

and refine future Agency approaches to modernized software development.

8. Directs the activities of the Model District Office and Test Processing Module, which are the major operational components for testing and evaluating modernized software.

E. Technology Support Process Team (S2LB).

1. Serves as the focal point for user systems planning within Operations. Working with DCS components, determines and defines the technological hardware needs for the operational components and promotes the acquisition, effective implementation and innovative usage of this technology.

2. Identifies operational needs and works through DCS to evaluate and promote the implementation of state-of-the-art technologies such as imaging, storage and retrieval alternatives, and optical disk capabilities that can modernize and streamline labor-intensive current processes.

3. Provides leadership in the management of automated computer processes resident in OCRO, ODIO, PSCs, FOs and the DOC and identifies and defines support requirements, such as procedural and technical training needs, to assure the smooth operation of those computer processes.

4. Arranges with the appropriate technical staff in the systems components to provide technical training when needed and provides oversight in the management of operating software, version control and scheduling of these local computer operations.

5. Through analytical and evaluative mechanisms it develops and manages, the team ensures that modern technology serves the needs of all DCO employees, including those employees with disabilities, that fully participate in the accomplishment of their mission.

6. Supports field components in their efforts to integrate modern technology into day-to-day work environments and articulates user needs as the Agency moves into distributed processing platforms and office automation/local intelligence arenas.

7. Assures that proper technical support, including procedural instructions and comprehensive user training, is provided for these distributive platforms, such as local area networks, where needed.

Subchapter S2N—Office of Public Service and Operations Support

S2N.00 Mission

S2N.10 Organization

S2N.20 Functions

Section S2N.00 *The Office of Public Service and Operations Support—* (Mission): The Office of Public Service and Operations Support (OPSOS) is responsible for providing operational/program support and for conducting studies and analyses related to service to the public, employee services and activities associated with financial management, budget and management information. This Office provides broad operations support to the FOs, TSCs, PSCs, the Office of Disability and International Operations and the Office of Central Records Operations. OPSOS is also responsible for integrating operational delivery of public services under the RSDI, SSI and HI programs for domestic beneficiaries and for the delivery of RSDI program services to foreign beneficiaries. Additionally, this Office provides broad operations support to the maintenance of the basic earnings data which support the Social Security programs. It conducts studies, pilots and other activities associated with the overall effectiveness and efficiency of DCO components. It directs and coordinates internal management support functions to ensure effective position management, workforce utilization and management analysis and planning. It directs the overall DCO budget process and plans, implements, manages and assesses the interrelated duties of delivering SSA program and related services to the public.

Section S2N.10 *The Office of Public Service and Operations Support—* (Organization): The Office of Public Service and Operations Support, under the leadership of the Associate Commissioner for Public Service and Operations Support, includes:

A. The Associate Commissioner for Public Service and Operations Support (S2N).

B. The Deputy Associate Commissioner for Public Service and Operations Support (S2N).

C. The Immediate Office of the Associate Commissioner for Public Service and Operations Support (S2N).

D. The Division of Service Delivery and Program Policy (S2NA).

E. The Division of Operations Management (S2NB).

F. The Division of Resource and Management Information (S2NC).

Section S2N.20 *The Office of Public Service and Operations Support—* (Functions):

A. The Associate Commissioner for Public Service and Operations Support (S2N) is directly responsible to the Deputy Commissioner, Operations, for carrying out OPSOS' mission and provides general supervision to the major components of OPSOS.

B. The Deputy Associate Commissioner for Public Service and Operations Support (S2N) assists the Associate Commissioner in carrying out his/her responsibilities and performs other duties as the Associate Commissioner may prescribe.

C. The Immediate Office of the Associate Commissioner for Public Service and Operations Support (S2N) provides the Associate Commissioner with staff assistance on the full range of his/her responsibilities. Ensures open and effective communication with employees and Union representatives.

D. The Division of Service Delivery and Program Policy (S2NA).

1. Plans, develops or participates in the development of operational policy and procedures to assure effective and efficient implementation of national and international program activities in DCO.

2. Plans and implements studies designed to assess DCO's processing activities and affected operational objectives to ensure appropriate integration of new program policies.

3. Provides analysis and recommendations to the DCO regarding legislative planning and implementation. Provides technical guidance to DCO management and ensures integration of RSI, DI, SSI, and Medicare policies and procedures.

4. Develops partnerships with other SSA components and the Health Care Financing Administration to ensure effective program delivery within operational constraints.

5. Provides operational support to the enumeration process.

6. Plans, directs and evaluates the quality of program activities throughout operational components. Develops initiatives to improve the quality of the claims, postentitlement and preclaims processes.

7. Participates with appropriate policy components in SSA to provide clear, accurate and timely notices to the public and to fully utilize automation to reduce the need for manually prepared notices.

8. Develops and recommends to DCO standards and practices for national and international delivery of services. Plans, implements and evaluates the full range of SSA's service to the public.

9. Establishes service delivery policies. Develops and evaluates standards for measuring service to the public to ensure that quality, efficient and compassionate service is provided.

10. Plans, conducts and evaluates public information/referral programs to ensure Agency and other public and private services are effectively provided to the community within the guidelines and direction provided by the Agency.