

OERRM Transition Update

Project Team Meeting
June 28, 2005

Tom Boyce

Business Serving Knowledge...

Knowledge Serving Health

Background

- Why are we doing this?
 - Align the organization around a shared vision
 - Increase customer focus and responsiveness to customer needs
 - Provide clear responsibility for both input and decision making across all OERRM teams
 - Employ industry best practices and ensure responsibility and accountability are distinct among program goals
 - Enhance program management
 - Provide visibility into the value of the OERRM program activities
- **Vision:**
 - Business serving Knowledge...Knowledge serving Health
- **Mission:**
 - The Office of Electronic Research and Reports Management supports the NIH and HHS research grants program from initiative planning and application submission through grant closeout and reporting in order to electronically capture and manage research related data, to report that data as information to NIH and extramural communities, and to enable the synthesis of that information into knowledge that can guide the management of the NIH research portfolio and improve the Nation's health.

Process to Date

- Defined Vision and Mission
- Identified Services
- Chartered a transition team
- Reached out to the organization
- Designed the organization structure
- Developed staffing plan
- Developed hiring plan
- Defined phased implementation approach

Milestones



Jan. 05, 2005	All-hands meeting; announced formation of OERRM and Izja's appointment as Director
Feb. 07, 2005	OERRM Transition Team Kick-off
Feb. 11, 2005	Transition website http://Inside.era.nih.gov/OERRM/
Feb. 25, 2005	Held first "Breakfast with Izja" meeting
March 8, 2005	Approved OERRM Transition Team Charter
March 9, 2005	Coined OERRM vision statement
March 15, 2005	Defined OERRM Service model
March 31, 2005	Conducted Strawmodel review and scenario walk-through
April 1, 2005	Posted OERRM Organization Strawmodel for comment
May 11, 2005	Defined OERRM Target Organization Structure
May 24, 2005	Developed staffing plan
June 7, 2005	Developed hiring plan
June 15, 2005	All-hands meeting; reviewed OERRM Target Org. Structure
July 5, 2005	Stand up Organization with Interim Management Team
July 11, 2005	Targeted timeframe of management position recruitments
July 15, 2005	Targeted submission re-organization package

OERRM Service Model

Electronic Research Administration

Initiative Planning • Receipt/Referral • Review •
Awarding of Grants • Post-award Oversight

Reporting & Analysis

Canned Reporting (analytical/scientific level) • Ad-hoc Reporting • Data
Extracts • Knowledge Management for Disease Coding • Text/Data Mining

Customer Support

Help Desk • Training • Customer Relationship Management •
Communications/Outreach

New Capabilities (New Workstreams)

Identified in annual plan and approved through the budget process.

