



PSC Products and Services Awareness Training

**U.S. Department of Health & Human Services
Program Support Center (PSC)**

Introduction

- This training will introduce you to the PSC's Product and Service offerings.
- This session should take about one half hour to complete.
- At the conclusion of this training, you should be able to:
 - Describe the product and service offerings provided by each of the major PSC service organizations.
 - Know what resources are available to get additional information and assistance on a particular service.

Why Do We Need to Build Product and Service Awareness?

- This training is the first in a series of Sales & Marketing training events designed to build stronger customer relationships and increase revenue
- The first step in marketing and selling effectively is to *know your products*.



The PSC Vision and Mission

Vision

The PSC is the provider of choice for quality and value in shared services, across the Federal Government.

Mission

The PSC is the shared services provider for the U.S. Department of Health and Human Services. As such, the PSC provides a full range of support services to HHS and other Federal agencies, allowing them to focus on their core mission.

PSC Overview

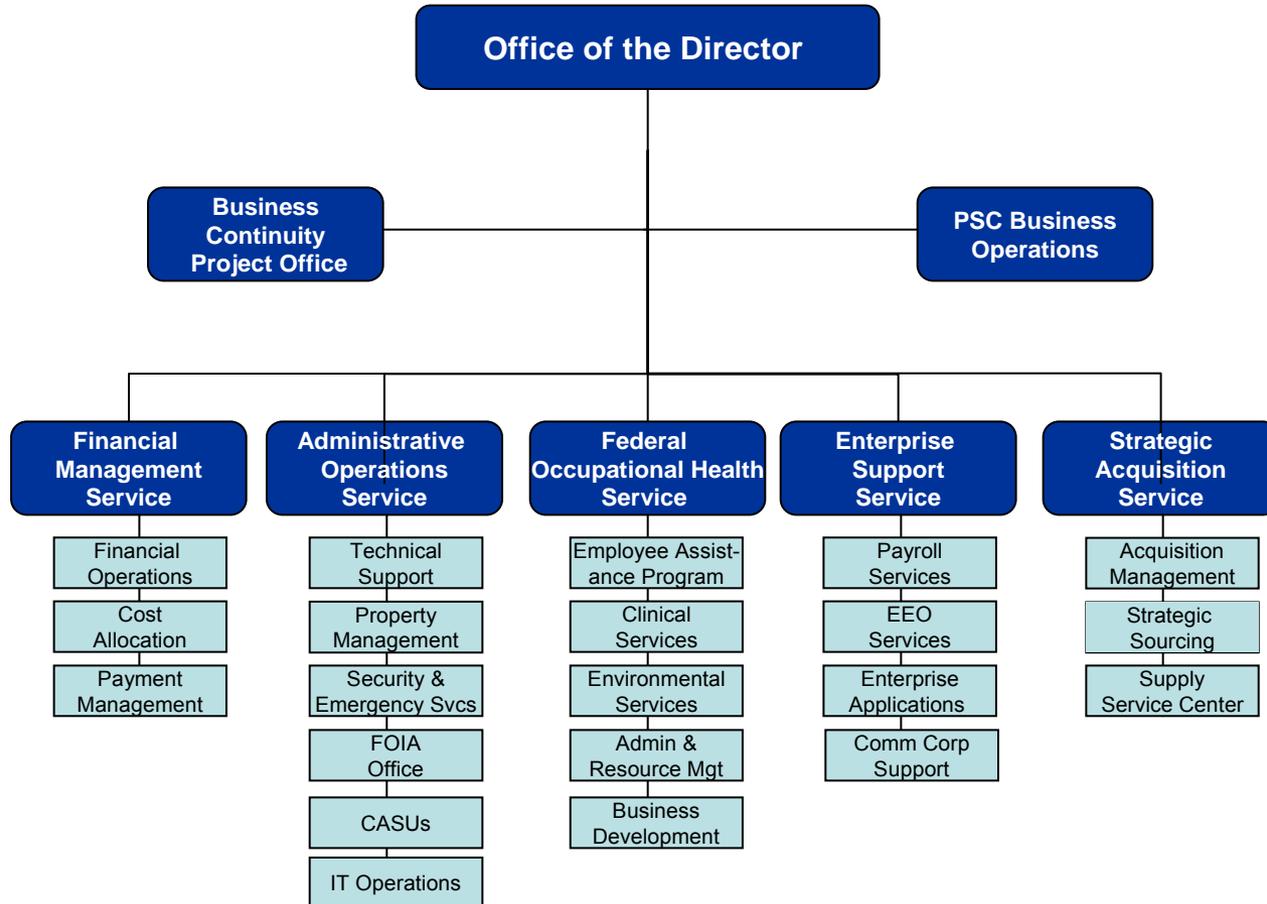
The PSC provides more than 50 products and services in the areas of administrative operations, financial management, human resources support, occupational health, acquisitions, and information technology. These services are available through five service organizations within the PSC.

