

4. Directs the acquisition, operations, maintenance, retention and disposal of voice communications systems and services SSA-wide. Develops and administers voice communications ITS contracts.

5. Administers Federal Telecommunication System (FTS) 2000 services SSA-wide and supports OTC in representing SSA in all related negotiations with SSA, General Services Administration and FTS vendors and carriers.

6. Directs the evaluation, acquisition, installation, operation and disposal of voice communications systems and services for SSA nationwide.

7. Serves as the SSA focal point for voice communications capacity planning.

8. Manages SSA-wide programs for imaging, video, facsimile, satellite, radio and emergency communications.

9. Manages SSA headquarters voice communications systems.

10. Serves as SSA-level liaison with Federal, State and other government and private-sector entities on voice communications and voice-data integration.

11. Manages within SSA the development and application of emerging voice communications technology.

12. Manages technical solutions for "800" and other toll-free services SSA-wide.

13. Manages the acquisition of data circuits.

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

1. Directs the design, development, implementation, maintenance and support of specialized data communications software to support SSA's international network (SSANet).

2. Responsible for network design, connectivity, management, automation, availability, performance and capacity planning and modeling.

3. Researches network prototypes and performs testing of new network technologies and implements and monitors network standards.

4. Supports SSA components as well as other Government agencies to provide optimum network interface design, management capabilities, connectivity, availability and response time.

5. Integrates and validates new network hardware, software products, versions and maintenance levels into SSANet and SSANet connectivity management.

6. Manages and coordinates all change management system control relating to network hardware and software changes to SSANet under the auspices of the change management facility.

7. Performs Level 3 network monitoring and problem determination for the SSANet.

8. Develops and implements a network backup recovery.

9. Performs network software planning, installation and management at all remote sites.

10. Serves as the SSA-level liaison with Federal, State, and local Government agencies and with the private sector to integrate them into the SSA network.

11. Responsible for SSANet software distribution and version management.

12. Interfaces with SSANet users to determine the impact of new applications and workloads and supports user liaison and systems development activities of other SSA components in the resolution of network technical and operational problems.

13. Manages communications software changes to ensure compatibility with hardware modifications at Central Office and all remote network platform locations.

14. Directs the planning, analysis and design of specialized network software systems for providing information relevant to the development of existing and proposed data communications systems.

H. The Division of Telecommunications Operations (S4LJ).

1. Manages the installation, relocation and operation of SSA's telecommunications network facilities for the transmission of program and management data over SSA established networks.

2. Monitors telecommunications operations, analyzes equipment problems and effects proper maintenance and repair.

3. Develops and directs the implementation of new procedures and updates existing procedures for network node operations.

4. Escalates outages to vendor management for prompt resolution and is responsible for the repair of advanced communications electronics equipment.

5. Provides emergency support services for equipment reconfiguration as well as repair, assembly/disassembly and installation of advanced telecommunications electronics.

6. Serves as the initial point of contact for user and technical problem determination for telecommunications. Diagnoses data-center hardware and network problems and coordinates network operations issues with applications and systems support staff.

7. Monitors and controls functions for the nationwide telecommunications system. Develops operational

procedures to modernize and streamline network operation and develops plans for automation.

8. Manages traffic flow between telecommunications complexes and other SSA complexes.

9. Communicates status of the network to other network nodes and advises users of abnormal or extraordinary situations affecting network operations.

10. Monitors voice communications operations, analyzes equipment problems and effects proper maintenance and repair.

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 S7 for the Office of the Deputy Commissioner, Human Resources 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 S7 in its entirety.

Chapter S7—Office of the Deputy Commissioner, Human Resources

S7.00 Mission

S7.10 Organization

S7.20 Functions

Section S7.00 *The Office of the Deputy Commissioner, Human Resources—(Mission)*: The Office of the Deputy Commissioner, Human Resources (ODCHR) directs the administration of comprehensive SSA human resources programs including: personnel management, labor management relations, employee relations, civil rights and equal opportunity, training and workforce analysis.

Section S7.10 *The Office of the Deputy Commissioner, Human Resources—(Organization)*: The Office of the Deputy Commissioner, Human Resources, under the leadership of the Deputy Commissioner, Human Resources, includes:

A. The Deputy Commissioner, Human Resources (S7).

B. The Assistant Deputy Commissioner, Human Resources (S7).

C. The Immediate Office of the Deputy Commissioner, Human Resources (S7A).

D. The Office of Personnel (S7B).

E. The Office of Labor Management Relations (S7C).

F. The Office of Civil Rights and Equal Opportunity (S7E).

G. The Office of Training (S7G).

H. The Office of Workforce Analysis (S7H).