U.S. DEPARTMENT OF ENERGY | Office of Science

Office of Science
Integrated Support Center

Customer Service Plan

12/12/2017

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1/2/18

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Revision History

TITLE: ISC Customer Service Plan

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SCMS MANAGEMENT SYSTEM: Quality Assurance and Oversight

SUBJECT AREA: Office of Science (SC) Performance Planning and Evaluation

EXPIRATION DATE: November 30, 2018

Revision	Date	Reason/Driver	Description
0	August 2014	Consolidation of group plans into a single ISC-CH plan.	Initial issuance of an ISC-CH wide Customer Service Plan
1	August 2015	Annual Review	Updated Document Owner; Added Assessment support and ECP Coordinator to OM-Q
2	October 2016	Annual Review	Updated to revise and/or remove Products and Services no longer part of the ISC-CH.
3	December 2017	Include OR in Plan and Annual Review	Updated to include ISC OR and combine the ISC Service Plan in the Plan resulting in a comprehensive ISC Customer Service Plan.

Purpose and Scope

The U.S. Department of Energy (DOE) Office of Science (SC) Integrated Support Center (ISC) delivers critical specialized technical and business support to the SC line organizations, thereby facilitating the accomplishment of the SC mission. This support is delivered through a matrix approach that applies specialized technical and business expertise to augment the capabilities of the SC line organizations; as such the ISC is a critical component of the SC program execution and implementation capability.

Our principal customers are the SC Site Offices and Headquarters organizations; however, additional customers outside of the SC organization are also served. The purpose of the ISC Customer Service Plan is to identify the services provided, and the customers who receive these services. The services are presented using the structure of the Office of Science Management System (SCMS).

The ISC is a virtual organization comprised of the combined support capabilities of the Chicago (CH) and Oak Ridge (OR) Offices. The ISC Oak Ridge (ISC-OR) hosts the SC-wide Network Operations Center managed by the Office of Information Technology Services, SC-4, staff residing at the ISC-OR, and manages the SCMS Operations Center for the SC complex.

Upon the creation of the ISC over ten years ago, the concept of "primary lead source" for identifying which ISC location provided services to a particular Site Office customer was established. The ISC-OR is the primary lead source for technical and business support to the Oak Ridge National Laboratory Site Office (OSO), Thomas Jefferson Site Office (TJSO), and SLAC Site Office (SSO); technical support to the Berkeley Site Office (BSO); and business support to the Pacific Northwest Site Office (PNSO). The ISC-CH is the primary lead source for technical and business support to the Ames Site Office (AMSO), Argonne Site Office (ASO), Brookhaven Site Office (BHSO), Fermi Site Office (FSO), and Princeton Site Office (PSO); business support to BSO; and technical support to PNSO. This approach was instituted to leverage long standing customer relationships and to ensure efficient support delivery.

The ISC provides essential administrative, business and technical support to our customers. This plan ensures customer requirements are identified, understood and met; and customer satisfaction is assessed, analyzed, and appropriately acted upon to continuously improve service quality and delivery. ISC management is responsible for understanding customer and regulatory requirements for the work requested by our customers. They are also responsible for developing and implementing communication methods for obtaining information relating to customer satisfaction and ensuring it is reviewed, evaluated and appropriately acted on. The process for accomplishing this is described in *SCMS Subject Area: Office of Science Performance Planning and Evaluation Procedure 3 Focusing on Customers to Enhance Customer Satisfaction and Procedure 4 Customer Satisfaction Feedback.*

This plan supports the ISC Quality Assurance Program (QAP), Quality Policy, Service Excellence Pledge, ISC Core Values and Customer Focused Communication Strategy for Success by capturing detailed information regarding our customers' service expectations, our plans to

continuously improve the services we provide, and our commitment to timely and open customer communications.

Quality Policy

It is the policy of the ISC to excel at meeting the expectations and requirements of our partners and customers and providing high quality products and services. The ISC will, with the aid of partner/customer feedback, continually improve how we deliver on commitments, meet requirements, and operate in a safe, environmentally-conscious, and cost-effective manner. The ISC respects and rewards individuals for their contributions to the success of our mission. Methods are employed to confirm partner/customer satisfaction with the services and documents delivered by the ISC and implementation of DOE SC quality requirements.

Service Excellence Pledge

We pledge to respect and value our partners and customers, communicate responsively and professionally, and build our reputation for delivering excellent professional services with each task performed.

