National Institutes of Health
Office of Management

4th Quarter OLAO All-Hands Meeting

August 17, 2017

Neuroscience Center
Conference Room C

OLAO Quarterly Agenda
August 17, 2017

• 9:30 am	Opening comments	Brian Goodger
• 9:40 am	Employee Recognition	Brian Goodger
• 9:50 am	Guest Speaker – NIAID	Joe Croghan
• 10:20 am	Closing Remarks	Brian Goodger

OLAO Quarterly All-Hands

- **Quarter 1 (every October).** Division Directors provide a report card on the previous FY & goals for new FY.
- **Quarter 2 (every January).** Deputy Division Directors to provide status of projects and news and notes.
- **Quarter 3 (every April).** Division staff members to present on special topics.
- **Quarter 4 (every July).** Brief updates and then a guest speaker.

News & Notes

- Happenings in govt. (USG wide, HHS, and NIH)
- Heart of the FY end is upon us
- Biggest internal contracts in OLAO:
  - Sobran re-compete & i-Power re-compete
- Staff shortages
- De-obligations/stale obligations/expiring lines and register CPAR actions
- Assisted Acquisition end of FY actions
- Supply's push to finish solvent
- Property Portal
- Discovery Network's "First in Humans"

OLAO Recognition

- Employee of the Quarter (for Q. 3)
  - Bridget Gauer
- Honorable Mention
  - Mary Rainey
  - Lou Kuta
  - Ben Meyers
  - Robert Burdette
- DLS awards
- OLT meets Wednesdays 9am to 10am

Guest Speaker

- Joe Croghan

  NIAID

  Software Engineering Branch

  Branch Chief

National Institute of Allergy and Infectious Diseases

Software Engineering Branch

Overview

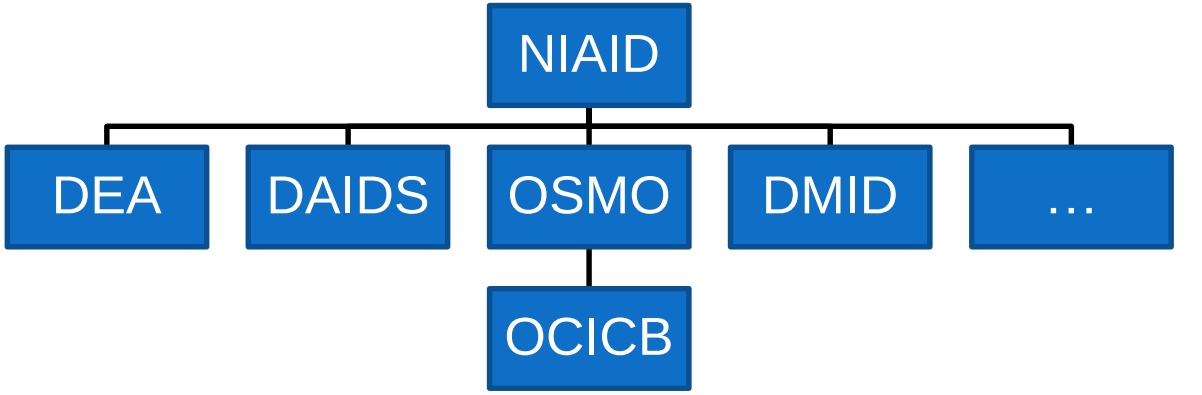
August 17, 2017

NIAID

Who We Work For

- *Dr. John McGowan (JJ),*
  - Executive Officer, NIAID
  - Director, Office of Science Management and Operations
  - Previously:
    - Director DEA, NIAID
    - Acting Deputy Director for Management, NIH/OD

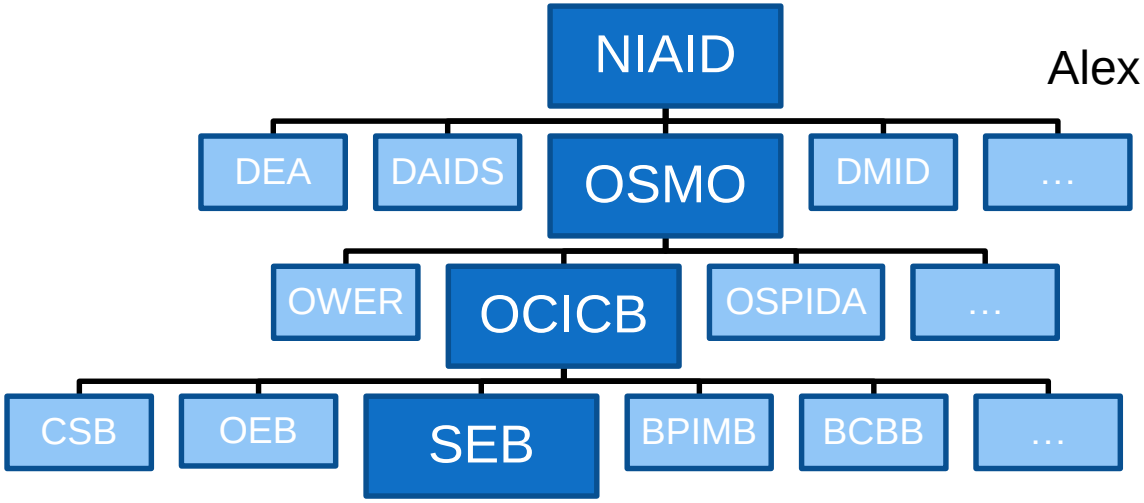
- Jill Harper
  - Deputy Director, OSMO



Who We Work For

Mike Tartakovsky, CIO, Director, Office of Cyber Infrastructure and Computational Biology (OCICB)

