

Date: January 7, 2005

**Centers for Medicare & Medicaid Services  
Office of the Administrator  
Chief Operating Officer**

**Office of Operations Management  
(FAY)**

- Prepares and presents recommendations to the Administrator, Deputy Administrator, Chief Operating Officer and other high-level CMS and Department officials on planning, leadership, implementation and policy issues concerning modifications to existing and proposed operating policies that will improve the administration and operations of programs and the Agency as a whole.
- Provides consulting services internally to Agency management and staff to identify processes that need improvement, to develop improvement strategies, and to monitor processes and improvements over time. Participates in agency-wide initiatives to streamline operations, improve accountability and performance, and implement management best practices.
- Promotes project planning principles throughout the Agency and provides technical guidance to the Agency on project planning and management techniques. Prepares and presents recommendations to senior officials regarding major projects.
- Promotes and teaches risk assessment methods to business owners throughout CMS. Promotes awareness of the importance of risk analysis as a component of business planning and trains CMS staff in specific techniques and their applicability in particular situations.
- Identifies operational vulnerabilities within CMS and develops and executes an operational review plan for each fiscal year, subject to approval by the Deputy Administrator, Chief Operating Officer and other senior leadership of CMS.
- Plans and conducts targeted internal audits and makes recommendations to strengthen internal audits and improve the operations of the Agency.
- Serves as the Agency focal point for emergency preparedness.
- Provides the Agency's internal customers (employees) with support in human resource management, procurement management, and logistics. Includes planning, organizing, coordinating, and evaluating needed activities in each area.
- Manages and directs the Agency's ethics and management programs; develops and implements the Agency's policies, rules and procedures related to effecting, managing and directing Agency procurements; provides policy direction, coordination and support for administrative services including space, property, records, printing and facilities management, safety and security, and a centralized customer service desk.

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**Office of Operations Management  
(continued)**

- Provides administrative support functions for the Commissioned Corps.
- Develops and maintains administrative systems for ethics, awards, procurement, and property management.
- Provides staff support to the Provider Reimbursement Review Board (PRRB) and the Medicare Geographic Review Board (MGCRB).
- Conducts Medicare and Medicaid Hearings on behalf of the Secretary or the Administrator that are not within the jurisdiction of the Department Appeals Board, the Social Security Administration's Office of Hearings and Appeals, the PRRB, the MGCRB, or the States.