ISC Core Values

All services will be provided consistent with the ISC's Core Values:

- *We believe people are our most important resource and should be treated with fairness, respect, and dignity.*
- *We exist to serve our customer needs.*
- *We value our partners and stakeholders.*
- *We are committed to excellence and continual improvement.*
- *We recognize that leadership, empowerment, and accountability are essential.*
- *We manage by fact and focus on results to create value.*
- *We work as a team and advocate teamwork.*
- *We value safety and respect of the environment. We value agility, creativity and innovation.*
- *We exemplify the highest standards of ethical behavior.*
- *We are good neighbors and model community citizens.*

Customer Focused Communication Strategy for Success

- *Continue to improve communications, developing a thorough understanding of Site Offices and Headquarters needs and expectations.*
- *Expand implementation of the customer focus tenets of our ISO 9001 based quality management system.*
- *Improve our tools to solicit and analyze customer satisfaction information, and institute improvements in response to the feedback.*
- *Implement initiatives focused on improving our staff with an understanding of Site Offices, Laboratories, and Headquarters.*
- *Seek opportunities for our employees to perform details to obtain first-hand knowledge of our partners' work.*

Customer service standards are incorporated into planning and operations, with the goal of providing "best in class" products, services and advice to our customers. We have also institutionalized a rigorous ISC Quality Assurance Program which ensures work is continually reviewed and improved. The ISC QAP is based upon the requirements of DOE O 414.1D, *Quality Assurance* and ISO 9001-2008, *Quality Management Systems – Requirements*. In relation to ISO 9001 terminology, the "products" of the ISC are the support services performed for our customers. A critical component of the ISC program is the establishment of Quality Assurance Representatives (QARs) within each organization who support Senior Staff by participating in management assessments, managing resulting improvement efforts, and analyzing and interpreting customer satisfaction surveys. Collectively, these representatives make up the QAR Council, an office-wide body at each office that focuses on consistently applying quality assurance and quality management concepts throughout the ISC organization.

The ISC recognizes the critical role excellence in customer service plays in accomplishing our mission, as well as the missions of our customers. We embrace the idea that "best in class" customer service and resulting customer satisfaction require organizational and individual commitment; are critical elements of individual and organizational performance; and must be given appropriate emphasis by management and staff.

It is the primary goal of the ISC to offer our customers professional, responsive and timely assistance. We will strive to offer quality products that meet or exceed our customer's needs and expectations while striving to be flexible and accommodating. Attached is a list of the ISC primary points of contact for the services identified below (Contact Matrix).

Products/Services

The subsequent sections summarize the support services (products) the ISC delivers to its customers; this information is presented using the structure of the management systems that comprise SCMS. The sections also identify the ISC's customers for those services, as well as the ISC organizational units who deliver the support services.

- **SCMS Management System: Budget and Financial Management**

The support services provided by the ISC to our customers include the following:

- Provides accounting services including financial statement packages; CFO 2108 certification; FMFIA leadership; timekeeping/payroll processing; travel system and travel credit card liaison; intra government payment and collections support, transfer accounting support, policy interpretation, grant and contract closeout support
- Provides Financial Review services including cost/price analysis support; SBIR reviews; Independent Review Board participation; integrated contractor contract competition support and internal audit; allottee contracts liaison and oversight support; internal control program management; audit liaison
- Provides Budget Formulation services including budget submission assistance and guidance; assessments and impact analysis
- Provides Budget Execution services including analysis and execution of approved funding plans; operating plans preparation assistance; allocations and obligations for contract changes; Strategic Partnership Program funding administration; procurement requests review and approval
- Administers financial systems and related processes for site/facility management contracts for which the CFO provides support and oversight.
- Conducts funds distribution, funds control activities, and Management and Operating (M&O) contractor and miscellaneous obligations
- Analyses, supports and provides guidance on budget or administrative issues pertaining to Site Offices and M&Os
- Provides consulting services to resolve funding issues/shortfalls
- Analyzes costs/expenditures against budget and spend plans
- Reviews and provides consultation on Institutional General Plant Projects, including activities to ensure funds are within Congressional limits for Miscellaneous Items of Equipment.
- Reviews and provides consultation on M&O contractors' annual internal audit plan
- Conducts internal audits or desk reviews of indirect rate submissions and incurred cost submissions to assist the CO in closing contracts
- Performs cost/price analysis on contractor cost proposals and other financial assistance awards.
- Develops and maintains multi-year Assessment Plan for identified areas for M&O reviews and performs related reviews
- Conducts special reviews as requested (special management inquiries, Office of Inspector General Hotline inquiries, etc.)
- Prepares consolidated Financial Statement Analysis and Footnote Disclosures.
- Provides expertise with proper recording of costs, property, plant, and equipment, accruals, intra/inter-office work, contractor pension and post-retirement data, and intra-Governmental Payment and Collection System (IPAC).
- Assists in the M&O's debt collection activities.
- Provides expertise with Travel and Payroll systems and processing for the ISC and related Site Offices.
- Assists with appropriation recasts and contract transitions/transfers.
- Implementing learning and development initiatives, including but not limited to, mandatory training, supervisory and leadership development, and employee development programs.

