Information and Resource Management Update

Advisory Committee for Business and Operations
8 May 2012
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Office of Information and Resource Management
OIRM Update

• OIRM Vision, Mission and Goals
• Human Capital Update
• Acting/Interim Executive Positions
• Other Items
  – Future NSF
  – Global Summit on Merit Review
  – IT Infrastructure
• CIO Update
OIRM Vision, Mission and Goals
OIRM DRAFT Vision

- OIRM is recognized throughout NSF as **key to mission accomplishment**; an **innovative organization** that speaks with **one voice**; valued for its **customer service**, **technical expertise** and **leadership**.
OIRM DRAFT Mission

• Promote the progress of science through modern, high-quality and seamless IT, administrative and human resource support across the Foundation.
**OIRM High Level Goals**

- **OIRM as one team**
  - Customer service quality…avoid “no,” timely response, accurate
  - Lead the agency in efficiencies and cost effectiveness
  - Lead by example to the Foundation as a model federal agency

- **Lead the Agency to improve/maintain good morale**
  - Communications
  - Diversity of thought and background
    - Recruiting
    - Retention
  - Performance Management
  - Workload management
  - Quality of Life…telework, virtual panels
  - Training…implement new employee development programs

- **Resolve Future NSF HQ site**

- **Continued improvement to IT**
  - Business systems
  - IT continued modernization…as resources allow
Human Capital Update
Human Capital Accomplishments

• Planning
  – Human Capital Strategic Plan approved
  – Government Performance and Results Act 2012-2013 Annual Performance Goals involving
    • IPA performance system;
    • General Workforce and SES performance systems;
    • Training
  – NSF Workforce Management Plan in response to Senate request (Completed 73 of 102 Recommendations)
  – NSF Diversity and Inclusion Strategic Plan
HC Accomplishments (cont)

• Operations
  – Implementation of webTA
    • Including on-line and in-class training
    • “Cleanest payroll data ever”
    • Ground rules for operation using webTA developed collaboratively with the Union
  – Implementation of 6 am start capability
    • Employee and Union input
    • Moving toward 9 pm end capability
  – Performance and Award Management
    • Memorandum of Understanding developed with the union re guidance on bonuses and incentive awards
    • Enhanced training for supervisors and managers on performance management
    • New training for employees on performance management
HC Accomplishments (cont)

• **Continued Career/Life Balance (CLB) Initiatives**
  – Participation in Telework Week
  – Reinstated Take Your Child To Work Day

• **Continual Internal Communications Improvements**
  – Conducted Director’s Town Halls
  – Weekly Wire
  – Idea Share

• **Continual Training Improvements**
  – Developed/launched formal NSF mentoring program
Human Capital Moving Forward...

- **Improve NSF Culture of Inclusiveness**
  - Work with Office of Diversity and Inclusion
  - Improve recruiting/hiring/promotion processes
    - Increase pool of targeted employees (Hispanic, veterans)
    - Increase transparency of selection process (ODI participation)
  - Increase current staff competitiveness (development, training, staff rotations, etc.)

- **Improve Communications throughout NSF**

- **Address Workload Issues**
  - Continue/increase career-life balance initiatives
  - Streamline processes; use of technology
HC Moving Forward...

- **Employee Recognition**
  - Example: IdeaShare Awards
  - Non-cash recognition

- **Improve Performance Management systems**
  - Transparency of system
  - Improve Performance Standards
  - Training

- **Employee Development**
  - Enhance Supervisor training
  - Expand employee training and opportunities
NSF Acting/Interim Positions

• # of acting/interim positions relatively constant over last 1+ years
  – 15-20% of total (currently 10 acting/interim, 3 vacant out of 69 executive-level positions)

• 4 of 10 current acting/interim positions also in that status May 2011
  – Constant turnover
  – Faster rate of turnover in FYs 2011 and 2012 to-date
  – Improved time-to-hire

• Improved “quality” of acting executives
Other OIRM Updates

• Future NSF

• Virtual Panels

• Security/Contingency Ops (Telework)

• Workload/Resources

• Global Summit on Merit Review

• IT Infrastructure (today and in the future)
Today

Remote Location
- Generic Desktop
- Remote Desktop
- Email Only (OWA)

Service Recovery
- Email "Hot Site"
- Systems "Cold Site"

Internet with Cloud Services
- Commercial Internet Service
- Point Solutions
- Payroll
- eLearning
- webTA
- 1 Gbps TIC

Internet2
- Commercial Data Center
- Select Mission Applications
- Select Databases
- Desktop tools completed FY12:
  - Standard Mac services
  - Identity Finder
  - Support for new iPad
- Desktop tool upgrades underway:
  - Standard IM (Lync)
  - Windows 7 & Office 2010

Infrastrucure changes completed in FY12:
- database server hardware and software
- file service
- time-and-attendance moves to cloud (webTA)
- network access controls
- collaboration tools (Sharepoint 2010)

Infrastructure changes underway:
- email
- application software

End of service life
- email
- application software

Old, but still supported
- application software

Not on latest version
- application software

Current version
- application software

Office of Information and Resource Management
Administrative Services
Human Resource Management
Information Systems
Chief Information Officer
CIO Update
IT Enables Fulfillment of NSF’s Mission

NSF Mission
“To promote the progress of science...”

Grants
• 49,000 proposals annually
• 11,400 awards annually

Mission Applications
Applications to help staff make and manage awards, researchers find and apply for awards, and the public to find information on research spending and the outcomes of NSF-funded research

Admin. Apps.
Human resource tools, applications to facilitate staff collaboration, etc.

Operations and Infrastructure
Basic maintenance and operations for ongoing operations that support applications and services (e.g. NSF’s call center and customer care services)

Security and Privacy
Managing security and privacy, such as providing proactive protection from viruses, spyware, and other threats

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Administrative Services
Human Resource Management
Information Systems
Chief Information Officer
Stakeholders served by NSF IT (FY11)

NSF
- 190 solicitations
- 49,000 proposals
- 24,000 reviewers (panel + mail)
- 29,000 grant payments processed
- 11,400 new awards
- 425,000 e-correspondence

Research Community
- 276,000 researchers and educators
- 1,900 institutions
- 49,000 proposals
- 262,000 reviews conducted
- 11,400 new awards
- 16,000 notifications and requests
- 21,000 Cash Request
- 46,000 project reports
- 6,900 financial reports

General Public and Oversight Authorities
- 1,4 million visitors monthly
- View cutting edge science
- 1500 highlights
- 240,000 searchable awards (NSF & NASA)
- 4,200 outcomes reports
- 21,000 Cash Request
- 46,000 project reports
- 6,900 financial reports

Office of Information and Resource Management
What NSF IT Funds (FY12)

- IT Applications: 54%
- IT Operations and Infrastructure: 40%
- IT Security and Privacy: 6%
Recipe for Progress in a Constrained Environment

**Strategic Planning**
- Provide vision and guiding principles
- **Result:** Provides framework for IT decision making

**Governance**
- Implement more transparent, predictable decision making
- **Results:**
  1. Alignment with areas of critical need
  2. Better informed decisions

**Portfolio Review**
- Baseline current investments
- **Results:** Identify opportunities:
  1. To rebalance portfolio
  2. For savings
  3. To innovate