

# Description of Independent and Central Offices *(Unaudited)*

## **Office of Administrative Services (OAS):**

OAS delivers innovative, responsive, timely, and sustainable policies and solutions for GSA's workspace and administrative needs for today and tomorrow, which enable and foster the cost-effective use of government resources across the Agency and support GSA customers' missions.

## **Office of the Chief Financial Officer (OCFO):**

The OCFO provides financial management services for GSA and over 50 external customers. The OCFO manages the strategic planning, budgeting and performance management cycle within GSA; manages the core accounting system; and prepares financial statements and reports.

## **Office of the Chief Information Officer (OCIO):**

The OCIO provides enterprise IT services and solutions by leveraging IT resources to support GSA business needs.

## **Civilian Board of Contract Appeals (CBCA):**

CBCA serves as an independent and objective tribunal in contract disputes between government contractors and GSA, and contractors and other executive agencies. CBCA provides alternative dispute resolution services to all federal agencies and contractors. The board also hears claims involving transportation rate determinations, federal employee travel, relocation and expense claims, and a small number of other types of claims.

## **Office of Communications and Marketing (OCM):**

OCM focuses on conveying information about GSA to federal employees and external audiences, including the media, agency customers, stakeholders, and the American public.

## **Congressional and Intergovernmental Affairs (OCIA):**

OCIA maintains Agency liaison with Congress; prepares and coordinates GSA annual legislative program; communicates GSA legislative program to OMB, Congress, and other interested parties; and works closely with OMB in the coordination and clearance of all proposed legislation impacting GSA.

## **Office of the Chief People Officer (OCPO):**

The OCPO develops and delivers programs, policies, and services that promote GSA strategic management of human capital.

## **Office of Civil Rights (OCR):**

OCR ensures equal employment opportunity (EEO) for all GSA employees and applicants for employment on the basis of sex, race, color, national origin, religion, disability, and age; and protects employees from retaliation for protected EEO activity. OCR protects recipients of GSA's federal financial assistance program and participants in federally conducted programs from discrimination.

## **Office of Citizen Services and Innovative Technologies (OCSIT):**

OCSIT is the nation's focal point for data, information and services offered by the Federal Government to citizens. OCSIT plays a leadership role in identifying and applying new technologies to effective government operations and excellence in customer service in the government. OCSIT creates a more citizen-centric, results-oriented Federal Government. OCSIT helps citizens to interact with the government by creating a single electronic front door to the services and information they require in the medium preferred: the Web, e-mail, telephone, fax, or print. OCSIT also provides in-house communications support to the rest of GSA, and is a liaison with the media.

## **Office of Emergency Response and Recovery (OERR):**

OERR is responsible for ensuring that GSA maintains a constant state of readiness to provide emergency acquisition support and emergency real property to federal agencies in the event of a disaster or catastrophic event. OERR coordinates GSA national continuity responsibilities by: developing policies, plans, and procedures; developing and implementing GSA disaster readiness programs; and providing emergency acquisition support and serving as the on-the-ground liaison between GSA field organizations and federal emergency response efforts during national disasters. OERR coordinates emergency management services throughout GSA, and develops emergency preparedness procedures, shelter-in-place guidelines, and training to assist employees in the event of an emergency.