PSC Service Delivery Organizations

The 5 service organizations are:

- Administrative Operations Service (AOS)
- Financial Management Service (FMS)
- Federal Occupational Health Service (FOH)
- Enterprise Support Service (ESS)
- Strategic Acquisition Service (SAS)

Current PSC Organization



The Business of the PSC

- The goal of the PSC is to provide high-quality products and services to customers at cost. We are successful when we break even.
- The PSC is one of the few Federal Government service providers to publish its rates.
- The PSC is the only Federal service provider to publish a service level agreement.

How Does the PSC Develop its Prices?

The PSC follows the same process each year to ensure full transparency of all costs to customers:

- Labor (salaries and benefits) and non-labor (equipment, supplies, rent, travel, etc.) costs are allocated to each service
- Historical data and customer forecasts are used to predict expected workload for each fiscal year

- The total cost is divided by the total number of work units to arrive at the "break-even" price for each service

Cost detail and proposed rates are presented to the Service and Supply Fund Board for approval. The approved rates are published in the PSC Directory of Products and Services each year.

Despite dramatic increases in operating costs, the PSC was able to hold or reduce more than 75% of its rates from FY07 to FY08

Managing for Results

The PSC has a rigorous approach to satisfying customer expectations for quality, timeliness, and value. Key elements of our performance program are:

- Monthly reporting of all performance standards
- Customer satisfaction goal of 90% “satisfied or very satisfied” ratings overall based on Customer Comment Card responses and reported to PSC Executives monthly
- Timeliness goal of 95% services delivered on time, measured and reported to PSC Executives monthly
- Annual PSC-wide Customer Survey and various service-specific surveys

Administrative Operations Service (AOS)

- The Administrative Operations Service (AOS) provides a wide range of administrative and technical services to its customers.
- AOS service areas include:
 - Property Management
 - Technical Support
 - Information Technology
 - Personnel and Physical Security Services
 - Other Administrative & Corporate Support

Scenario #1

- Today you learned that two new contractors will begin working next week. The only open office in your area currently accommodates one person. Which service can you contact to have the office converted into space for two?

Scenario Response #1

- You can contact Building Operations in the Division of Property Management (AOS). Building Operations coordinates projects for alterations of space.
- Division of Property Management also offers the following services:
 - Building Management
 - Space Acquisition
 - Leased Space Management
 - Shredding

Scenario #2

- You call on a manager at another Federal agency whose employees are complaining about the high price of gasoline. You suggest she encourage her employees to consider public transportation. Who can you refer her to in the PSC for information about public transportation subsidies.

Scenario Response #2

- Contact the Transshare Office in the Division of Property Management (AOS). Transshare provides transit subsidies to Federal employees who use public transportation to travel to and from work.

Scenario #3

- The two staff you assigned to answer customer questions about your new online system are overwhelmed. They receive more calls than they can handle and those calls are sure to increase once the rest of your customers begin using your system. Where can you go for additional help desk support?

Scenario Response #3

You can call the PSC Contact Center program office in AOS which offers a multi-channel Contact Center providing first-level telephone or e-mail support for employees, citizens, or suppliers.

If your helpdesk involves desktop or network support Contact Information Technology Operations (AOS)

Scenario #4

- You are implementing a new system and are told that you must acquire a Certification & Accreditation (C&A) for your system. Who can you contact for help?

Scenario Response #4

- You can contact the Security Services team in AOS who:
 - Performs systems Certification and Accreditation (C&A) by Certified Information Systems Security Specialists (CISSP's).
 - Ensures that users are aware of the latest issues surrounding IT security by providing mandatory IT security awareness training.
 - Provides guidance and assistance with responding to Federal security policies and implementation requirements mandated by the Federal Information Security Management Act (FISMA).

Scenario #5

- You are the Chief of Security at the EPA and have just been told that each employee and contractor in your agency needs to have a PIV-II badge by the end of the year. You currently do not have the resources or the know-how to issue these badges. Can the PSC help?