Alex Rosenthal, CTO, NIAID

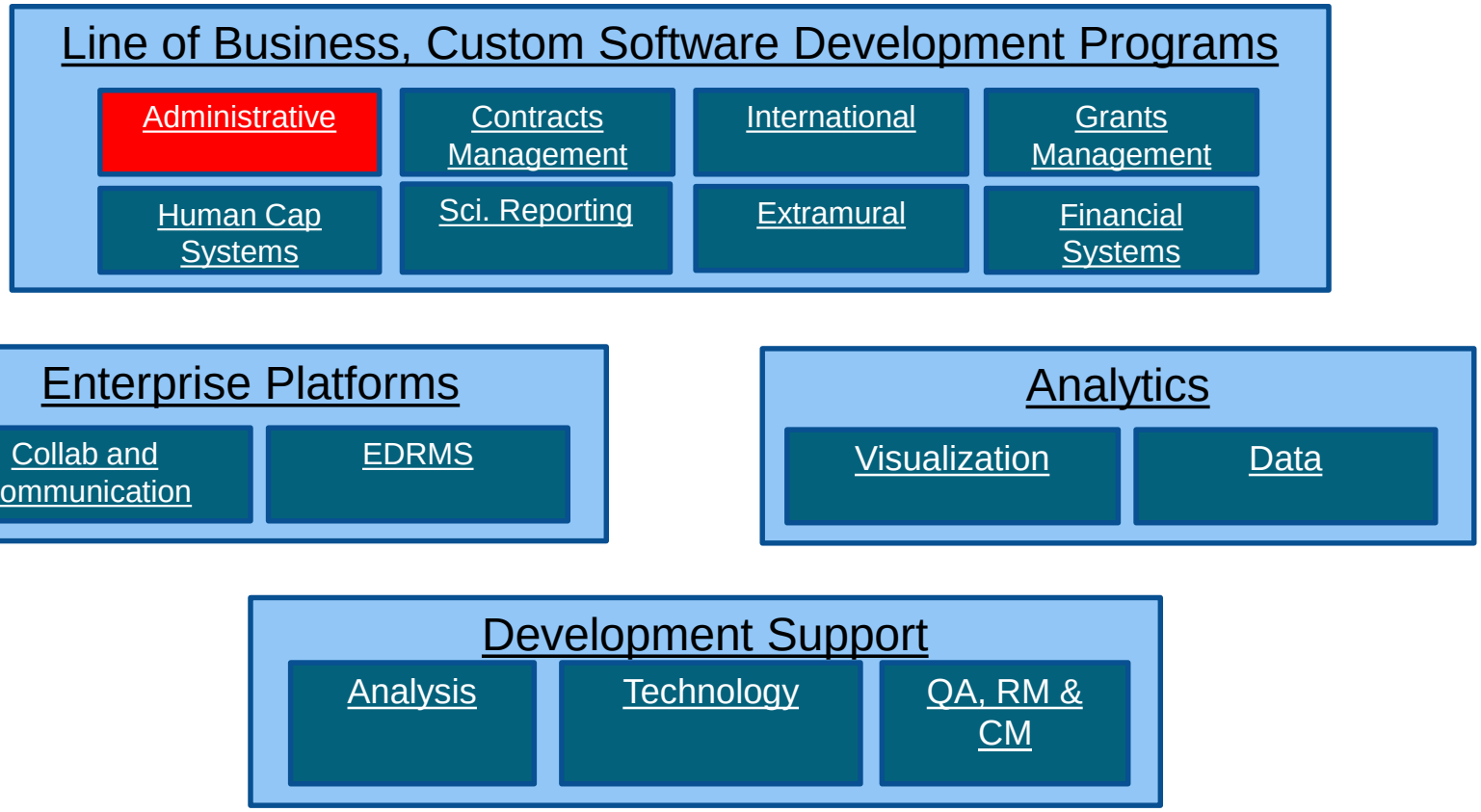


SEB Vision Statements (circa 2011)

- We will deliver quality software solutions in partnership with the NIAID community
- Our partners will see us as innovative problem-solvers, who anticipate and support their business needs
- We will engage in and support ongoing professional development and training
- We will work together with respect and trust to support operational efficiency, effectiveness, and excellence.

NIAID

SEB At A Glance



NIAID

SEB Scale

- Approximately 74 different custom development projects/activities
  - 47 Development projects
  - 27 Maintenance projects
  - Other Activities (Data Modeling, UI/UX, QA, New Project Investigation)
- EDRMS Program
  - 66+ projects in project portfolio
- Collaboration and Communication Program
  - Collab/eCollab/Inside
  - SharePoint support
  - Other Collaboration Projects (e.g. DAIDS Learning Portal)
- Analytics Program
  - 35+ Active projects

NIAID

Representative NIAID Administrative System Custom Developed by SEB

- NIH Property Management Portal (NPMP)
  - System used for NIH staff to maintain their property records to enhance Sunflower functionality.
- Acquisition Management Budget Information System (AMBIS)
  - Requisitioning, purchase order and status tracking system to complement and enhance NBS functionality.
- P-Card Audit system
  - Review P-Card purchases to support audits and anomalies.
- Phone Assignment System (PAT)
  - Generates a valid phone number for the onboarding process
- Workstation Delivery Scheduler
  - Helps schedule the in-person delivery of workstations

NIAID

Representative NIAID Administrative Dashboards

- Tickets (IT, Facilities)
- Compliance (Training, Ethics Paperwork, etc.)
- Workload
- Skype
- Purchasing
- Seating

Management tools, or operational tools?

Getting the data right is the hard part

NIAID

Tickets and Tasks

NIAID Business Analytics

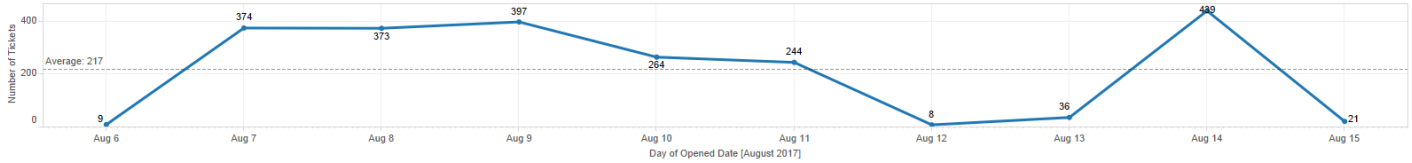
CSB Ticket Trending Storyboard

Ticket Trend Dashboard (since October 1, 2014) | **Ten Day Ticket Trend Dashboard** | Ten Day Client Dashboard | Ten Day Division Dashboard | Ten Day Team Dashboard | Ten Day Ticket Categorization Dashboard | Year over Year Difference Dashboard

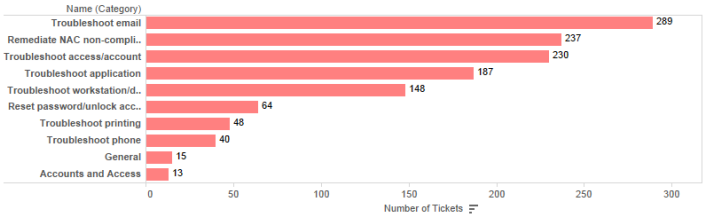
CSB Ticket Trend Analysis Dashboard | 10 Day Ticket Traffic

