

**UNITED STATES DEPARTMENT OF AGRICULTURE
OFFICE OF THE SECRETARY
WASHINGTON, D.C. 20250**

**SECRETARY'S MEMORANDUM 1076-022
February 2, 2018**

Improving Customer Service and Ensuring Departmental Administration Delivers

1. PURPOSE

The purpose of this Memorandum is to reorganize offices that report to the Office of the Assistant Secretary for Administration (OASA) to improve customer service by inspiring the hearts and minds of our employees, aligning core missions to better manage functions of the organization, and ensuring strategic decision-making to improve effectiveness and efficiency.

2. AUTHORITY

Actions ordered under this Memorandum are taken using the authority of the Secretary to reorganize the Department under section 4(a) of *Reorganization Plan No. 2 of 1953* (5 U.S.C. App.; 7 U.S.C. 2201 note).

3. ACTIONS ORDERED

a. Departmental Administration

The Departmental Management mission area is renamed the Departmental Administration mission area to align the name with the OASA name and with the Departmental Administration appropriation account that provides funding for many of its activities.

b. Establish the Secretary's Office of Customer Experience

The Secretary's Office of Customer Experience hereby is established within OASA to provide Departmentwide coordination for efforts to improve customer service. The office will work with employee teams to build a culture of customer service within USDA through shared values built and celebrated by employees, uncovering opportunities for process improvements, and streamlining approaches for enhancing access to our services.

c. Establish an Office of Contracting and Procurement and an Office of Property and Fleet Management

- (1) The Office of Procurement and Property Management (OPPM) is renamed the Office of Contracting and Procurement (OCP). OCP hereby is delegated all functions previously carried out by OPPM related to contracting and procurement activities. This includes procurement policy oversight and assessment, and the provision of procurement services.
 - (2) The Office of Property and Fleet Management (OPFM) hereby is established within Departmental Administration. OPFM hereby is delegated all functions related to real and personal property, fleet and materials management previously carried out by OPPM. This includes developing policy and providing oversight for USDA-owned and leased property, and owned and leased vehicles.
- d. Transfer Departmental Directives and Records Management to the Office of Executive Secretariat
- (1) The management of the Departmental Directives System and Departmental Forms Management Program currently carried out by the Office of the Chief Information Officer (OCIO) hereby is transferred and redelegated to the Office of the Executive Secretariat (OES).
 - (2) The records management functions currently carried out by OCIO hereby are transferred and redelegated to OES.
- e. Transfer Classified Network Management and Controlled Unclassified Information Programs to the Office of Homeland Security
- (1) The Office of Homeland Security and Emergency Coordination is renamed the Office of Homeland Security (OHS).
 - (2) The management of the Classified Network and the Controlled Unclassified Information Programs carried out by OCIO hereby are transferred and redelegated to OHS.
- f. Realign and Flatten Office of the Chief Information Officer Divisions
- (1) The divisions within OCIO are realigned and merged into four divisions: Information Security Center; Information Resource Management Center; Digital Infrastructure Center; and the Client Experience Center.
 - (2) The position of Chief Technology Officer hereby is created. The position will report directly to the Chief Information Officer, be responsible for assessing the strategic impact of technology on the future of the Department's activities, and guiding the introduction and integration of new technologies across the Department.

g. Transfer the Workers' Compensation and Safety Program to the Office of Human Resources Management and Realign Office of Human Resources Management Divisions

- (1) The Workers' Compensation and Safety program previously carried out by OPPM hereby is transferred and redelegated to the Office of Human Resources Management (OHRM) and merged into the OHRM Policy division.
- (2) The Virtual University and Diversity, Recruitment, and Work/Life divisions are merged into the OHRM Policy division.
- (3) The Human Resources Operations division is merged into the Executive Resource Management division.

4. INCIDENTAL TRANSFERS

The Assistant Secretary for Administration and the Chief Financial Officer are authorized to approve such transfers of funds, personnel, employment authority, space, records, property, and incidentals as may be necessary to implement the provisions of this Memorandum.

5. EXISTING DIRECTIVES

Prior delegations of authority, administrative regulations, and other directives not inconsistent with the provisions of this Memorandum shall remain in full force and effect.

6. EFFECTIVE DATE AND TERMINATION

This Memorandum is effective 30 days after signature and will remain in effect for 1 year from the effective date, or until such earlier time as the Department's published delegations of authority have been revised to incorporate the provisions of this Memorandum.

/s/ SONNY PERDUE
SECRETARY OF AGRICULTURE