



National Institutes of Health
Office of Management

4th Quarter OLAO All-Hands Meeting

August 17, 2017

**Neuroscience Center
Conference Room C**



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



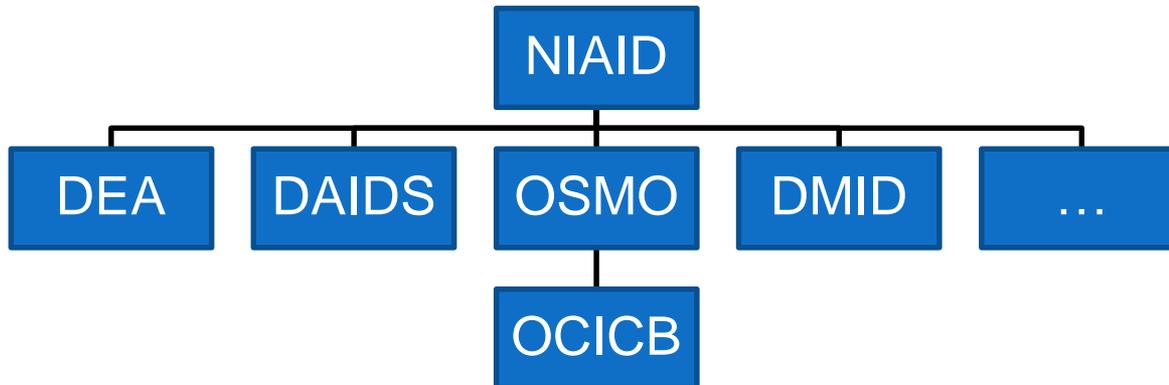
National Institute of
Allergy and
Infectious Diseases

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



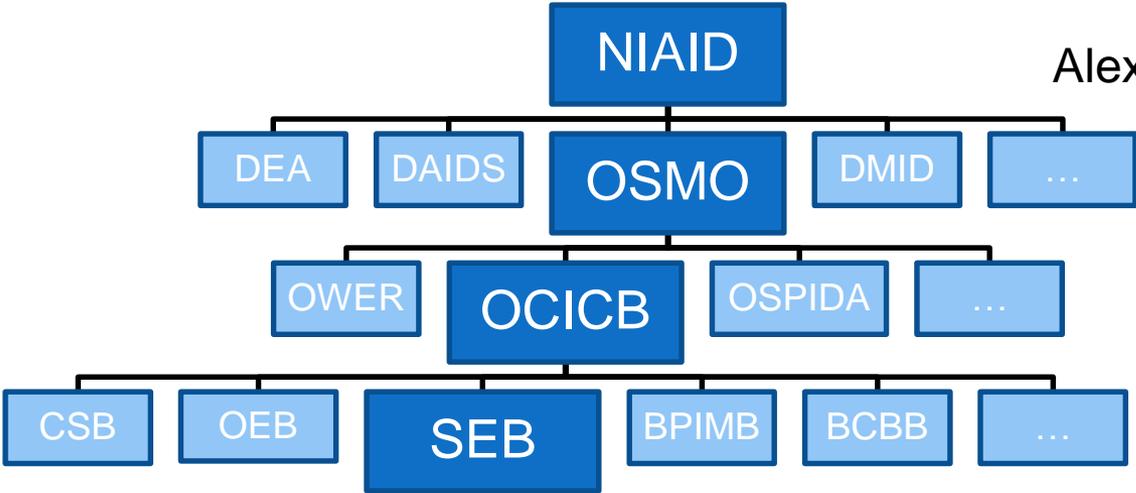
Who We Work For



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.

SEB At A Glance

Line of Business, Custom Software Development Programs

Administrative

Contracts
Management

International

Grants
Management

Human Cap
Systems

Sci. Reporting

Extramural

Financial
Systems

Enterprise Platforms

Collab and
Communication

EDRMS

Analytics

Visualization

Data

Development Support

Analysis

Technology

QA, RM &
CM

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**

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

Representative NIAID Administrative Dashboards

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

Getting the data right
is the hard part

Management tools, or
operational tools?