NIH National Institute of Allergy and Infectious Diseases

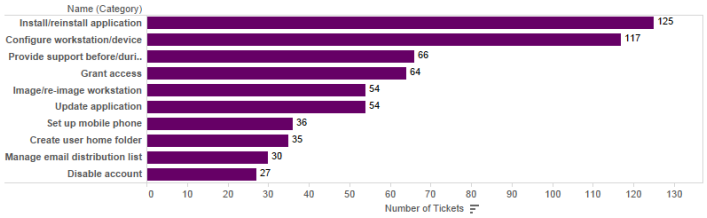
10 Day Line Chart



10 Day Top 10 Incidents by Ticket Category



10 Day Top 10 Service Request by Ticket Category



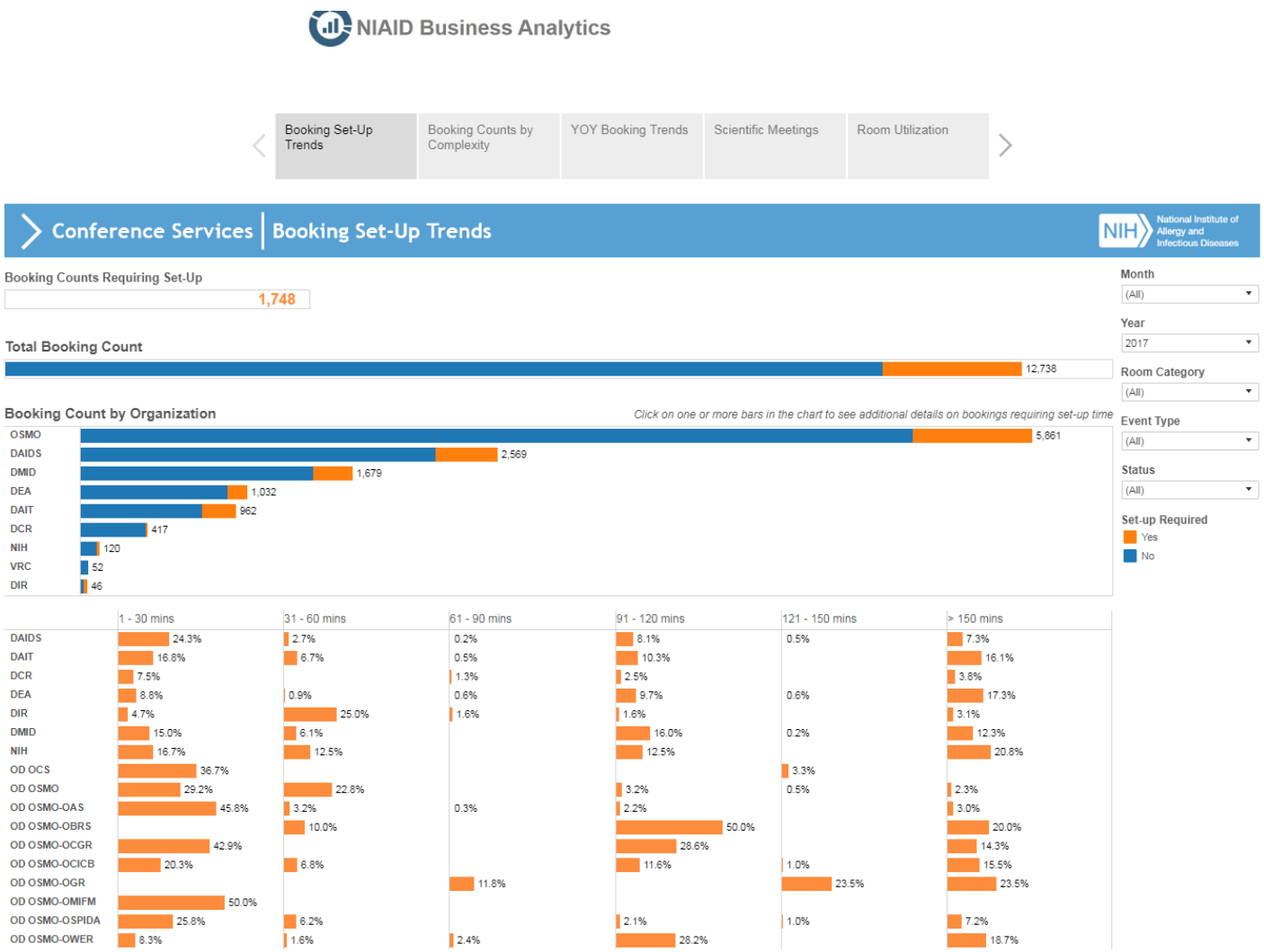
10 Day Ticket Details Table

Number	Client Name	Division	Subject	Opened Date	Closed Date	Last Queue	
00705972	Asa Washington	OD	Sofie Add-in Needed	8/7/2017 9:21:57 AM	Null	CSB Bldg 5601 Flrs 7-8-9	Pending
00706049	Supriya Pokkali	VRC	FlowJo help	8/7/2017 12:23:45 PM	Null	Building 40 Desktop Support	Pending
00706153	Alida Taylor	VRC	VPN help	8/7/2017 1:56:46 PM	Null	Building 40 Desktop Support	Pending
00706158	Merrill Foster	DEA	Word	8/7/2017 1:59:16 PM	Null	Central Service Desk	Pending
00706279	Tracy Abram	VRC	FW: NIAID Mandatory Apple Operating System Upgrade 10.10.x and below	8/7/2017 3:30:55 PM	Null	Building 40 Desktop Support	Pending
00706286	Diana Gomez	DIR	Create NEW shared CALENDERS	8/7/2017 3:36:32 PM	Null	Central Service Desk	Pending
00706304	Michelle Conan-Cibotti	VRC	need help with trust certificate in adobe	8/7/2017 3:45:16 PM	Null	CSB Bldg 5601 Flrs 7-8-9	Pending
00706601	Srikanth Modugu	OD	NIH:Incident INC3191602 assigned to NIAIDITSUPP, Priority: Medium	8/7/2017 8:26:32 PM	Null	CSB Bldg 5601 Flrs 1-5-6	Pending
00706645	Shengping Xu	OD	Questions regarding NIAID AD group-emailed user	8/7/2017 9:14:38 PM	Null	Central Service Desk	Pending