In addition to the SC Site Offices, the ISC's customers for products and services related to the SCMS Management System, *Budget and Financial Management*, include SC Headquarters, the DOE Office of the Chief Financial Officer, and other DOE Programs and Offices.

Within the ISC, the organizational units that deliver support related to the SCMS Management System*: Budget and Financial Management* are the ISC-CH Office of Chief Financial Officer (CR) and the ISC-OR Office of the Assistant Manager for Financial Management (AMFM).

- **SCMS Management System: Communications and Public Affairs**

The support services provided by the ISC to our customers include the following:

- Coordinates Congressional and intergovernmental affairs
- Facilitates media relations and prepares and coordinates external communications
- Coordinates preparation and dissemination of information to public
- Oversees internal communications

In addition to the SC Site Offices, the ISC's customers for products and services related to the SCMS Management System: *Communications and Public Affairs* include SC Headquarters, other DOE Programs and Offices, other Federal agencies, State and local governments, and the general public.

Within the ISC, the organizational units that deliver support related to the SCMS Management System*: Communications and Public Affairs* are the ISC-CH Office of the Manager – Communications (OM-C) and the ISC-OR Office of the Assistant Manager for Administration (AMA).

- **SCMS Management System: Environment, Safety and Health**

The support services provided by the ISC to our customers include the following:

- Conducts assessments and provides consulting services in the functional areas of ES&H
- Verifies that operations agree with the Integrated Safety Management System
- Reviews ES&H documents including Documented Safety Analyses
- Serves as NEPA Compliance Officer, including performing NEPA Document Manager functions
- Implements the Employee Concerns Program
- Processes Differing Professional Opinions

In addition to the SC Site Offices, the ISC's customers for products and services related to the SCMS Management System: *Environment, Safety and Health* include SC Headquarters, other DOE Programs and Offices, other Federal agencies, State and local governments,

Native American Nations, and the general public.

Within the ISC, the organizational units that deliver support related to the SCMS Management System: *Environment, Safety and Health* are the ISC-CH Safety and Technical Services Division within the Office of Safety, Technical and Infrastructure Services and the ISC-OR Office of the Assistant Manager for Safety and Technical Services.

- **SCMS Management System: Equal Opportunity, Diversity, and Inclusion**

The support services provided by the ISC to our customers include the following:

- Promotes diversity awareness throughout SC
- Ensures diversity is integrated into all HR and human capital functions
- Monitors and analyzes employment trends and relevant personnel actions
- Determines strategies to eliminate/mitigate under-representation
- Processes complaints of discrimination to ensure timely, fair, and impartial consideration, investigation, and disposition.
- Coordinates Alternative Dispute Resolution efforts.
- Implements and ensures success of all Special Emphasis Programs.
- Processes alleged cases of retaliation transferred or referred to by the STS Employee Concerns Program Manager.
- Provides training to increase program awareness, cultural competencies, and inclusive practices.
- Provides assistance, as requested, with accommodating employees with disabilities under the reasonable accommodations program.
- Develops and implements effective tools and services to create a fair, open, cooperative, supportive, and empowering environments

In addition to the SC Site Offices, the ISC's customers for products and services related to the SCMS Management System: *Equal Employment Opportunity, Diversity, and Inclusion* include SC Headquarters, Contractor Diversity Managers, and Contractor/DOE employees.

Within the ISC, the organizational units that deliver support related to the SCMS Management System*: Equal Opportunity, Diversity, and Inclusion* are the ISC-CH Office of the Manager – Diversity (OMD). ISC-OR; the ISC-OR Office of the Manager has, as a direct report: Manager, EEO, Diversity and Inclusion Programs.

