

Business Services Section

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Fermilab

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BSS Mission



- Provide effective, efficient business services and systems to support the Fermilab research program.

BSS Mission (continued)



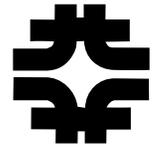
- Implementing the Mission:
 - Employ business processes that are cost-effective, efficient, timely and accurate.
 - Provide business services and systems that allow staff and users to accomplish their work with administrative ease.
 - Conduct business operations in compliance with the prime contract, laws and applicable regulations.

Roles and Responsibilities



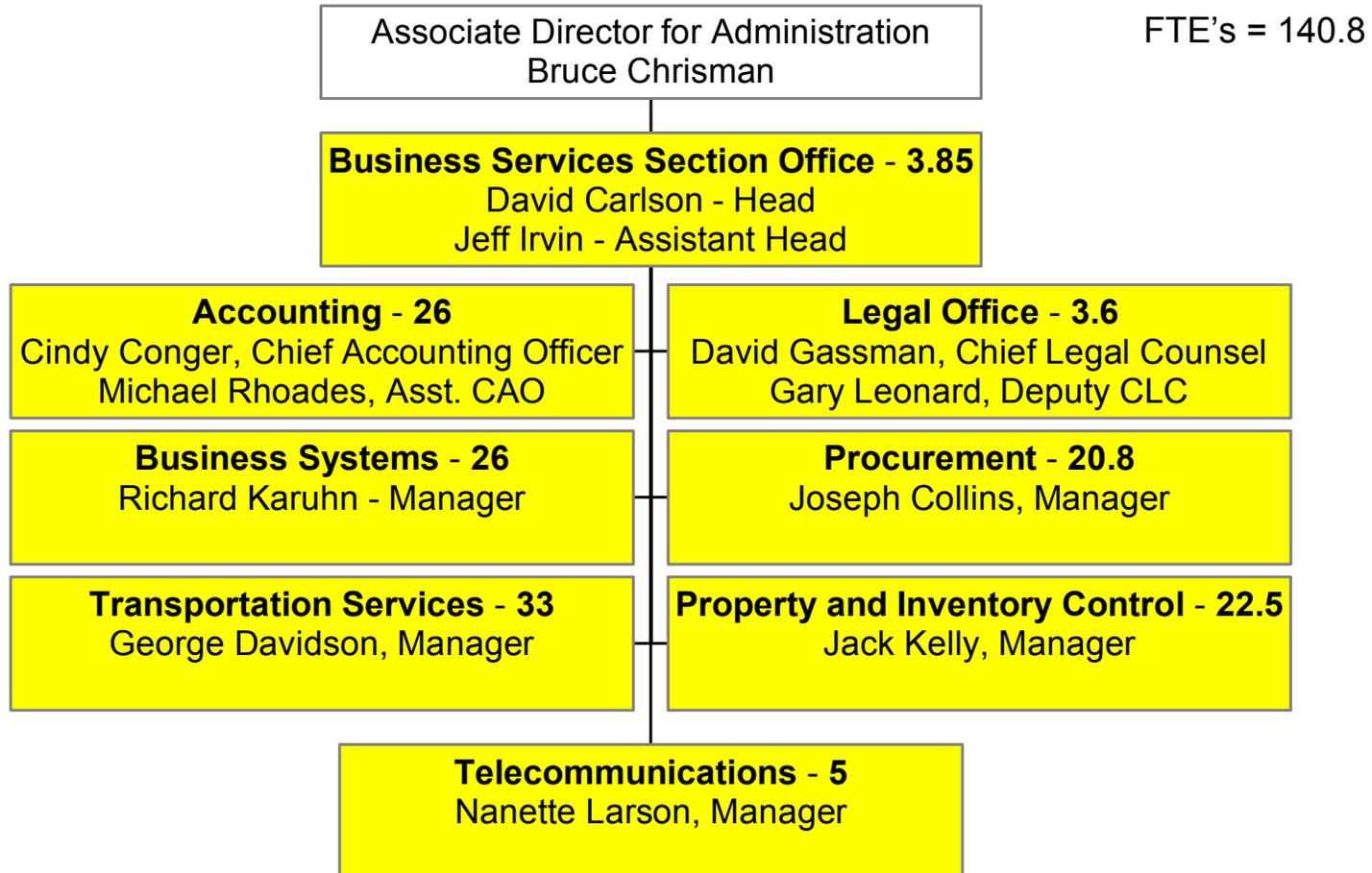
- Head, Business Services
 - Report to the Associate Director for Administration
 - Oversee:
 - Accounting
 - Legal Office
 - Business Systems
 - Procurement
 - Transportation Services
 - Property and Inventory Control
 - Telecommunications