Tickets and Tasks



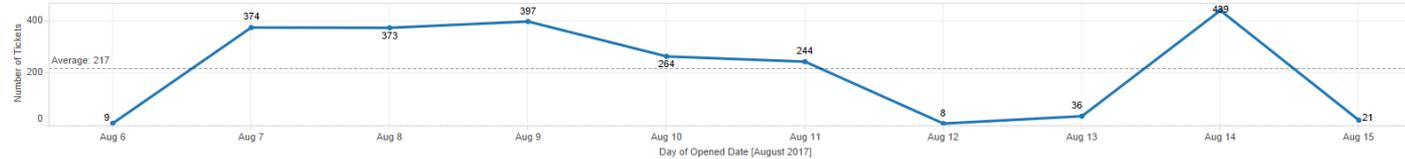
CSB Ticket Trending Storyboard

- < 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 >

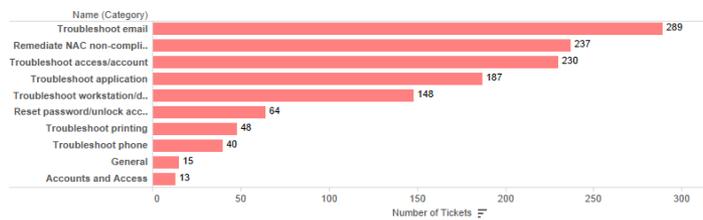
> CSB Ticket Trend Analysis Dashboard | 10 Day Ticket Traffic



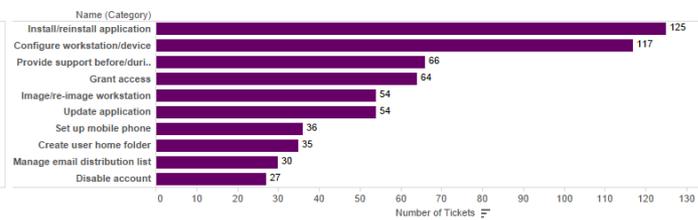
10 Day Line Chart



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	Ticket Status
00705972	Asa Washington	OD	Sofie Add-in Needed	8/7/2017 9:21:57 AM	Null	CSB Bldg 5601 Firs 7-8-9	Pending
00706049	Supriya Pokkali	VRG	FlowJo help	8/7/2017 12:23:45 PM	Null	Building 40 Desktop Support	Pending
00706153	Alida Taylor	VRG	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	VRG	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	VRG	need help with trust certificate in adobe	8/7/2017 3:45:16 PM	Null	CSB Bldg 5601 Firs 7-8-9	Pending
00706601	Srikanth Modugu	OD	NIH Incident INC3191602 assigned to NIAIDTSUPP, Priority: Medium	8/7/2017 8:26:32 PM	Null	CSB Bldg 5601 Firs 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

- Pending
- Opened
- Closed

Tickets and Tasks

Conference Services | Booking Set-Up Trends

Booking Counts Requiring Set-Up

1,748

Month

(All)

Year

2017

Room Category

(All)

Event Type

(All)

Status

(All)

Set-up Required

Yes

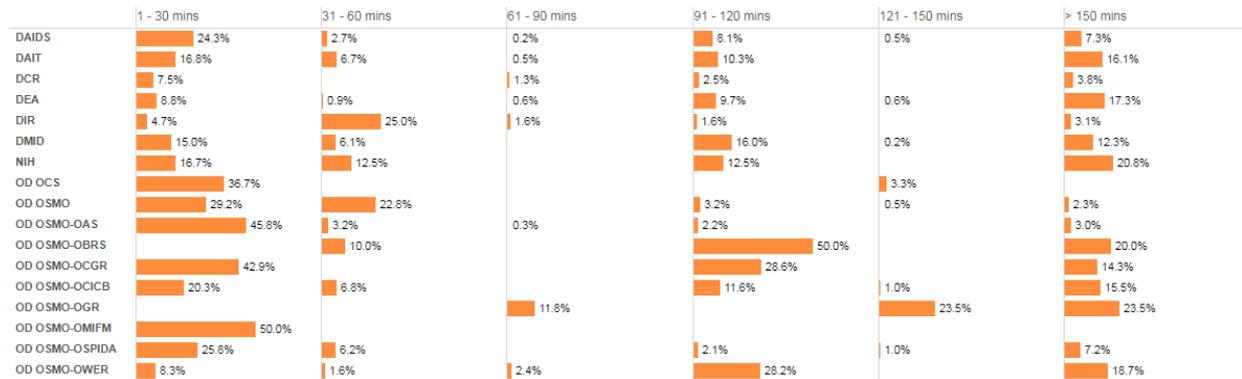
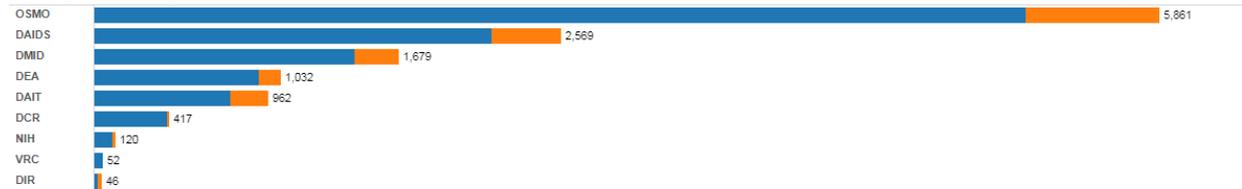
No

