



Summer 2013, Issue 9

Executive Corner • Feature • Service in the Spotlight • Did You Know?  
Performance • Service Listing • Contact PSC Communications

---



### Executive Corner

#### Message from the PSC Director

Welcome to the Summer 2013 issue of *Service Matters*! While the summer is a time for fun in the sun, and vacations, PSC remains committed to delivering top-quality shared services to support your missions.

As a customer-focused organization, service is everything to us. Our dedicated staff and leadership are engaged in important customer service with agencies across the federal government and around the world. We value our customers and their needs, and are committed to providing the best value in federal support services. The results of our [Annual Customer Satisfaction survey](#) have been reviewed and I'm pleased to share that the findings were very positive. Thank you for your feedback! We know how important it is to gauge how satisfied customers are and how well we are performing. We strive to improve your business operations and enhance our service to you. We are doing our best to live up to our [mission, vision, and values](#).

As an example of our commitment, we held our [Customer Service Day](#) hosted by our own Financial Management Service on June 20. This was a day dedicated to customers as a way to show our appreciation, an opportunity for face-to-face interaction, and a way to showcase our services. It's the type of event in which we strive to engage customers and best serve you. We believe it is important to develop strong relationships with our customers. I enjoyed the event and the opportunity to speak with participants. As always, our [Service Managers](#) are your primary contacts for information about the services you utilize or any questions and concerns you may have.

I hope you will have a safe and enjoyable summer! Stay cool and thank you for your continued support.

Cordially,  
Paul S. Bartley

---

## Feature

### Financial Management Service Customer Service Day

It was a day of appreciation for customers, a chance to meet face-to-face with PSC's Financial Management Service staff and leadership, and learn firsthand how FMS services can support customer missions. FMS hosted their annual Customer Service Day on Thursday, June 20. There were 280 attendees.

The event was held at the NIH Conference Center in Rockville, Md. "We hold this event to show appreciation for the customers," said FMS Training Coordinator John Davis. "It is a day filled with events where we get to collaborate with the customers. There were educational exhibits and demonstrations on the modules of the Unified Financial Management System (UFMS). There were also presentations on accomplishments and initiatives that we're undertaking for them and how we're helping their organization."



Customers learned the latest on topics such as UFMS project accounting, requisitions, receiving, invoice payments, acquisitions, GovZone, payroll accounting, grant payments, cost accounting, PRICES, and UFMS Helpdesk. The core **financial services** that FMS offers include Accounting, Debt Collection, Financial Reporting, Grant Payments, and Indirect Cost Negotiations.

The first hour was an overview of FMS services, organization structure, and initiatives. PSC Director Paul Bartley spoke along with FMS Director Bill McCabe and Deputy Director Scott Brna. Also presenting were Division leaders Matt Zakielarz, Angela Walters, Mike Peckham, Darryl Mayes, and Strategic Acquisition Service Director Christie Goodman.

The rest of the day was open to visiting educational exhibit booths and talking with subject matter experts (SMEs). The SMEs were there to provide education and answer questions. Also, there were live system demonstrations. "Our demo sessions walked customers through a good overview of the UFMS modules," said Davis. "They got to select whichever modules they wanted to participate in."

Customers gave rave reviews for Customer Service Day. "The day has definitely been instrumental," said Tanya Cooper, Administrative Officer for the Division of Commissioned Corps Personnel and Readiness. "I occupy a new position as the Administrative Officer within the Division. I'm responsible for managing the budget for our department. I've gained a wealth of information from attending this conference. Interacting face-to-face is much better than the telephone."

Tandelayo Beale, a Program Support Assistant and Contracting Officer for the Division of Commissioned Corps Personnel Readiness, OASH, agreed. "I am extremely elated to see how the structure of the Customer Service Day is set up because I've had an opportunity to explore several of the different booths," she said. "I believe it will enhance my skillset on the job. I will be able to share all of the knowledge I have received from here."

"I really enjoyed talking with the grants section, the financial section, and the printing section because with the office that I work with I'm quite sure we will be able to use some of these different areas of work

that you have here. Not only that, it will also help me with the UFMS system and with the contracts that I'm affiliated with. I'm so glad that I came out and I'm so excited you all had a Customer Service Day because I've been entering data in iProcurement since I started my job. It's good to be able to see faces that I have actually had dialogue over the phone. This event will help me to be more efficient. I hope that you will continue the Customer Service Day because it has been really fulfilling."

