



U.S. DEPARTMENT OF
ENERGY

Office of
Science

Office of Science Integrated Support Center

Service Plan

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Date

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Executive Summary

This document reflects the collaborative approach of the Office of Science (SC) - Chicago (hereinafter referred to as "Chicago") and the Office of Science - Oak Ridge (hereinafter referred to as "Oak Ridge") to providing support for the SC enterprise through the operation of the SC Integrated Support Center (ISC). The ISC is a virtual organization established during the restructuring effort of the OneSC Project. The plan documents the decisions made to date relative to the mutual responsibility of the Oak Ridge and Chicago Offices to collaborate to provide integrated support for the SC.

The core content of the plan is the matrix of functions with associated servicing office leads. The support identified in this matrix reflects the primary ISC Office providing support to the Site Offices at the functional level. The detailed activity breakout in the table serves as a reminder for all SC staff of the associated activities that lie within the given functional grouping. The plan will be revised when appropriate to reflect the continuing maturation of the ISC, changes in DOE requirements, and customer feedback. Shifts in resource availability and performance-related issues will also be reflected in revisions.

Section 1 Guiding Principles

The ISC provides services through the integration of the capabilities of the Oak Ridge and Chicago Offices. These services are provided to support the total SC enterprise and are designed to ensure effective customer support and operating efficiency.

Managers of the Chicago and Oak Ridge Offices are accountable to the SC Deputy Director for Field Operations (DDFO) for the effectiveness and efficiency of enterprise support. Inherent in this accountability is the proper delegation of authority to manage the assigned responsibilities. Feedback from the SC customer base will validate the quality, effectiveness, and efficiency of the enterprise support.

The Chicago and Oak Ridge Managers will jointly develop revisions to the ISC Service Plan and be individually responsible to the SC DDFO for implementing those aspects of the plan assigned to them. The plan is the integration vehicle which leverages the capabilities of the Chicago and Oak Ridge Offices to provide support to the SC enterprise. The source of support services (Oak Ridge or Chicago) was based initially upon the capacity to provide support; capacity being a function of both available resources and required functional expertise. In the long term, ISC service delivery will be a function of capacity, performance, and outcomes of reengineering processes as reflected in the SC Management System.

Section 2 Assumptions

This plan is based on a number of assumptions. The ISC is a major responsibility for the Chicago and Oak Ridge Managers who, with their supporting organizations, constitute the

team for the ISC. These Managers are held accountable for the quality of the support provided to SC through the ISC.

The plan presumes a standard set of expectations for Site Offices. The plan also assumes site staffing commensurate with these expectations; that is, site staffing will consist of the correct number of positions and the proper skills of the incumbents. This is a critical assumption since the plan assumes site skill bases sufficient to allow for appropriate liaison and integration with the ISC service providers. The SC DDFO will monitor overall human capital needs and utilization.

An additional assumption is that the Chicago/Oak Ridge ISC team will serve as the source of specialized staff support to the SC DDFO as the single point of accountability for SC operations.

■ Section 3 Purpose and Scope

This plan is developed to specify sources of administrative, business, and technical services to the SC enterprise. This customer base consists primarily of SC Site Offices.

■ Section 4 Services

This plan contains two matrices. The first depicts, at the functional level along with activities, services provided by the Chicago and Oak Ridge Offices to the SC enterprise. The Service Provider Matrix indicates where an ISC customer will find the support required for each of the functions listed regardless of a line/staff relationship.

This matrix serves as the top-level entrance for the contact matrix. The contact matrix adds a third dimension to the equation, allowing a customer to identify the specific customer contacts for each major function.

The Chicago and Oak Ridge Offices are accountable to both their customers and ultimately to the SC DDFO for the consistency, quality, and timeliness of their support. Performance standards of the ISC are based on established standards developed under the auspices of the SC DDFO. Performance standards (quality, timeliness, etc.) will reflect the OneSC character of the ISC and be the same regardless of who provides service.

Service requests related to the lead offices identified in the matrix should be directed to the applicable point of contact contained in the Contact Matrix. Requests for services not identified in the matrix (i.e., "new requests") should be directed to the Chicago Office's Deputy Manager who will work with the Oak Ridge Deputy Manager to analyze mutual capacity for the support and in concert with this plan, outline the appropriate source of support. The Chicago and Oak Ridge Managers and the established lead will discuss this recommendation for the support. This decision will be documented by a change to the Service Provider Matrix when the support will be recurring (as opposed to transactional).

The SC DDFO will be advised of changes that are made for recurring support between formal updates of the Plan.