Scenario Response #5

- Yes, the Division of Security and Emergency Services (AOS) issues Personal Identity Verification (PIV) badges and delivers other services to support the Homeland Security Presidential Directive-12 (HSPD-12) such as applicant registration. The PSC has a presence in the same Regional campuses as many other Federal agencies, making us a convenient partner for remote enrollment services.
- Other Security Services offerings include:
 - Background Investigations
 - Digital Fingerprinting
 - Physical Security and Emergency Operations/ Planning Services
 - Physical Security Consultation and Assessments

Scenario #6

- Mandatory training for all of your employees must be completed within one month. You have two training rooms onsite and would require at least four more rooms to accommodate training for all of your employees in the one-month timeframe. Who can you contact in the PSC for assistance?

Scenario Response #6

- You can call Conference Services (AOS) who provides access to meeting facilities and services tailored to your individual needs.

Financial Management Service (FMS)

- The Financial Management Service (FMS) serves as a major part of the foundation of HHS finance and accounting operations by providing grant payment management services; accounting and fiscal services; debt management services; and rate review, negotiation, and approval for grant and program activities.
- FMS services include:
 - Accounting Services
 - Cost Allocation/Indirect Cost Negotiations
 - Debt Collection Center Service
 - Payment Management (Grant) Services
 - HHS E-Gov Travel Center of Excellence
 - UFMS and HCAS Operations & Maintenance

Scenario #7

- Your customer asks if the PSC can assist him in administering payments for a Grant that his agency recently awarded for environmental research. Where do you go for help?

Scenario Response #7

- The Division of Payment Management (DPM) in FMS provides payments, cash management, and grant accounting support services to all Federal departments and agencies.

Scenario #8

Your supervisor has asked you to book travel for 10 employees who are attending a conference. Travel originates from several different points and the conference is only a few days away. Where can you get help?

Scenario Response #8

The E-Gov Travel Center of Excellence (CoE), within FMS, can handle all of their travel needs; from authorization approval to reservations and reimbursement.

The CoE provides complete travel solutions across HHS and delivers outstanding service to its customers by streamlining the travel process and reducing departmental costs.

Federal Occupational Health Service (FOH)

FOH provides occupational health services to Federal Agencies including:

- Employee Assistance Program services including specialized behavioral health and work/life services.
- Environmental health and safety services.
- Clinical services including occupational health and preventive clinical services.

Scenario #9

- You are having new carpet and window film installed in your suite. One of your employees has severe allergies and you want to ensure you do everything possible to eliminate or reduce the potential side effects of the new carpet and window film. Who can you contact?

Scenario Response #9

- You can contact Environmental Health Services (FOH) which provides environmental health, industrial hygiene, and safety consultations and services to assist managers in promoting safe and healthful work environments.

Scenario #10

- You are meeting with a manager at another Federal agency to discuss requirements for a personnel security solution. She happens to mention her agency's challenges with an increasingly stressful work environment resulting in a surge of sick-leave absences. What can you recommend?

Scenario Response #10

- You can recommend that she contact Employee Assistance Services (FOH) who provide licensed, professional counselors to assist employees with any type of personal or workplace problem.
- Other FOH services include:
 - Environmental Health Services
 - Clinical Services

Enterprise Support Service (ESS)

- The Enterprise Support Service (ESS) provides human resource system and reporting services.
- ESS services include:
 - Commissioned Corps Support Services
 - EEO Complaint Investigations
 - EEO Services
 - Enterprise Application Development
 - Payroll Services

Scenario #11

- Your customer, a Human Resources manager at the Environmental Protection Agency, asks if the PSC can provide HR processing support for her department. Who do you call?

Scenario Response #11

- Enterprise Application Development (EAD), within ESS, includes system development and support for civilian employees and Commissioned Corps Officers.

Strategic Acquisition Service (SAS)

- SAS provides leadership, policy, guidance, and supervision to procurement operations of PSC.
- Service areas include:
 - Negotiated Contracts
 - Simplified Acquisitions
 - Purchase Cards
 - Supply Service Center

Scenario #12

- You manage a clinic in a remote location. Your medical supply room was flooded by a tropical storm. The water damage was so extensive that you lost everything from band-aids to medicated eye drops to crutches. You need a large variety of items in a short time frame to get your clinic operating at full capacity again. Does the PSC offer an economical source for medical supplies?

Scenario Response #12

- The Supply Service Center (SAS) located in Perry Point, MD, carries an extensive product line of pharmaceuticals, medical/surgical supplies, and dental products. There is no minimum order quantity required for almost any item in their 3000+ product inventory. All orders can be shipped overnight.