- **SCMS Management System: Facility Safety, Operations, and Infrastructure**

The support services provided by the ISC to our customers include the following:

- Develops plans to assure safe operations in SC facilities and infrastructure
- Maintains and inputs data to the Facilities Information Management System (FIMS)
- Conducts Condition Assessment Surveys (CAS)
- Provides Integrated Facilities and Infrastructure (IFI) Crosscut Budget
- Assesses construction needs to optimize available space and eliminate excess space

- Implements a sustainability management program aimed at increasing recycling while reducing excess waste
- Evaluates and oversees facilities safety, operations, and infrastructure initiatives
- Maintains the Technical Qualification Program

In addition to the SC Site Offices, the ISC's customers for products and services related to the SCMS Management System: *Facility Safety, Operations, and Infrastructure* include SC Headquarters, other DOE Programs and Offices, and other Federal agencies, State and Local governments, Contractor project management teams, and University project management teams.

Within the ISC, the organizational units that deliver support related to the SCMS Management System: *Facility Safety, Operations, and Infrastructure* are the ISC-CH Office of the Manager – Project Management, and the ISC-OR Office of the Assistant Manager for Safety and Technical Services.and the Office of the Assistant Manager for Administration.

- **SCMS Management System: Financial Assistance**

The support services provided by the ISC to our customers include the following:

- Planning initiatives for funding opportunity announcements and soliciting and selecting financial assistance recipients
- Negotiating, awarding, administering and closing out financial assistance agreements

The ISC's customers for products and services related to the SCMS Management System: *Financial Assistance* include SC Headquarters, other DOE Programs and Offices, other Federal agencies, Congressional staff, State and Local governments, Universities and other institutions of higher learning, Minority-based Colleges and Universities, Non-Profit Organizations, For-Profit Commercial Organizations, and Small Businesses.

Within the ISC, the organizational units that deliver support related to the SCMS Management System: *Financial Assistance* are the ISC-CH Office of Acquisitions and Assistance (ACQ) and the ISC-OR Office of the Assistant Manager for Procurement and Contracts (AMPC).

- **SCMS Management System: Human Resources Services**

The support services provided by the ISC to our customers include the following:

- Providing advice and counsel on restructuring and reorganization initiatives
- Developing and implementing workforce and organizational management strategies
- Providing advice and guidance on employee work life initiatives

In addition to the SC Site Offices, the ISC's customers for products and services related to the SCMS Management System: *Human Resources Services* include SC Headquarters, and

other DOE Programs and Offices.

Within the ISC, the organizational units that deliver support related to the SCMS Management System: *Human Resources Services* are the ISC-CH Office of Manager – Workforce Management & Operations (OMWM) and the ISC-OR Office of the Assistant Manager for Administration (AMA).

- **SCMS Management System: Information Technology**

  Information management (IM) functions and responsibilities have been centralized within SC-4; while some IM staff reside at the ISC offices, they are not part of the ISC.

- **SCMS Management System: Legal Services**

  Legal services have been centralized organizationally under the DOE Office of General Counsel, although legal staff still reside at ISC-CH and ISC-OR to provide legal services to the field. Legal staff continues to serve as legal counsel to ISC and therefore, has voluntarily decided to remain a part of the ISC Customer Service Plan.

  - Provides counsel on general legal services including litigation and claims; environment, safety and health; ethics; federal appropriations; federal personnel and labor law; financial assistance; FOIA/Privacy Act, procurements and acquisition; utility contracts; memoranda of understanding, memoranda of agreement and other non-acquisition, non-assistance agreements; property; and safeguards and security;
  - Provides counsel on intellectual property (IP) including direct DOE transactions; managing DOE funded IP and protection of government rights; overseeing IP and technology transfer activities at several DOE National Laboratories; providing support for major DOE projects; and protecting patents for high impact DOE technologies.
  - Processing FOIA/Privacy Act requests and providing assistance for associated actions and activities

  Customers for products and services related to the SCMS Management System: *Legal Services* include SC Headquarters, other DOE Programs and Offices, FOIA/Privacy Act requestors, and the Department of Justice.

  Within the ISC, the organizational units that deliver support related to the SCMS Management System: *Legal Services* are the ISC-CH Office of Chief Counsel and the ISC-OR Office of Chief Counsel.