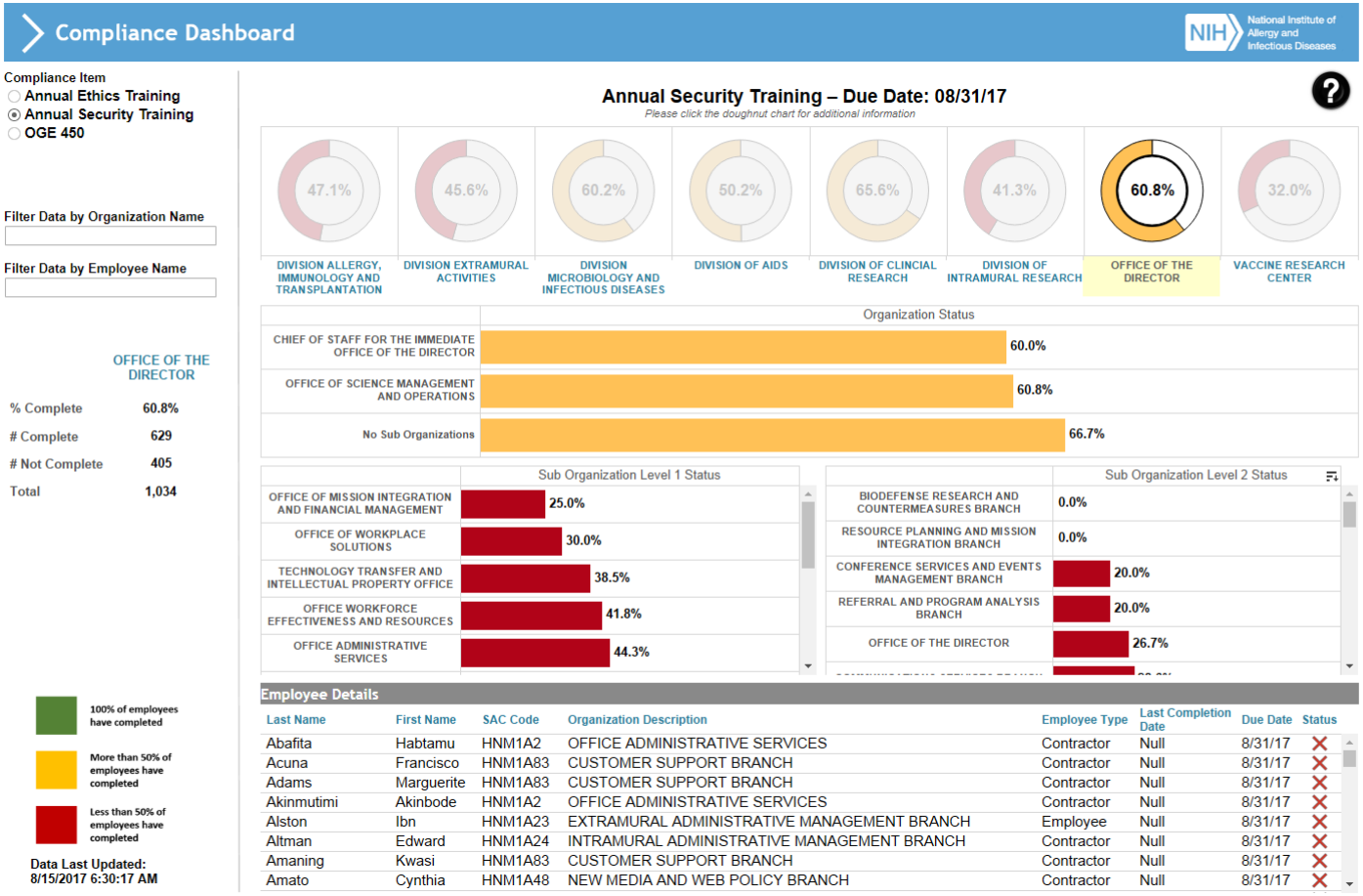
Ticket Status
Pending
Opened
Closed

NIAID

Tickets and Tasks

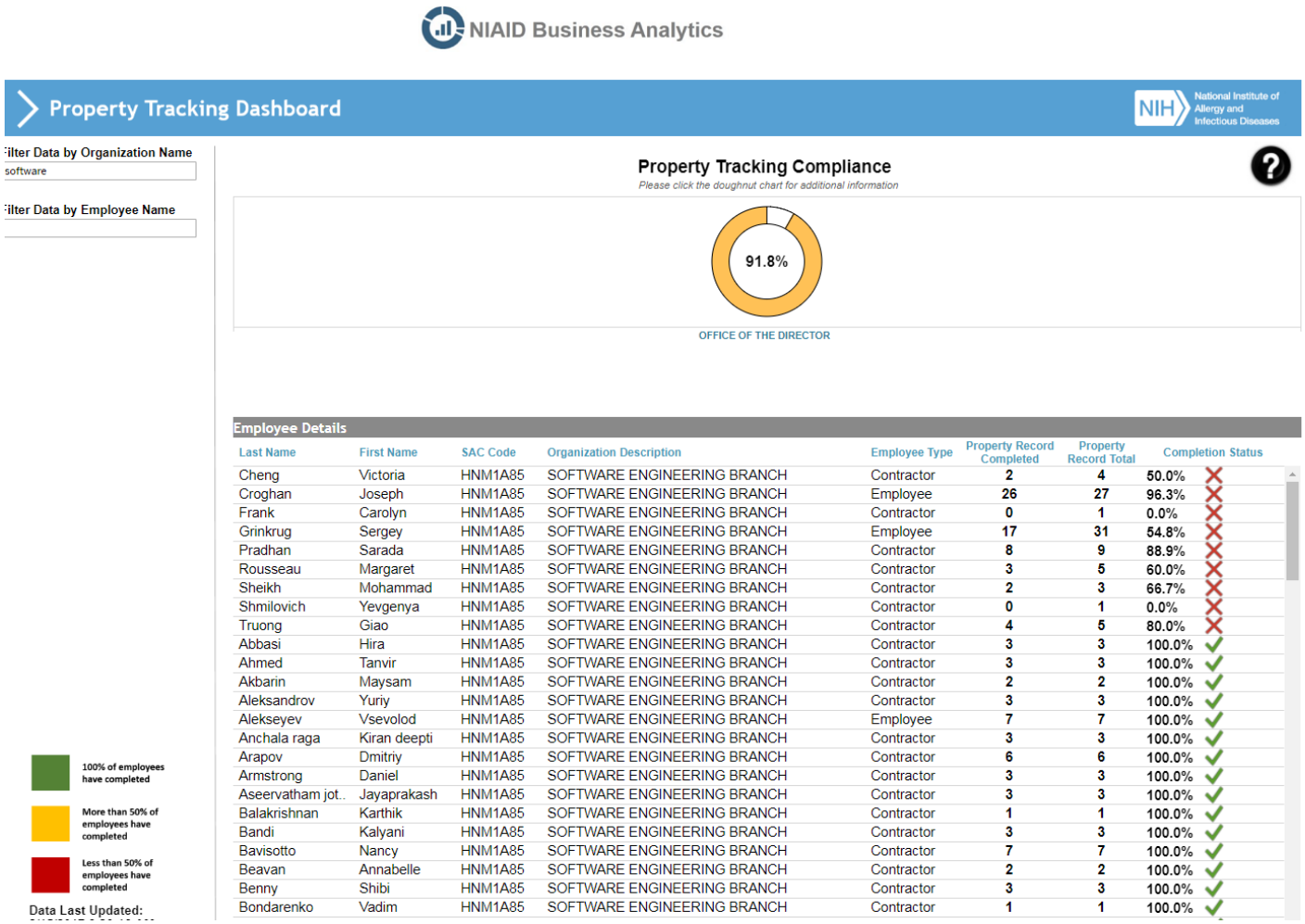


Mandatory Training



NIAID

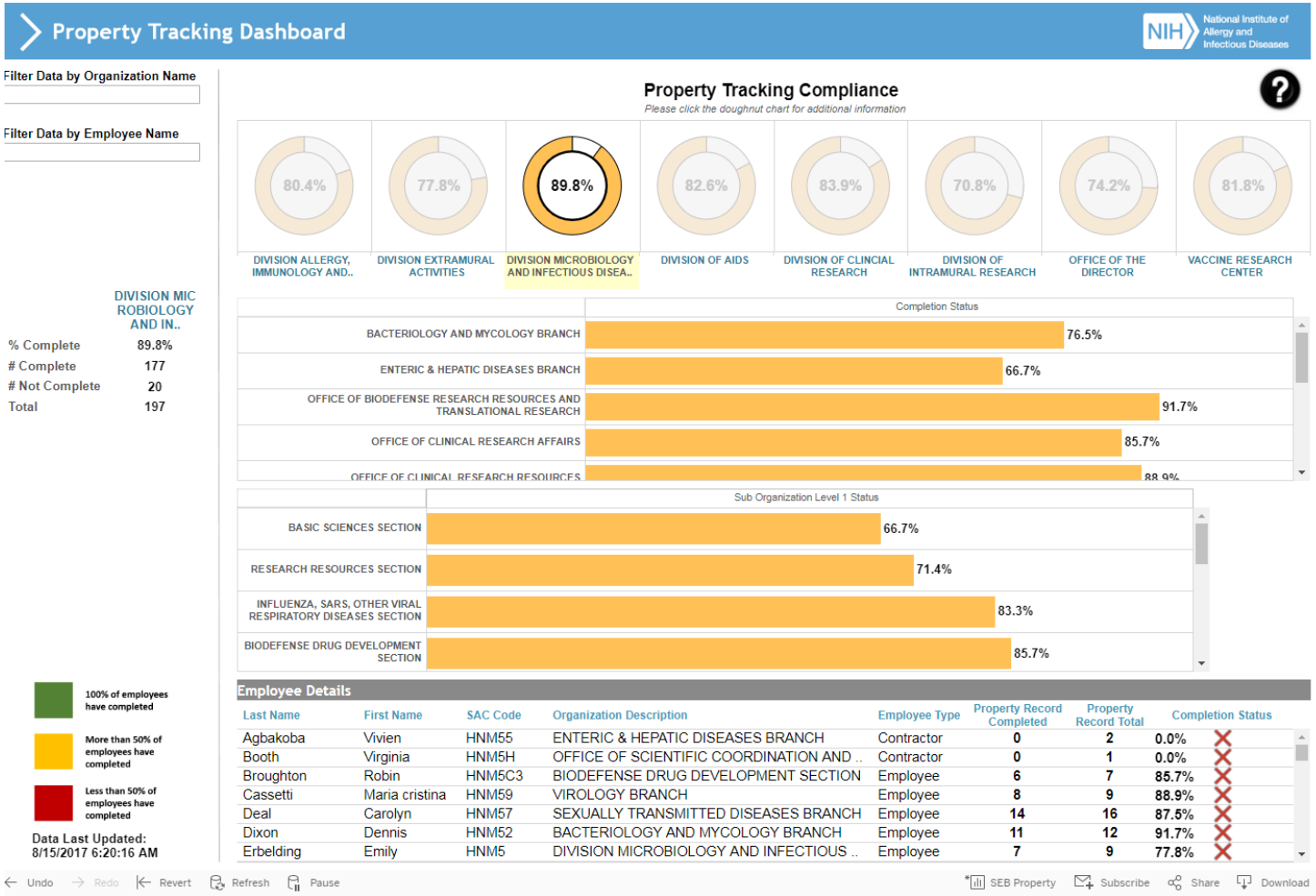
Property Tracking



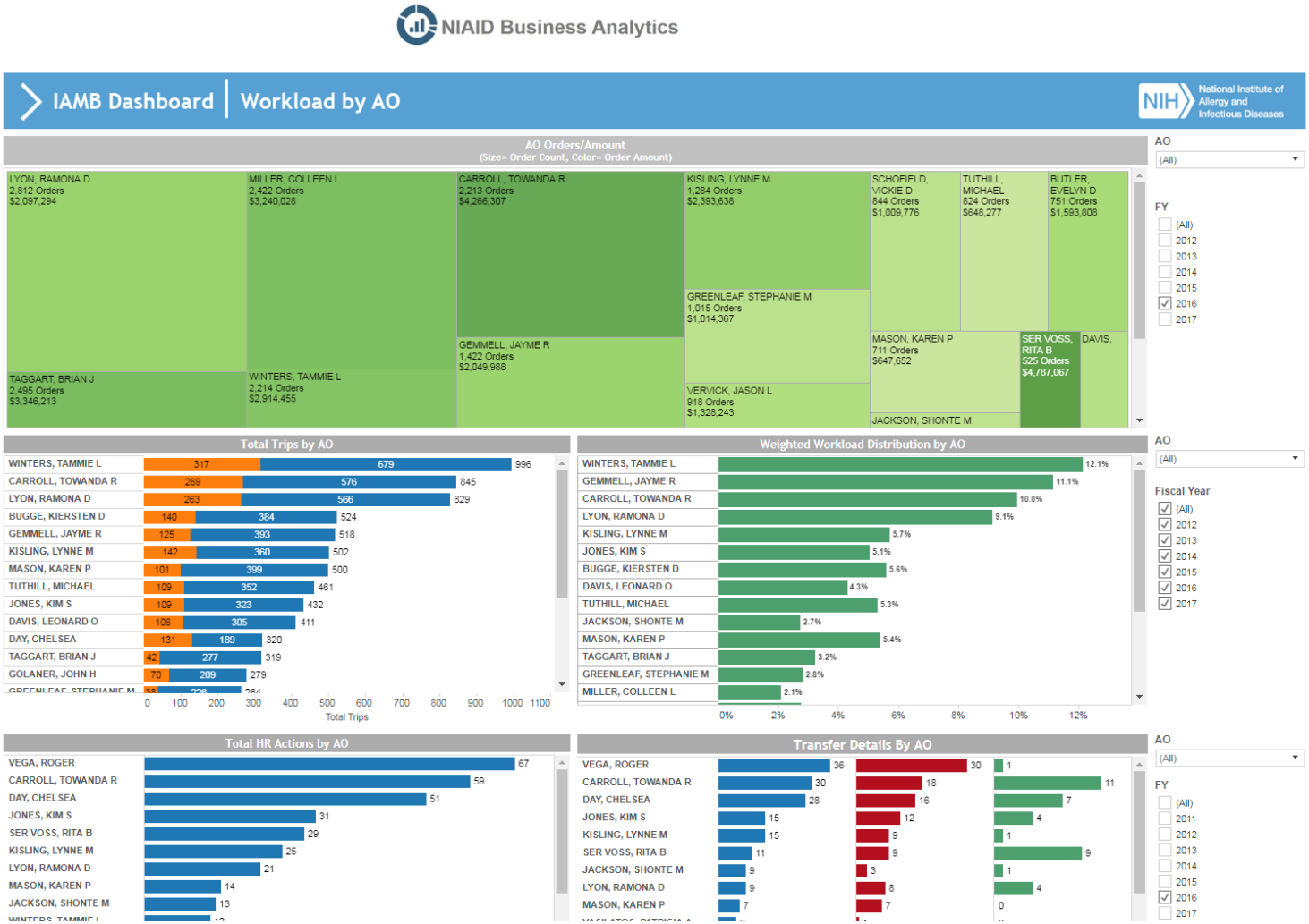
Employee Details

Last Name	First Name	SAC Code	Organization Description	Employee Type	Property Record Completed	Property Record Total	Completion Status
Cheng	Victoria	HNM1A85	SOFTWARE ENGINEERING BRANCH	Contractor	2	4	50.0%
Croghan	Joseph	HNM1A85	SOFTWARE ENGINEERING BRANCH	Employee	26	27	96.3%
Frank	Carolyn	HNM1A85	SOFTWARE ENGINEERING BRANCH	Contractor	0	1	0.0%
Grinkrug	Sergey	HNM1A85	SOFTWARE ENGINEERING BRANCH	Employee	17	31	54.8%
Pradhan	Sarada	HNM1A85	SOFTWARE ENGINEERING BRANCH	Contractor	8	9	88.9%
Rousseau	Margaret	HNM1A85	SOFTWARE ENGINEERING BRANCH	Contractor	3	5	60.0%
Sheikh	Mohammad	HNM1A85	SOFTWARE ENGINEERING BRANCH	Contractor	2	3	66.7%
Shmilovich	Yevgenya	HNM1A85	SOFTWARE ENGINEERING BRANCH	Contractor	0	1	0.0%
Truong	Giao	HNM1A85	SOFTWARE ENGINEERING BRANCH	Contractor	4	5	80.0%