FMS organizers listened to feedback from the last Customer Service Day and cut the morning presentations from three hours to one hour. Most of the day was available to check out whatever booths and demos participants would like to attend. "That's what they really wanted to see the last time," said Davis. "This way they don't feel rushed to get around to the booths and demos. It's more interactive face time with the SMEs."

All FMS customers, including HHS and non-HHS, were invited, and this was an opportunity to showcase FMS services and initiatives. "That's why we opened it up to new customers, who want to learn more about PSC services we have to offer them," said Davis, "also, to hear us talk about those services and allow them to ask questions. They really get it firsthand as opposed to reading it on the website. If they have any questions, they can ask us live. Once again, it goes back to face-to-face interaction, whether they are current customers or potentially new." The photos have been posted on the [PSC Flickr photo gallery](#).

---

## Service in the Spotlight

### Digitizing solutions: Taming your paper tiger

A customer came to the PSC Publications Management Branch (PMB) with a conundrum. They were moving to another location and had from 50 to 60 file cabinets full of paper — much more than the new space could accommodate.

PMB had a solution and was ready to help. They scanned all the files, verified that all the material was archived, destroyed the paper copies, and presented the customer 10 CDs that contained all of the material that had previously resided in all of those file cabinets. Problem solved. Customer satisfied.

In a world that is progressively more and more digital, organizations are transforming into paperless or almost paperless offices. If you are looking for efficient ways to "go digital," PMB can help you get there.

Digital Conversion and Archiving of Documents, the PSC service provided by PSC Publishing, offers digital conversion and archiving of large- and small-format documents, forms, and images to a digital format. It also provides paper document scanning, indexing, and data entry services. Services offered include: electronic file consolidation, onsite scanning (project based), scanning services for large- and small-format documents, indexing and archiving of documents in one process, searchable archive storage, customized reporting (number and length of searchable fields), and disposition of source documents.



Some offices must retain paper backup copies of documents. In some cases, PMB can help temporarily store hard copy nonclassified documents, too. Electronic access to files and storage for paper files are increasingly a burden for managers and staff alike.

The federal government is transforming paper-based processes into more automated systems. Why? Because it saves storage space, conserves natural resources, and saves money. President Obama recognized an employee with a SAVE Award for recommending that the Social Security Administration send benefits statements by email instead of regular first-class mail. PMB also offers digital editions of publications. “The federal government wants to reduce its footprint for office space,” said PSC Acting Printing Officer James Helton. Other benefits gained are file sharing, ease of use, increased productivity and performance, time savings in locating critical information, increased mobility, and the ability to search for information electronically.

The majority of document scanning that PMB does is to get files out of the way, opening up office space. “We provide document conversion from a hard copy to a digital copy,” said HHS Printing Officer Diana Mathews. “But we can provide other document and imaging management depending on the levels needed. That would include the occasional archiving of documents or the full-scale workflow and document management system.” PMB also can handle sensitive materials with different levels of security issues, which may mean storage in a secure place.

In some instances, there's just too much material to move, in relation to both cost and the space the material occupies. The sensitivity of the documents is a very important issue. Moving contractors are not authorized to handle certain types of information. “A lot of these documents are highly sensitive, and customers don't want to let them out of their sight, whether they're medical records, legal or personnel records, or others,” said Helton. Scanning of documents that contain sensitive data is done right in the customer's office. “That way, the customer can feel safe having our people come in and scan the documents there and not have to worry about records leaving the area,” he added.

Having documents available electronically helps to improve productivity for employees who telework. The document management depends on how an organization will use the documents. “Our contractors can send the documents to a secure File Transfer Protocol site, flash drives, or external hard drives, or to wherever the customer needs them,” said Helton.

Since absorbing the NIH Printing procurement functions, PMB has provided the same services on a larger scale for all NIH grants management. NIH grants management forms and hard copy documents have been digitized. NIH can review grant applications, and the data is saved in the portable document format (PDF). The PDFs are searchable, so they can be easily accessed by anyone in the grants office. PMB is also providing the same document and imaging management services to agencies outside HHS, such as the Department of Agriculture and Department of Navy. Not only can they create searchable PDFs, they can make documents Section 508 compliant for Web posting, which makes them accessible to the visually impaired — a federal government requirement.

