools, and other business performance indicators.
- F. Provides guidance and leadership for performance and organization planning for delegations of authority, competitive sourcing, and organizational and performance planning activities for the entire Agency.
- G. Provides guidance and leadership for administrative call center activities for the Agency.

2. BUSINESS OPERATIONS STAFF (DMM11).

- A. Provides leadership, guidance, advice and oversight with regard to programmatic FDA and Office of Operations' (OO) administrative management policies, procedures, and controls.
- B. Manages a variety of program administrative services including but not limited to budget, contracts, personnel, property, space, travel, and timekeeping for OO offices with appropriate officials.
- C. Establishes and maintains liaison relationships with administrative staff throughout the OO and Office of the Commissioner (OC) to keep abreast of current policies and procedures.
- D. Advises the Chief Operating Officer, Directors, Senior Management Officers, and

administrative staff concerning all human capital programs and activities.

- E. Plans, monitors, and evaluates financial and budget activities in OO, including programs, functional activities, and resource utilization.
- F. Conducts budgetary analysis and forecasting of resources throughout the year.
- G. Serves as the liaison between OO and the Human Resources on all personnel issues.

3. MANAGEMENT ANALYSIS SERVICES STAFF (DMM12).

- A. Serves as the focal point, and provides liaison services, for organizational planning and management in the form of reorganization program activities.
- B. Serves as the focal point, and provides liaison services, for delegations of authority program activities.
- C. Administers the Agency's Standard Administrative Code (SAC) system for organizational components.
- D. Provides leadership and direction to comply with the government's competitive sourcing program outlined in OMB Circular A-76, Performance of Commercial Activities.
- E. Conducts, and reports on, the annual Inventory of Commercial and Inherently Governmental Activities in compliance the FAIR Act and OMB Circular A-76 and updates all personnel records to reflect inventory codes.
- F. Performs and coordinates program and management advisory, planning, and analysis services.

4. AUTHORITY AND EFFECTIVE DATE.

The functional statements for this Office were approved by the Commissioner of Food and Drugs and effective on October 1, 2012.