SMG 1111.512

FDA Staff Manual Guides, Volume I – Organizations and Functions

Food and Drug Administration

Office of the Commissioner

Office of Digital Transformation

Office of Information Management and Technology

Office of Business and Customer Assurance
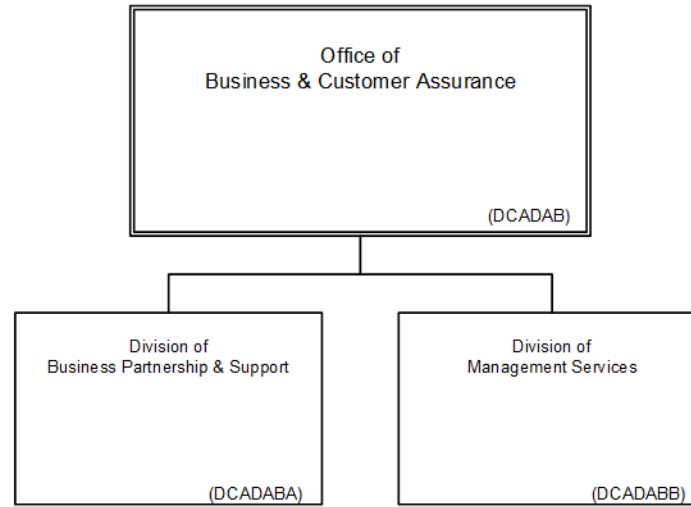
Effective: August 24, 2021

1. **Office of Business and Customer Assurance (DCADAB).**

   A. Coordinates development of Center/Offices Information Technology (IT) budget and provides support for budget execution and contract monitoring of information resources.

   B. Oversees the IT Helpdesk, the Employee Resource and Information Center (ERIC) Helpdesk and desktop support Contractor including contractor Service Level Agreements (SLA), call and incident management and IT desktop support services for the Food and Drug Administration.

   C. Manages strategic operations for the Office of Information Management and Technology (OIMT) building support services, and IT purchasing.

2. **Authority and Effective Date**

   The functional statements for the Office were approved by the Acting Commissioner of Food and Drugs on July 22, 2021 and effective on August 24, 2021.

Department of Health and Human Services
Food and Drug Administration
Office of the Commissioner
Office of Digital Transformation
Office of Information Management & Technology
Office of Business & Customer Assurance

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Office of
Business & Customer Assurance

(DCADAB)
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Division of                          Division of
Business Partnership & Support       Management Services

(DCADABA)                            (DCADABB)
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Internet & Intranet Branch
Call Center Branch
Regional Support Branch
Property Receiving and Distribution Branch
Employee Resource Information Center

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The following is the Department of Health and Human Services, Food and Drug Administration, Office of the Commissioner, Office of Digital Transformation, Office of Information Management and Technology, Office of Business and Customer Assurance organization structure depicting all the organizational structures reporting to the Director:

Office of Business and Customer Assurance (DCADAB)

The organizations below report to the Office of Business and Customer Assurance (DCADAB):

Division of Business Partnership and Support (DCADABA)

Division of Management Services (DCADABB)

The organizations below report to the Division of Business Partnership and Support (DCADABA):

Internet and Intranet Branch

Call Center Branch

Regional Support Branch

Property Receiving and Distribution Branch

Employee Resource and Information Center