

C. The Immediate Office of the Office of Telephone Services (S2Q) provides the Director with staff assistance over the full range of his/her responsibilities.

D. The Service Team (S2QA).

1. Plans, designs, implements and evaluates studies of initiatives related to the effective management, operation and future direction of telephone services provided to the public by the national 800 Number and FOs.

2. Provides leadership on SSA telephone service planning initiatives for the Office of Operations.

3. Researches and evaluates the application of innovative concepts and new technologies for SSA's public telephone services.

4. Designs, implements and maintains management information systems for SSA telephone service delivery. Analyzes data, evaluates trends and long-range needs and prepares executive level reports.

5. Evaluates and plans for implementation of legislative issues that impact SSA's telephone service. Works with other SSA components, other Federal agencies and vendors to ensure quality public telephone services.

6. Plans, develops, implements and evaluates systematic measurement processes to assess the operational effectiveness and efficiency of SSA public telephone service operations.

7. Develops and maintains procedural guides, operational instructions and training materials for TSC and FO employees providing public telephone service.

8. Develops and evaluates plans for the effective utilization of TSC and FO resources and equipment relating to delivery of telephone services to the public.

9. Develops and evaluates operational telephone service quality review policies. Evaluates telephone service delivery training needs to ensure quality public service is provided.

E. The Voice Network Team (S2QB).

1. Plans, develops, implements and evaluates the effectiveness and efficiency of the routing of 800 Number calls to the geographically dispersed TSCs that provide 800 Number service.

2. Administers 800 Number call routing on a daily basis, making necessary adjustments to ensure the best possible public telephone service.

3. Develops and maintains an effective management information system needed for the 800 Number operation and produces the required reports. Analyzes the information to evaluate the routing of calls.

4. Identifies trends and/or patterns that impact 800 Number call volumes and resource requirements. Projects call

volumes and creates staffing models and other techniques to determine future call-handling capacity needs.

5. Analyzes the applicability of innovative concepts and technologies to the national 800 Number and FO telephone service and recommends ways to improve service.

6. Studies and evaluates the effectiveness of TSCs and overall SSA 800 Number network operations and FO telephone services and makes recommendations for improving operations.

This statement amends part S of the Statement of the Organization, Functions and Delegations of Authority which covers the Social Security Administration (SSA). Notice is given that Chapter S4 for the Office of the Deputy Commissioner Systems is being amended to reflect internal organizational realignments and the deletion of all references to the Department of Health and Human Services as the parent agency of SSA. The following material replaces Chapter S4 in its entirety.

Chapter S4—Office of the Deputy Commissioner, Systems

S4.00 Mission

S4.10 Organization

S4.20 Functions

Section S4.00 *The Office of the Deputy Commissioner, Systems—(Mission)*: The Office of the Deputy Commissioner, Systems (ODCS) directs the conduct of systems and operational integration and strategic planning processes, and the implementation of a comprehensive systems configuration management, data base management and data administration program. Initiates software and hardware acquisition for SSA and oversees software and hardware acquisition procedures, policies and activities. Directs the development of operational and programmatic specifications for new and modified systems, and oversees development, validation and implementation phases.

Section S4.10 *The Office of the Deputy Commissioner, Systems—(Organization)*: The Office of the Deputy Commissioner, Systems, under the leadership of the Deputy Commissioner, Systems, includes:

A. The Deputy Commissioner, Systems (S4).

B. The Assistant Deputy Commissioner, Systems (S4).

C. The Immediate Office of the Deputy Commissioner, Systems (S4C).

D. The Office of Systems Operations (S4E).

E. The Office of Systems Design and Development (S4G).

F. The Office of Systems Requirements (S4H).

G. The Office of Systems Planning and Integration (S4J).

H. The Office of Information Management (S4K).

I. The Office of Telecommunications (S4L).

Section S4.20 *The Office of the Deputy Commissioner, Systems—(Functions)*:

A. The Deputy Commissioner, Systems (S4) is directly responsible to the Commissioner for carrying out the ODCS mission and providing general supervision to the major components of ODCS.

B. The Assistant Deputy Commissioner, Systems (S4) assists the Deputy Commissioner in carrying out his/her responsibilities, and performs other duties as the Deputy Commissioner may prescribe.

C. The Immediate Office of the Deputy Commissioner, Systems (S4C) provides the Deputy Commissioner with management support on the full range of his/her responsibilities.

D. The Office of System Operations (OSO) (S4E) directs, manages and coordinates the planning, acquisition, implementation, security, operation and maintenance of SSA's computer systems operations. It directs and coordinates the transition, implementation and operation of current/ongoing operating systems support software, including diagnostic software. OSO coordinates with the Office of Telecommunications (OTC) in the design and implementation of the critical interface between OTC's telecommunications facilities and OSO's teleprocessing complexes. OSO interfaces with the Office of Systems Design and Development (OSDD) and the Office of Information Management (OIM) in the transition and implementation of redesigned programmatic and administrative systems to progressively replace existing application systems. It manages the computer operations complex which process SSA's programmatic support, administrative, management information (MI) and statistical application systems. OSO conducts continuing assessments and engineering analyses of the computer operations, as well as equipment performance analyses and coordinates with OSDD the implementation of necessary improvements to existing resources. It directs and coordinates the activities associated with the planning, management, acquisition, procurement and renewal of ADP equipment, software and technical services for SSA to maintain operational systems and to prevent progressive deterioration. OSO