

GENERAL SERVICES ADMINISTRATION
Washington, DC 20405

CIO 5440.15
August 13, 2021

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. Background. The Office of GSA IT continues to review its organizational structure, services, and programs to meet evolving needs. The Office of Digital Management has determined that these changes will improve the execution of enterprise-wide strategies around digital transformation and modern technologies. The proposed changes will also improve functional alignment, create cost efficiencies, and streamline integration.
3. Cancellation. GSA Order, CIO 5440.11, Changes in the Office of GSA IT (September 10, 2020), paragraph 3.b., announced organizational and reporting changes that included renaming the Office of Enterprise Planning and Governance as the Office of Digital Management. Except for the organizational changes identified in this Order below, the remainder of CIO 5440.11 is still in effect.
4. Changes in Organization. The following changes are made within the Office of Digital Management.
 - a. IT Strategy and Service Management Division.
 - (1) The existing functions, staff, authorities, and other resources are realigned from the IT Strategy and Service Management Division to the Office of Digital Management.
 - (2) The IT Strategy and Service Management Division is vacant and therefore abolished.
 - b. Management Support Division.
 - (1) The Support Services Branch is realigned from the Management Support Division to the Portfolio Strategy and Analysis Division and continues to be headed by a branch chief who reports to the division director.
 - (2) The existing functions, staff, authorities, and other resources are realigned from the IT Workforce Support Branch to the Office of Digital Management.

(3) The IT Workforce Support Branch is vacant and therefore abolished.

(4) The remaining functions, staff, authorities, and other resources are realigned from the Management Support Division to the Office of Digital Management.

(5) The Management Support Division is vacant and therefore abolished.

c. User Experience and Usability Division.

(1) The Client Support Branch is renamed the Training and Usability Branch.

(a) The branch continues to be headed by a branch chief who reports to the division director.

(b) The training and usability functions, staff, authorities, and other resources are realigned from throughout the User Experience and Usability Division to this branch.

(2) The Internal Communications and End User Training Branch is renamed the Digital Communications and IT Employee Experience Branch.

(a) The branch continues to be headed by a branch chief who reports to the division director.

(b) The digital communications and IT employee experience functions, staff, authorities, and other resources are realigned from throughout the User Experience and Usability Division to this branch.

d. Portfolio Strategy and Analysis Division.

(1) The Portfolio Services Branch is established and headed by a branch chief who reports to the division director.

(2) The portfolio services functions, staff, authorities, and other resources are realigned from the Portfolio Strategy and Analysis Division to this branch.

e. The Policy and Investment Management Division remains unchanged.

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 among 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 4.

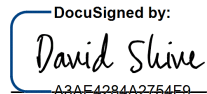
b. Implementation of this Order, as it affects employees represented by a labor bargaining unit, is contingent upon completing labor relations obligations. Positions affected by this change are subject to normal classification procedures.

c. The approval of this Order authorizes the determination and appropriate adjustments, including realignment among 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 (October 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 (January 19, 2021), and as subsequently revised.

6. Signature.

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DAVID A. SHIVE
Chief Information Officer
Office of GSA IT

8/13/2021

Date