

DESCRIPTION OF INDEPENDENT AND CENTRAL OFFICES

- **Office of Citizen Services and Innovative Technologies (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 Inspector General (OIG):** The OIG conducts an independent nationwide audit and investigative program of GSA internal operations, programs, and external contractors. The OIG promotes economy, efficiency, and effectiveness, and prevents and detects fraud, waste, and mismanagement in GSA programs and operations.
- **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 the Chief Financial Officer (OCFO):** The OCFO provides financial management services for GSA and over 50 internal and external customers. The OCFO manages strategic planning, budgeting and the performance management cycle within GSA; manages 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.
- **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 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.
- **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.

- **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 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.
- **Office of General Counsel (OGC):** The OGC provides legal advice and representation to GSA services and staff offices to enhance their ability to help federal agencies. The OGC carries out all legal activities of GSA, ensures full and proper execution of GSA's statutory responsibilities, and provides legal counsel to GSA officials.
- **Office of Governmentwide Policy (OGP):** OGP improves government-wide management. Its responsibilities span personal and real property, travel and transportation, IT, regulatory information, and use of federal advisory committees. OGP accomplishes its mission through collaboration with federal agencies and other stakeholders.
- **Office of Small Business Utilization (OSBU):** OSBU advocates for small, minority, veteran, historically underutilized business zone (HUBZone) and women business owners. OSBU promotes increased access to GSA nationwide procurement opportunities by nurturing entrepreneurial opportunities, outreach and training.