In accordance with the SC emergency management guidance, the SC Site Offices have the lead responsibility in emergencies and the ISC is to support Site Offices. There are, in many of the planned site activities, clearly defined roles and relationships for emergency operations by DOE and contractors reflecting the site's unique needs, characteristics, and experience. Under special or unusual circumstances, the need for emergency service support activities may be difficult to anticipate specifically. For these reasons, Site Offices can and should directly contact the appropriate person in the Contact Matrix for needed support regardless of whether or not the activity has been identified in the Service Plan.

Service Provider Matrix

| Functions and Activities | SC HQ | SITE OFFICES* | | | | | | | | | | Notes C = CH O = OR (Blank) = no service requested |
|---|-------|---------------|------|------|-----|-----|-----|-----|------|-----|------|---|
| | | ASO | AMSO | BHSO | BSO | FSO | OSO | PSO | PNSO | SSO | TJSO | |
| 1.0 Human Capital Management | | C | C | C | C | C | O | C | O | O | O | |
| Functions requiring Delegated Personnel Authority | | | | | | | | | | | | |
| Annual Notice of Competitive Areas/RIF Program | | | | | | | | | | | | |
| Federal Employee Health Services Administration | | | | | | | | | | | | |
| Acquiring and Positioning Human Resources | | | | | | | | | | | | |
| Pay and Leave Administration | | | | | | | | | | | | |
| Position Suitability Determinations | | | | | | | | | | | | |
| Preparation of Furlough Notices | | | | | | | | | | | | |
| Workforce Discipline | | | | | | | | | | | | |
| Merit Promotion Program | | | | | | | | | | | | |
| Career Transition Planning | | | | | | | | | | | | |
| EAP Coordinator | | | | | | | | | | | | |
| Annual Fair Act Inventory Coordination | | | | | | | | | | | | |
| Drug Testing Program Manager | | | | | | | | | | | | |
| Federal Employee Training Program Administration | | | | | | | | | | | | |
| Employee Performance Management System | | | | | | | | | | | | |
| Grievance Process Administration | | | | | | | | | | | | |
| Employee Concerns Program Coordinator | | | | | | | | | | | | |
| Diversity Program Administration | | | | | | | | | | | | |
| 2.0 Contractor Human Resources | | C | C | C | C | C | O | C | O | O | O | |
| Davis Bacon | | | | | | | | | | | | |
| Workers' Compensation | | | | | | | | | | | | |
| Risk Management | | | | | | | | | | | | |
| Labor Relations | | | | | | | | | | | | |
| Compensation | | | | | | | | | | | | |
| Pension and Benefits Administration | | | | | | | | | | | | |
| Workplace Substance Abuse | | | | | | | | | | | | |
| Worker Transition Administration | | | | | | | | | | | | |

| Functions and Activities | SC HQ | SITE OFFICES* | | | | | | | | | | Notes C = CH O = OR (Blank) = no service requested | |
|--|-------|---------------|------|------|-----|-----|-----|-----|------|-----|------|---|--|
| | | ASO | AMSO | BHSO | BSO | FSO | OSO | PSO | PNSO | SSO | TJSO | | |
| Contractor Employee Protection Program | | | | | | | | | | | | | |
| Diversity | | | | | | | | | | | | | |
| 3.0 Procurement and Contract Management | | C | C | C | C | C | O | C | O | O | O | | |
| Contracting Officer | | | | | | | | | | | | | |
| Contracting Officer Representative | | | | | | | | | | | | | |
| Acquisition Career Development Program | | | | | | | | | | | | | |
| Warrant Program | | | | | | | | | | | | | |
| Contract Specialist/Procurement Analysts | | | | | | | | | | | | | |
| WFO/CRADAs/Tech Transfer | | | | | | | | | | | | | |
| Small Business Program Administration | | | | | | | | | | | | | |
| Simplified Acquisition | | | | | | | | | | | | | |
| Procurement Database Management | | | | | | | | | | | | | |
| Contract Negotiations/Award/Administration | | | | | | | | | | | | | |
| Financial Assistance Management | | | | | | | | | | | | | |
| Performance Management/Assessment | | | | | | | | | | | | | |
| 4.0 Real and Personal Property Management | | C | C | C | C | C | O | C | O | O | O | | |
| Certified Realty Official Services | | | | | | | | | | | | | |
| Personal Property Management | | | | | | | | | | | | | |
| Utilities | | | | | | | | | | | | | |
| Maintenance | | | | | | | | | | | | | |
| 5.0 Finance and Accounting | | C | C | C | C | C | O | C | O | O | O | | |
| Functions of CFO-designated Field CFOs | | | | | | | | | | | | | |
| Accounting | | | | | | | | | | | | | |
| Payroll Liaison | | | | | | | | | | | | | |
| Receivables/Collections Management [including Wage Garnishment] | | | | | | | | | | | | | |
| Travel Charge Card Program Coordinator | | | | | | | | | | | | | |
| Travel Management | | | | | | | | | | | | | |
| 6.0 Budget and Resources Management | | C | C | C | C | C | O | C | O | O | O | | |
| Functions requiring Allotment Authority | | | | | | | | | | | | | |
| Work Authorization Approvals | | | | | | | | | | | | | |
| Funds Control and Distribution | | | | | | | | | | | | | |
| Budget Development and Execution | | | | | | | | | | | | | |
| 7.0 Program and Technical Support | | C | C | C | C | C | O | C | C | O | O | | |
| Environmental Stewardship | | | | | | | | | | | | | |
| Hazardous Materials Packaging and Transportation | | | | | | | | | | | | | |
| Institutional Planning | | | | | | | | | | | | | |
| Infrastructure | | | | | | | | | | | | | |
| Waste Management | | | | | | | | | | | | | |
| 8.0 Public Affairs, Information and Intergovernmental Relations | | C | C | C | C | C | O | C | C | O | O | | |
| Stakeholder and Media support | | | | | | | | | | | | | |
| 9.0 Environment, Safety and Health | | C | C | C | O | C | O | C | C | O | O | | |
| ES&H Reporting | | | | | | | | | | | | | |
| Accident Investigations | | | | | | | | | | | | | |