Abbasi	Hira	HNM1A85	SOFTWARE ENGINEERING BRANCH	Contractor	3	3	100.0%
Ahmed	Tanvir	HNM1A85	SOFTWARE ENGINEERING BRANCH	Contractor	3	3	100.0%
Akbarin	Maysam	HNM1A85	SOFTWARE ENGINEERING BRANCH	Contractor	2	2	100.0%
Aleksandrov	Yuriy	HNM1A85	SOFTWARE ENGINEERING BRANCH	Contractor	3	3	100.0%
Alekseyev	Vsevolod	HNM1A85	SOFTWARE ENGINEERING BRANCH	Employee	7	7	100.0%
Anchala raga	Kiran deepti	HNM1A85	SOFTWARE ENGINEERING BRANCH	Contractor	3	3	100.0%
Arapov	Dmitriy	HNM1A85	SOFTWARE ENGINEERING BRANCH	Contractor	6	6	100.0%
Armstrong	Daniel	HNM1A85	SOFTWARE ENGINEERING BRANCH	Contractor	3	3	100.0%
Aseervatham jot..	Jayaprakash	HNM1A85	SOFTWARE ENGINEERING BRANCH	Contractor	3	3	100.0%
Balakrishnan	Karthik	HNM1A85	SOFTWARE ENGINEERING BRANCH	Contractor	1	1	100.0%
Bandi	Kalyani	HNM1A85	SOFTWARE ENGINEERING BRANCH	Contractor	3	3	100.0%
Bavisotto	Nancy	HNM1A85	SOFTWARE ENGINEERING BRANCH	Contractor	7	7	100.0%
Beavan	Annabelle	HNM1A85	SOFTWARE ENGINEERING BRANCH	Contractor	2	2	100.0%
Benny	Shibi	HNM1A85	SOFTWARE ENGINEERING BRANCH	Contractor	3	3	100.0%
Bondarenko	Vadim	HNM1A85	SOFTWARE ENGINEERING BRANCH	Contractor	1	1	100.0%

