authorities such as the General Services Administration, the General Accounting Office, the Office of Management and Budget and Congress on SSA's computer systems operations.

Section S4E.10 *The Office of Systems Operations*—(Organization): The Office of Systems Operations (S4E), under the leadership of the Associate Commissioner for Systems Operations, includes:

A. The Associate Commissioner for Systems Operations (S4E).

B. The Deputy Associate

Commissioner for Systems Operations (S4E).

C. The Immediate Office of the Associate Commissioner for Systems Operations (S4E).

D. Division of Systems User Services and Facilities (S4EE).

E. The Division of Computer Operations Production Control (S4EG).

F. The Division of Operational Support Software (S4EH).

G. The Division of Operational Capacity Performance Management (S4EI).

H. The Division of Standards and Control (S4EK).

I. The Division of Operational Resource Management (S4EL).

J. The Division of Integration and Environmental Testing (S4EM).

K. The Division of Teleprocessing Systems Operations (S4EN).

Section \$4E.20 The Office of Systems Operations—(Functions):

A. The Associate Commissioner for Systems Operations (S4E) is directly responsible to the Deputy Commissioner, Systems, for carrying out the OSO mission and providing general supervision to the major components of OSO.

B. The Deputy Associate Commissioner for Systems Operations (S4E) assists the Associate Commissioner in carrying out his/her responsibilities and performs other duties as the Associate Commissioner may prescribe.

Č. The Immediate Office of the Associate Commissioner for Systems Operations (S4E) provides the Associate Commissioner and Deputy Associate Commissioner with staff assistance on the full range of their responsibilities.

D. Division of Systems User Services and Facilities (S4EE).

1. Provides all computer hardwarerelated support for OSO and coordinates the installation of all major hardware and software. Plans and coordinates all computer systems installations and relocations. Provides technical evaluation support for the procurement, acceptance, testing, installation and implementation of equipment and software. 2. Plans and coordinates computer facility environmental systems requirements. Provides computer facilities support for all Agency computer processing centers.

3. Serves as focal point for all user systems problems, questions, complaints and corrective actions regarding the full range of production services. Establishes quality standards for selected operations areas and provides enforcement of the standards. Measures operations performance in providing timely output services as delineated in the User Service Agreements.

4. Provides operational status and workload information to field offices and payment centers using the SSA telecommunications network. Provides statistical analyses of, and reports on, operations performance at meeting both user and computer center management service objectives.

5. Provides a centralized contact for the management of all online storage media resources in the National Computer Center (NCC) and Program Service Centers. Manages Direct Access Storage Device (DASD) resources to maintain the integrity, reliability and performance of state-of-the-art storage technology. Responsible for DASD backup and recovery operations. Advises senior management of all aspects of storage media management.

E. The Division of Computer Operations Production Control (S4EG).

1. Manages and processes all of SSA's program/mission-oriented and MI batch and online batch production workloads and administers effective resource utilization.

2. Manages and directs the automated magnetic media processes and directs the activity of the magnetic tape library function. Serves as the focal point for management of all magnetic tape storage resources, both internal and external to the Agency.

3. Participates in the design reviews of proposed application systems to assure operational support and control aspects are being considered. Analyzes applications systems to assure compliance with systems standards. Approves applications systems for production status and incorporates them into the production library. Before acceptance of any new batch applications, performs preproduction testing to minimize unexpected impacts to existing schedules and to ensure the most optimum use of existing data center resources.

4. Manages all incoming and enddeliverable products of data processing operations within both the test and production environments. Responsible for the operations and control of the print and punch products produced in the NCC. Ensures the quality, timeliness and accurate delivery of all distributed information, including transmitted data.

5. Represents OSO and Systems in the preparation and revision of Service Level Agreements between Systems and its users.

F. The Division of Operational Support Software (S4EH).

1. Directs the analysis, design, development, implementation and maintenance of computer operating systems and locally prepared subroutines in support of programmatic workloads for SSA's central data processing center.

2. Designs, develops, implements and maintains production control ADP systems which supervise media library controls and automates the scheduling of the production workload.

3. Directs the analysis, evaluation, selection, implementation and maintenance of a wide variety of vendor proprietary and locally provided utility software to support the programmatic production and MI workloads of the central and remote data centers.

4. Supports other SSA components with user liaison, systems development, technical and operational problem resolution.

G. The Division of Operational Capacity Performance Management (S4EJ).

1. Evaluates computer performance and monitors resource utilization to ensure that OSO's operational computer systems capacity is utilized effectively and efficiently. Ensures that OSO's systems performance objectives are being met and that data bases are efficiently implemented. Prepares recommendations to OSO management and as directed, performs similar functions for other SSA components.

2. Ensures that sufficient ÅDP capacity is available to process present and future workloads, coordinating decisions on target systems for new/ modified workloads and systems configuration changes.

3. In conjunction with other Deputy Commissioner, Systems (DCS) components, develops an ADP Capacity Plan for 1-, 2- and 5-year timeframes.

4. Provides advice and services to other OSO components in the use of computer interpretation of reports and data resulting from evaluation and utilization studies.

5. Uses operational research tools to investigate operational efficiency problems and develop workload and utilization relationships.

H. The Division of Standards and Control (S4EK).