| Functions and Activities | SCHQ | SITE OFFICES* | | | | | | | | | | Notes C = CH O = OR (Blank) = no service requested | |
|---|-------------|---------------|------|------|-----|-----|-----|-----|------|-----|------|---|--|
| | | ASO | AMSO | BHSO | BSO | FSO | OSO | PSO | PNSO | SSO | TJSO | | |
| Operational Readiness Reviews | | | | | | | | | | | | | |
| Safety and Health SMEs | | | | | | | | | | | | | |
| Accelerator Safety | | | | | | | | | | | | | |
| Authorization Basis Reviews | | | | | | | | | | | | | |
| Aviation Safety | | | | | | | | | | | | | |
| Biological Etiologic Agents | | | | | | | | | | | | | |
| Construction Safety | | | | | | | | | | | | | |
| Criticality Safety | | | | | | | | | | | | | |
| Health Physics | | | | | | | | | | | | | |
| Industrial Safety/Industrial Hygiene | | | | | | | | | | | | | |
| Occupational Medicine | | | | | | | | | | | | | |
| Nuclear Facility Safety/Facility Representatives | | | | | | | | | | | | | |
| Fire Safety | | | | | | | | | | | | | |
| Human Subjects Research | | | | | | | | | | | | | |
| FEOSH Program | | | | | | | | | | | | | |
| Transportation Safety | | | | | | | | | | | | | |
| Technical Standards Manager | | | | | | | | | | | | | |
| Environment | | | | | | | | | | | | | |
| NEPA | C & O | | | | | | | | | | | | |
| Permits | | | | | | | | | | | | | |
| Environmental Management | | | | | | | | | | | | | |
| Quality Assurance | | | | | | | | | | | | | |
| Price Anderson Amendments Act | | | | | | | | | | | | | |
| 10.0 Project Management | | C | C | C | O | C | O | C | C | O | O | | |
| Project Directors | | | | | | | | | | | | | |
| PM Development and Training | | | | | | | | | | | | | |
| Independent Project Reviews | | | | | | | | | | | | | |
| 11.0 Information Management | | C | C | C | C | C | O | C | O | O | O | | |
| Freedom of Information Act Officer/Program Administration | | | | | | | | | | | | | |
| Privacy Act Officer/Program Administration | | | | | | | | | | | | | |
| Directives Point of Contact | | | | | | | | | | | | | |
| Records Management | | | | | | | | | | | | | |
| Printing & Publishing | | | | | | | | | | | | | |
| Technical Information Officer | | | | | | | | | | | | | |
| Forms Management | | | | | | | | | | | | | |
| Software Quality Assurance | | | | | | | | | | | | | |
| Computer Systems Management | | | | | | | | | | | | | |
| 12.0 Legal - General | | C | C | C | C | C | O | C | O | O | O | | |
| Reviews of Confidential Disclosure Reports | | | | | | | | | | | | | |
| Federal Tort Claim Determination Authority | | | | | | | | | | | | | |
| Oversight of DOE/Contractor Outside Legal Services | | | | | | | | | | | | | |
| Ethics Officer | | | | | | | | | | | | | |
| Contingent Liability Reporting | | | | | | | | | | | | | |