Roles and Responsibilities

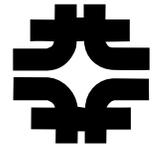


- Liaison to DuPage County Research Technology Park
- Liaison to Northern Illinois University for Neutron Therapy Facility

BSS Organization



BSS Staffing and SWF Budget



- Staff

– Exempt	74.7
– Non-Exempt	<u>66.1</u>
– Total	140.8

- SWF Budget

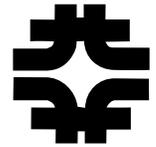
– SWF	\$10,855K
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BSS Staffing by Type



- Exempt
 - Administrative and Management 46.7
 - Computer Professionals 28.0
 - Total Exempt 74.7
- Non-Exempt
 - Clerical & Secretarial 25.6
 - Service Workers 24.5
 - Skilled Trades 14.0
 - Technicians 2.0
 - Total Non-Exempt 66.1

BSS Budget



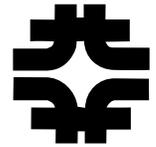
<u>Laboratory WBS Structure</u>				<u>Total</u>	<u>FY 2004</u>
<u>Division/Section:</u>				DS - BUSINESS SERVICES SECTION	
<u>Control Level:</u>				(All)	<u>FY04 BASE</u>
1.14	Indirect Support				15,499.0
1.14.1	Management/Supervision				11,188.0
1.14.1.1	Section Management				507.0
1.14.1.3	Accounting				1,863.0
1.14.1.4	Consulting				1,500.0
1.14.1.6	Legal Costs				409.0
1.14.1.7	Mail Services				264.0
1.14.1.8	Procurement				1,869.0
1.14.1.10	Shipping and Receiving				1,254.0
1.14.1.11	Supply Services				475.0
1.14.1.12	Support Services Coordination				1,195.0
1.14.1.13	Telecommunications Management				1,165.0
1.14.1.14	Transportation and Traffic				221.0
1.14.1.15	Vehicle Maintenance				466.0
1.14.6	Income				(215.0)
1.14.6.3	Purchase Discounts				(35.0)
1.14.6.6	Scrap Sales				(60.0)
1.14.6.7	Other				(120.0)
1.14.8	Management Systems				150.0
1.14.11	Computing Support/Information Systems				4,376.0
1.14.11.1	PC's and Desktop Computing				500.0
1.14.11.3	Hardware and Software Maintenance				3,876.0
1.0	TOTAL				15,499.0

BSS SWF Budget



<u>Laboratory WBS Structure SWF</u>				<u>FY 2004</u>
<u>Division/Section:</u>				DS - BUSINESS SERVICES SECTION
<u>Control Level:</u>				(All)
				<u>FY04 BASE</u>
1.14	Indirect Support			10,855.0
1.14.1	Management/Supervision			7,979.0
1.14.1.1	Section Management			382.0
1.14.1.3	Accounting			1,723.0
1.14.1.4	Consulting			0.0
1.14.1.6	Legal Costs			379.0
1.14.1.7	Mail Services			107.0
1.14.1.8	Procurement			1,809.0
1.14.1.10	Shipping and Receiving			1,154.0
1.14.1.11	Supply Services			445.0
1.14.1.12	Support Services Coordination			1,128.0
1.14.1.13	Telecommunications Management			310.0
1.14.1.14	Transportation and Traffic			206.0
1.14.1.15	Vehicle Maintenance			336.0
1.14.6	Income			0.0
1.14.6.3	Purchase Discounts			0.0
1.14.6.6	Scrap Sales			0.0
1.14.6.7	Other			0.0
1.14.8	Management Systems			0.0
1.14.11	Computing Support/Information Systems			2,876.0
1.14.11.1	PC's and Desktop Computing			0.0
1.14.11.3	Hardware and Software Maintenance			2,876.0
1.0	TOTAL SWF			10,855.0