Scenario #13

- You are preparing for a new drug trial and you need a way to manage the distribution of the pharmaceuticals to participants.
Who can you contact?

Scenario Response #13

- You can contact the Supply Service Center (SAS). The Supply Service Center is a national and international source of pharmaceutical, medical, and dental supplies for healthcare facilities throughout HHS and other Federal Civilian Agencies as well as branches of the U.S. Armed Forces.
- Additionally, the Grants Payment Management Service (FMS) can assist with payment for your drug trial. They can distribute funding directly from the grant to trial participants.

Scenario #14

- You receive funding to implement a new project. You need to issue a Statement of Work and solicit proposals from potential vendors and evaluate those proposals in order to award a contract. Who can you contact for assistance?

Scenario Response #14

- You can contact Acquisition Management (SAS) which solicits, negotiates, awards and administers Government contracts.

PSC Regional Support

In addition to the services provided in the Washington metropolitan area, the PSC's AOS serves customers in the 10 regional offices with locations in Boston, New York, Philadelphia, Atlanta, Chicago, Dallas, Kansas City, Denver, San Francisco and Seattle.

Services include:

- Facilities
- Space and personal management
- Mail operations
- Office automation
- Transhare
- Fingerprinting, and badging among others.

These services are offered to both HHS and other Federal agencies That occupy the same facilities in each of those cities.

Where do I go for more information?

- PSC Website: www.psc.gov
- PSC Directory of Products & Services
<http://www.psc.gov/aos/business/PSCDirectory08.pdf>
- PSC At-A-Glance
http://www.psc.gov/aos/business/psc_glance.html
- PSC Organizations:
 - <http://www.psc.gov/aos/>
 - <http://www.psc.gov/fms/>
 - <http://www.psc.gov/foh/>
 - <http://www.psc.gov/hrs/>
 - <http://www.psc.gov/sas/>

Self Assessment

Please complete the following multiple-choice questions at your own pace.

1. Which of the following is not an AOS service?

- A. Security Services
- B. Debt Collection Services
- C. Warehouse Operations
- D. Asset Management Services

Answer

B. Debt Collection Services, a part of FMS

2. Payroll Accounting Services are delivered from which Service Area?

- A. Administrative Operations Service
- B. Financial Management Service
- C. PSC Business Operations
- D. Payroll Services

Answer

B. Financial Management Service (FMS)

3. Who would you call for assistance with your grant disbursement?

- A. Accounting Services
- B. Debt Collection Services
- C. Payment Management Services
- D. Asset Management

Answer

C. Payment Management Services, which is a part of FMS

4. Who can you contact to test your office for hazardous material?

- A. Clinical Services (FOH)
- B. Telecommunications Management (AOS)
- C. IT Consulting Services (AOS)
- D. Environmental Health Services (FOH)

Answer

D. Environmental Health Services (FOH)

5. Which area of AOS would you call if you needed sensitive documents shredded?
- A. Division of Property Management, Building Operations
 - B. Division of Security and Emergency Services
 - C. Division of Property Management, Warehouse Operations
 - D. Division of Property Management, Asset Management

Answer

A. Division of Property Management, Building Operations

6. Who would you contact to assist you with establishing new purchase cardholder accounts ?

- A. AOS
- B. FMS
- C. ESS
- D. SAS

Answer

D. SAS

7. Who would you contact for assistance with travel reimbursement?

- A. ITO Helpdesk (AOS)
- B. E-Gov Travel CoE (FMS)
- C. Accounting Services (FMS)
- D. “1-888-ONE-DHHS” (AOS)

Answer

D. 1-888-ONE-DHHS (AOS) for E-Gov Travel and UFMS assistance

8. How many regional offices does PSC support?

A. 9

B. 7

C. 5

D. 10

Answer

D. 10

9. Which organization assists agencies in developing strategies to meet their diversity goals ?

- A. Federal Occupational Health (FOH)
- B. Human Resources (ASAM)
- C. EEO Services (ESS)
- D. Acquisition Management (SAS)

Answer

C. EEO, a service of ESS

Thank you for completing the PSC Products and Services Awareness Training

Please print and sign the certificate on the following slide and keep it in your files. You may be asked to verify that you have completed the course.

PSC Products and Services Awareness Training



This Certificate of Completion is to acknowledge that

has successfully completed the
HHS PSC Product and Services Awareness Training