GENERAL SERVICES ADMINISTRATION

Washington, DC 20405

CIO 5440.14

December 7, 2020

GSA ORDER

SUBJECT: Changes in the Office of GSA IT

1. Purpose. This order announces changes in the organizational and reporting structure within the Office of GSA IT.

2. Cancellation. This Order cancels and supersedes par 3.c.(1) (a) of GSA Order CIO 5440.701, dated June 23, 2016.

3. Background. The Office of GSA IT continuously reviews its organizational structure, services, and programs in order to meet the evolving needs of the General Services Administration’s (GSA) business lines and their customers. To that end, the Office of GSA IT has determined that the proposed changes will improve organizational and operational efficiency as well as increase customer service by aligning key functions and reducing duplication. These changes do not impact budget. Except for the organizational changes identified in this Order below, the remainders of the aforementioned Orders are still in effect. No budget impacts.

4. Changes in Organization. The following changes are made within the Office of Corporate IT Services.

a. The Corporate CXO Liaison Services and Support Branch is established within the Corporate Support Division.

(1) The branch is headed by a branch chief who reports to the division director.

(2) The existing acquisition, contract, billing management, external agency support, and intake process functions, staff, authorities, and other resources are realigned from the Business Liaison Branch to this branch.

b. The Business Liaison Branch is renamed the Customer Support Branch and continues to be headed by a branch chief who reports to the division director.

5. Implementation Actions.

a. The changes outlined in this order become effective upon signature and unless otherwise stated include the transfer of functions, staff, authorities, and other resources, as appropriate. Implementation of this order will be coordinated between the affected organizations, in consultation with the Chief Human Capital Officer (CHCO) and Chief Financial Officer (CFO), to ensure implementation of the changes outlined above in paragraph 3.

b. Implementation of this Order, as it affects employees represented by a labor bargaining unit, is contingent upon completion of labor relations obligations. Positions affected by this change are subject to normal classification procedures.

c. The approval of this Order authorizes the determination and appropriate adjustments, including realignment between offices, of budget and funding sources as determined by the CFO.

d. The Chief Administrative Services Officer may cancel this Order, in consultation with the CHCO, upon publication of a superseding directive that cancels it in accordance with GSA Order OAS 1832.1B, GSA Internal Directives Management (November 17, 2018).

e. The Heads of Services and Staff Offices, or officials with delegated authority within their respective organizations, are authorized to make subsequent organizational changes intended to refine the subordinate organizational structure, clarify leadership roles and accountability, and increase organizational effectiveness and efficiencies by issuing orders in the 5440 series, as appropriate, in accordance with GSA Order ADM 5450.39D CHGE 1 (GSA Delegations of Authority) (August 13, 2020), and as subsequently revised.

6. Signature.

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DAVID SHIVE Date

Chief Information Officer

Office of GSA IT