BSS M&S Budget



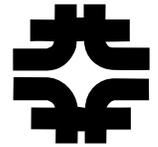
<u>Laboratory WBS Structure M&S</u>				<u>FY 2004</u>
<u>Division/Section:</u>			DS - BUSINESS SERVICES SECTION	
<u>Control Level:</u>			(All)	<u>FY04 BASE</u>
1.14	Indirect Support			4,644.0
1.14.1	Management/Supervision			3,209.0
1.14.1.1	Section Management			125.0
1.14.1.3	Accounting			140.0
1.14.1.4	Consulting			1,500.0
1.14.1.6	Legal Costs			30.0
1.14.1.7	Mail Services			157.0
1.14.1.8	Procurement			60.0
1.14.1.10	Shipping and Receiving			100.0
1.14.1.11	Supply Services			30.0
1.14.1.12	Support Services Coordination			67.0
1.14.1.13	Telecommunications Management			855.0
1.14.1.14	Transportation and Traffic			15.0
1.14.1.15	Vehicle Maintenance			130.0
1.14.6	Income			(215.0)
1.14.6.3	Purchase Discounts			(35.0)
1.14.6.6	Scrap Sales			(60.0)
1.14.6.7	Other			(120.0)
1.14.8	Management Systems			150.0
1.14.11	Computing Support/Information Systems			1,500.0
1.14.11.1	PC's and Desktop Computing			500.0
1.14.11.3	Hardware and Software Maintenance			1,000.0
1.0	TOTAL M&S			4,644.0

BSS Risks & Challenges



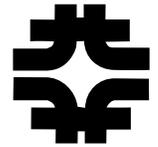
- Overall Lack of Staffing Depth
 - Workload Pulses, Absences, Transition Planning
 - Mitigation: Increase hiring qualifications; Provide training and cross-training; Make solid cases for selected rebuilding/strengthening [Ongoing]
- Unpredictable Costs
 - Legal (affects both BSS and LSS)
 - Retroactive GSA telecom costs
 - Aging telecom cable infrastructure replacement
 - Mitigation: Highlight in budget review process [Ongoing]

BSS Risks & Challenges (cont'd.)



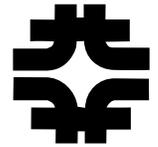
- **Large, Relatively Fixed Costs**
 - Budget Availability vs. Service Level Expectations, e.g., Labor, Software & hardware licenses, Telephone circuits
 - Mitigation: Calibrate internal service expectations, negotiate & manage outside services, educate customers re: service costs [Ongoing]
- **Potential New, Relatively Fixed Costs**
 - Oracle license structure change (March, 2005) and increased # of users due to new systems.
 - Mitigation: Evaluate, negotiate; Budget process

BSS Risks & Challenges (cont'd.)



- Future Formal Regulation (by DOE and/or OSHA) of Occupational S&H Matters
 - Need for specialized legal support
 - Mitigation: Evaluate staffing -> resource options
- Change of Information Systems Platform
 - DEC/HP/Compaq servers to become unsupported
 - Mitigation: FY04 equipment funding [Obtained]
- Upgrade of Oracle Financials to v.11i
 - Mitigation: Project planned for FY05

BSS Risks & Challenges (cont'd.)



- Accounting Staffing Levels
 - Workload Pulses, Absences (again)
 - More complicated accounting -- more projects funded from multiple sources external to the Laboratory
 - Mitigation/Challenge: Have shown success with long-term effort to hire highly qualified professionals; hired Systems Analyst; New position for grants and WFO? [Ongoing]

BSS Risks & Challenges (cont'd.)



- Accounting Systems

- Transition from DOE MARS to STARS

- Mitigation: Well-planned transition project for 10/1/04 implementation [Underway]

- Unsupported Accounts Receivable system

- Mitigation: Replacement in FY04 [Underway]

- Manual, paper-based time entry & effort distribution process in Payroll

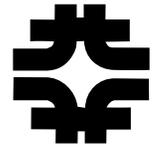
- Mitigation: Automate Employee Time & Labor process [Funded and started in FY04, implementation in FY05]

BSS Risks & Challenges (cont'd.)



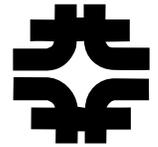
- Accounting Systems (cont'd)
 - Cumbersome, Manual, Paper-Based Travel Reimbursement Process
 - Mitigation: Automated Travel Settlement System [FY06?]
- Scrap Moratorium
 - Millions of pounds of non-radioactive scrap accumulating at the Railhead hardstand
 - Mitigation: ???

BSS Risks & Challenges (cont'd.)