Total Booking Count



Booking Count by Organization

Click on one or more bars in the chart to see additional details on bookings requiring set-up time



Mandatory Training

Compliance Dashboard

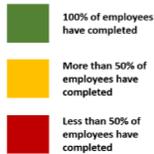
- Compliance Item
- Annual Ethics Training
 - Annual Security Training
 - OGE 450

Filter Data by Organization Name

Filter Data by Employee Name

OFFICE OF THE DIRECTOR

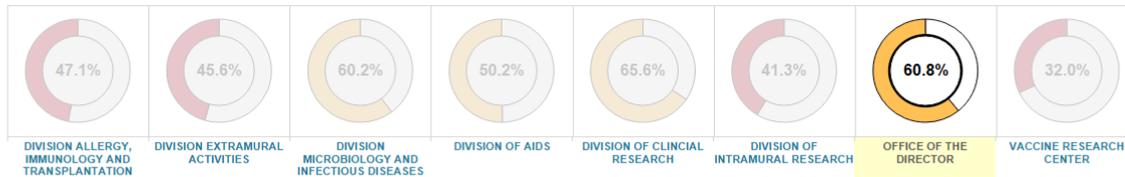
% Complete **60.8%**
 # Complete **629**
 # Not Complete **405**
 Total **1,034**



Data Last Updated:
8/15/2017 6:30:17 AM

Annual Security Training – Due Date: 08/31/17

Please click the doughnut chart for additional information



Organization Status	
CHIEF OF STAFF FOR THE IMMEDIATE OFFICE OF THE DIRECTOR	60.0%
OFFICE OF SCIENCE MANAGEMENT AND OPERATIONS	60.8%
No Sub Organizations	66.7%

Sub Organization Level 1 Status	
OFFICE OF MISSION INTEGRATION AND FINANCIAL MANAGEMENT	25.0%
OFFICE OF WORKPLACE SOLUTIONS	30.0%
TECHNOLOGY TRANSFER AND INTELLECTUAL PROPERTY OFFICE	38.5%
OFFICE WORKFORCE EFFECTIVENESS AND RESOURCES	41.8%
OFFICE ADMINISTRATIVE SERVICES	44.3%

Sub Organization Level 2 Status	
BIODEFENSE RESEARCH AND COUNTERMEASURES BRANCH	0.0%
RESOURCE PLANNING AND MISSION INTEGRATION BRANCH	0.0%
CONFERENCE SERVICES AND EVENTS MANAGEMENT BRANCH	20.0%
REFERRAL AND PROGRAM ANALYSIS BRANCH	20.0%
OFFICE OF THE DIRECTOR	26.7%

Employee Details

Last Name	First Name	SAC Code	Organization Description	Employee Type	Last Completion Date	Due Date	Status
Abafita	Habtamu	HNM1A2	OFFICE ADMINISTRATIVE SERVICES	Contractor	Null	8/31/17	✗
Acuna	Francisco	HNM1A83	CUSTOMER SUPPORT BRANCH	Contractor	Null	8/31/17	✗
Adams	Marguerite	HNM1A83	CUSTOMER SUPPORT BRANCH	Contractor	Null	8/31/17	✗
Akinmutimi	Akinbode	HNM1A2	OFFICE ADMINISTRATIVE SERVICES	Contractor	Null	8/31/17	✗
Alston	Ibn	HNM1A23	EXTRAMURAL ADMINISTRATIVE MANAGEMENT BRANCH	Employee	Null	8/31/17	✗
Altman	Edward	HNM1A24	INTRAMURAL ADMINISTRATIVE MANAGEMENT BRANCH	Contractor	Null	8/31/17	✗
Amaning	Kwasi	HNM1A83	CUSTOMER SUPPORT BRANCH	Contractor	Null	8/31/17	✗
Amato	Cynthia	HNM1A48	NEW MEDIA AND WEB POLICY BRANCH	Contractor	Null	8/31/17	✗

