

Department of the Interior Departmental Manual

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Series: Organization

Part 112: Policy, Management and Budget

Chapter 10: National Business Center

Originating Office: National Business Center

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10.1 Mission. The mission of the National Business Center (NBC) is to provide quality service and innovative solutions to meet customer business needs. The NBC focuses on customer satisfaction by anticipating and responding to customer needs. Its management establishes Departmental policies (where assigned) and operational procedures, maintains the highest standards of professional expertise and cooperative teamwork, and makes the most effective use of available technology. The Director works cooperatively with the Senior Leadership of the Department of the Interior's (DOI) Office of the Secretary (OS) and bureaus, the Working Capital Fund Consortium, other Departmental governance mechanisms, and a host of user groups to ensure that products and services are customer driven.

10.2 Functions. The overall responsibilities and functions of the NBC include the following:

A. The NBC serves as a Departmental business center of operations excellence for a wide scope of activities and operates on a fee-for-service business basis. The NBC provides a full range of operational, financial, business management, and administrative services to the Department's bureaus and other Federal agencies. In addition, the NBC provides Departmental policy oversight in aviation management services.

B. The NBC is host to numerous Departmental administrative systems and provides a wide-range of administrative support services to the Department including: telecommunications; printing and reproduction; space management, indirect cost negotiation services, property management; transportation services; facilities management; quarters systems management; mail management; and worker's compensation case management for the NBC. The NBC also provides systems processing and services for Federal payroll and personnel, financial management, acquisition, human resources, information resource management, leadership and performance consulting, and aviation management. Other specialized employee services provided for the Department and other Federal agencies include security clearance processing, medical services, and drug testing.

C. The Departmental Library is also under the NBC and promotes the goals, policies, and objectives of the Interior Department by providing a full range of professional reference and research services available to Interior employees in both the Washington, DC, area and nationwide. The Library's collections include Departmental publications, as well as a broad

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range of related books, journals, and other resources in a variety of formats that support the mission of the Department, its bureaus and offices.

10.3 Organization. The NBC is in the Office of the Assistant Secretary - Policy, Management and Budget. It is headed by a Director who reports to the Deputy Assistant Secretary - Technology, Information, and Business Services. The Director provides leadership and strategic direction and is assisted by the following (See attached organization chart):

A. Chief of Staff. The Director is assisted by a Chief of Staff who is responsible for corporate communications, human capital strategic management, management control, correspondence, customer service, problem resolution, coordination of activities that cross NBC Directorates, as well as audit oversight.

B. Deputy Director's Office. The Director is further assisted by a Deputy Director who is responsible for facilitating the development and maintenance of the NBC Strategic Plan. The Deputy Director coordinates the development of Business Plans for each line of service within the NBC, and provides project management support to execute complex projects that cross NBC Directorates.

C. Information Technology Directorate. The Assistant Director, Information Resources (ADIR), who reports to the Director of NBC, is responsible for information technology (IT) program management, which includes the following: IT planning; policy, procedures, standards, and guidelines development; budget approval of IT expenditures; program coordination, direction, and execution across NBC. The ADIR is also responsible for following IT management functions: technology, security, information, telecommunications, IT inventory and assets, strategic planning, project management, and IT careers/skills. The headquarters office is located in Denver, CO; with field offices in Boise, ID; Washington, DC; and Reston, VA. The ADIR carries out the functions of the Directorate with the assistance of a Deputy for Customer Support Services (O/S) and Modernization, and a Deputy for IT and Business Operations.

D. Human Resources Directorate. The Associate Director for Human Resources reports to the NBC Director and ensures NBC's customers receive comprehensive personnel and payroll systems and services on a government-wide basis. The Human Resources Directorate develops and supports automated personnel, payroll and related systems, and provides for the design, development, modification, implementation, documentation, and future versions of these systems. It provides and coordinates all of the necessary activities to convert new clients to the NBC applications. It also offers HR cross-servicing operations which include the full array of servicing personnel office operations, including employment Drug Testing Services. The headquarters office is located in Denver, CO.

E. Administrative Operations Directorate. The Assistant Director for Administrative Operations reports to the NBC Director and is responsible for the operation and maintenance of the Main Interior Complex as well as buildings in Reston, VA; Herndon, VA; and Denver, CO. The office is headquartered in Washington, DC. The directorate provides management for the DOI Library, as well as, printing services, special events services, and health and wellness facilities at the main Interior Complex.

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F. Acquisition Services Directorate. The Associate Director for Acquisition Services reports to the NBC Director and is the Head of the Contracting Activity (HCA) for the NBC. The HCA provides NBC with strategic guidance on acquisition, Federal assistance, and other transaction policies and practices; serves as a competition advocate; and administers a management control review program to ensure compliance with statutes and regulations. The HCA oversees the line of business acquisition and administrative services under the delegated authority of the Office of Management and Budget and the Department of the Interior for service-for-fee intergovernmental revolving funds. The Acquisition Services Directorate is headquartered in Herndon, VA, and has offices in Washington, DC; Denver, CO; Sierra Vista, AZ; Boise, ID; Sacramento, CA; and Anchorage, AK.

G. Federal Consulting Directorate. The Assistant Director for Federal Consulting reports to the NBC Director and is responsible for providing services in the areas of management consulting, executive coaching, performance management and customer satisfaction for the Department of the Interior, as well as other Federal agencies. The office is headquartered in Washington, DC.

H. Financial Management Directorate. The Associate Director for Financial Management reports to the NBC Director and serves as the NBC Chief Financial Officer and is responsible for leading the management and direction of the financial management line of business. The headquarters office is located in Washington, DC; with field offices in Reston, VA; Denver, CO; and Albuquerque, NM.

I. Aviation Management Directorate (AMD). The Associate Director for Aviation Management reports to the NBC Director and provides leadership and strategic direction for the Department's aviation management program. The Directorate is responsible for the development, implementation, and continued oversight of Departmental policy for aviation activities within DOI. The Directorate develops Aviation Management Operational Procedures Memorandums (OPM's), Associate Director Directives, handbooks, guides, etc.; and provides ownership and technical management of DOI owned (fleet) aircraft including assigning fleet aircraft to bureaus. It is responsible for investigating select aircraft mishaps involving Departmental aviation operations in cooperation with the National Transportation Safety Board (where DOI is exercising "operational control," or for other organizations through Interagency Agreements and Service Level Agreements). The Directorate also represents the Department on all aircraft mishap investigations and/or Mishap Review Boards where DOI has involvement. The Associate Director serves as the Department's subject matter expert and senior aviation authority and representative on committees and councils (including internal and external organizations), that impact DOI aviation policy, standards, and/or procedures, and represents the Department in national level airspace issues. The headquarters office is in Boise, ID.

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