- Warehouse Area Infrastructure
 - Dock plates at warehouses replaced [FY02 & FY 03]
 - Truck Scale and Scale House replaced [FY02 GPP]
 - Ramp at Whse. #2 needs replacing [FY06 GPP?]
- Vehicle Fleet Fuel System – E013149
 - Already met FY05 requirements via Compressed Natural Gas and E-85 installations; Used non-traditional funding source; Received DOE Office of Science award for *“Pollution Prevention and Environmental Stewardship Accomplishment”*

Tracking Progress, Problems



- Meetings – Keeping in touch and reporting
 - Scheduling Meeting (weekly)
 - Meeting with Associate Director for Admin (often)
 - Meetings with BSS Dept. Heads (biweekly)
 - BSS staff meetings (monthly)
 - Laboratory Administrative Meeting (monthly)
 - Directors' Meeting with Section Head (quarterly)
 - URA Board of Overseers Administrative and Audit Committees (3x/year)
 - Monitor two BSS ES&H meetings (monthly)
 - Project Management Groups (~monthly)

Tracking Progress, Problems

(cont'd)



- Walkthroughs – Management and ES&H
 - All BSS areas (at least quarterly)
 - Property Storage Areas (annually)
- Reviews – Receiving evaluation and input
 - Director’s Division/Section Budget Review (annual)
 - Administrative Peer Review (annual)
 - Combined Self-Assessment and Peer Review of Fermilab’s Computer Security Program (tri-annual)
 - Ad hoc (e.g., DOE Office of Science Property)

Tracking Progress, Problems

(cont'd)



- Tracking Systems:
 - Monitor Directorate/DOE Weekly Action List
 - BSS Action Tracking Log
 - Erroneous Payments Report
 - A/R Aging Report
 - Expediting Report

Tracking Progress, Problems

(cont'd)



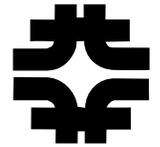
- Self-Assessment:
 - Contract Metrics
 - Procurement Balanced Scorecard
 - Property Management Balanced Scorecard
 - Self-Assessments of functional areas & processes
 - Opportunities for Improvement identified & tracked
 - Procurement process reinvention
 - Project Accounting System
 - Employee Time & Labor System
 - Travel Settlement System

Stakeholders, Communication



- Associate Director for Administration
- Division/Section Staff and Users
 - (See earlier “Meetings”)
 - Occasional customer surveys, e.g., business systems, stockroom, property
- DOE
 - BSS, Directorate, DOE meet every other Thursday
 - Procurement meets with DOE every week
- URA
 - (See earlier “Meetings”); phone calls, reports

Stakeholders, Communication



- Projects
 - Director's & Project reviews, Acquisition Plans
- Formal Reporting
 - Quarterly litigation status (DOE, URA, Mgmt.)
 - Initiation, significant status change of litigation
 - Contingent liabilities (annual)

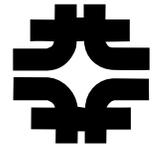
Stakeholders, Communication



- Role of the Budget Process in Prioritization
 - Presentation of mission and description of operations to Directorate and other Division/Section Heads
 - Presentation of what can be accomplished within budget guidance, showing resource allocations
 - Description of what cannot be done, with assessment of impact
 - Recap of accomplishments, discussion of concerns and issues
 - Lab-wide iteration based on broad div/sec input results in a work plan for the year



- ES&H is Integrated in BSS Management
 - ES&H is a line responsibility and the responsibility of every employee. We look out for ourselves and each other.
 - This is a long-standing tradition in BSS
 - BSS shares its SSO with FESS, emphasizing the line management of ES&H in laboratory support organizations
 - BSS obtains specialized support from ES&H section as needed (radiological, some environmental)



- ES&H is Emphasized as a Priority in BSS
 - At every staff meeting
 - During walkthroughs
 - Via participation in incident investigation
 - Via sharing of Lessons Learned
- BSS has worked 582 days without a DART

<u>CY</u>	<u>Cost Index</u>	<u>DART Rate</u>
2000	15.5	2.32
2001	8.1	1.55
2002	4.1	1.61
2003	2.5	0.00

Conclusion



- **Business Services Section**
 - Identifies strongly with its role as a support organization
 - Is highly motivated to carry out its mission to provide effective, efficient business services and systems to support the Fermilab research program
 - Carries out its mission with a strong sense of stewardship and great attention to economy of resources