PMB works with the Government Printing Office (GPO), and they have the ability to use all contractors registered with GPO *nationwide*. “Instead of having to ship 100 boxes of documents to us here, we can provide someone locally who is registered with GPO. It's easier to just deal with local contractors where the services need to be rendered,” Helton said. PMB has handled large volumes in a short turnaround time. “We've done as much as 30 boxes with an average of 3,000 pages per box over a weekend,” Helton said. “That's 90,000 pages received on a Friday, and the customer had CDs on Monday morning. If it's humanly possible, we'll find a way to get it done.”

PMB's goal is to serve the customer as effectively and efficiently as possible. “We work with the customer to make sure their needs are met,” said Mathews. For more information, contact [PSCpublishing@psc.hhs.gov](mailto:PSCpublishing@psc.hhs.gov) or call 301-443-6740.

## Section 508 Compliance Testing and Remediation service is helping agencies meet federal requirement

There was a last-minute request from a customer for the new HHS Employee Performance Plan form to be made 508 compliant by a tight deadline. The form needed a series of approvals and revisions, and it needed to be posted to the HHS website. PSC's Publishing Services team stayed on task and turned it around quickly to meet the deadline.

It's what they do. They know what it takes to get the job done right and on time. And when there was an HHS-wide deadline for websites to be 90-percent 508 compliant by May 31, it became an even more important service. PSC helped the Department reach the goal. The service is also available to all federal agencies.

Publishing Services' **Section 508 Compliance Testing and Remediation** provides these services for documents and forms to ensure compliance with the requirements of Section 508 of the Americans with Disabilities Act. Section 508 is the law requiring that federal Electronic and Information Technology (EIT) information be accessible to people with disabilities. This may include visually impaired or handicapped people who can't use their hands to operate a keyboard. Services include tagging images, establishing readability for charts and tables, and providing a full report of remediated items. Internal and external material on federal websites and broadcast emails must be compliant.

Some of their customers include the Food and Drug Administration, Health Resources and Services Administration, Indian Health Service, National Institutes of Health, Office of the Secretary, Public Health Service, and Substance Abuse and Mental Health Services Administration.

The service offers great expertise and experience. "We've always had HHS Forms Management and have worked with the HHS Web Council from the very beginning (2008) to research and set up Department guidelines and standards," said HHS Printing Officer Diana Mathews. "We follow them closely, so we are in tune with what is happening within the Department."

The complexity and size of documents vary. It could be a manual, booklet or poster. They partner with skilled companies to do the conversion. Their team then does a quality control check, listening to the forms in a special software called "JAWS" that reads information on the user's screen using synthesized speech. Editor Hortense DuVall reviews the forms for FDA. "She is very detail-oriented," said Mathews. "I just got a really nice thank-you letter from an FDA customer about her professionalism and commitment to excellence on one of the forms." The compliant forms can even benefit a sighted person. For example, when you hover your cursor over an entry field, you can read what a visually impaired person listens to.

They offer integrated comprehensive services. Their in-house designers can also create new forms. "We create a nice, clean-looking logical form and work with them to make sure it makes sense," said Visual Information Specialist Bill Wragg. Wragg designs forms and works extensively with FDA to have their documents converted to 508. A customer recently recommended this service to a colleague to have them redesign their form.

They provide responsive, timely service. Every year, they handle the updated HHS Calendar, HHS Payroll Calendar, and HHS-705 Employee Work Schedule Form. It's the responsibility of Forms Management to have them made 508 compliant and on the website by the first pay period of the new calendar year. "We have met that deadline since 508 compliance has been in effect," said Management Analyst Cheryllyn Bachelor, who reviews HHS and NIH forms as well as documents from many agencies.

The team also converts books to digital editions, known as ePublications or eBooks, and ensures they are 508 compliant. There are even offerings being developed for hand-held devices like smartphones. Another capability they offer is data management, in which they move data from Section 508 forms to a secure, centralized database repository. "We create a customized reporting tool and interface screens so the customer can better manage information in their forms and that includes searches and data analysis," said Mathews.

They offer competitive prices. "We go out to different vendors, get bids, and award the job to the lowest bidder, so there's a lot of competition," said Mathews. "We always make sure the quality of the work is excellent, so we include key companies when we send requests for bid." The team stands ready. To learn how the service can help your agency, contact [PSCpublishing@psc.hhs.gov](mailto:PSCpublishing@psc.hhs.gov) or 301-443-6740.

