

**U. S. Office of Personnel Management
2010 Reorganization
Function Descriptions**

Employee Services

Employee Services fulfills the following functions:

- Provides policy direction and leadership in designing, developing and promulgating Government-wide human resources systems and programs for recruitment, pay, leave, performance management and recognition, employee development, work/life/wellness programs and labor and employee relations.
- Provides technical support to agencies regarding the full range of human resources management policies and practices, to include veterans' employment and agency program evaluation.
- Manages the operation of OPM's internal human resources program.

Equal Employment Opportunity

OPM's *Equal Employment Opportunity* office fulfills the following functions:

- Provides a fair, legally-correct and expedient EEO complaints process (i.e., EEO counseling, Alternative Dispute Resolution, and EEO complaints intake, investigation, adjudication and record-keeping).
- Prepares and issues all internal EEO Complaints Processing Reports and Diversity Reports required of OPM.
- Designs and implements all required Special Observance and Special Emphasis initiatives, to promote diversity management.
- Supports Human Capital Management through the delivery of policy, guidance, environmental assessment and training.

Executive Secretariat and Ombudsman

The Executive Secretariat and Ombudsman is responsible for the administrative management and support for the Office of the Director, including coordination and review of agency correspondence, policy and program proposals, regulations and legislation. It is also responsible for the Agency Ombudsman function to provide a neutral, independent and confidential resource for customers and employees of the Agency to raise issues of concern or complaints that their requests are not being addressed in a timely manner. Finally, it coordinates the OPM international affairs activities and contacts.

Facilities, Security and Contracting

Facilities, Security and Contracting is composed of the following subcomponents and manages a broad array of OPM's key day-to-day programs:

- *Facilities Management (FM)*: manages the agency's personal and real property, building operations, space design and layout, realty, safety and occupational health programs, as well as support services programs that promote a safe, healthy, and high-quality work environment for OPM employees.
- *Emergency Actions (EA)*: directs the operations and oversight of OPM's preparedness and emergency response programs, including the Continuity of Operations Program (COOP), Occupant Emergency Plan (OEP), and Continuity of Government (COG) programs. In addition, EA oversees the OPM Situation Room, a 24 hour, 7 days per week, operations center that provides situational awareness to the OPM Director regarding events affecting the operating status of the Federal government.
- *Contracting Management (CM)*: provides centralized cradle to grave contract management that supports the operations and Government-wide mission of the Office of Personnel Management. The support functions include IT infrastructure, various e-Government initiatives, Federal Investigative Services, Personal Security Services, maintenance of the Theodore Roosevelt Federal Building (TRB), general services, leasing and maintenance of other OPM facilities. CM also manages the Small Business and Government-wide Purchase card programs.
- *Office of Small and Disadvantaged Business Utilization (OSDBU)*: manages OPM's small business program in conjunction with public law, Federal regulations, and OPM Contracting Policies. The OSDBU is responsible, as a good business practice, for offering a value-added program that streamlines the acquisition process while helping small businesses become the suppliers of choice for OPM acquisitions.
- *Publications Management (PM)*: establishes and oversees OPM's nationwide publishing and printing management system for internal/external design and reproduction, GPO/commercial print ordering program, publications management, and electronic/office publishing systems. PM also coordinates the agency's regulatory issuances and publications and serves as OPM liaison with OMB, the Federal Register and other regulatory agencies.

Federal Investigative Services

The *Federal Investigative Service's* (FIS) mission is to ensure the Federal Government has a suitable workforce that protects National Security and is worthy of Public Trust. FIS is responsible for providing investigative products and services for over 100 Federal agencies to use as the basis for security clearance or suitability decisions as required by Executive Orders and other rules and regulations. Over 90% of the Government's background investigations are provided by OPM.

HR Solutions

The *Human Resource Solutions* enterprise provides services that assist the Federal Government in achieving their missions by:

- Partnering with agencies to provide effective human resource solutions that develop leaders, attract and build a high quality public sector workforce, and transform agencies into high performing organizations; and
- Offering services that enhance agencies' ability to attract and acquire specific talent.

Internal Oversight and Compliance

Internal Oversight and Compliance (IOC) proactively provides internal oversight while holding OPM officials accountable for operating effectively and efficiently in accordance with applicable policy, regulations and other criteria as further defined by the Director of OPM.

IOC, through its proactive, internal oversight efforts:

- Ensures agency internal operations perform effectively and efficiently in accordance with stated policies and regulations.
- Ensures OPM Programs provide goods and/or services that are of superior quality, and adhere to applicable policies, regulations.
- Ensures Quality Assurance programs perform timely and accurate quality checks, compliance audits, and all stated issues are resolved within agreed upon timelines, while adhering to policy and regulations.
- Provides timely, accurate reporting to and as required by the OPM Director or his/her designee.
- Responds to GA0 Reports, other external evaluative entities, as applicable, and the OPM OIG that require an official response on behalf of the OPM Director.