- **SCMS Management System: Management and Operating (M&O) Contracting**

  The support services provided by the ISC to our customers include the following:
  - Managing M&O contracts acquisitions, including planning, solicitation, award, implementing non-competitive extensions, administering closeout providing policy

guidance; senior level contracting advice; and oversight and review of contractor procurement systems;
- Assuring compliance with contractor human resources requirements and providing related advice and counsel regarding interpretation and implementation of labor agreements, and labor laws, regulations, and policies;
- Providing small business program assistance;
- Providing assistance in the development of fee negotiation positions;
- Providing guidance and assistance in the development pf annual performance measures and incentives;
- Soliciting and awarding Energy Savings Performance Contracts and Utility Energy Service Contracts.

In addition to the SC Site Offices, the ISC's customers for products and services related to the SCMS Management System: *M&O Contracting* include SC Headquarters, other DOE Programs and Offices, M&O Contractors, and Congressional staff.

Within the ISC, the organizational units that deliver support related to the SCMS Management System: *M&O Contracting* are the ISC-CH Office of Acquisitions and Assistance (ACQ) and the ISC-OR Office of the Assistant Manager for Procurement and Contracts (AMPC).

The M&O Policy Division is the policy lead for the ten SC Site Offices, ensuring uniform implementation of M&O contracting policies and procedures.

- **SCMS Management System: Non-Management and Operating (Non-M&O) Contracting**

The support services provided by the ISC to our customers include the following:
- Planning funding opportunities and related announcements, developing associated solicitations, and selecting recipients
- Planning for acquisition of support services contracts and conducting associated, solicitations, selections, negotiations, awards, and contract administration and closeout
- Conducting independent reviews of major acquisition and assistance agreements and sub agreements
- Procuring commodities and services under simplified acquisition procedures
- Promoting of DOE's small business programs and goals
- Reviewing foreign purchase determination
- Implementing socioeconomic procurement programs
- Implementing the Acquisition Career Management Program

In addition to the SC Site Offices, the ISC's customers for products and services related to the SCMS Management System: *Non-M&O Contracting* include SC Headquarters, other DOE Programs and Offices, Non-M&O Contractors, For-Profit Commercial Organizations, Non-Profit organizations, Small Businesses, Congressional staff, State and local

governments.

Within the ISC, the organizational units that deliver support related to the SCMS Management System: *Non-M&O Contracting* are the ISC-CH Office of Acquisitions and Assistance (ACQ) and the ISC-OR Office of the Assistant Manager for Procurement and Contracts (AMPC).

- **SCMS Management System: Personal Property Management**

  The support services provided by the ISC to our customers include the following:
  - Providing advice and guidance on acquiring personal property
  - Assisting customers in managing personal property
  - Assisting customers in disposing of personal property
  - Implementing a fleet management program to optimize use of government-owned vehicles

  In addition to the SC Site Offices, the ISC's customers for products and services related to the SCMS Management System: *Personal Property Management* include SC Headquarters, other DOE Programs and Offices, and Laboratory Contractors.

  Within the ISC, the organizational units that deliver support related to the SCMS Management System: *Personal Property Management* are the ISC-CH Office of Acquisitions and Assistance (ACQ) and the ISC-OR Office of the Assistant Manager for Administration (AMA).

- **SCMS Management System: Project Management**

  The support services provided by the ISC to our customers include the following:
  - Providing project management advice and guidance including Federal Project Director services
  - Reviewing and assessing major projects
  - Providing project management leadership and support for major acquisition efforts
  - Supporting independent reviews
  - Reviewing and evaluating capital improvement proposals
  - Mentoring Federal Project Directors

  In addition to the SC Site Offices, the ISC's customers for products and services related to the SCMS Management System: *Project Management* include SC Headquarters, other DOE Programs and Offices, other Federal agencies, State and local governments, Contractor project management teams, and University project management teams.

  Within the ISC, the organizational units that deliver support related to the SCMS Management System: *Project Management* are the ISC-CH Office of the Manager – Project Management (OMP) and the ISC-OR Office of the Manager.

- **SCMS Management System: Quality Assurance and Oversight**

  The support services provided by the ISC to our customers include the following:
  - Evaluating QA programs and providing related consulting services
  - Assessing all aspects of QA program implementation
  - Evaluating Contractor Assurance System programs and providing related consulting services
  - Reviewing and analyzing organizational metrics and performance trends
  - Providing support for issues management
  - Providing training and mentoring to assist staff in developing oversight skills

  In addition to the SC Site Offices, the ISC's customers for products and services related to the SCMS Management System: *Quality Assurance* include SC Headquarters, other DOE Programs and Offices, and SC Laboratories.

