



Ed Roberson



Mark Nielsen

# National Operations Center

## Message from the Director

In May, I had the privilege of joining an exceptional cadre of employees at the National Operations Center (NOC) as its Director. The NOC is at the heart of all that the Bureau of Land Management (BLM) does—we operationalize the policies of BLM leadership and provide the vital services and products that enable work by our field, state, and Washington offices. Our employees are committed to delivering quality products and services throughout the Bureau and working with our external partners and customers.

The NOC has made great strides in improving customer service over the last several years, and we are dedicated to continued improvement. This improvement requires a commitment to customer engagement and relationships built on trust, respect, and integrity. By empowering our workforce at the NOC, strengthening relationships with our BLM customers and other partners, and promoting effective communication that focuses on customer needs, we will achieve the even higher standards set for next year.

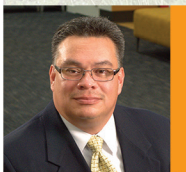
In fiscal year (FY) 2016, we will continue to deliver quality customer service to support field, state, and national operations; provide accountability for NOC operations; and support a diverse, high-performing NOC workforce. In addition, I have outlined twelve strategic priorities to further improve capability, capacity, and cost efficiency of BLM programs, policies, and offices.

My appreciation for the important role that the NOC has in supporting the Bureau has grown as I reflect on the significant accomplishments from 2015. This report highlights only a portion of all that we accomplished last year. We look forward to the even greater opportunities in the year to come.

Ed Roberson  
Director, National Operations Center

## Setting High Standards

The NOC provides national-level solutions and sound, technical expertise from within its four divisions:



Frank  
Gallegos

### Human Resources Services

provides bureauwide services in employee relations and labor relations, classification, staffing and employment, security operations, and benefits and retirement as well as internal human resources services for the NOC.



Jay  
McMaster

### Information Resource Management

administers the BLM's information technology (IT) infrastructure by providing configuration management and security; infrastructure operations; applications, database management, and program support; projects, engineering, and development; and fire and aviation IT operations services.



Roxanne  
Falise

### Resource Services

provides a technical interface between national policy and field operations through scientific and specialized expertise and products in assessment and monitoring, program operations, resource data, and technical operations.



Tim  
Riley

### Business Services

manages a portfolio of services that includes financial services, accounting operations, national property and support, acquisitions, and architecture and engineering (A&E).

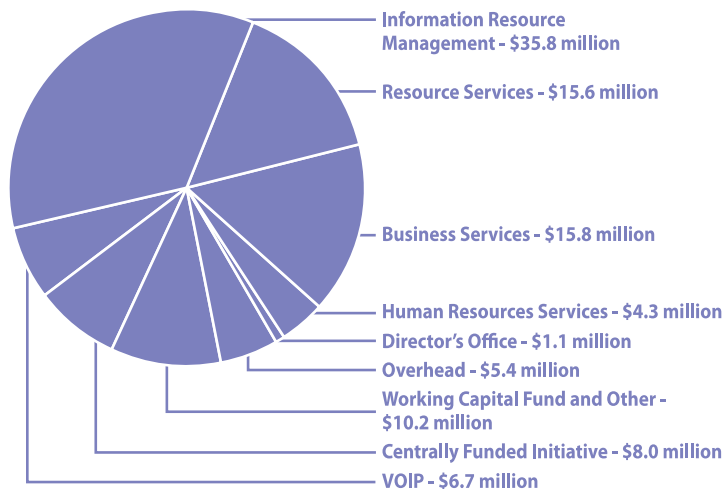




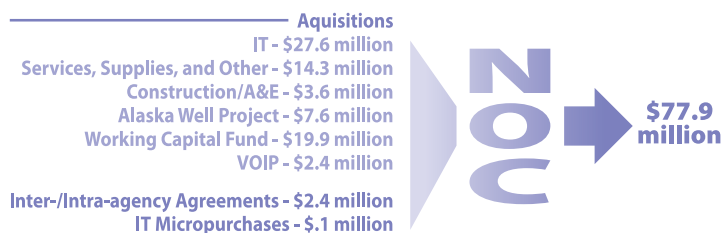
## Ensuring Fiscal Responsibility

In FY 2015, the NOC operated with a budget of \$102,944,279 managed by the four divisions and the Director's Office. In addition, the NOC managed \$77,880,842 of Bureau funds originally allocated to other field, state, and Washington offices or national centers and obligated those funds for contracts, procurement, and financial agreements on behalf of those offices.

### NOC Funds, Obligations In Support of BLM Operations - \$102.9 million



### Bureau Funds, Managed and Obligated by the NOC for Bureauwide or State Initiatives



## Enabling Program and Field Operations

### CLASSIFICATION

- Completed 925 classification actions and processed 72 percent of those actions within target dates.
- Developed 59 standard position descriptions, including fire management officer, assistant fire management officer, field manager, assistant field manager, district manager, and associate district manager.