Property Tracking



Property Tracking Dashboard

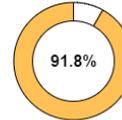


Filter Data by Organization Name
software

Filter Data by Employee Name

Property Tracking Compliance

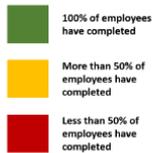
Please click the doughnut chart for additional information



OFFICE OF THE DIRECTOR

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	Yury	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%



Data Last Updated:

More Property Tracking

Property Tracking Dashboard



Filter Data by Organization Name

Filter Data by Employee Name

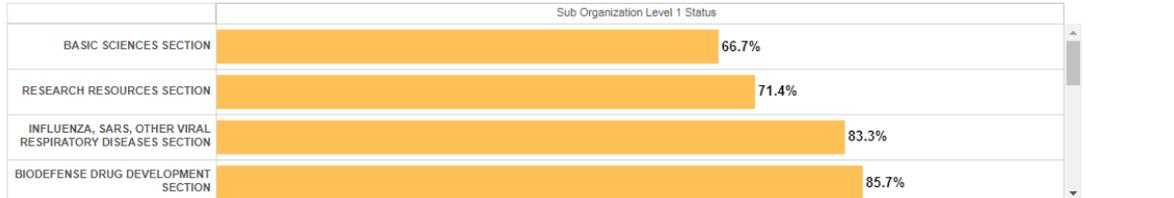
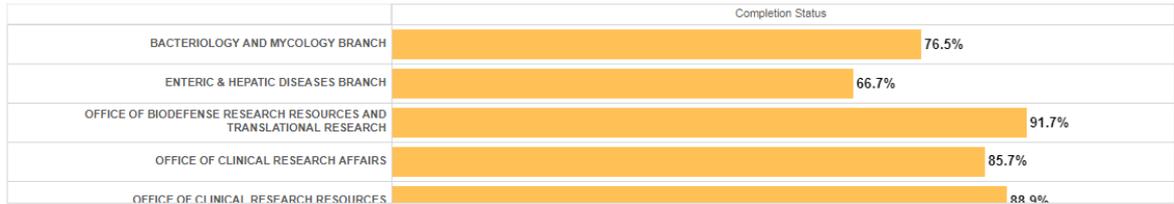
Property Tracking Compliance

Please click the doughnut chart for additional information



DIVISION MICROBIOLOGY AND IN...

% Complete 89.8%
 # Complete 177
 # Not Complete 20
 Total 197



Data Last Updated: 8/15/2017 6:20:16 AM

Employee Details

Last Name	First Name	SAC Code	Organization Description	Employee Type	Property Record Completed	Property Record Total	Completion Status
Agbakoba	Vivien	HNM55	ENTERIC & HEPATIC DISEASES BRANCH	Contractor	0	2	0.0%
Booth	Virginia	HNM5H	OFFICE OF SCIENTIFIC COORDINATION AND ..	Contractor	0	1	0.0%
Broughton	Robin	HNM5C3	BIODEFENSE DRUG DEVELOPMENT SECTION	Employee	6	7	85.7%
Cassetti	Maria cristina	HNM59	VIROLOGY BRANCH	Employee	8	9	88.9%
Deal	Carolyn	HNM57	SEXUALLY TRANSMITTED DISEASES BRANCH	Employee	14	16	87.5%
Dixon	Dennis	HNM52	BACTERIOLOGY AND MYCOLOGY BRANCH	Employee	11	12	91.7%
Erbelding	Emily	HNM5	DIVISION MICROBIOLOGY AND INFECTIOUS ..	Employee	7	9	77.8%

