



United States Department of the Interior
Office of the Secretary



June 27, 2013

MEMORANDUM

To: Interior Business Center Customers
From: Joseph M. Ward, Jr., Director
Subject: Interior Business Center's Information Technology Directorate and Customer Support Center

This communication is to notify you of a proposed realignment of the Information Technology Directorate (ITD) and Customer Support Center (CSC) in the Department of the Interior's FY 2014 President's Budget Request. Pending Congressional review, in the coming months the management responsibility for the services provided to you by ITD and CSC may be realigned from the Interior Business Center (IBC) and moved under the Department of the Interior's Office of the Chief Information Officer (OCIO).

ITD provides data hosting and information systems support services. CSC provides Tier 1 support services in information technology, human resources, financial management and aviation services to the Department of the Interior, including IBC, and to IBC's customers.

IBC and OCIO leadership are working together to ensure a smooth transition for customers.

What is most important to let you know here is what will not change: the consistent, high quality, and timely customer service you have come to expect from ITD and CSC through technology, best practices, and efficient internal processes in support of the DOI mission.

Contact information remains the same as well. Please continue to contact the Customer Support Center at 1-888-367-1622. For specialized contact information related to specific questions, use the list on our Customer Central website: <http://www3.ibc.doi.gov/csc/index.cfm>.

If you have any questions regarding this change, please contact your regular IBC contact.

Related links:

DOI IT Transformation Intranet -- <http://oneinterior.doi.net/oneinterior/ittransformation/>

Secretarial Order 3309 (Information Technology Management Functions and Establishment of Funding Authorities) -- <http://elips.doi.gov/elips/0/doc/171/Page1.aspx>