

**CHAPTER 21 OFFICE OF CUSTOMER EXPERIENCE (OCE)**

**PART 1 DELEGATION OF AUTHORITY FROM THE ADMINISTRATOR TO THE CHIEF CUSTOMER OFFICER**

Delegated Authority		Limitations
<b>1. Customer Experience and Digital Service Delivery</b>		
	RESERVED	
<b>2. Human Capital Authorities</b>		
	(See Part 1, Chapter 2, of this Manual)	
<b>3. Common Authorities</b>		
	(See Part 2, Chapter 2, of this Manual)	
<b>4. Financial Management Authorities</b>		
	(See CFO P 5450.1)	

**PART 2 DELEGATION OF AUTHORITY FROM THE CHIEF INFORMATION OFFICER TO THE CHIEF CUSTOMER OFFICER**

Delegated Authority		Limitations
<b>1. Customer Experience and Digital Service Delivery</b> (Public Law 115-336 (December 20, 2018), Section 6) GSA CIO <a href="#">Designation Memo</a> dated August 5, 2019.		
<b>a.</b>	Coordinate and ensure alignment of the internal and external customer experience programs and strategy of the executive agency.	
<b>b.</b>	Coordinate with the management leaders of the executive agency, including the head of the executive agency, the Chief Financial officer, and any program manager, to ensure proper funding to support the implementation of this Act.	
<b>c.</b>	Continually examine the digital service delivery strategy of the executive agency to the public and submit recommendations to the head of the executive agency providing guidance and best practices suitable to the mission of the executive agency.	
<b>d.</b>	Using qualitative and quantitative data obtained from across the executive agency relating to the experience	

	and satisfaction of customers, identify areas of concern that need improvement and improve the delivery of customer service.	
<b>e.</b>	Coordinate and ensure, with the approval of the head of the executive agency, compliance by the executive agency with section 3559 of title 44, United States Code.	
<b>f.</b>	To the extent practicable, coordinate with other agencies and seek to maintain as much standardization and commonality with other agencies as practicable in implementing the requirements of this Act, to best enable future transitions to centralized shared services.	

**PART 3 DELEGATION OF AUTHORITY FROM THE CHIEF CUSTOMER OFFICER  
TO OCE OFFICIALS  
(RESERVED)**