

**SMG 1117.11**

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

**FOOD AND DRUG ADMINISTRATION**

**OFFICE OF OPERATIONS**

**OFFICE OF BUSINESS SERVICES**

**EMPLOYEE RESOURCE AND INFORMATION CENTER**

Effective Date: 10/1/2012

**1. EMPLOYEE RESOURCE AND INFORMATION CENTER (DMM1A).**

- A. Provides information and administrative services through a contact center environment to all Food and Drug Administration (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 subsidy.

**2. AUTHORITY AND EFFECTIVE DATE.**

The functional statements for this Office were approved by the Secretary of Health and Human Services, effective October 1, 2012.

FOOD AND DRUG ADMINISTRATION  
OFFICE OF OPERATIONS  
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EMPLOYEE RESOURCE AND INFORMATION CENTER



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The following is the Food and Drug Administration, Office of Operations, Office of Business Services, Employee Resource and Information Center organization structure depicting all the organizational structures reporting to the Office Director.

OFFICE OF THE DIRECTOR