---

## Did You Know?

### Fourth annual PSC Customer Satisfaction Survey – Thank you for your support!

PSC launched its fourth annual Customer Satisfaction Survey to more than 4,000 customers in February. The results have been reviewed and analyzed, and indicate significant improvements in satisfaction over last year.

FY 2012 survey highlights include:

- 86 percent of the survey respondents indicated they were satisfied or very satisfied with the service they received. This was a three-point improvement over the previous year. Eighty-two percent also indicated they would recommend the PSC product or service to others — a four-point improvement.
- Approximately 25 percent of our customers responded to the survey, providing feedback on PSC performance in areas such as overall satisfaction, staff, communication, and billing. This was a two-point increase from 2011.

Customers gave PSC the highest ratings for the knowledge and responsiveness of our staff, followed by overall satisfaction and knowing who to contact. With your insight and continuing emphasis on customer service, PSC will continue to identify opportunities to improve in these areas and keep you informed of our progress.

We look forward to your continuing input. If you have questions, please contact the PSC Performance Manager at [PSCPM@psc.hhs.gov](mailto:PSCPM@psc.hhs.gov).

### Customer agency publishes article on PSC Shredding, Media Destruction

Did you know that a customer agency recently published an article in their e-newspaper about the PSC Shredding and Media Destruction services?

The Food and Drug Administration's Center for Biologics Evaluation and Research (CBER) included the article in their e-newspaper, *Traction*. With a pending move to the White Oak Building and employees doing cleanups in various buildings, the FDA Records Management staff received questions about who offers shredding. To prepare employees and encourage cleanups, they published the piece.

"As the move to White Oak approaches, appropriate shredding and media destruction are very important," the article stated. "For programmatic and administrative shredding needs and nonregulatory documents, CBER uses an HHS-wide 'shared service provider' to conduct shredding and media destruction. The HHS Program Support Center (**PSC**) is the shared services provider for the shredding and media destruction (property disposal) services."

Real Property Division Director Jack Sweeney credited his staff for this show of confidence: "Your exceptional effort in putting your customer first has made a powerful impression on another Operating Division, a tough thing to get done in this day and age."

The PSC document destruction service (**Shredding**) is a reliable, convenient, state-of-the-art process that ensures sensitive paper materials remain secure from the time of collection until destruction. The PSC **Property Disposal** service includes collection, classification, interagency transfer, donation documentation, and disposal services for most surplus government equipment. Disposals are conducted in accordance with all regulatory and environmental requirements. Media, disk, and electronics destruction services are offered to ensure proprietary, personal, or sensitive information is appropriately handled.

PSC Shredding, led by Robyn Evans, received a customer satisfaction score of 4.87 out of 5 for FY 2012, the second highest-rated service across the Division of Administration. For the last two years, shredding

has been one of the top scoring out of all PSC services (4.87 in FY 2012 and 5 in FY 2011). Many customers responded to the PSC annual survey and gave positive comments such as: "...consistently good service" and "The employees who deliver the shredding bins are always courteous and polite and know exactly what they are doing." PSC shreds from 30,000-50,000 pounds of paper per month. They have containers in 40-50 buildings at any one time. The shredded paper is recycled. Media destruction is part of Warehouse services and is not surveyed.

Eddie Moore, who leads PSC Property Disposal, said he'd like employees to know the service is available. "They're welcome to turn in any type of government-owned electronic media to us, and we'll be happy to provide the service to them," he said. "It includes items such as BlackBerrys, cell phones, computer hard drives, CDs, magnetic tapes, and IT security tokens." The items are shredded so data cannot be retrieved. "We witness the process, and our contractor signs a certification that it's been destroyed in accordance with DOD and NIST standards. It allows the service provider to continue their core mission while we take care of the logistics component of the destruction aspect."

The reputation for the services is growing. "The staff has done such a good job in doing the disposal for us that we have already begun the process of having them address the disposal of any excess furniture when we vacate A Wing and West Head House in the Parklawn Building (being renovated)," said Sweeney, "which will be a significant effort. And we will also have a good argument to use them when we vacate the SAMHSA building and AHRQ building. So they have a significant job in front of them." Evans added: "NIH is doing a lot of big moves. NCI has a new complex, and NIAID is moving across from Parklawn. So the purging of materials for these agencies is ongoing, and we will continue to support them."

