FDA Staff Manual Guides, Volume I – Organizations and Functions

Department of Health and Human Services

Food and Drug Administration

Office of Operations

Office of Human Capital Management

Division of Human Resources Systems and Operational Support

Effective Date: December 14, 2018

1. **Division of Human Resources Systems and Operational Support (DCNIB).**

   A. Manages all major human resources (HR) technology systems.

   B. Coordinates with other pertinent Food and Drug Administration (FDA) offices involved in information technology (IT) development and provides input to FDA human resources information systems technology.

   C. Develops and maintains the FDA 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 FDA'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 FDA Program Manager on payroll operations and issues.

   G. Manages and establishes procedures for Office of Human Capital Management (OHCM) 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. Ensures HR processing data analysis and operational mass data entry keying.

J. Ensures and coordinates with Office of Personnel Management (OPM), health benefits providers, and life insurance carriers' stakeholders to ensure proper management of benefit programs.

2. **Data Quality and Services Management Branch (DCNIB1).**

   A. Collect, analyze and synthesize business intelligence data from FDA Human Resources Systems to support recommendations or actions and to inform leadership decisions. Conducts analysis of data inputs and their results.

   B. Administer and administer HR applications and databases to ensure the correct processing of HR actions and to ensure the secure collection of personnel data.

   C. Provides tier 2 and 3 helpdesk support for both public facing and internal HRIS databases, applications and HR operational inquires.

   D. Performs data validation to ensure correctness of data and to reduce errors.

   E. Generates solutions to improve and standardize HR business processes to facilitate timely business decisions.

   F. Performs business process mapping to streamline/standardize business processes; provides HR analysis, dashboards and analytics for OHCM and Office of Talent Solutions (OTS); and leads HR systems related reengineering efforts.

3. **Human Resources Information Systems and Records Branch (DCNIB2).**

   A. Manages all major HR Technology Systems operations, maintenance and enhancement.

   B. Provides and or coordinates all HR systems and department application training.

   C. Manages and oversees FDA Official Personnel Records management process and HR internal FIOA process.

4. **Human Resources Information Technology Branch (DCNIB3).**

   A. Serves as the Program Management Office for all HR Systems enhancements, HRIT investment and implementation and delivery of new HR systems.

   B. Coordinates as the liaison for FDA between the Department of Health and Human Services (HHS) and its Program Support Center (PSC) on all core/back office enterprise HR systems and Talent Management systems.

C. Provides technical desk top customer support through the HRIT help desk, supporting the FDA HR workforce as well as HR websites and SharePoint architectures.

5. **Retirement and Benefits Branch (DCNIB4).**

   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 FDA employees

   D. Prepares and process death in service application

   E. Verify creditable military and civilian service

   F. Process deposit/redeposit application

6. **Timekeeping and Payroll Services Branch (DCNIB5).**

   A. Payroll Liaison Services

   - Provides FDA payroll liaison services with HHS Office of the Secretary (OS) Customer Care Services/Defense Finance and Accounting Service (DFAS)

   - Reviews center/office provided requests for manual pay and leave corrections and submit those to OS Customer Care Services for processing by DFAS

   - Coordinates with center/office coordinators on pay and leave issues and track those issues through resolution

   - Reviews and performs pay and leave audits to assist center/office contacts in resolving pay and leave discrepancies

   - Coordinates with Office of Talent Solutions in the correction of personnel actions causing pay issues.

   - Reviews and processes FDA settlements involving pay and leave modifications requiring processing by DFAS.
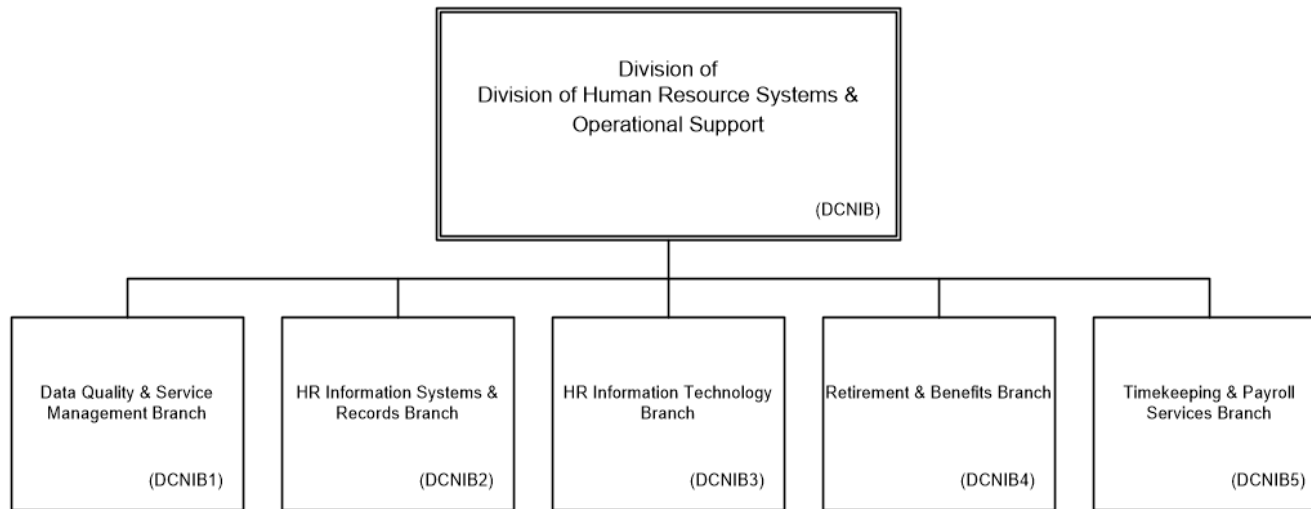
   B. Time and Attendance Services

   - Provides support to FDA for the HHS time and attendance (ITAS) application

- Disseminates ITAS information and time and attendance guidance to customers

- Serves as the FDA Liaison to the HHS/OS ITAS Application Support Team

- Liaisons with center/office ITAS coordinators and timekeepers

- Performs Time and attendance system (ITAS) account management activities

- Reviews and performs time and attendance audits to assist center/office contacts with time, pay, and leave issues.

- Coordinates FDA Voluntary Leave Transfer Program (VLTP) and Emergency Leave Transfer Program (ELTP) programs

7. Authority and Effective Date.

The functional statements for this Division of Human Resource Systems and Operational Support were approved by the Secretary of Health and Human Services on December 14, 2018.

Department of Health and Human Services
Food and Drug Administration
Office of Operations
Office of Human Capital Management
Division of Human Resource Systems and Operational Support

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Data Quality & Service Management Branch (DCNIB1)	HR Information Systems & Records Branch (DCNIB2)	HR Information Technology Branch (DCNIB3)	Retirement & Benefits Branch (DCNIB4)	Timekeeping & Payroll Services Branch (DCNIB5)

Staff Manual Guide 1117A.102
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The following is the Department of Health and Human Services, Food and Drug Administration, Office of Operations, Office of Human Capital Management, Division of Human Resource Systems and Operational Support organization structure depicting all the organizational structures reporting to the Director.

These organizations below report to the Division of Human Resource Systems and Operational Support (DCNIB)

Data Quality and Service Management Branch (DCNIB1)

HR Information Systems and Records Branch (DCNIB2)

HR Information Technology Branch (DCNIB3)

Retirement and Benefits Branch (DCNIB4)

Timekeeping and Payroll Services Branch (DCNIB5)