



U.S. General Service Administration (GSA)

GSA Order: GSA Organization Manual

ADM 5440.1

Directives Program, Office of Administrative Services (OAS)

directives@gsa.gov

Purpose:

This Order establishes the GSA Organization Manual.

GSA supports efficient and effective Government for the American people. In order to ensure the agency's structure promotes a productive and streamlined workplace, the agency has created the GSA Organization Manual, a single repository and process that tracks the structure and assigned functions of the organization's components.

The GSA Organization Manual is a detailed reference guide that:

- Gives a brief description and history of the organizational structure of the U.S. General Service Administration (GSA).
- Establishes policy and general guidelines explaining how to prepare, organize, and submit changes to GSA's organizational structure.
- Stores and tracks each GSA Service and Staff Office's and regional office's organization charts (org charts), delegations of authority (DOA), and functional statements.

Scope and Applicability:

This Manual applies to all GSA Services and Staff Offices and regional offices, with the following exception:

- The Manual's application to the Office of the Inspector General (OIG) is limited to the extent that the OIG determines it is consistent with the OIG's independent authority under the Inspector General Act, as amended, and does not conflict with other OIG policies or the OIG mission.

Background:

In order to provide transparency and promote accountability across GSA, this order will establish the GSA Organization Manual. The Manual displays each Service and Staff Office's and regional office's organization charts, functional statements, and current

delegations of authority. The GSA Organization Manual will ensure the proper handling and management of GSA records; institute processes to create and maintain the system/processes across SSOs and regional offices; and ensure the agency's compliance with records management rules and regulations.

This Manual will improve GSA's process for establishing Organizational Structure and Functional Statements through a shared process for oversight and change management by:

- Developing a web-based organization Manual which will include the official organizational charts, functional statements, and current delegations of authority.
- Improving and streamlining the process to make it easier for GSA to make organizational changes, update functional statements, and track the history of changes.
- Using automation to improve accessibility and information-sharing by making processes easier and faster.

Summary of Changes:

The following offices updated their DOAs to reflect the current state of their organization:

- OSC
 - Added delegation for GSA Visual Information Program
 - Added delegation for oversight of GSA Digital Presence
- OCIA
 - Edited language in authority for cooperative agreements and memoranda of understanding in Section 1, E
- OGC
 - Added section delegating authority for the FOIA program (to reflect changes made in [ADM 5440.735](#))
 - Minor changes to citations and language in Part 2, Section 18: Standards of Conduct.
 - Revised the redelegation to reflect that the Associate General Counsel for Ethics Law (LE) is designated to serve as the Alternate Designated Agency Ethics Official (5 C.F.R. Part 2638), not the Associate General Counsel for General Law (LG). Also, section 18(a) and (b) of the redelegation should be the Associate General Counsel for Ethics Law (LE), not the Associate General Counsel for General Law (LG)
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- OGP
 - Updated language and citations throughout delegation

- Added sections 2 and 3 to part 4 of the delegation
- OAS:
 - Removed section delegating authority for the Audit, Evaluation, Inspection, and Resolution Program (to reflect changes made in [ADM 5440.735](#))
 - Removed section delegating authority for the FOIA program (to reflect changes made in [ADM 5440.735](#))
- OCFO
 - Added the delegation for the Audit Resolution and Follow-up System (to reflect changes made in [ADM 5440.735](#))
 - Added the delegation to waive student loan repayments to Parts 1 and 2.
- OCE
 - Added the delegation for the Customer Experience
 - Added the delegation for Digital Service Delivery
- OMA
 - Removed redundant section for clarity.
 - Removed section delegating authority to serve on the National Security Emergency Preparedness Committee, which has since been revoked by Executive Order.

Manual Structure:

This Manual establishes the following 22 chapters of the GSA Organization Manual.

- Chapter 1 contains all relevant policy information regarding the Organization Management System.
- Chapter 2 lists human capital and common authorities delegated to Executives in the Office of the Administrator, Heads of Staff and Service Offices, and Regional Administrators.
- Chapters 3 - 21 contain the organization charts, delegations of authority, and functional statements for each HSSO and regional office.

The Organization Manual can be found [here](#). The table of contents for the Organization Manual can be seen below.

ORGANIZATION MANUAL TABLE OF CONTENTS

Chapter 1	Change of Organization System
Chapter 2	Human Capital and Common Authorities
Chapter 3	Office of the Administrator
Chapter 4	Federal Acquisition Service (FAS)
Chapter 5	Public Buildings Service (PBS)
Chapter 6	Office of Government-wide Policy (OGP)
Chapter 7	Office of Human Resources Management (OHRM)
Chapter 8	Office of the Chief Financial Officer (OCFO)
Chapter 9	Office of GSA IT (GSA IT)
Chapter 10	Office of Strategic Communication (OSC)
Chapter 11	Office of General Counsel (OGC)
Chapter 12	Office of Congressional and Intergovernmental Affairs (OCIA)
Chapter 13	(RESERVED)
Chapter 14	Office of Small and Disadvantaged Business Utilization (OSDBU)
Chapter 15	Office of Civil Rights (OCR)
Chapter 16	Office of Administrative Services (OAS)
Chapter 17	Office of Mission Assurance (OMA)
Chapter 18	Office of Inspector General (OIG)
Chapter 19	Civilian Board of Contract Appeals (CBCA)
Chapter 20	Regional Administrators (RA)
Chapter 21	Office of Customer Experience (OCE)

*Each Service and Staff Office's Chief of Staff, where applicable, and HSSO or designee have reviewed the DOAs, organizational charts, and functional statements that make up their organization's chapter. They have confirmed that as of the date of

this order, the included documents represent the current state of their organization. Future Changes in Organization will be processed according to the policy detailed in Chapter 1 of the Manual.

Cancellation:

Upon signature, the GSA Organization Manual will incorporate and supersede all previous 5440 series orders.

Signature

/S/ _____
Robin Carnahan
Administrator

4-5-2022 _____
Date