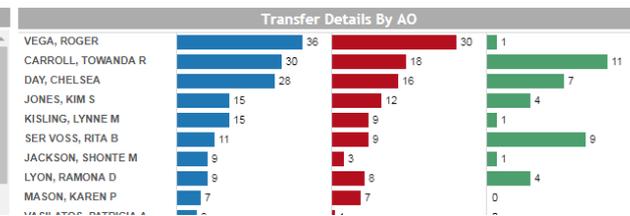
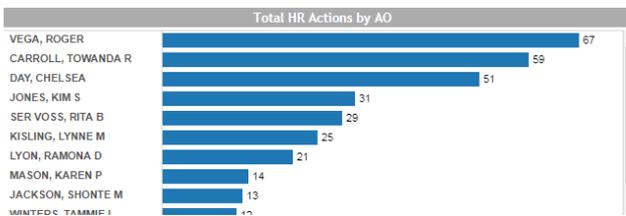
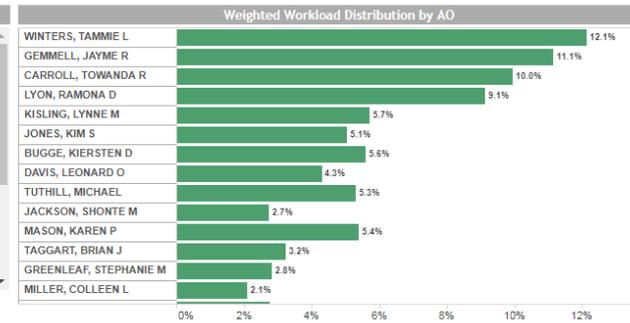
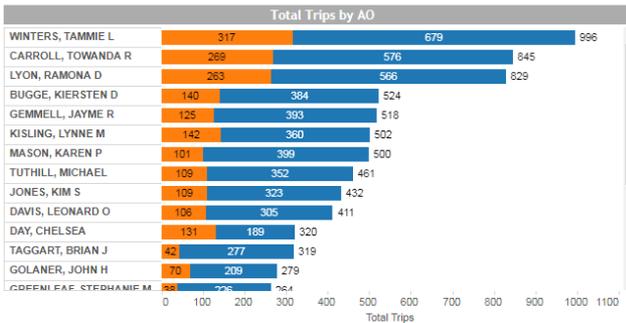
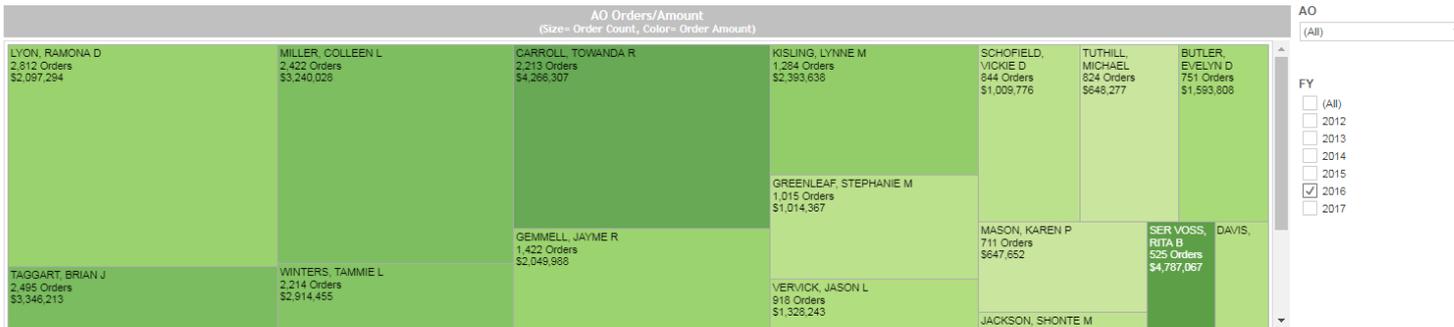
← Undo → Redo ↶ Revert ↻ Refresh ⏸ Pause

SEB Property Subscribe Share Download

Workload Management



IAMB Dashboard | Workload by AO



NIAID

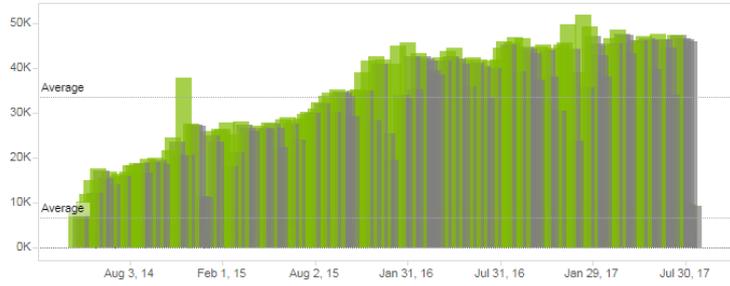
Skype Usage

Select Metric: Session Count
 Select Date Range: April 21, 2014 to August 15, 2017
 Decrease Increase

