

studies to foster integrity in the Social Security program overseas.

d. Oversees the operational implementation of totalization agreements. Participates in negotiations with foreign government representatives and negotiates operational accords and procedures with foreign Social Security agencies.

e. Prepares forms and procedures for the ODIO and foreign service post employees, and participates with the Office of International Policy (OIP) in the development of district office instructions, applications, notices, public information materials and systems requirements for totalization processing, and continually evaluates the processing of cases under existing agreements.

F. The Office of Support Services (OSS) (S2HC) plans, directs and coordinates support activities for ODIO in a broad range of essential administrative areas including: personnel and organization management, labor and employee relations, budget and facilities management, managerial, technical and clerical training, integrity and security. It is responsible for ADP hardware and software support activities for ODIO. OSS directs ODIO liaison between the Office of Systems Operations and the Department of the Treasury to ensure timely benefit payments. It ensures delivery, distribution and dispatch of mail for ODIO, and oversees ODIO's folder and record control operation.

1. The Division of Management Support (S2HC1).

a. Provides administrative support services to the Director, ODIO; the Director, Disability Operations; and the Director, International Operations in such areas as:

—Budget development and monitoring.

—Personnel management.

—Labor relations.

—Management information.

—Organization planning.

b. Develops and conducts ODIO-wide operational training and employee development activities. Analyzes and evaluates training needs and effectiveness. Ensures that required agency-level, other Government agency and private vendor training is provided.

c. Performs independent reviews to detect and prevent employee and beneficiary fraud. Plans, develops and implements ODIO's security program and conducts security reviews. Reviews beneficiary fraud cases and determines whether cases will be referred for prosecution. Determines proper application of regulations governing the disclosure of confidential records.

2. The Division of Operations Support (S2HC2).

a. Provides ADP hardware and software support for ODIO. Conducts analyses relating to user software application development, contract maintenance and equipment use.

b. Serves as SSA liaison with the Department of the Treasury to ensure timely payments.

c. Integrates and controls benefit payment processing operations.

d. Delivers, distributes and dispatches mail for ODIO.

e. Oversees the ODIO folder and record control operations. Identifies and resolves folder and record control problems and coordinates case location activities.

f. Coordinates systems support services, health and safety matters, laborer services, transportation activities, projects concerning the maintenance and performance of capitalized equipment and other property inventories, and provides input to budget submittals for furniture and supplies.

Subchapter S2L—Office of Automation Support

S2L.00 Mission

S2L.10 Organization

S2L.20 Functions

Section S2L.00 *The Office of Automation Support—(Mission):* The Office of Automation Support (OAS) ensures delivery of automation support to meet end users' needs to deliver accurate, caring, efficient public service while providing a favorable environment for OAS employees. OAS is responsible for integrating service delivery and employee concerns with modern technology. In concert with the Deputy Commissioner for Systems (DCS), it determines and defines DCO requirements for software and hardware support. OAS directs user evaluations to ensure that technology meets DCO needs and coordinates all implementation activities. Working with DCS, it ensures that the most recent technology is integrated into the operations of all DCO components.

Section S2L.10 *The Office of Automation Support—(Organization):* The Office of Automation Support, under the leadership of the Associate Commissioner for Automation Support, includes:

A. The Associate Commissioner for Automation Support (S2L).

B. The Deputy Associate Commissioner for Automation Support (S2L).

C. The Immediate Office of the Associate Commissioner for Automation Support (S2L).

D. Software Implementation Process Team (S2LA).

E. Technology Support Process Team (S2LB).

Section S2L.20 *The Office of Automation Support—(Functions):*

A. The Associate Commissioner for Automation Support (S2L) is directly responsible to the Deputy Commissioner, Operations for carrying out OAS' mission and provides general supervision to the major components of OAS.

B. The Deputy Associate Commissioner for Automation Support (S2L) assists the Associate Commissioner in carrying out his/her responsibilities and performs other duties as the Associate Commissioner may prescribe.

C. The Immediate Office of the Associate Commissioner for Automation Support (S2L) provides the Associate Commissioner with staff assistance on the full range of his/her responsibilities.

D. Software Implementation Process Team (S2LA).

1. Works with the systems, policy, security, training and personnel components during the development and implementation of all modernized software to ensure that security, user and operational needs are satisfied within DCO.

2. Works with DCO user components to define the operational requirements for modernized software, training materials and procedural support and helps shape the directions the Agency takes to meet these needs.

3. In concert with DCS, ensures that functional requirements are accurate, straightforward and efficient and support the mission of providing high quality public service.

4. Evaluates with DCS and DCO users all modernized software and support material prior to implementation to confirm that operational requirements have been met and that effective and efficient audit and security controls are in place to deter and detect improper systems usage for fraudulent purposes.

5. Coordinates DCO user component software implementation activities and provides help desk support for problem reporting, analysis and remedial measures as well as providing procedural clarification.

6. Works with DCS to monitor and support national software and online and batch systems performance on behalf of the operational end user to ensure that operational expectations and performance standards are satisfied.

7. Develops and manages effective mechanisms to evaluate user reaction to modernized software and support materials in order to help define, shape