  Within the ISC, the organizational units that deliver support related to the SCMS Management System: *Quality Assurance* are the ISC-CH Office of the Manager – Quality Assurance the ISC-OR Office of the Assistant Manager for Administration, and the ISC-OR Office of the Manager.

- **SCMS Management System: Real Property Management**

  The support services provided by the ISC to our customers include the following:
  - Providing advice, guidance, implementation, and approval of documents associated with acquisition of real property
  - Providing advice, guidance, implementation, and approval of documents associated with land management and disposal
  - Providing advice, guidance, implementation, and approval of documents associated with other interests in real property including granting the use of government property (outgrant) and acquiring the use of private property (ingrant)
  - Providing advice and guidance in the implementation of payments in lieu of taxes (PILT)

  In addition to the SC Site Offices, the ISC's customers for products and services related to the SCMS Management System: *Real Property Management* include SC Headquarters, other DOE Programs and Offices, other Federal Agencies, State and local governments, and Laboratory Contractors.

  Within the ISC, the organizational units that deliver support related to the SCMS Management System*: Real Property Management* are the ISC-CH Office of Acquisitions and Assistance and the ISC-OR Office of the Assistant Manager for Administration and the Office of the Assistant Manager for Procurement and Contracts.

- **SCMS Management System: Records Management**

The support services provided by the ISC to our customers include the following:

- Providing advice and guidance pertaining to records creation and maintenance
- Providing advice and guidance pertaining to inventorying/scheduling/disposition of records
- Providing advice and guidance pertaining to records storage
- Providing advice and guidance pertaining to electronic records
- Overseeing Records Program Elements including:
  - Recordkeeping Requirements
  - Information Access
  - Adequate Storage Capability and Facility Standards
  - Personal Papers and the Prevention of Removal and Destruction of Records
  - Disaster Prevention and Recovery Program/Vital Records
  - Document Control Program

In addition to the SC Site Offices, the ISC's customers for products and services related to the SCMS Management System: *Records Management* include SC Headquarters, other DOE Programs and Offices, and other Federal agencies.

Within the ISC, the organizational units that deliver support related to the SCMS Management System: *Records Management* are the ISC-CH Office of the Manager – Quality Assurance and the ISC-OR Office of the Assistant Manager for Administration.

- **SCMS Management System: Requirements Management**

The support services provided by the ISC to our customers include the following:

- Identifying and managing requirements
- Facilitating nomination and approval of MSO/SMSO designee assignments
- Facilitate requirement documents
- Aid in identifying requirements
- Track implementation requirements
- Making notifications on status of requirement processing
- Assisting MSOs/SMSOs in identification and implementation of tasks
- Conducting technical editing on and reviews of SCMS Documents
- Managing the SCMS Operations Center

In addition to the SC Site Offices, the ISC's customers for products and services related to the SCMS Management System: *Requirements Management* include SC Headquarters, other DOE Programs and Offices, and SC Laboratories.

Within the ISC, the organizational units that deliver support related to the SCMS Management System: *Requirements Management* are the ISC-CH Office of the Manager – Quality Assurance and the SCMS Operations group within the ISC-OR Office of the Assistant Manager for Administration.

- **SCMS Management System: Safeguards and Security Program and the Emergency Management System**

  The support services provided by the ISC to our customers include the following:
  - Coordinating safeguards and security policies
  - Conducting independent oversight, surveys and providing related support in the areas of Program Management Operations, Protective Force, Physical Protection, Information Security, Personnel Security, Cyber Security, Materials Control and Accountability, Foreign Visits and Assignments and Export Control
  - Managing classified computer resources
  - Overseeing DOE COMSEC assets
  - Providing expertise in and oversight of Safeguards and Security disciplines including, Security Planning and Management, Incidents of Security Concerns, Information Security, Protective Force, Materials Control and Accountability, Personnel Security.
  - Providing nuclear materials management support to include policy coordination, evaluation of inventories and material requirements, and evaluation of excess nuclear materials.
  - Providing emergency management support for drills and exercises
  - Providing technical support and guidance related to safeguards and security programs
  - Serving as Classification Authority
  - Providing facility clearance & registration for Foreign Ownership, Control or Influence
  - Providing Cyber Security support to the Office of Science Authorizing Officials and Site Offices to include risk management, continuous monitoring, oversight surveys, and policy coordination

  In addition to the SC Site Offices, the ISC's customers for products and services related to the SCMS Management System: *Safeguards and Security Program and the Emergency Management System* include SC Headquarters, other DOE Programs and Offices, Federal, State and local emergency management entities and law enforcement agencies, and State and local fire and rescue entities.