Project Specific Services

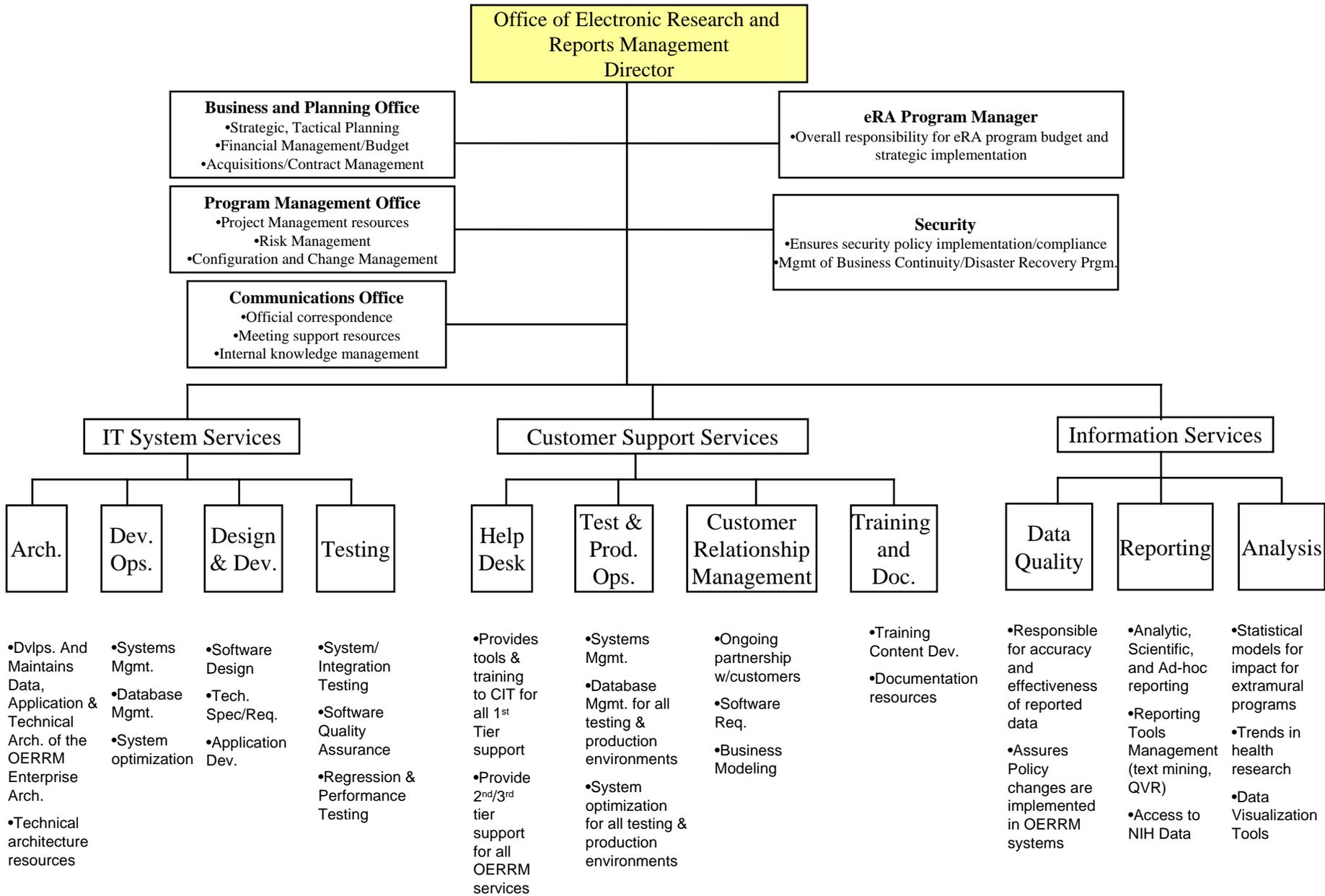
Business Analysis/Business Process Re-engineering • Other Consulting
Services

The Transition Team

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Top-level OERRM managers will be added to the Transition Team as the positions are filled.

Target OERRM Organization Model



Hiring Plan

- Positions to be recruited
 - New positions, not in current structure
 - Positions with significant changes in responsibility
 - Positions with current PDs, but not filled
 - Position descriptions and vacancy announcements will be available on USAJOBS

- Position to be realigned
 - No significant changes in responsibility

Implementation Approach

- Phase I – Effective July 5
 - Assign interim leadership
 - Leadership positions will be competed – this is a temporary assignment
 - Realign positions
 - Stand up eRA Program Manager, IT Systems Services, Information Services, Help Desk and Training and Documentation
 - Initiate process working groups

- Phase II
 - Recruit and hire leadership positions
 - Recruit and hire project managers, CRMs, Business Modelers and IT Leads
 - Stand up Business and Planning Office, Project Management Office, Communications Office, and Division of Customer Relationship Management
 - Complete process working groups