Merit System Audit and Compliance

Merit System Audit and Compliance ensures through rigorous oversight that Federal agency human resources programs are effective and meet merit system principles and related civil service requirements. The Division carries out this responsibility with a staff of employees in five field offices across the nation and here in Washington. These are the three key components of the oversight and compliance program:

- *Delegated Examining Unit Evaluations:* OPM may delegate to agencies the authority to conduct competitive examining. We evaluate agencies to ensure their delegated examining programs comply with legal requirements and operate effectively. We also teach agency staff how to conduct delegated examining.
- *Large Agency HR Evaluations:* OPM regulations require agencies to self-assess their HR programs and report annually to OPM on whether these programs are operating effectively and meeting mission needs. We oversee these agency self-

assessment activities, participating in agency evaluations to ensure they are conducted in accordance with OPM requirements. We also train agency evaluators.

- *Small Agency HR Evaluations:* We conduct our own evaluations of small agencies, examining a broad range of HR programs, including staffing and competitive hiring, performance management, and leadership and succession planning. We determine if HR programs are effective and comply with merit system principles and other civil service laws.
- Oversight of the *Combined Federal Campaign* and *OPM's Voting Rights Program*.

Congressional and Legislative Affairs

Congressional and Legislative Affairs (CLA) advocates for the legislative and policy priorities of the Director and the Administration. CLA is the focal point for all congressional and legislative activities for the Office of Personnel Management (OPM). CLA educates, responds to, interacts with, and advises Congress on Federal human resources management policy. CLA also counsels and advises the Director and other OPM officials on policy, and congressional and legislative matters.

CLA staff accomplishes its mission by keeping informed of issues related to Federal personnel policy. CLA staff attend meetings, briefings, mark ups and hearings in order to interact, educate and advice agency and congressional officials. Sensitive and confidential matters are handled accordingly. CLA's three subcomponents work collaboratively to carry out its mission: Congressional Liaison, Legislative Analysis, and Constituent Services.

Communications and Public Liaison

Communication and Public Liaison (CPL) performs the following:

- Coordinates a comprehensive effort to inform the public of the President's and the Director's goals, plans and activities through various media outlets.
- Provides the American citizenry, Federal agency customers and pertinent stakeholders with accurate information to aid in their planning and decision-making process.
- Plans and coordinates the publication and production of all printed materials that are generated from OPM offices and develops briefing materials for Congress, the Director and other OPM officials for various briefings and events.

Chief Financial Officer

The *Chief Financial Officer (CFO)* manages and oversees OPM accounting, billing, vendor payments, budget, strategic planning, performance, program evaluation, financial systems, risk management, internal control and financial policy functions which enable the Agency to achieve its mission. Ensures timely and accurate financial reports that

improve decision making, comply with Federal requirements and demonstrate effective management of taxpayer dollars.

Chief Information Officer

The *Chief Information Officer (CIO)* develops the Information Resource Management Plan and defines the Information Technology (IT) vision and strategy to include IT policy and security for the Office of Personnel Management. CIO shapes the application of technology in support of the Agency's Strategic Plan including the IT Architecture that outlines the long term Strategic Architecture and Systems Plans for the Agency and includes Agency IT Capital Planning. CIO supports and manages pre and post implementation reviews of major IT programs and projects as well as project tracking at critical review points. CIO provides oversight of major IT acquisitions to ensure they are consistent with Agency architecture and with the IT budget, and is responsible for the development of Agency IT security policies. CIO directs the realization of the Agency's IT Architecture to guarantee architecture integration, design consistency, and compliance with federal standards, works with other Agencies on government-wide projects such as e-Government, and develops long range planning for IT Human Resource Strategies.

Planning and Policy Analysis

Planning and Policy Analysis (PPA) provides planning and analysis support to the Director and the agency. PPA will provide the Director with reports, memos and other analyses to allow the assessment of trends and issues that affect OPM. A particular area of responsibility is the analysis of policy options, legislative changes and trends that affect OPM's management of health and retirement benefits for federal employees. To assure benefits provide maximum value and are secure the office will conduct actuarial analyses, as well as statistical tests using large data bases.

Retirement and Benefits

Retirement and Benefits is responsible for Government-wide administration of the following programs:

- Developing and providing Federal employees, retirees and their families with benefits programs and services that offer choice, value and quality to help maintain the Government's position as a competitive employer.
- Administering the Civil Service Retirement System (CSRS) and the Federal Employee Retirement System (FERS), serving 2.5 million Federal retirees and survivors who receive monthly annuity payments.
- Negotiating and administering health benefits contracts for the Federal Government.
- Administering the Federal Employee Group Life Insurance (FEGLI) program covering employees, retirees and their families.
- Administering three voluntary, enrollee-pay-all programs: long term care insurance program; flexible spending accounts for medical and dependent care expenses; and a group dental and vision insurance program.