

**OIRM Update**  
**for the B&O Advisory Committee Meeting (Spring 2019)**

**OIRM Senior Staff Changes**

- There have been several changes to OIRM Senior Staff since we last saw you in December.
  - I (Wonzie Gardner) have been appointed Head of OIRM after serving as Acting Head for several months.
  - Javier Inclán has been named Deputy Head of OIRM effective August 4, 2019. Javier will continue as Acting Division Director in the Division of Human Resources Management (HRM) until a permanent Division Director is named. Jeff Rich is serving as Acting Deputy Head until that time. Linnea Avallone has moved to the Office of International Affairs (OIA) after completing her detail as Acting Deputy Head.
  - In the Division of Information Services (DIS), Teresa Guillot has been named Deputy Division Director.
  - In the Division of Administrative Services (DAS), Hilary Haight is serving as Acting Deputy Division Director.
  - In HRM, Bill Malyszka is serving as Acting Deputy Division Director of HRM.

**OIRM Staff Awards**

- Congratulations to OIRM staff who recently received Director's Awards! Citations are attached in the Appendix.
  - Anju Anand, Scott Bohnoff, Kelly DuBose, Teresa Guillot, Dawn Patterson, Elanchezhian Sivagnanam, Ann Smith

**Shutdown**

- Coordinated with BFA on all aspects of the government shutdown, before, during and after the shutdown.
  - Special recognition to Javier Inclán (OIRM), Janis Coughlin- Piester (BFA) and Linnea Avallone (formerly OIRM, now OIA) for their leadership roles.
- Delivered proactive communications to employees including messages of status on NSF.gov, FAQs, manning a shared inbox to field real-time questions and providing pointers to other resources.
- Assisted in bringing panels back on-line after the shutdown in a prioritized manner.
- Interior Business Center, our payroll provider, processed retroactive payroll actions to get people paid as smoothly as possible with few issues encountered.

**Cafeteria**

- In March, NSF awarded a contract for cafeteria and light refreshment services to a new vendor, Corporate Chefs, Inc. after coming to a mutual agreement with the previous vendor to terminate their contract. Corporate Chefs initiated cafeteria services on May 6 and began delivering light refreshment orders on May 20. Staff feedback regarding food quality and prices has been very positive.

### **Visitor Experience Improvements**

- DAS has made a number of improvements to the experience of guests arriving in the Visitor Center. The team monitors the number of expected visitors and opens up a supplemental screening station during periods of high visitor volume. They also worked with DIS to integrate data from the Conference Room Scheduler into the Enterprise Data Warehouse to identify unregistered visitors to reduce delays associated with processing them. Additional furniture and signage has been installed to improve traffic flow and convenience. The team expanded the information sent to visitors prior to their visits to set realistic expectations and conducted an awareness campaign among NSF staff registering guests to bring the percentage of visitors who receive this email up from less than 25% to nearly 60%. The team implemented a feedback program using comment cards to address visitor concerns in real time. The team also developed a procedure to enable Federal employees from other agencies who frequently visit NSF to access the building using their Federal ID cards rather than going through the Visitor Center.

### **Transfer of Personnel Security and Suitability from HRM to DAS**

- The Personnel Security and Suitability (PSS) office was transferred from HRM to DAS. PSS is responsible for the determination of suitability and security clearance eligibility of individuals for entry and retention in sensitive and non-sensitive positions within NSF, as well as the overall development and administration of NSF Personnel Security Programs and directives. This realignment allows for streamlined program oversight and increased efficiencies throughout the process.

### **FEVS 2019**

- The Federal Employee Viewpoint Survey for 2019 launches the week of May 20th. While the Office of Personnel Management had planned to alter the survey design this year based on findings from last year's pilot, the deferred to keep the instrument the same this year to get pre and post-shutdown measures and indicators of the impact of that event. They are also adding a small number shutdown-specific items will also be included.

## IT News

- NSF remains focused on preserving secure, reliable day-to-day operations for our IT systems and services, supporting the agency and its customers by providing systems and electronic tools that facilitate NSF's grants management processes and that enable agency business to be conducted effectively anytime and anywhere.
- NSF continues modernizing IT services to improve the external research community's interactions with NSF while providing the agency workforce with new tools and capabilities that facilitate their work in support of the agency mission.
  - In February 2019, NSF implemented changes in FastLane and Research.gov to support policy updates in the [Proposal & Award Policies & Procedures Guide](#) (PAPPG) (NSF 19-1) and to run new automated proposal compliance checks. Following the PAPPG changes, proposal preparation and submission is incorporated in Research.gov as an alternative to the NSF FastLane System for proposal preparation, submission, and proposal file updates.
  - NSF continues to expand services in MyNSF and introduce new functionality to the agency. Currently, MyNSF allows staff to create and manage Panels, Advisory Committees, COVs, Site Visits, Sub-committee meetings, and Ad Hoc proposal reviews, as well as view summary information for pending and approved awards. The new MyNSF check and track functionality, introduced in late 2018, allows Program staff to check and track the availability of potential meeting participants. In April 2019, MyNSF added the ability to process post award funded actions (e.g., supplements, increments, etc..) and decommissioned the corresponding functions from legacy Awards.
  - NSF's Enterprise Reporting (ER) service regularly introduces new data sources, dashboards, and reporting capabilities. In February 2019, a new Assigned Reviewer Conflict of Interest (COI) dashboard was introduced to help NSF staff identify potential conflicts for future meetings/panels. It enhances the previous Reviewer COI Report by performing additional COI checks on several types of proposal documents.
- NSF is moving to cloud technologies to improve agility and redundancy of services. A significant area of focus in FY19 has been supporting the development and implementation of the new NSF.gov website as it is modernized and moved to a cloud environment.
- NSF continues to evaluate and adopt emerging technologies. During FY19, NSF expanded the use of Robotics Process Automation (RPA), bringing three "bots" into production to automate routine tasks.
- NSF regularly receives external recognition for its strong IT programs. In February 2019, NSF was a recipient of an award for Best Overall (one of 4 agencies in this category) at the second annual FITARA Awards & Forum. GAO and Congress collaborated to create the FITARA scorecard to measure how well agencies are meeting the goals of the Federal IT Acquisitions Reform Act (FITARA). In November 2015 NSF got a "D" and by May of 2018 we received a B+ and have maintained that grade. B+ is the highest grade across all agencies.

## **APPENDIX**

### **2019 NSF Director's Award of Excellence**

The Director's Awards of Excellence are given for demonstrating outstanding accomplishments. Each year, the NSF Director looks forward to honoring NSF staff who have excelled at their jobs and made special contributions to the Foundation and the community.

#### **Superior Accomplishment (Individual)**

- Dawn Patterson
  - For unwavering support to the Senior Executive Service by improving the processes and serving the members using data-driven decisions and working collegially with the group to ensure NSF is meeting objectives.
- Ann Smith
  - For outstanding leadership and expertise in developing and executing NSF's plan to meet Federal Information Technology Acquisition Reform Act (FITARA) requirements, demonstrating NSF's progress in IT modernization.

#### **Superior Accomplishment (Group)**

- Anju Anand, Teresa Guillot, Elanchezhian Sivagnanam (part of larger NSF group)
  - For excellence in innovation through Robotic Processing Automation that advances the agency goals in creative tools and practices for an evolving workplace and solidifies NSF's leadership at the nexus of workforce and technology solutions.
- Scott Bohnoff, Kelly DuBose (part of larger NSF group)
  - For excellence in pioneering unprecedented strategies and publishing promising practices that further bolster the Director's commitment to ensuring science and scientists funded by NSF is conducted in a safe research environment free of harassment.