NOAA NATIONAL OCEANIC AND ATMOSPHERIC ADMINISTRATION
UNITED STATES DEPARTMENT OF COMMERCE

NOAA Finance Office Consolidation

Finance Office Workshop

April 30, 2009

Why consolidate?

Goals of the NOAA Finance Office Consolidation Plan:

1. Better serve customer and stakeholder needs through operational efficiencies
2. Improve operational effectiveness through standard accounting practices and processes
3. Realize cost savings across operations
4. Position the NOAA Finance Office to be in-line with Office of Management and Budget (OMB) objectives

NOAA Finance Office Consolidation Plan addresses the following OCFO challenges:

1. Decreasing operating budgets with increased labor costs
2. Increasing mandates from DoC and OMB
3. No succession plan for the impending knowledge drain in operations

In Summary:

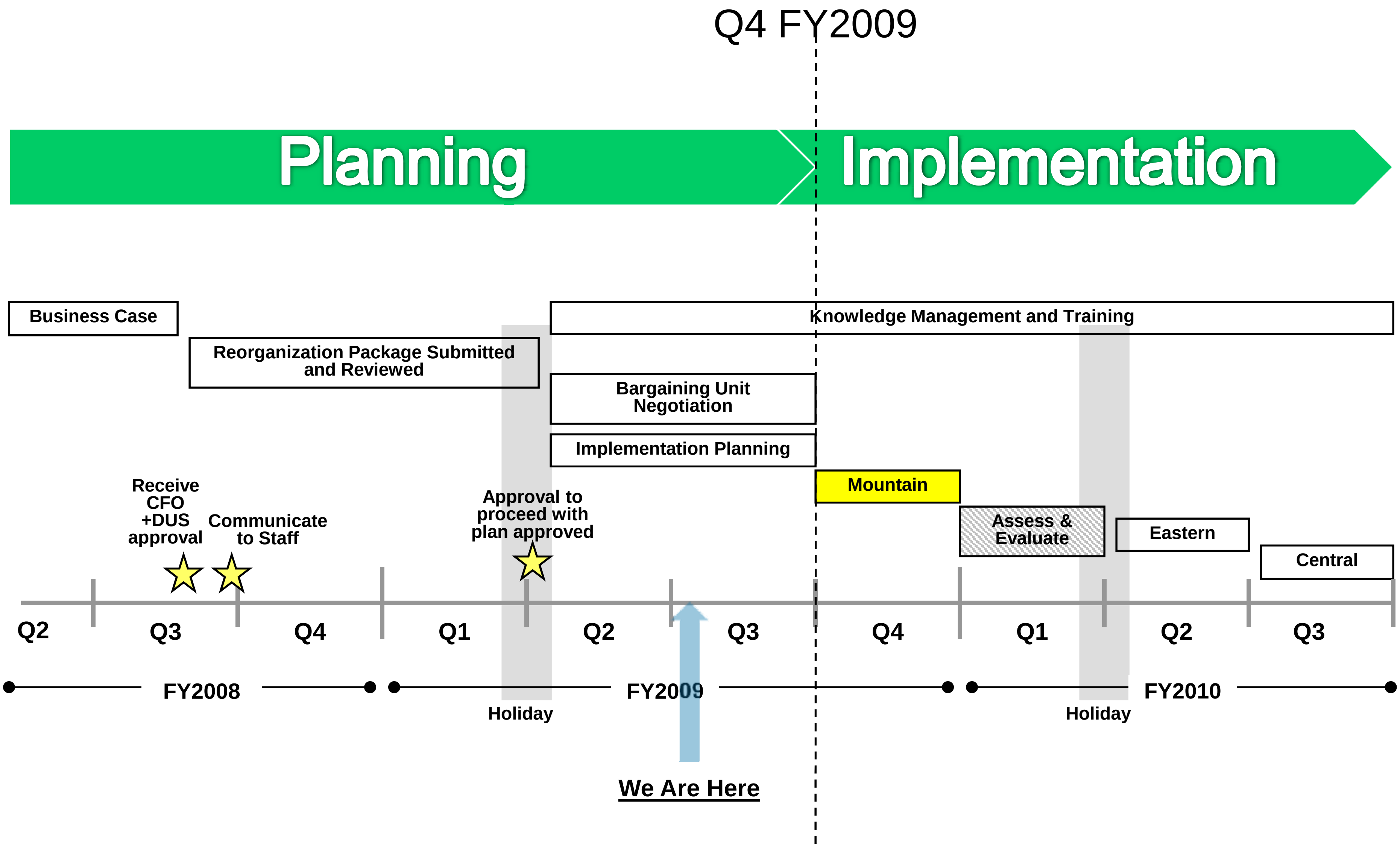
- Five Offices across the country will be consolidated into two: Seattle, WA & Germantown, MD by end of the third quarter in FY2010