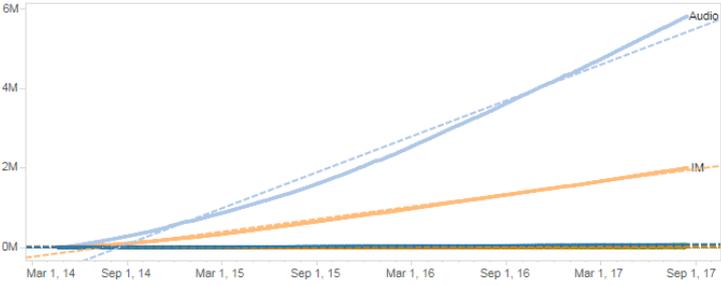
Search to Filter User:

- Media Types
- Application Sharing
 - File Transfer
 - Remote Assistance
 - Video
 - Audio
 - IM
 - Unknown

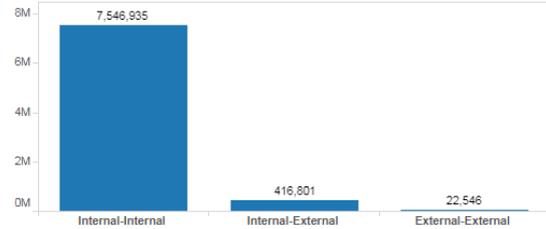
Audio & Video Session Count



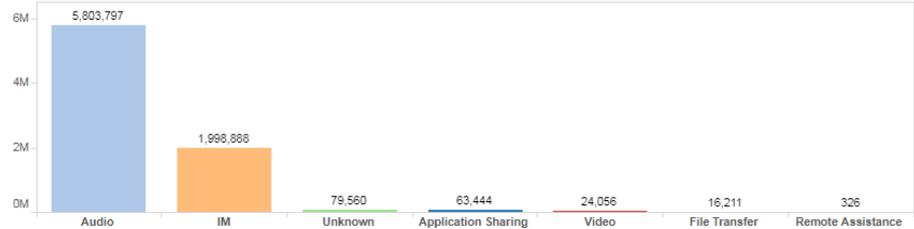
Media Type Running Total of Session Count



Origin/Destination Session Count



Media Type Session Count



Data Dictionary: P2P Session - Any instance of a Lync user initiating use of a new media type when communicating with another individual user

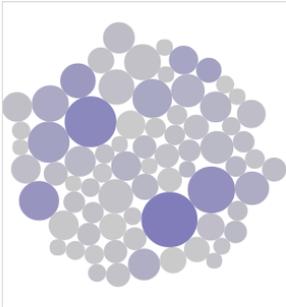
Purchasing



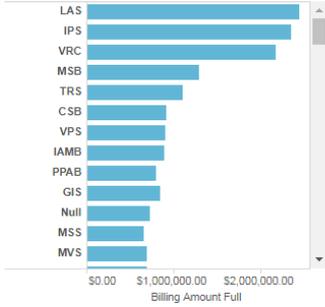
Business Analytics | P-Card Transaction History



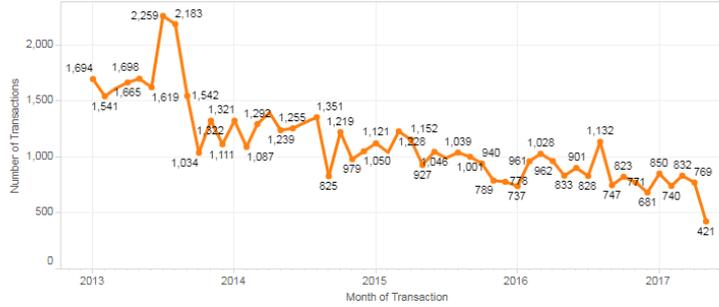
Vendor Spending



Gross Purchasing by Branch / Section



Purchase Frequency



Show Details

Hide

Transaction Date: 1/2/2013 to 5/21/2017

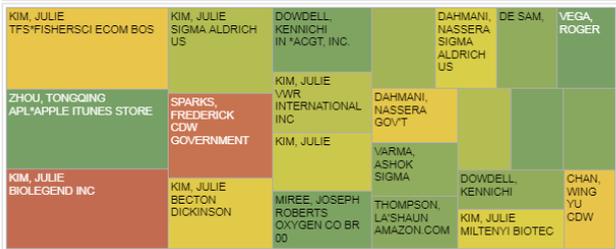
Number of Transactions: 115 to 1,584

NBS #

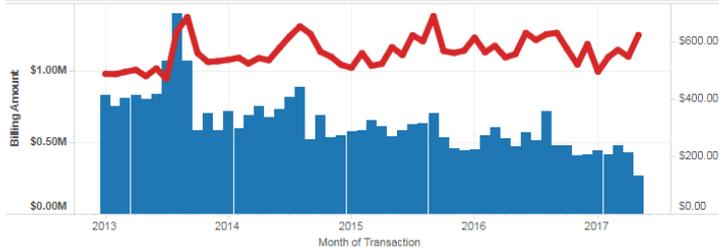
Disputed Transactions: (All)

