National Science Foundation
Advisory Committee for Business and Operations
Spring 2018 Meeting

Wednesday, June 13, 2018

1:00 pm  Welcome/Introductions/Recap
          Co-Chairs: Chuck Grimes and Susan Sedwick

1:15 pm  Meeting with Dr. Córdova and Dr. Ferrini-Mundy
Overview of Renewing NSF---provide context going into the discussion on the President’s Management Agenda. What questions or advice would the Director and COO like to ask the BOAC on Renewing NSF?

2:15 pm  President’s Management Agenda - Overview
Summary of the PMA rolled-out in March 2018. Focus on: 1) Committee’s experience in implementing other Presidential initiatives like the PMA and 2) how does the PMA tie into other strategic efforts at NSF such as Renewing NSF?

          Presenters: Donna Butler, OIRM; Teresa Grancorvitz, BFA
          Discussants: Adam Goldberg and John Kamensky

2:45 pm  Break

3:00 pm  Deeper Dive- Cross-Agency Priority (CAP) Goal - First
          -- Results-Oriented Accountability for Grants
Discuss what NSF has achieved to-date, including work with the CFO Council. Possible questions:
  • How can the external community assist NSF with meeting goals?
  • How can NSF work with other Federal agencies?
  • What does success look like?

          Presenter: Dale Bell, BFA
          Discussants: Susan Sedwick and Pamela Webb

3:45 pm  Deeper Dive- Cross-Agency Priority (CAP) Goal -Second
          -- Modernize IT to Increase Productivity and Security
          • Discuss NSF progress on modernization of IT tools and lessons learned to-date.
          • Discuss use of artificial intelligence in the merit review process and financial management.
          • Committee feedback on where to deploy new IT tools.
          • What does success look like?

          Presenters: Dorothy Aronson, OD; Dan Hofherr, OIRM
          Discussants: John Tao and Ned Holland

4:30 pm  Break
4:45 pm **Interaction of Agency CFO and CIO**  
Adapted from a presentation given earlier this year to the Association of Government Accountants (AGA).

What opportunities exists for the CFO and CIO and related organizations to work together to maximize value for NSF.

*Presenters: Dorothy Aronson, OD; Teresa Grancorvitz, BFA*

*Discussant: Adam Goldberg*

5:30 pm **Adjourn**

6:30 pm **Dinner**
Thursday, June 14, 2018

8:00 am  **BFA/OIRM/OLPA/Budget Updates**
*Presenters: Donna Butler, OIRM; Teresa Grancorvitz, BFA; Rob Moller, OLPA; Tony DiGiovanni, BFA*

8:45 am  **Enterprise Risk Management (ERM)**
NSF is in its second year of implementing an agency-wide risk management initiative and is demonstrating the value of ERM techniques by applying them to its progress reporting on the agency’s management challenges. NSF seeks Committee feedback on this “demonstration project” as well as on the challenges that are typical in implementing ERM in a large organization. NSF also seeks advice on how we might leverage NSF leaders’ present understanding of risk, risk models and risk-based decision making to enhance their understanding of risk management at the enterprise level.

*Presenters: Rafael Cotto, BFA; Charisse Carney-Nunes, BFA*
*Discussants: Doug Webster and John Kamensky*

10:00 am  **Break**

10:15 am  **Customer Service**
BFA and OIRM serve a wide variety of customers internal and external to NSF. Possible questions/feedback:
- How do we go from good to great in customer service?
- How do we service each other as customers?
- How do we best measure if we are doing a good job in meeting customer’s needs?
- What are the best metrics to use?
- How do we get a sense of the customer experience, other than from surveys?
- How do we know we are effective?

NSF participates in a government-wide effort led by GSA to measure certain administrative functions which can be compared to other Federal agencies. NSF’s results can be shared as a starting point for this agenda item.

*Presenters: Wonzie Gardner, OIRM; Bill Miller, BFA*
*Discussants: Jan Jones, John Palguta*

11:30 am  **Committee Business/Wrap Up**

12:00 pm  **Adjourn**