

Program (COOP); and (7) Manages audit liaison services for SAS 70 audits conducted within the PSC.

3. *Technology Support Services Division (PAE2)*: (1) Designs, obtains, installs, and maintains all Local Area Network (LAN) capabilities within the PSC for application and office automation support; (2) Provides all electronic mail and third party software support; (3) Designs, obtains, installs, and maintains all communication and Wide Area Network (WAN) connectivity capabilities within the PSC; (4) Establishes and maintains a help desk for desktop support; (5) Provides system administration functions; (6) Schedules, operates, and maintains production processes for some PCS applications; (7) Provides customer liaison services to resolve issues and improve customer service; (8) Designs, obtains, installs, and maintains computer and network systems including hardware, software, and data communications required to support human resources, financial management, and administrative automated systems; (9) Provides automated data processing management services for computer systems in local operational offices; (10) Supports the implementation of the PSC's information system security program, including documenting and reporting security breaches; (11) Manages PSC corporate level IT support services or initiatives; (12) Manages Web site hosting and design PSC-wide; and (13) Designs, develops, and maintains PSC Web applications and pages.

4. *Resources Planning and Management Division (PAE3)*: (1) Oversees and manages overall IT budgeting and fiscal planning; (2) Facilitates, supports, and executes the capital planning and investment process and portfolio management; (3) Coordinates and manages the development and execution of the 5-year Information Resources Management (IRM) planning process; (4) Serves as the focal point for IT architecture planning; (5) Develops, implements, and oversees adherence to IT policy; (6) Plans, coordinates, manages and reports on activities required by the Government Paperwork Elimination Act (GPEA) and Government Performance and Results Act (GPRA); (7) Oversees E-Government initiatives; (8) Monitors and evaluates IT Customer Satisfaction; (9) Reviews and oversees all PSC acquisitions and IT acquisitions initiatives; (10) Oversees and evaluates Section 508 compliance throughout the PSC.

III. Delete all organizational units for the *Human Resources Service (PB)* in their entirety except the *Division of*

*Commissioned Personnel (PBJ)*, and replace with the following:

Section PB.10 Mission. *Human Resources Service (PB)*: The Service: (1) Operates a servicing personnel office for a variety of customers; (2) Provides human resources operating systems and management information to HHS program managers and personnel offices; (3) Operates and maintains a Department-wide centralized payroll system; (4) Provides centralized common needs training; (5) Provides Executive Secretariat/Executive Director services for the Board for Correction of PHS Commissioned Corps Records; (6) Operates a servicing equal employment opportunity function; and (7) Manages the Departmental EEO complaints processing program.

Section PB.20 Organization: The Human Resources Service (PB) consists of the following components:

- Office of the Director (PBA)
- Division of Payroll (PBG)
- Division of Commissioned Personnel (PBJ)
- Division of Personnel Operations (PBN)
- Division of Equal Employment Opportunity (PBP)
- HHS University (PBQ)
- Enterprise Applications Division (PBR)
- Systems Integrity and Quality Assurance Division (PBY)

1. *Office of the Director (PBA)*: (1) Provides executive direction, leadership, guidance and support to all Human Resources Service (HRS) components; (2) Provides leadership of a multi-customer, competitive, fee-for-service, cost centered organization; (3) Directs the human resources program for the PSC; (4) Provides leadership for the Board for Correction of PHS Commissioned Corps Records; (5) Provides systems integrity and quality assurance functions including acceptance testing for all new systems/subsystems, major enhancements and systems changes for the human resources information system; (6) Ensures all information necessary for yearly SAS 70 audits is provided, and works with OIT audit liaison staff to resolve any associated issues and findings; and (7) Works with PSC Office of Information Technology staff to ensure appropriate Continuity of Operations measures are in place for systems owned by HRS.

2. *Division of Payroll (PBG)*: (1) Administers the Department's centralized payroll systems; (2) Manages and conducts payroll accounting, reconciliation and pay adjustments processing, produces feeder reports for HHS accounting systems, and carries

out the Department's employee debt collection program; (3) Processes all actions relative to separated employees, including retirement and other separation actions, maintains retirement records and processes death benefit claims; (4) Audits leave accounts and processes unemployment compensation actions; (5) Provides direction, technical assistance, standard operating procedures, manuals and training for IMPACT operators, timekeepers, designated agents, payroll liaison persons and other persons who input data or who use outputs from the personnel and payroll systems; (6) Diagnoses problems and devises solutions to systemic problems and inefficiencies; and (7) Provides required information and works with the PSC Office of Information Technology to resolve audit-related issues and findings.

3. *Division of Personnel Operations (PBN)*: (1) Administers comprehensive human resources management and employee/labor relations services for the Program Support Center (PCS), and its customers; (2) Develops and implements strategies and processes to ensure the progression of the Division of Personnel Operations in its role as a multi-customer, competitive, fee-for-service cost center; (3) Provides a full range of personnel operations services and consultations on human resources activities; (4) Provides expert managerial advisory services including analyzing employee resources, forecasting future requirements, and coordinating policy to meet Departmental mission and public interest needs; (5) Provides consultative services and expert advice to organizations affecting change management activities; and (6) Administers special initiative programs.

4. *Division of Equal Employment Opportunity (PBP)*: (1) Encourages and assists the PSC and its other customers in voluntarily taking affirmative steps to correct the effects of past discrimination and prevent present and future discrimination without resorting to litigation or other formal governmental action; (2) Works toward achieving the Federal and the HHS goal of having a fully representative workforce which includes members of all racial and ethnic groups as well as people with disabilities; (3) Administers special emphasis/diversity programs designed to accommodate the special needs of particular groups. This includes programs such as the Hispanic Employment Program, the Federal Women's Program, the People with Disabilities Program, and programs concerning African Americans, Asian