CH Branch / Section: (Multiple values)

Repeat Purchasing Heat Map



Total Spend Trends

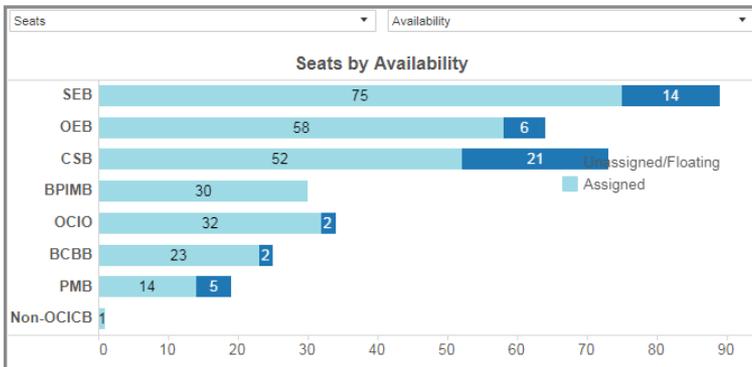
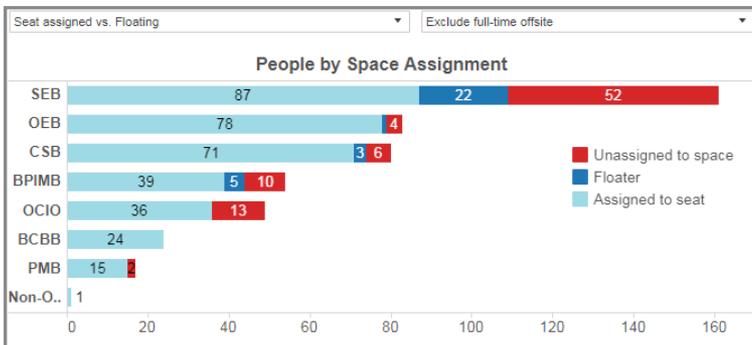


Transaction Details

Space Planning



Space Planner | OCICB Summary



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%

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

Document Repositories

NIH National Institute of Allergy and Infectious Diseases Electronic Document and Records Management System

Enterprise Personal Tools Joe Croghan (program)

Navigate To... Search Search From Here

Intramural - Non-FTE Document Repository (NFTE)

Content Filter

Filter by name

Folder View

Action

- Assignment (36)
- Renewal (43)
- Termination (Early) (36)
- Termination (Standard) (35)
- Renewal with Exceptional Pay Adjustment inside band (27)
- More...

Position

- Visiting Fellow Post-Doctoral (Foreign) (48)
- Post-Doctoral IRTA (Domestic) (45)
- Student IRTA (Domestic) (45)
- Visiting Fellow Pre-Doctoral (Foreign) (44)
- Post-Baccalaureate IRTA (Domestic) (42)
- More...

Type

- Route Slip (145)
- other (41)
- Form (35)
- Checklist (15)
- More...