### BENEFITS AND RETIREMENT

- Processed more than 400 elections of Federal Employees Health Benefits (FEHB) for eligible employees across the BLM.
- Calculated 909 retirement estimates and processed 359 retirements bureauwide.
- Processed 509 FEHB elections for temporary firefighters.

### STAFFING AND EMPLOYMENT

- Supported workforce diversity and inclusion by using youth and veteran hiring authorities and funding a grant with the Colorado Youth Corps Association to employ college students.
- Developed and issued 33 temporary seasonal vacancy announcements and addressed 371 questions from applicants.

### IT HELP DESK

- Provided IT customer support bureauwide for all IT systems and implemented service improvements to enhance customer experiences and support.
- Provided IT support during preparedness level 5 fire operations, emergency moves, and other technical surge demands.
- Proactively monitored all BLM servers for functionality to respond to issues prior to users having to report them.

### IT APPLICATIONS DEVELOPMENT

- Increased collection of mining claim maintenance fees from \$1.6 million last year to \$2.2 million through the BLM Payment Portal, a system that prevents funds from lingering in suspense accounts.
- Migrated right-of-way communication site billing and collections responsibilities to the NOC and created a Communication Site Rental System and Communication Uses Billing and Collection Team that centrally processed 3,003 communication site inventory certifications, created and sent 2,355 communication site bills totaling more than \$8.8 million, and collected more than \$8.7 million in communication site rentals.

## FY 2016 Strategic Priorities

The following strategic priorities represent a continued commitment to empower our workforce and improve program and field operations bureauwide:

- Foster a **high-performing NOC workforce**, including supporting employee diversity and development, hiring youth and veterans, and planning for succession and scarce skill needs.
- Streamline the hiring process, including providing **standardized position descriptions and hiring packages** to reduce classification time.
- Provide all employees bureauwide with **benefits and retirement** information, counseling, and processing.
- Achieve a clean **financial audit** and produce timely and accurate financial reports.
- Enhance bureauwide **IT desktop customer support** by continually improving the types of services provided to best meet the BLM's needs.
- Implement a flexible, **centrally supported phone system** bureauwide to significantly lower costs and increase mobility support.

## IT SERVICE DELIVERY

- Migrated five states to the National Data Center at the NOC to meet the Federal Data Center Consolidation Initiative requirement.
- Migrated the General Land Office Records System to the NOC and added Montana to the NOC-hosted Enterprise Geographic Information System.
- Updated the IT End-User Service Catalog, providing BLM customers with a user-friendly guide to available IT services and the request process.

## LANDSCAPE APPROACH

- Completed three phase 2 rapid ecoregional assessments and supported ongoing development of another four phase 2 assessments.
- Initiated efforts to develop a web-based clearinghouse of science information in support of the National Science Committee.
- Launched the Landscape Approach Data Portal, making rapid ecoregional assessment, sage-grouse, and Fire and Invasives Assessment Tool data available publicly.

## TECHNICAL AND SCARCE SKILLS

- Provided hydrogeology, air quality, social science, economic, and other scarce skill support for 35 land use plans.
- Completed 17 air quality modeling reviews and analyses for 6 states.
- Oversaw 23 visitor satisfaction surveys administered across 11 states.
- Provided environmental engineering, site investigation, contracting, risk assessment, and training at 30 hazardous materials/abandoned mine land sites across 12 states.
- Researched and provided more than 1,890 items from the BLM's national library.

## GEOSPATIAL IMAGERY AND MAPPING

- Provided remote sensing services, including fine-scale mapping and infrared imagery.
- Provided pre- and postfire satellite imagery and burned/unburned classification products to the field.

## DATA SHARING, STANDARDS, AND APPLICATIONS

- Developed and launched the recreation map application.
- Oversaw or provided guidance for the collection, data preparation, quality assurance, and data standards for the release of map and web applications, including the National Conservation Lands recreation maps, California—Discover the Desert, Top 20 Mountain Biking Opportunities, and My Public Lands Roadtrips applications.

## ARCHITECTURE, ENGINEERING, AND DESIGN

- Developed and implemented a building sustainability inspection program, enabling compliance with the Federal Energy Management Program's guiding principles, and developed a related sustainability training program for the BLM and other governmental agencies.
- Completed 96 bridge inspections in 7 states.
- Completed the first Federal Highway Administration review of the BLM bridge inspection program, resulting in a comprehensive plan of corrective action.

## FLEET, WORKING CAPITAL FUND, AND PRINTED MATERIALS

- Processed 154,611 disbursements for the fleet utilization program totaling \$53.4 million.
- Processed 869 purchase requests for new vehicle and heavy equipment acquisitions.
- Shipped 7,584 packages and processed 2,398 orders through Printed Materials Distribution Services.