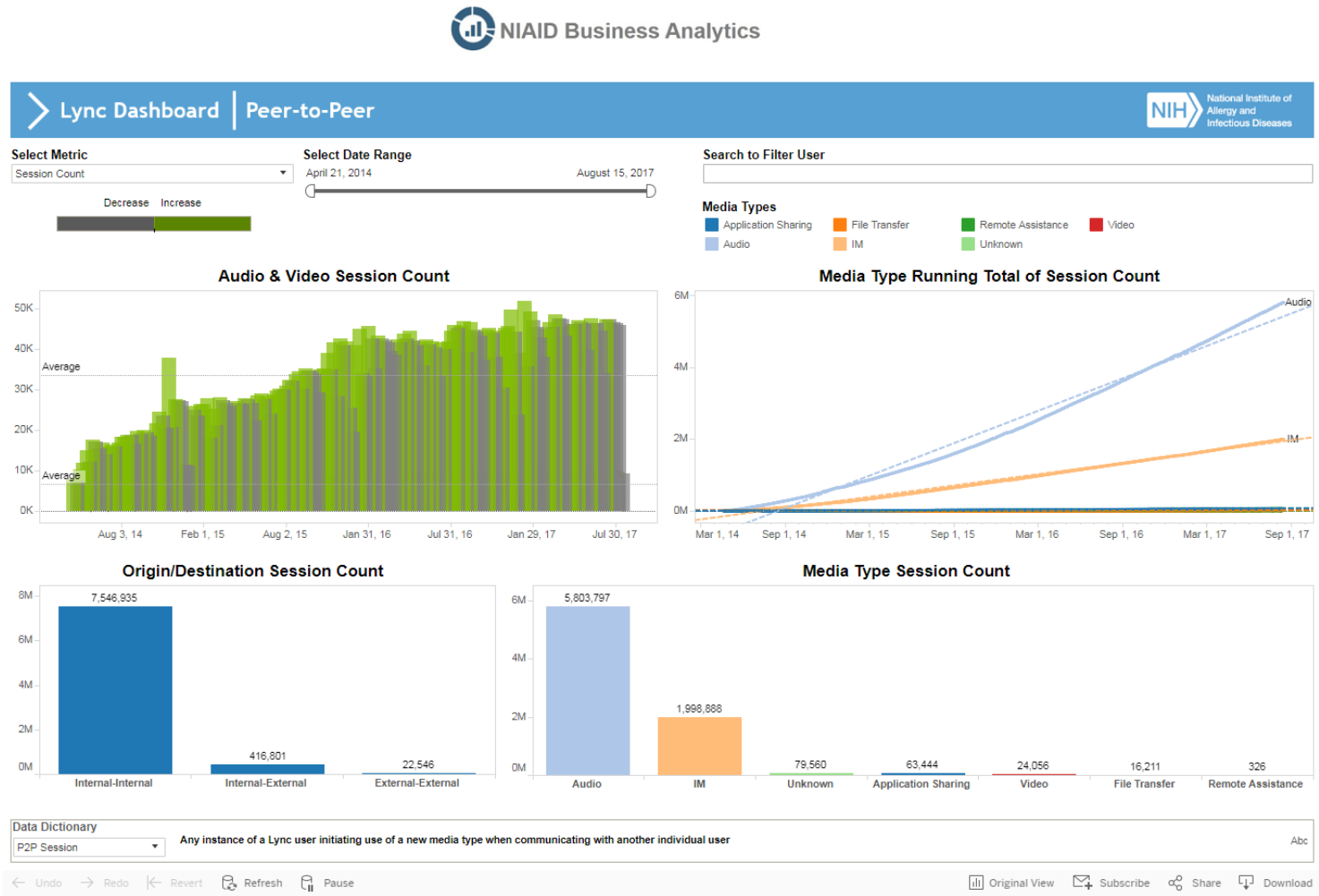
More Property Tracking



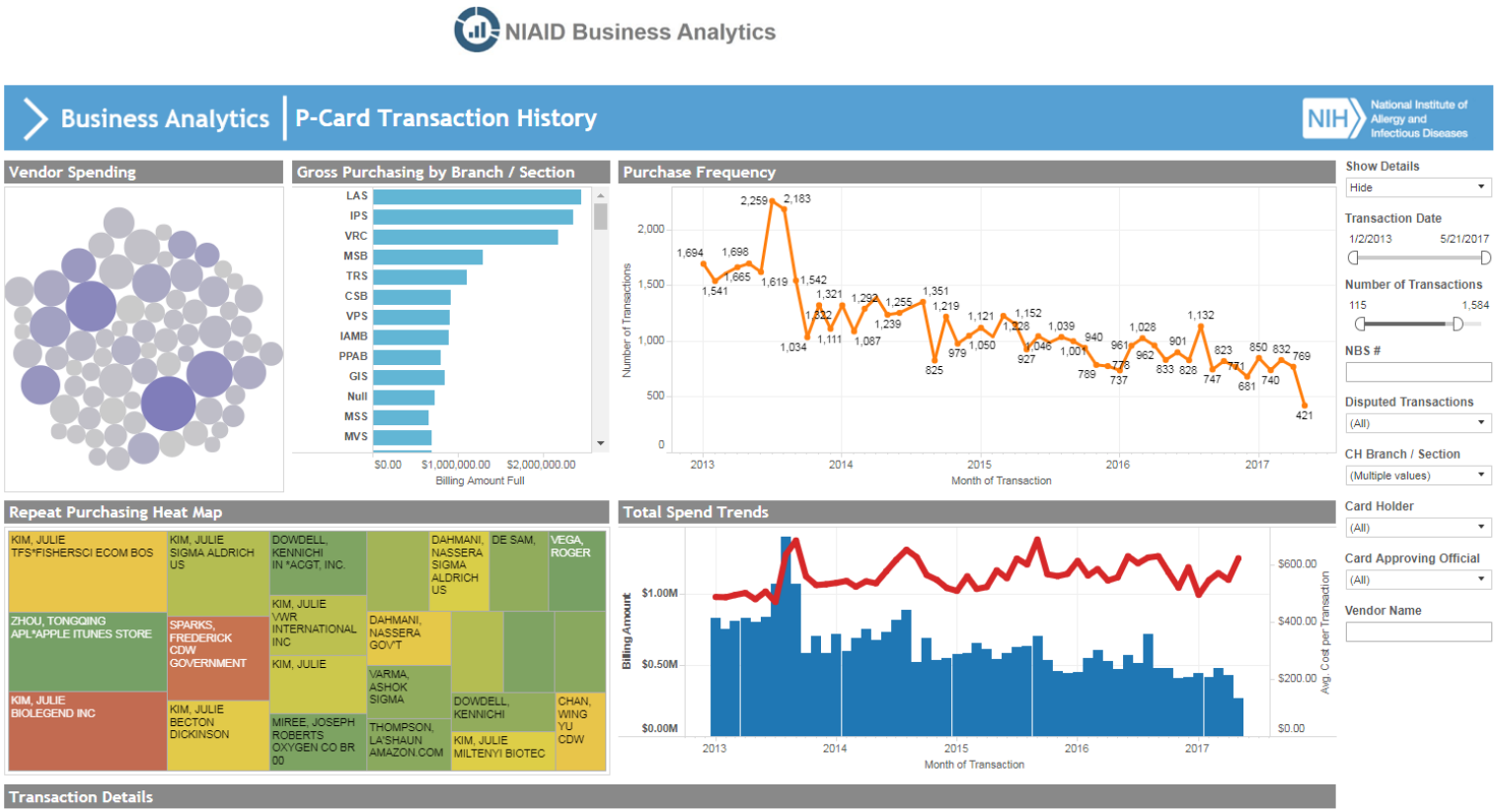
Workload Management



Skype Usage


NIAID Business Analytics
Lync Dashboard | Peer-to-Peer
National Institute of Allergy and Infectious Diseases
Select Metric
Session Count
Decrease Increase
Select Date Range
April 21, 2014
August 15, 2017
Search to Filter User
Media Types
Application Sharing
File Transfer
Remote Assistance
Video
Audio
IM
Unknown
Audio & Video Session Count
50K
40K
30K
20K
10K
0K
Average
Average
Aug 3, 14
Feb 1, 15
Aug 2, 15
Jan 31, 16
Jul 31, 16
Jan 29, 17
Jul 30, 17
Media Type Running Total of Session Count
6M
4M
2M
0M
Audio
IM
Mar 1, 14
Sep 1, 14
Mar 1, 15
Sep 1, 15
Mar 1, 16
Sep 1, 16
Mar 1, 17
Sep 1, 17
Origin/Destination Session Count
8M
6M
4M
2M
0M
7,546,935
416,801
22,546
Internal-Internal
Internal-External
External-External
Media Type Session Count
6M
4M
2M
0M
5,803,797
1,998,888
79,560
63,444
24,056
16,211
326
Audio
IM
Unknown
Application Sharing
Video
File Transfer
Remote Assistance
Data Dictionary
P2P Session
Any instance of a Lync user initiating use of a new media type when communicating with another individual user
Abc
Undo
Redo
Revert
Refresh
Pause
Original View
Subscribe
Share
Download