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|---|-------|---------------|------|------|-----|-----|-----|-----|------|-----|------|---|--|
| | | ASO | AMSO | BHSO | BSO | FSO | OSO | PSO | PNSO | SSO | TJSO | | |
| Allowability of Relocation Expenses | | | | | | | | | | | | | |
| Loss or Damage to Personal Property Claims | | | | | | | | | | | | | |
| Environmental Legal | | | | | | | | | | | | | |
| 13.0 Legal - Intellectual Property | | C | C | C | C | C | O | C | O | O | O | | |
| 14.0 Safeguards and Security | | C | C | C | O | C | O | C | C | O | O | | |
| Cyber Security | | | | | | | | | | | | | |
| Classification | | | | | | | | | | | | | |
| Personnel Security/Clearance Processing | | | | | | | | | | | | | |
| Administrative Reviews | | | | | | | | | | | | | |
| Nuclear Material Accountability | | | | | | | | | | | | | |
| Information Security | | | | | | | | | | | | | |
| Protective Force Program | | | | | | | | | | | | | |
| Emergency Management [Moved from ES&H] | | | | | | | | | | | | | |
| Physical Protection | | | | | | | | | | | | | |
| Periodic Safeguards and Security Inspection | | | | | | | | | | | | | |

*** SITE OFFICES**

- ASO Argonne Site Office
- AMSO Ames Site Office
- BHSO Brookhaven Site Office
- BSO Berkeley Site Office
- FSO Fermi Site Office
- OSO Oak National Laboratory Site Office
- PSO Princeton Site Office
- PNSO Pacific Northwest Site Office
- SSO SLAC Site Office
- TJSO Thomas Jefferson Site Office

Contact Matrix

| Functional Grouping | Chicago | Oak Ridge |
|--|--|--|
| 1. Human Capital Management | Regenia Griswold 630-252-2151 Regenia.Griswold@ch.doe.gov | Patricia Howse-Smith 865-576-0928 HowsesmithP@oro.doe.gov |
| 2. Contractor Human Resources | Karen Papp 630-252-2319 Karen.Papp@ch.doe.gov | Patricia Howse-Smith 865-576-0928 HowsesmithP@oro.doe.gov |
| 3. Procurement and Contract Management | Patti Schuneman 630-252-2956 Patricia.Schuneman@ch.doe.gov | Barbara Jackson 865-576-0795 JacksonBJ@oro.doe.gov |
| 4. Real and Personal Property Management | Justin Zamirowski (Real) 630-252-2248 Justin.Zamirowski@ch.doe.gov Patti Schuneman (Personal) 630-252-2956 Patti.Schuneman@ch.doe.gov | Barbara Jackson 865-576-0795 JacksonBJ@oro.doe.gov |
| 5. Finance and Accounting | Shawna Weekley 630-252-2170 Shawna.Weekley@ch.doe.gov | Tim Southard 865-576-0770 SouthardTJ@oro.doe.gov |
| 6. Budget and Resources Management | Mary Sunderland 630-252-2410 Mary.Sunderland@ch.doe.gov | Jenifer Hackett 865-576-0638 HackettJ@oro.doe.gov |
| 7. Program and Technical Support | John K. Adachi 630-252-2777 John.Adachi@ch.doe.gov | Larry Kelly Teresa Perry 865-576-4444 4444 Kelly LC@oro.doe.gov S |
| 8. Public Affairs, Information and Intergovernmental Affairs | Brian Quirke 630-252-2423 Brian.Quirke@ch.doe.gov | John Shewairy 865-576-0885 ShewairyJC@oro.doe.gov |
| 9. Environment, Safety and Health | Karl G. Moro 630-252-2065 Karl.Moro@ch.doe.gov | Teresa Perry 865-576-0831 PerryTC@oro.doe.gov |
| 10. Project Management | John K. Adachi 630-252-2777 John.Adachi@ch.doe.gov | Larry Kelly 865-576-4444 KellyLC@oro.doe.gov |
| 11. Information Management | David Frietsch 630-252-2178 David.Frietsch@ch.doe.gov | Richard Dotson 865-576-8031 DotsonRA@oro.doe.gov |
| 12. Legal | Alan Handwerker 630-252-2034 Alan.Handwerker@ch.doe.gov | Donald Thress 865-576-1200 ThressDF@oro.doe.gov |
| 13. Safeguards and Security | Tom Gradle 630-252-2052 Thomas.Gradle@ch.doe.gov | Pauline Douglas 865-576-9171 DouglasPL@oro.doe.gov |



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Office of Science Integrated Support Center

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Service Plan

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