## FINANCES AND REPORTING

- Completed individual closeouts for all 292 funds bureauwide, the most of any Bureau in the Department of the Interior (DOI).
- Received an unqualified (clean) audit opinion.

## PAYMENTS AND PROCUREMENT

- Paid 99.1 percent of invoices on time, exceeding the DOI goal of 98 percent.
- Processed 54,687 payments worth nearly \$620 million.
- Disbursed more than \$38 million in Secure Rural Schools payments to 18 Oregon counties.
- Processed 1,544 contract actions at a value of \$132.5 million.
- Processed land sale revenues of \$77 million and total disbursements of \$39 million to 130 different Southern Nevada Public Land Management Act projects.

## TRAVEL AND PERMANENT CHANGE OF STATION

- Processed more than 40,000 travel payments for nearly \$12.6 million.
- Processed 376 permanent change of station moves.

## FY 2016 Strategic Priorities continued

- Support the development and deployment of the first five modules of the revised **Automated Fluid Minerals Support System** application.
- Support technical development and implementation of the **BLM Landscape Approach**.
- Support **Greater Sage-Grouse plan implementation**.
- Increase **science and data** access, integration, and application within BLM and with other agencies.
- Support the **National Seed Strategy for Rehabilitation and Restoration**.
- Implement the **GIS Transformation Initiative**, including:
  - Standardize and institutionalize BLM's **geospatial data management and web publication** strategies.
  - Enable **WiFi capability** in district and field offices.
  - Establish **mobile strategies and applications** for programs/business lines.

# Improving Capability, Capacity, and Cost Efficiency

In FY 2015, the NOC made significant contributions to the BLM mission by:

## SUPPORTING GREATER SAGE-GROUSE (GRSG) CONSERVATION

- Completed tier 2 cumulative effects analyses for all 15 environmental impact statements prepared to amend or revise land use plans affecting 10 states.
- Completed an interim version of the landscape report, which provided geospatial information about land use plan decisions and management activities.
- Facilitated the collection of economic data and coordinated the economic portions of the draft environmental impact statements.
- Developed and hosted priority data layers identified by the Geospatial Steering Committee.
- Coordinated the development of the GRSG Conservation Efforts Database.
- Completed and distributed Technical Reference 6710-1 to describe the habitat assessment framework.
- Procured printing services for all of the GRSG environmental impact statements, ensuring their simultaneous release, and for the Nevada records of decision.

## DEPLOYING INTEGRATED DATA MANAGEMENT SYSTEMS

- Managed the development and deployment of the redesigned Automated Fluid Minerals Support System (AFMSS) 2 based on user business requirements, tested functionality, and delivered training to the field.
- Deployed ePlanning phase 1 to all states and 73 field offices and supported two states in deploying phase 2.
- Developed and deployed the Riparian Proper Functioning Condition Database.

## SHOWCASING BLM LANDS AND PROGRAMS

- Created and published more than 200 communications products.
- Created original artwork for 10 “vintage” style posters and more than 60 portal signs.
- Launched a new ecommerce site to offer BLM-branded goods to employees at their own expense.

## MODERNIZING INFORMATION TECHNOLOGY

- Upgraded the BLM video conferencing system to enable operability across the BLM network, eliminating the high cost of maintaining legacy telephone circuits.
- Completed \$3.4 million in IT technical refresh purchases for Bureau laptop/desktop systems, **saving more than \$2 million** over the independent government cost estimate.
- Deployed business and guest WiFi networks to state offices and centers across the BLM.

## LEADING BUSINESS PROCESS IMPROVEMENTS

- Reduced or eliminated miscellaneous and undelivered obligations.
- Reduced accounts payable suspense by 94 percent, from more than \$966,000 last year to less than \$60,000.
- Developed 59 standard position descriptions to streamline and shorten the hiring process.
- Integrated the Timber Sale Information System with the Collections and Billings System.
- Improved BLM’s IT system security by reducing vulnerabilities from 170 per machine to 17.
- Improved and expanded IT customer service, including instituting customer callbacks and improved service-level tracking and reporting.

## CREATING COST SAVINGS

- Implemented a new BLM cellular contract, reducing the number of employees purchasing phones from 100 to 3 and **saving more than \$2 million annually**.
- Processed over 170 data circuit change requests bureauwide, **saving more than \$448,000 annually** by disconnecting unneeded services.
- Designed, approved, and procured a \$6.75 million voice over internet protocol (VOIP) phone system, which will **save more than \$30 million** in phone replacement, operational, and long distance costs.
- Centralized IT purchasing for all of the BLM to ensure efficient usage of its IT investment and eliminate unneeded IT purchases.
- Identified erroneous billings from the DOI Office of Aviation Services, **saving more than \$9 million**.
- Provided 6,250 hours of bureauwide procurement training, **saving more than \$300,000** compared to the cost of similar training provided or arranged externally.

