

**FDA Staff Manual Guides, Volume I – Organizations and Functions**

**Department of Health and Human Services**

**Food and Drug Administration**

**Office of Operations**

**Office of Management and Enterprise Services**

**Office of Management**

**Division of Management Services**

Effective Date: May 13, 2024

**1. Division of Management Services (DCNAGD).**

- 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. Supports initiatives identified by the Food and Drug and Administration (FDA) Senior Leadership and ensures strategic business goals, policies, and objectives are fully implemented to achieve measurable results for FDA.

**2. Communications Branch (DCNAGD1).**

- A. Develops, coordinates, and disseminates overarching communications and education activities for internal and external stakeholders.
- B. Provides expertise on core communication and education tools for application in support of FDA programs.
- 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.

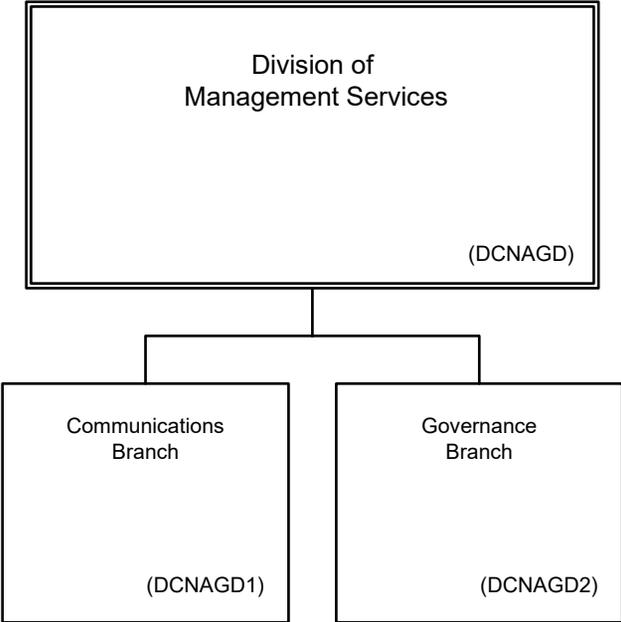
**3. Governance Branch (DCNAGD2).**

- A. Facilitates Operational Management Councils (OMCs), inclusive of the Management Council, providing authoritative advice, guidance, and governance across the FDA.
- B. Serves as an advisor regarding the Office of Management and Enterprise Services (OMES) programs by providing guidance on business processes for Office of the Commissioner services, practices, and systems to align with FDA – wide management operations objectives.
- C. Manages ongoing administrative and management operations within OMES.
- D. Ensures OMES performance accountability through actions plans, reporting tools, and other business performance indicators.

**4. Authority and Effective Date.**

The functional statements for the Division of Management Services were approved by the Secretary of Health and Human Services on March 5, 2024 and effective on May 13, 2024.

**Department of Health and Human Services  
Food and Drug Administration  
Office of Operations  
Office of Management and Enterprise Services  
Office of Management  
Division of Management Services**



Staff Manual Guide 1117A.274

Organizations and Functions

Effective Date: May 13, 2024

The following is the Department of Health and Human Services, Food and Drug Administration, Office of Operations, Office of Management and Enterprise Services, Office of Management , Division of Management Services organization structure depicting all the organizational structures reporting to the Director:

Communications Branch (DCNAGD1)

Governance Branch (DCNAGD2)