For full service descriptions or questions such as pickup requests, contact or check the links for their websites: [Shredding](#) - Robyn Evans, 301-443-6340, [robyn.evans@psc.hhs.gov](mailto:robyn.evans@psc.hhs.gov); Media Destruction also known as [Property Disposal](#) - Eddie Moore, 240-276-0800, [eddie.moore@psc.hhs.gov](mailto:eddie.moore@psc.hhs.gov).

## **FOH launches Men's Health campaign**

Federal Occupational Health is launching an online campaign in observance of Men's Health Month during June. This campaign aims to change men's attitudes about maintaining their health. It encourages them to "Man Up" and take responsibility for their health, rather than living out the male stereotype of avoiding the doctor at all costs. The FOH [Men's Health page](#) offers health and wellness information, along with a unique interactive piece, the "Wheel of Manliness," which is a fun way for men to get their health tips for the day.

The page also has five "manly" steps to good health, and other resources that men can use to learn more about health and wellness. For the full online experience, go to <http://www.FOH.hhs.gov/calendar/June.html>.

The June campaign is part of a series of monthly programs offered by FOH's Center for Health Communications. For the full calendar of observances, visit <http://www.FOH.hhs.gov/calendar>. Each monthly campaign also includes promotional materials — fliers, posters, bulletin board graphics, and even customized email blast messages. These user-friendly "toolkits" help promote essential elements of good health among federal employees. Check out the toolkits for the rest of the year at <http://www.FOH.hhs.gov/toolkit>.

---

## The Scoreboard: PSC's Performance

PSC is carefully tracking its performance indicators and feedback from our customers. The key performance indicators are as follows:

- **Customer Satisfaction Target:** 90 percent of customers responding to PSC Comment Cards indicate excellent/good ratings for satisfaction of services.
- **Service Quality Target:** 95 percent of cost centers are achieving quality targets.

Our goal every month is to exceed these targets. We believe it is important to develop strong relationships with our customers and a working knowledge of our services so that we can better communicate with others across government about PSC.

For Customer Satisfaction, we achieved 93 percent in March. For Service Quality, we achieved 93 percent in March.

---

## PSC Services

For detailed information including service descriptions, rates, performance standards, and contact information, please visit <http://www.psc.gov>.

- **Acquisition Services**
  - **Negotiated Contracts and Simplified Acquisitions**
  - Purchase Card Management
- **Customer Contact Center**
- **Financial Services**
  - Accounting
  - **Debt Collection**
  - Financial Reporting
  - **Grant Payments**
  - **Indirect Cost Negotiations**
- **Freedom of Information Act (FOIA)**
- **Logistics Services**
  - **Labor and Moving**
  - **Medical Supply**
  - Personal Property Management System
  - **Product Distribution**
  - **Property Disposal**
  - **Shredding**
  - **Storage**
- **Mail Services**
  - **Mail Delivery**
  - **Mail Screening**
- **Other Employee Services**
  - Board for Corrections
  - **Child Care Subsidy Program**
  - **Payroll Liaison**
- **Media Services**
  - Departmental Forms Management
  - **Digital Conversion and Archiving of Documents**
  - **Graphic Arts**
  - **Printing**
  - **Section 508 Testing and Remediation**
- **Occupational Health Services**
  - **Automated External Defibrillator**
  - **Employee Assistance Program**
  - **Environmental Health**
  - **Health Clinics**
  - **Wellness/Fitness**
  - **Work/Life Program**
  - **Workers' Compensation Management**
- **Organizational Development & Leadership**
- **Real Property & Facilities Management**
  - **Employee Child Care Centers**
  - Facilities Operations and Management
  - McKinney-Vento Act Administration
  - **Real Property Strategy**
- **Regional Support**
- **Travel and Transportation**
  - Employee Motor Pool
  - Executive Motor Pool
  - **GO!card<sup>®</sup> Transit Benefits**
  - Parking Space Administration
  - **Travel Arrangements and Reimbursements**

\*Services listed in green are available to agency customers outside of HHS.

---

## PSC Departmental Policy and Oversight Areas

- **Environmental Programs**
- **Fleet**
- **Mail**
- **OSHA/Safety**
- **Personal Property**
- **Printing**
- **Real Property**
- **Sustainability Programs**

---

PSC *Service Matters* is published quarterly by the PSC Office of Communications. To ask questions, provide comments, or add news, please contact the editor, John Moynihan, at [john.moynihan@psc.hhs.gov](mailto:john.moynihan@psc.hhs.gov) or call 301-492-4650. Learn more about PSC by visiting <http://www.psc.gov>.