

5. Directs SSA-wide work measurement and performance management systems, as well as component work measurement systems for the field, State agencies and Regional Program and Integrity Review offices.

6. Directs audits and analyses of MI systems and reports to ensure adherence to users' and Agency needs, Federal and SSA guidelines and integrity standards.

7. Serves as initial point of user contact for MI delivery-related problems.

8. Directs OIM's total quality management program and manages OIM's production environment, including systems support.

9. Plans, implements, integrates and controls Office Automation (OA) software functions at SSA and is responsible for development and dissemination of OA software acquisition and development policies, standards, guidelines and procedures.

10. Monitors technology trends and maintains current information on OA software products, development tools and techniques.

11. Works with SSA users to provide solutions to their OA requirements that are consistent with Agency OA policies.

12. Assists SSA users in refining OA requirements, configuring and engineering solutions, coordinating implementation and evaluating effectiveness.

13. Assists SSA users in determining OA applications, software and training needs, implementing solutions, planning for expansion.

14. Provides a full range of initial and follow-up OA applications, software and development support for SSA users in requirements analysis, system design, engineering, implementation and training.

15. Directs the preparation, acquisition and management of contracts for OA/end-user computing/MI hardware, software and support services.

F. Division of Information Systems Policy and Administration (S4KC).

1. Plans, formulates, develops and maintains SSA's MI policy.

2. Develops and maintains strategic and technical level views and plans from an OIM automated information systems integration perspective (e.g., cross application area integration) to define how the various OIM automated information systems map into SSA's MI logical and physical information systems architectures as required by the Agency's MI policy. Manages the technical aspects related to such views, plans and MI integration.

3. Plans, develops and coordinates MI policy and integration among all

involved SSA components, and plans for the transition to, and integration with, current SSA automated information systems and with those of the future.

4. Initiates and submits project proposals through the formal OIM review and approval process for development of new or modified automated information systems where necessary to facilitate integration among SSA's administrative and MI systems under the Agency's logical and physical MI systems architectures.

5. Represents SSA and works with other Government agencies and the private sector on issues involving MI policy, automated information systems, integration, software development, exchange of information, information systems data and data base topics, and other MI and automated information systems related matters.

6. Plans, develops, administers and maintains SSA's administrative and MI data, and data base requirements and standards in consultation with internal OIM Divisions and external SSA components. Assists in the development, maintenance and enforcement of SSA's end-user computing policies, standards and procedures.

7. Responsible for SSA's Information Systems Data and DataBase Administration functions as well as providing support to other internal OIM Divisions and liaison with external components.

8. Responsible for formulating and maintaining the Information Systems Architecture supporting SSA's administrative and MI systems.

9. Responsible for developing systems requirements and validation in support of new automated MI systems.

10. Provides fourth and fifth generation computer language support to end-users and developers of Administrative/MI systems.

G. Division of Administrative Systems Development (S4KE).

1. Responsible for the entire administrative systems development life cycle.

2. Designs, develops, coordinates and implements new administrative application systems and enhancements to existing systems which include quality assurance, financial/physical and human resources, and planning/policy and procedures.

3. Assists other parts of OIM in procurement associated with application projects.

H. Division of Management Information Systems Development (S4KG).

1. Responsible for the entire MI systems life cycle.

2. Designs, develops, coordinates and implements new MI application systems and enhancements to existing systems which include workload management, work measurement, program demographics, earnings and employee/employer statistics.

3. Assists other parts of OIM in procurements associated with application projects.

Subchapter S4L—Office of Telecommunications

S4L.00 Mission

S4L.10 Organization

S4L.20 Functions

Section S4L.00 *The Office of Telecommunications—(Mission)*: The Office of Telecommunications (OTC) plans, implements and evaluates SSA's communications technology and systems. It is responsible for evaluating current and emerging communications technologies and for designing, acquiring, implementing, operating and maintaining new integrated telecommunications systems combining voice, data, video, facsimile, and other SSA communications requirements. OTC directs, manages and coordinates the planning, analysis, design, acquisition, implementation, operation and maintenance of SSA's existing telecommunications systems. It manages the telecommunications operations complexes located at the Central Office, Regional Offices and field sites. It is responsible for SSA's comprehensive voice communication management program.

Section S4L.10 *The Office of Telecommunications—(Organization)*: The Office of Telecommunications (S4L), under the leadership of the Associate Commissioner for Telecommunications, includes:

A. The Associate Commissioner for Telecommunications (S4L).

B. The Deputy Associate Commissioner for Telecommunications (S4L).

C. The Immediate Office of the Associate Commissioner for Telecommunications (S4L), which includes:

1. The Distributed Data Processing Management Staff (S4L-1).

D. The Telecommunications Resource Management Staff (S4LC).

E. The Division of IWS/LAN Engineering (S4LE).

F. The Division of Integrated Telecommunications Management (S4LG).

G. The Division of Wide-Area Network Engineering (S4LH).

H. The Division of Telecommunications Operations (S4LJ).