

Department of the Interior Departmental Manual

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Part 135: Bureau of Land Management

Chapter 7: National Operations Center

Originating Office: Bureau of Land Management

135 DM 7

7.1 National Operations Center (NOC). The NOC, located in Lakewood, Colorado, is responsible for providing a variety of nation-wide operational services and support to the Bureau of Land Management (BLM).

7.2 Mission and Functions. The mission of the NOC is to provide cost effective and efficient customer services and products to the BLM offices. In carrying out the mission, the NOC performs the following functions:

A. Support Services. Provides direction, management, and coordination of administrative and management support services for the BLM. The NOC manages all operational aspects of support services including financial management, supply and property management, and human resources.

B. Engineering and Technical Support. Provides direction, management, and coordination of engineering and technical support services for the BLM and coordinates operational science and technology functions.

C. Operational Guidance. Develops operational guidance as necessary and appropriate to implement policy and procedures established by the Headquarters Office.

D. Communication and Coordination. Coordinates closely with the Headquarters Office and States.

E. Program Evaluation. Assists the Headquarters Office in evaluating support services program performance and general management effectiveness through objective measurement and systematic analysis of current data and field reviews. Implements and tracks corrective actions to ensure that statutory, regulatory, and customer requirements are met.

7.3 NOC Organization. The NOC is led by a Director who reports to the Deputy Director, Administration and Programs. The NOC Director carries out the responsibilities of the NOC with assistance from the following:

A. Office of the Director (OC-100). The OC-100 is comprised of the NOC

Director, Associate Director and supporting staff which is responsible for exercising executive leadership to operationally support every BLM program area, at every level of the organization. The NOC maintains the flexibility to quickly meet the Bureau's and the Department of the Interior's priorities as they evolve.

B. Security Operations Office (OC-130). The OC-130 is responsible for all BLM personnel security screening. The Office conducts background investigations, approves security clearances and orders, provides Personal Identity Verification cards to all BLM employees, oversees drug testing requirements, and provides physical access management for BLM facilities.

C. Division of Human Resources Services (OC-200). The OC-200 provides Bureau-wide operational guidance and administration in the areas of classification, compensation, time/attendance, retirements/benefits, HR information systems, and personnel data security/data integrity. The division staff participates as team members performing special projects in position description standardization and various types of audits. The OC-200 serves as the Servicing Human Relations Office (SHRO) for all GS positions in the NOC and the BLM HQ Directorates except for HQ-120 Law Enforcement. The OC-200 SHRO provides human resources management services to the NOC and HQ organizations (except HQ-120) in the areas of staffing, training and awards, employee relations, labor relations, transit subsidy, and fitness reimbursement. The National Interagency Fire Center HR Office will serve as the HQ-120 SHRO.

D. Division of Resource Services (OC-500). The OC-500 is the technical interface between policy development and field operations and provides scientific and technical support; identifies and coordinates research needs and activities; collects, assimilates, synthesizes, and disseminates scientific and technical information; produces technical mapping products; provides photo interpretation; maintains specialized equipment; designs resource and scientific systems; provides user representatives for national automated natural resource systems; and provides printed and electronic media production services to Headquarters and the field organization. The OC-500 provides technical assistance in the areas of environmental compliance and protection, cleanup and restoration of hazardous sites and material management. It also houses the BLM National Resource Library.

E. Division of Business Services (OC-600). The OC-600 is responsible for providing BLM-wide financial operations. Key responsibilities include preparation of financial statements, management of the annual financial audit and IG reviews, auditing and processing of BLM payments, direction on Permanent Change of Station moves and processing claims, management of the Integrated Charge Card program, compliance with the Prompt Payment Act, and management and tracking of undelivered orders and accounting for all collections (sales and use of public assets). The OC-600 personnel also perform special projects with national significance such as Financial and Business Management System implementation. In addition, the OC-600 provides business support services to the NOC and processes all PCS moves for the BLM in coordination with the Interior Business Center. OC-600 responsibilities include oversight of the National Fleet, Personal Property, Real Property and Disposal programs, and conducting annual reviews of property and fleet activities.