Type	Name	Review Date	Curator	Source Type	Size	Modified
PDF	Authorization-Treatment of a Minor	02/11/2015	George Birdsong		73 KB	03/21/2016 09:21 AM
PDF	calculation_postdoc_nontenured_service.pdf					
PDF	Certified Tour of Duty Schedule	09/07/2014	Edward Altman	NIAD Document	67 KB	05/14/2014 01:09 PM
DOC	ChecklistSOP/VRTAAnnualStipendIncOver500.doc	07/13/2015	George Birdsong	NIAD Document	47 KB	03/13/2015 11:57 AM
PDF	DIS "Leaving NIH" Information	05/29/2015	Edward Altman	NIH Document	62 KB	05/29/2015 10:48 AM
PDF	DIS Appt Start Date Confirmation.pdf	05/29/2015	Edward Altman	NIH Document	583 KB	05/29/2015 11:13 AM
PDF	DIS Four-point Memorandum Instructions	05/29/2015	Edward Altman	NIH Document	27 KB	05/10/2014 02:27 PM
PDF	DIS IC Inter/Intra Transfer Request	05/29/2015	Edward Altman	NIH Document	45 KB	05/10/2014 02:27 PM
PDF	DIS New Post-Doc or Supplemental Visiting Fellow Checklist	06/05/2015	Edward Altman	NIH Document	487 KB	12/22/2015 03:51 PM
PDF	DIS New Pre-Doc Visiting Fellow Checklist	06/05/2015	Edward Altman	NIH Document	488 KB	12/22/2015 03:51 PM
PDF	DIS Pre-Doc Renewal checklist.pdf	05/25/2016	George Birdsong	NIH Document	193 KB	05/26/2016 12:30 PM
PDF	DIS Renewal or Transfer of SV or GR.pdf	05/13/2016	George Birdsong	NIH Document	259 KB	06/01/2016 01:58 PM
PDF	DIS Renewal Post-Doc or Supplemental Visiting Fellow Checklist	02/22/2016	George Birdsong	NIH Document	230 KB	05/26/2016 12:31 PM
PDF	DIS Separation Notification	06/08/2015	Edward Altman	NIH Document	835 KB	06/08/2015 12:19 PM
DOC	DIS-New-GR-SV-Checklist.doc	05/13/2016	George Birdsong	NIH Document	256 KB	06/01/2016 02:00 PM
PDF	Explaining DDIR Exceptions	06/10/2016	Edward Altman	NIAD Document		05/10/2014 02:27 PM
PDF	G-7 Memo	03/24/2017	George Birdsong	NIAD Document	16 KB	03/24/2017 01:13 PM
PDF	Guidance for Adjunct Investigator Appointments	09/07/2014	Edward Altman		20 KB	05/10/2014 02:27 PM
PDF	HHS-745 Parental Consent Addendum11.pdf				27 KB	04/21/2016 04:05 PM
PDF	HHS-745 DHHS ID Badge Request	06/17/2016	Edward Altman	NIH Document	2 MB	04/21/2016 04:02 PM
PDF	Info Sheet for foreign SV-GR.PDF	04/24/2015	George Birdsong	NIAD Document	19 KB	04/24/2015 11:17 AM
DOC	Instructions for 6th Year PostDoctoral Domestic IRTA.docx	09/07/2014	Edward Altman	NIAD Document	15 KB	05/10/2014 02:27 PM
DOC	Instructions for 6th Year Post-Doctoral Visiting Fellow.docx	09/07/2014	Edward Altman	NIAD Document	15 KB	05/10/2014 02:27 PM
DOC	Instructions for Packages with DDIR Exceptions.docx	02/17/2017	Edward Altman	NIAD Document	14 KB	10/06/2016 12:02 PM
DOC	Instructions for Supplemental IRTA.docx	09/07/2014	Edward Altman	NIAD Document	14 KB	03/24/2017 01:11 PM
DOC	Instructions for Supplemental Visiting Fellows.docx	09/07/2014	Edward Altman	NIAD Document	15 KB	05/10/2014 02:27 PM

Telework and Remote Access



Dashboard

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Application	Requester	Role	Task Name	Assigned
Remote Access	Jeanette Pierce	Supervisor	Supervisor Approval	8/9/2017
Remote Access	Satish Uppalapati	Supervisor	Supervisor Approval	8/9/2017
Remote Access	Tetyana Razlivkina	Supervisor	Supervisor Approval	8/9/2017
Remote Access	Erick Sanvar	Supervisor	Supervisor Approval	8/9/2017
Remote Access	Neluka Wijegunawardena	Supervisor	Supervisor Approval	8/8/2017
Remote Access	Henry Gabriel David	Supervisor	Supervisor Approval	8/7/2017

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Remote Access Workflow

 National Institute of Allergy and Infectious Diseases

Telework and Remote Access *Joe Croghan*

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Remote Access Approval

+ Remote Access Request

Name	Yevgenya Shmilovich	Branch	NIAID OD OSMO OCICB SEB	NED ID	2002350134
Phone	+1 240 669 2770	Building	5601FL	Room	5D41
Supervisor	Joseph Croghan				

Remote access connectivity to NIH/NIAID resources may be authorized by management when there is a clear mission-related need. Check the box below that best describes the requestor's remote access requirement(s).

- The requester is authorized to travel and will need remote access to perform necessary work functions.
- The requester requires regular remote access privileges for the NIAID network due to the nature of their work and/or assigned duties.

Comments

Comments

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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)