Finance Office Consolidation Plan - Overview

- Updated Planned Closure Schedule:
  - Mountain – Boulder, CO – 9/30/09 (**Originally 6/30/09**)
  - Eastern – Norfolk, VA – 3/31/10
  - Central – Kansas City, MO – 6/30/10

- High-level Support and Planning Components:
  - Employee Transition Support
  - Bargaining Unit Obligations – Boulder, CO
  - Customer Service Model Development
  - To-Be Finance Office Organization and Operating Model Development

Finance Office Consolidation Plan

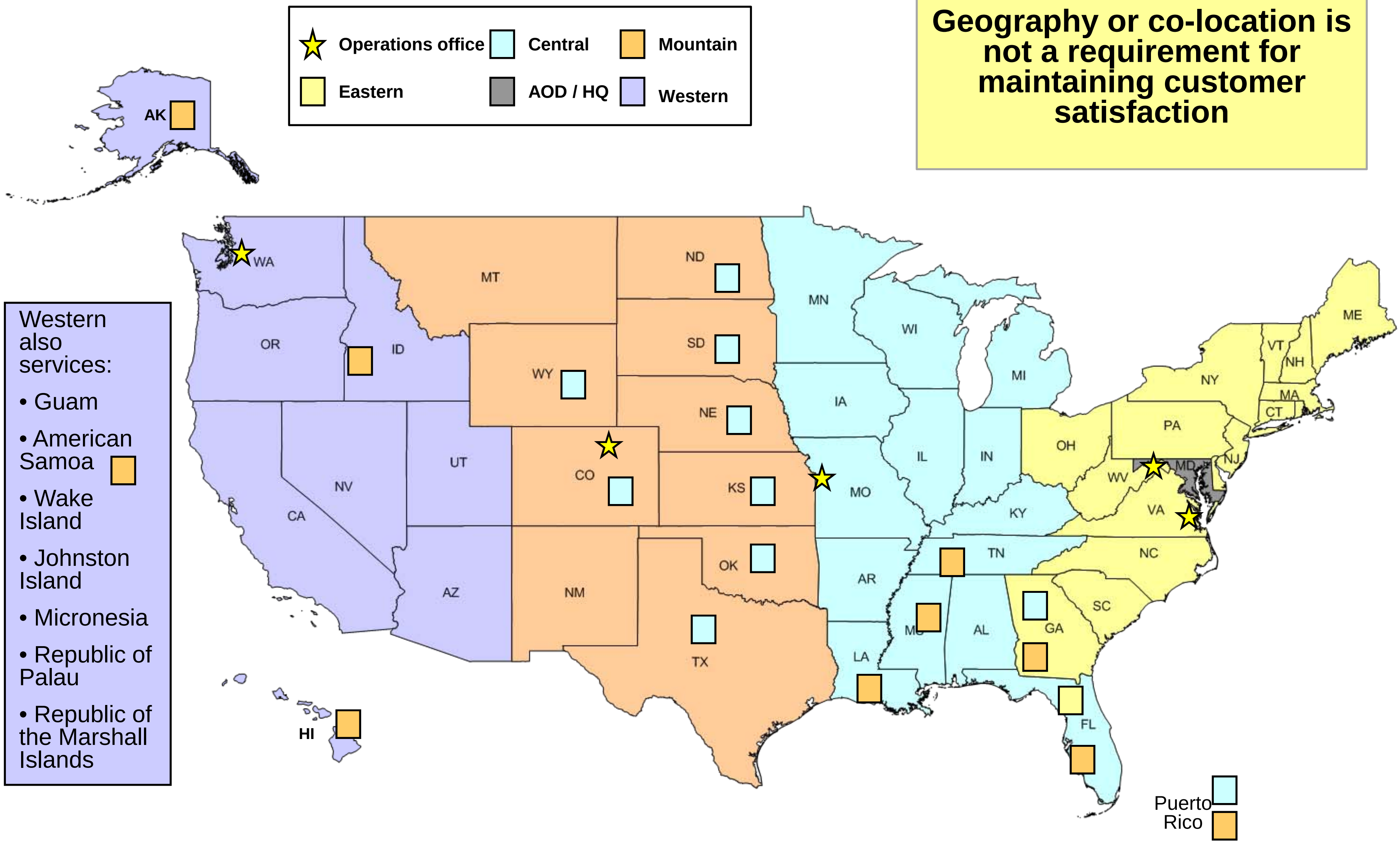


Employee Support

- **Objective:** Support our affected employees to our fullest ability
- Develop and implement multi-faceted employee transition package
- What can you do to assist?
  - High-level skills and experience our employees possess:
    - Highly adaptable and able to quickly learn new automated systems given past experience with multiple automated financial accounting system migrations
    - Autonomously evaluate the legality and propriety of obligations and payments applicable to the disbursement or collection of Federal funds
    - Independently interpret and apply Federal laws and regulations governing accounting principles and standards
    - Proactively support customers and work with other finance office employees to identify, analyze and resolve issues and problems professionally and timely
  - Job Series included
    - ZS 525
    - ZA 343/501/505/510/1101/2101

How We Serve Our Customers Today

Geography or co-location is not a requirement for maintaining customer satisfaction



Western also services:

- Guam
- American Samoa
- Wake Island
- Johnston Island
- Micronesia
- Republic of Palau
- Republic of the Marshall Islands

Customer Support - Consolidation Approach

- **Continuity of Service**:
  - **Objective**: Maintain continuity of service for our customers
    - Temporary BPA support contract
    - Baseline current customer satisfaction and expectations
      - Conduct interviews with key staff to gain understanding of concerns and current expectations (Target Timeframe: 2/23/09 – 5/1/09)