  Within the ISC, the organizational units that deliver support related to the SCMS Management System: *Safeguards and Security Program and the Emergency Management System* are the ISC-CH Safeguards and Security Services Division within the Office of Safety, Technical and Infrastructure Services and the ISC-OR Office of the Assistant Manager for Safeguards, Security, and Emergency Management.

Customer Communications

Our standards for customer communications and accessibility are as follows:
- Written and oral communications will clearly and accurately address our customer's concern(s) or question(s).
- Staff will be accessible to customers, whether face-to-face, by telephone or e-mail.

- Customers will consistently be informed of the status of ongoing actions or issues.
- Customers will be provided with information regarding services available and points of contacts.

Customer Satisfaction Surveys

Each ISC organization will survey customers per their internal procedures and protocols to ensure needs are being met and quality products and services are being delivered. Feedback will be used to adjust delivery of work processes and services in the continual effort to improve.

Contact Matrix

SCMS System Descriptions	Chicago Primary Contacts	Oak Ridge Primary Contacts
Budget and Financial Management	Ramona Nykodem: 630-252-6047 ramona.nykodem@science.doe.gov James Gotchie: 630-252-2278 jamie.gotchie@science.doe.gov Mark Fiffles: 630-252-2363 mark.fiffles@science.doe.gov	Marcia Bischak: 865-576-4446 Marcia.Bischak@science.doe.gov Scott Frank: 865-576-4674 Scott.frank@science.doe.gov
Communications and Public Affairs	Sandra Gieb-Ingram 630-252-2420 sandra.gieb@science.doe.gov Peter Siebach 630-252-2007 Peter.siebach@science.doe.gov	John Shewairy 865-576-9604 john.shewairy@science.doe.gov
Environment, Safety, and Health	Karl Moro 630-252-2065 karl.moro@science.doe.gov	Vicki Keith: 865-576-0697 Vicki.Keith@Science.doe.gov
Equal Employment Opportunity, Diversity, and Inclusion	Jaime Claudio 630-252-2321 jaime.claudio@science.doe.gov	Moses Madera 865-576-4988 moses.madera@science.doe.gov
Facility Safety, Operations, and Infrastructure	Jerry Kao 630-252-2530 chih-mingjerry.kao@science.doe.gov	Vicki Keith: 865-576-0697 Vicki.Keith@Science.doe.gov
Financial Assistance	Patti Schuneman 630-252-2956 patricia.schuneman@science.doe.gov	Jeff Burgan 865-241-2513 jeff.burgan@science.doe.gov
Human Resources Services	Regenia Griswold 630-252-2151 regenia.griswold@science.doe.gov	Melanie Kent 865-576-0673 melanie.kent@science.doe.gov
Information Technology	Jason Miller 630-252-2197 jason.miller@science.doe.gov	James Luck 865-241-3405 James.Luck@science.doe.gov
Legal Services	James M. Durant III 630-252-2034 james.durant@science.doe.gov	Don Thress 865-576-1200 don.thress@science.doe.gov
Management and Operating (M&O) Contracting	Roberta Ahlberg 630-252-7019 roberta.ahlberg@science.doe.gov	Jeff Burgan 865 241-2513 jeff.burgan@science.doe.gov
Non-Management and Operating (Non-M&O) Contracting	Patti Schuneman 630-252-2956 patricia.schuneman@science.doe.gov	Jeff Burgan 865 241-2513 jeff.burgan@science.doe.gov
Personal Property Management	Patti Schuneman 630-252-2956 patricia.schuneman@science.doe.gov	John Shewairy 865-576-9604 john.shewairy@science.doe.gov
Project Management	Ronald Lutha 630-252-8173 ronald.lutha@science.doe.gov	Mildred Lopez-Ferre 865-576-8018 mildred.lopez-ferre@science.doe.gov
Quality Assurance and Oversight	John K. Adachi 630-252-2777 john.adachi@science.doe.gov	Randall Smyth 865-576-1830 randall.smyth@science.doe.gov

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