Purchasing

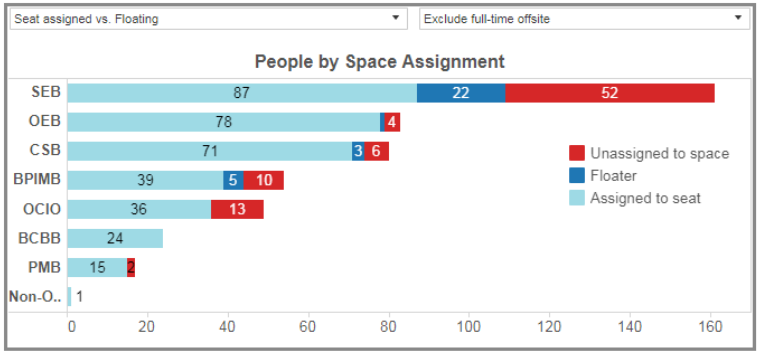

NIAID Business Analytics
Business Analytics
P-Card Transaction History
NIH National Institute of Allergy and Infectious Diseases
Vendor Spending
Gross Purchasing by Branch / Section
LAS
IPS
VRC
MSB
TRS
CSB
VPS
IAMB
PPAB
GIS
Null
MSS
MVS
$0.00
$1,000,000.00
$2,000,000.00
Billing Amount Full
Purchase Frequency
Number of Transactions
Month of Transaction
2013
2014
2015
2016
2017
Repeat Purchasing Heat Map
KIM, JULIE TFS*FISHERSCI ECOM BOS
KIM, JULIE SIGMA ALDRICH US
DOWDELL, KENNICHI IN *ACGT, INC.
DAHMANI, NASSERA SIGMA ALDRICH US
DE SAM,
VEGA, ROGER
ZHOU, TONGQING APL*APPLE ITUNES STORE
SPARKS, FREDERICK CDW GOVERNMENT
KIM, JULIE VWR INTERNATIONAL INC
DAHMANI, NASSERA GOV'T
KIM, JULIE
VARMA, ASHOK SIGMA
KIM, JULIE BIOLEGEND INC
KIM, JULIE BECTON DICKINSON
MIREE, JOSEPH ROBERTS OXYGEN CO BR 00
THOMPSON, LA'SHAUN AMAZON.COM
DOWDELL, KENNICHI
CHAN, WING YU CDW
KIM, JULIE MILTENYI BIOTEC
Total Spend Trends
Billing Amount
Avg. Cost per Transaction
$1.00M
$0.50M
$0.00M
$600.00
$400.00
$200.00
$0.00
Month of Transaction
Transaction Details
Show Details
Hide
Transaction Date
1/2/2013
5/21/2017
Number of Transactions
115
1,584
NBS #
Disputed Transactions
(All)
CH Branch / Section
(Multiple values)
Card Holder
(All)
Card Approving Official
(All)
Vendor Name

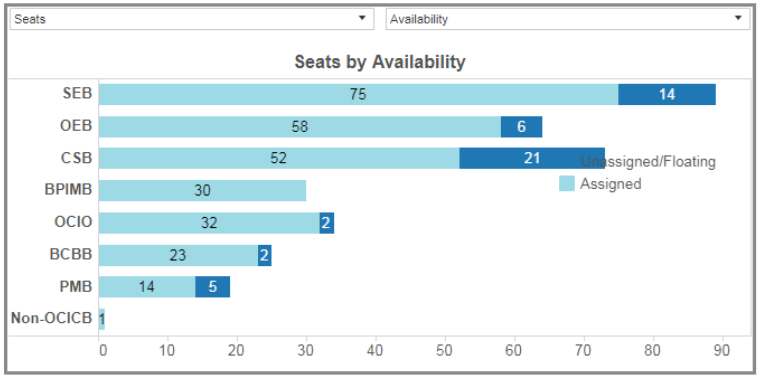
Space Planning

NIAID Business Analytics

Space Planner | OCICB Summary

NIH National Institute of Allergy and Infectious Diseases





Space Summary

Branch	# People	# Seats	# Rooms	Branch % Utilized
SEB	161	89	81	95%
OEB	83	64	55	112%
CSB	80	73	42	102%
BPIMB	54	30	30	110%
OCIO	49	34	34	95%
BCBB	24	25	24	74%
PMB	17	19	16	77%
Non-OCICB	1	1	1	100%
Grand Total	469	332	275	99%

At capacity | Over utilized | Severely over utilized | Under utilized

Utilization Summary

Branch	Monday	Tuesday	Wednesday	Thursday	Friday
SEB	104%	97%	101%	98%	75%
OEB	114%	113%	108%	113%	111%
CSB	103%	99%	105%	101%	100%
BPIMB	103%	113%	133%	110%	90%
OCIO	94%	91%	97%	100%	91%
BCBB	92%	48%	92%	56%	80%
PMB	79%	79%	74%	79%	74%
Non-OCICB	100%	100%	100%	100%	100%
Grand Total	103%	97%	105%	99%	92%

NIAID

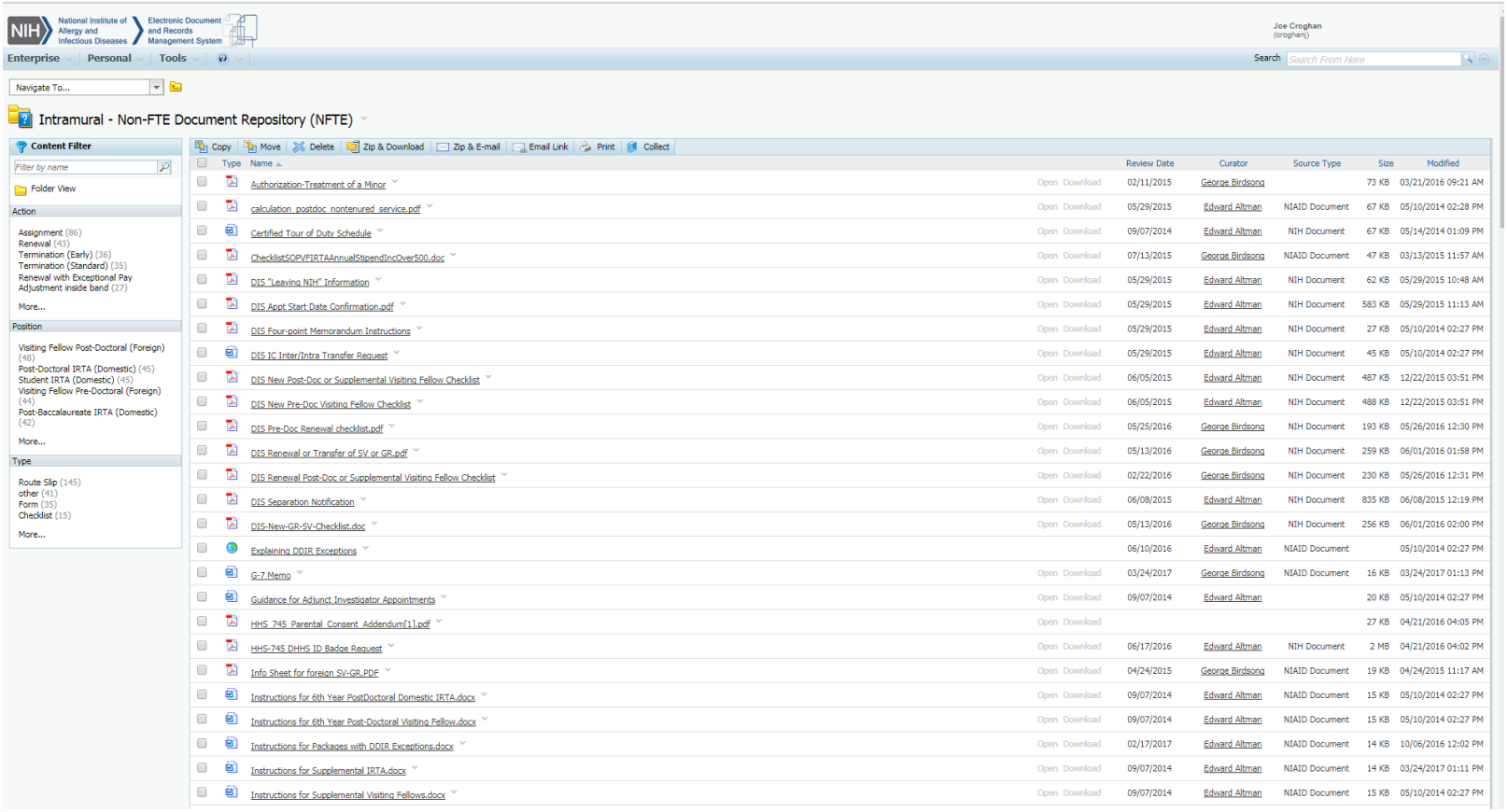
Document Management and Business Process Automation

- Electronic Documents Repositories
  - Simplified Acquisitions document repository
  - Building Drawings
  - Cyber Security Documents
  - Ethics Documents

- Business workflows
  - Telework approval
  - Remote access approval
  - PC Purchases
  - HR Actions
  - Security exemptions
  - Inter Agency Agreements
  - Key Card Management