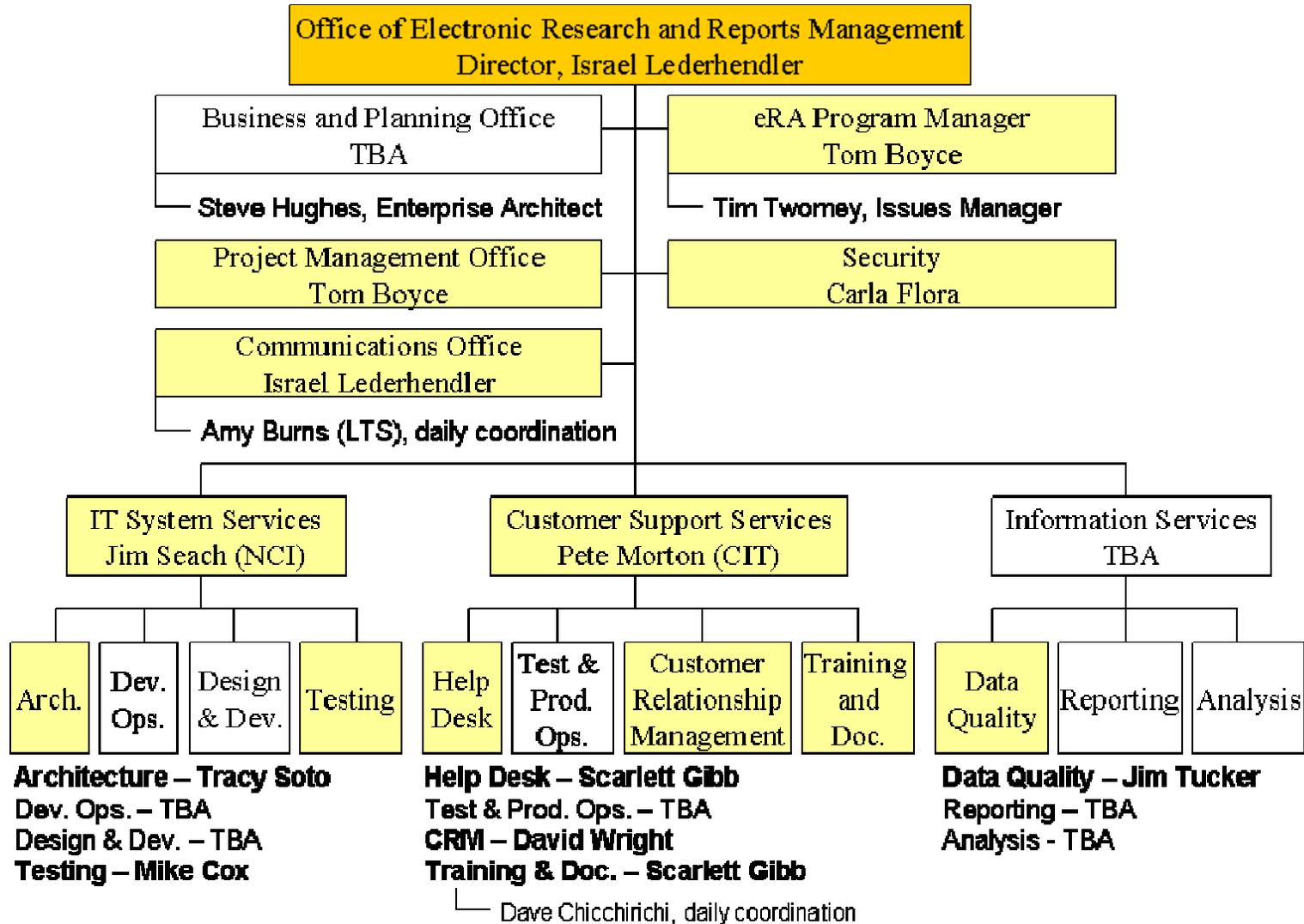
Communications

- OERRM Transition Website
<http://inside.era.nih.gov/OERRM/>
- All-hands meeting held for OERRM staff on June 15
- Series of meetings with individual teams to discuss specific effects of the transition on their positions
- Series of individual meetings with key stakeholders
- Update at EPMC scheduled for July 6

Process Working Groups

- Data Quality
- Reporting
- Customer Support Services
 - Help Desk
 - Operations
 - Interactions and process flows between CRMs, PMs, Business Modelers and IT Leads
- BPO/PMO
- Software Testing

Interim Management Team



What we need from you...

- Participation in working groups
 - Working groups to kick-off by mid-July
 - Representation considerations
 - OERRM management, OERRM staff, Advocates, Transition Team, Governance, ICs, OPDIVs, CIT, DEAS