



Fall 2013

IBC NEWS

Keeping Our Customers Connected

Dear Customers:

It is a great pleasure to present the second issue of our new quarterly customer newsletter. IBC NEWS reinforces our commitment to world class customer service and offers you an additional channel for communication. In an effort to align our services and actions with your needs and input, reflecting your voice in everything we do, our **Enterprise Customer Relations Team** will conduct a customer survey during the first quarter of 2014. I strongly encourage your participation, sharing constructive feedback and suggestions to help us achieve our vision to be the premier shared services provider for the Department of the Interior and federal government.

Sincerely,

Joe Ward
Director, Interior Business Center

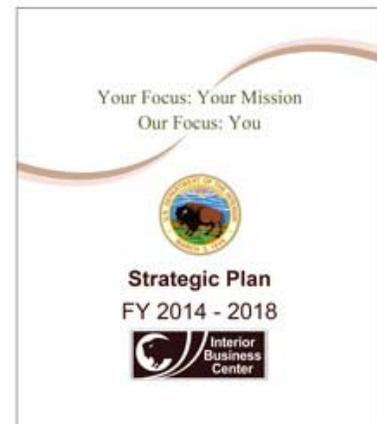
YOUR FOCUS: YOUR MISSION. OUR FOCUS: YOU.

IBC Surpasses Industry Standard in Its Customer Support

A monthly report of customer support performance metrics provides data for key performance indicators. The data says it all: The Department of the Interior Customer Support Center (CSC), which serves the Interior Business Center's (IBC) customers, is a world class organization. [Read More >>](#)

FY2014-2018 Strategic Plan

Our 2014-2018 Strategic Plan is our framework for building a unified and steady path toward achieving our vision. To get there, we are aligning our organization and engaging employees through a Strategy Focused Organization approach. Our success depends upon our workforce. Our approach provides our employees a clear line of sight to how their work contributes to the achievement of our shared vision. At the Interior Business Center, we embrace and demonstrate our organization's values - Accountability, Customer Focus, Innovation, Integrity, Teamwork, and Thrift - in every task we perform. [Read More >>](#)



Realignment of IBC's Information Technology Directorate and Customer Support Center

On September 24, 2013, Congress provided approval to proceed with the realignment of Interior Business Center's (IBC) Information Technology Directorate (ITD) and Customer Support Center (CSC) to the Office of Chief Information Officer (OCIO). This realignment is consistent with the intent of Secretarial Order 3309 (Information Technology Management Functions and Establishment of Funding Authorities). [Read More >>](#)

IBC Email Address Changes

Our email addresses have been recently updated to reflect our organization's recent name change. We have completed the migration of individual email addresses and distribution list addresses from @nbc.gov to @ibc.doi.gov. We highly recommend that you update your records and contact lists to replace old @nbc.gov addresses with the new @ibc.doi.gov addresses. Because your email system might default to the old address, we ask that you please pay close attention to the distribution list that you are selecting and avoid use of the @nbc.gov address. Be sure to enter the new @ibc.doi.gov address instead. [Read More >>](#)



IBC in the News - Federal News Radio Interview Features IBC Director

The interview aired on Friday, November 22, 2013, during the show [In Depth with Francis Rose](#). *"The future of strategic sourcing has a five-year plan at the Interior Department. The Interior Business Center's new Strategic Plan for 2014 through 2018 is out. Joe Ward, director of the IBC, says one priority in developing the plan was integrating it with the mission of the full Interior Department."* [Read More>>](#)

The Interior Business Center (formerly the National Business Center) offers business solutions to create efficiencies and economies of scale for the Department of the Interior as well as other federal agencies. Please visit our website at www.ibc.doi.gov to learn more about our services.