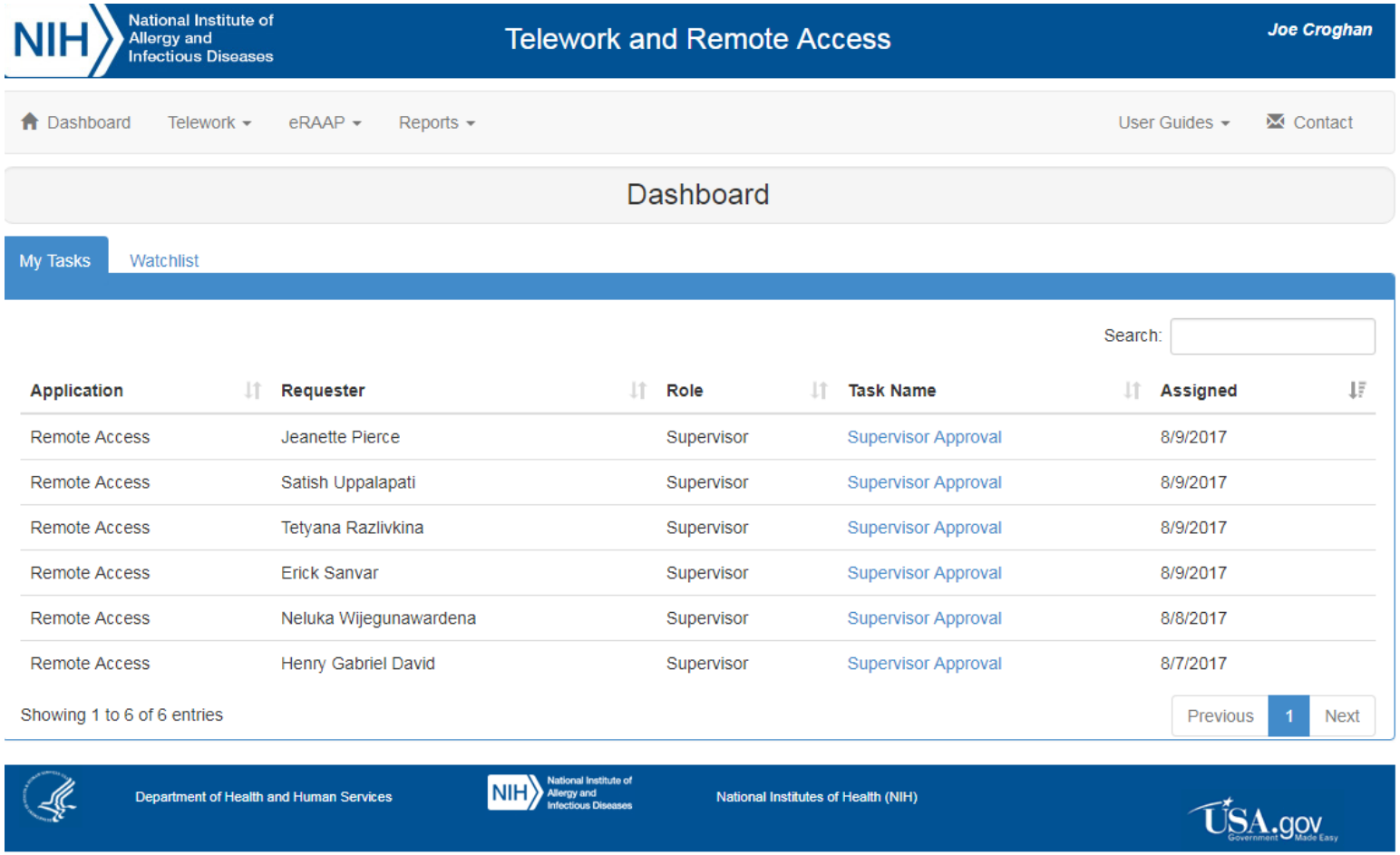
NIAID

Document Repositories



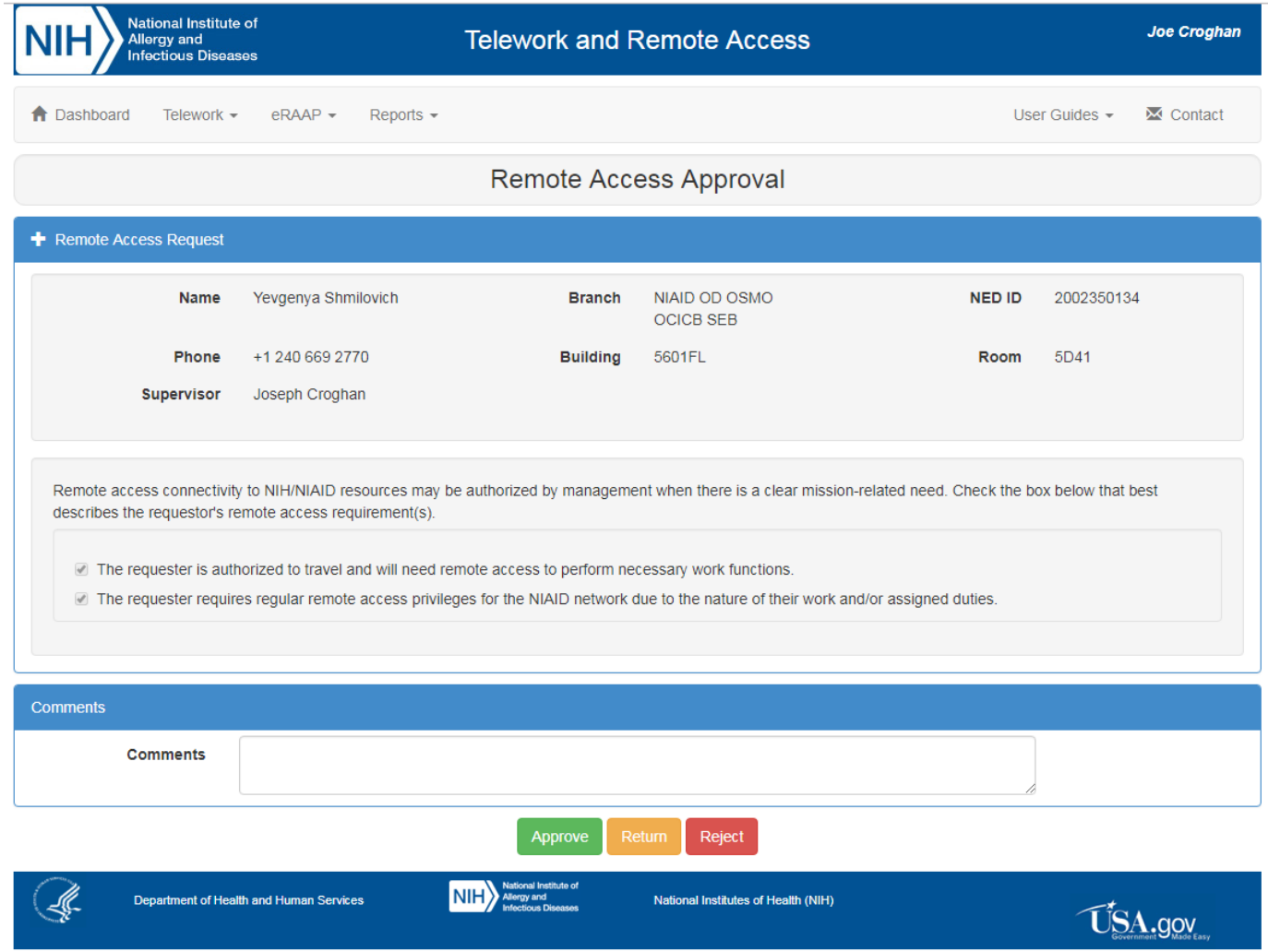
NIAID

Telework and Remote Access



NIAID

Remote Access Workflow



Questions?

Closing Remarks

- 33 business days left in the FY
- NBS Shut-Down Saturday, September 30 at 12 noon
- System back on Tuesday, October 10
- LSS Class November 27 – December 1
- Move to Rockledge delayed until spring, 2020
- Next OLAO Quarterly is October 5, 2017 (FY 17 report card by each Division Director)