



<b>Company / Division Name</b>	Department of Homeland Security, U.S. Customs and Border Protection (Indianapolis, IN; Euless, TX; Washington, DC)	<b>Product / Service</b>	Biz Ops Branch Finance/Audit Support; Task/Coordination Management
<b>Point of Contact Information</b>	Marty Hollander, Contracting Officer DHS/CBP/Procurement 1331 Pennsylvania Ave, NW Washington, DC 20229	<b>Total Contract Value</b>	\$2,846,662.
<b>Prime</b>	Thomas & Reed, LLC	<b>Sub</b>	PME
<b>Scope and Magnitude of Effort and Complexities</b>	<p>Provided professional services support to the Front Office of the Office of Facilities and Asset Management (OFAM), Organizational Resources &amp; Support (OR&amp;S). Staffed positions of Senior Business Operations Analyst (SrBOA) and Business Operations Analyst (BOA).</p> <p>The Team increased efficiencies and minimize the Divisions/PMOs' administrative responsibilities. Provided on-site staffing at OFAM facilities in Texas and Indiana.</p> <p>Performed risk assessment &amp; other program inputs to develop &amp; execute a plan for internal program reviews, corrective actions to address identified gaps/weaknesses. Collaborated with program owners on oversight &amp; testing internal controls.</p> <p>Developed &amp; maintained OFAM policies, procedures &amp; processes (PPP). Created &amp; maintained audit management &amp; reporting database, &amp; analytical tools. Collaborate with the development of strategic solutions, driving efficiencies &amp; innovation. Assisted with the integration of best industry practices.</p> <p>Overall, services include:</p> <ul style="list-style-type: none"> <li>• Strengthen OFAM internal controls oversight and testing;</li> <li>• Provide complex data/program/process analysis related to OFAM programs;</li> <li>• Corrective action planning;</li> <li>• Implement the OFAM program and process improvements;</li> <li>• Develop analytical tools;</li> <li>• Benchmark OFAM program performance;</li> <li>• Develop OFAM policies, procedures, and processes;</li> <li>• Support OR&amp;S Onboarding Team;</li> <li>• Manage OR&amp;S Taskings; and,</li> <li>• Development and maintenance of OR&amp;S SharePoint pages;</li> </ul>		



### Specific Tasks Performed - Business Operations Analysts

Through risk assessment and other performance and program inputs, the BOAs planned and executed the OFAM internal program reviews overseeing corrective actions to address identified gaps, control weaknesses, and inefficient process. They developed business cases for internal program reviews through consultation with leadership and program staff. BOAs drafted progress briefings as well as ad hoc, recurring and final reports. The BOAs drafted and corrective action plans and collaborated with program owners to oversee their successful execution.

BOAs designed, oversaw and tested program internal and entity-level controls. They made assessments of OFAM processes to evaluate control requirements then designed, initiated and managed control improvements. This included developing testing plans and testing controls for effectiveness and compliance as well as designing and providing program control training.

Collaborating with OFAM program owners, the BOAs oversee, develop and maintain policies, procedures and processes (PPP). This included developing and utilizing methodologies to ensure all PPP remained accessible, current, relevant and accurate. Plans created to ensure all OFAM employees remain aware of all PPP and assess and evaluate compliance. Performed recurring PPP gap analysis.

BOAs developed & maintained accessible audit management and reporting database to track ongoing OFAM activity. Enhanced audit performance dashboards and developed reporting capabilities to streamline and automate audit status reporting including the ability to provide real-time updates. Methodologies and tools established to capture audit performance attributes, risks and mitigation activities.

The SrBOA served as a team lead developing strategic solutions to drive efficiencies, innovate, and integrate best industry practices.

Support and oversight for the OR&S Onboarding Coordination Team were provided by the SPD for all OFAM onboarding/orientation activities in the National Capital Region (NCR)/DC. The SPD coordinated Branch Specialist presentations of Day One Orientation sessions in the NCR as well as supported OFAM onboarding special projects.