      - Conduct formal, and much broader, customer survey to gain similar insight across each LO (Target Timeframe: 5/4/09 – 5/22/09)

- **Communication**:
  - **Objective**: Provide effective, consistent, and timely updates to you and your staff
    - Additional communications planned at completion of major milestones
    - Existing stakeholder listing and draft communication plan will be updated to ensure we are appropriately interacting with our customers

Customer Support - Consolidation Approach

- **To-Be Customer Service Model**:
  - **<u>Objective</u>**: Develop a viable customer service model that avoids bisecting LO/SO Regions to the greatest extent possible
    - Identify a point of contact within each LO/SO with whom to work to develop the To-Be Model
    - Conduct short 15-30 minute interviews with approximately 3-6 individuals within each LO
    - Develop and conduct formal customer survey
      - Planned Timeframe: 5/4/09 – 5/22/09
    - June 15, 2009 – Target completion date for Customer Service Model

Customer Support – Accomplishments to Date

- Identified primary points of contact through Line Office CFOs
- Held kickoffs with primary points of contact from each Line Office to:
  - Gain insight into high-level concerns and expectations
  - Identify 3 – 6 additional individuals to interview
  - Gather feedback on To-Be Customer Service model
- Initiated development of Draft To-Be Customer Service and Operating Model
- Reaching out to and conducting meetings with Staff Offices
- Conducted 30 interviews with Line Office personnel
- Developed Customer Service online survey for distribution May 4

Plans for the next 3 months

Task	Start	Targeted End
Continue Employee Transition Support	Ongoing	Ongoing
Conduct online Customer Survey	5/4/2009	5/22/2009
Finalize To-Be Customer Service and Operating Model	2/23/2008	6/15/2009
CFO Council Update	6/2009	6/2009
Develop Detailed Transition Plan	5/1/2009	8/3/2009

Questions?