

Departmental Overhead & Support Service Organizations

Response: This document is being extensively rewritten.

Scope

This process defines utilization of the USACE Business Process (USACEBP) for **all** departmental overhead and support service organizations. This process also covers the use of facility accounts for distributive costs and automatic reimbursable work by support staff services. **Are we sure that the average user of this Manual knows by heart all the departmental overhead and support service organizations? Spell them out or link to a reference that does. Again, DOH doesn't exist at the MSC and HQUSACE levels, and is somewhat different at Labs. Where is guidance in Manual for them?**

Policy

[ER 5-1-10](http://www.usace.army.mil/inet/usace-docs/eng-regs/er5-1-10/entire.pdf)<http://www.usace.army.mil/inet/usace-docs/eng-regs/er37-1-24/entire.pdf>

[ER 37-1-24](http://www.usace.army.mil/inet/usace-docs/eng-regs/er37-1-24/entire.pdf)

[ER 37-2-10](http://www.usace.army.mil/inet/usace-docs/eng-regs/er37-2-10/part1.pdf)<http://www.usace.army.mil/inet/usace-docs/eng-regs/er37-2-10/part1.pdf>

Responsibility

Each office **Does this mean each OH element in each USACE activity.** will have an employee(s) (Program Delivery Team) responsible for the performance and management of their organization (these individuals often are referred to as a director, Office of the Chief, Resource provider, Program managers or Project manager). The PgDT is also responsible for the development of an annual budget and resource management (such as labor) to deliver quality services and support. The PgDT may also want to consider developing a separate PMP for any specifications, one-time initiative that will better define a specific scope/project, schedule and budget/resources. **Difficult to understand the meaning of this sentence...**

Distribution

Program Delivery Team (PgDT)*

Ownership

The BP/P2 Program Office is responsible for ensuring that this document is necessary, that it reflects actual practice, and that it supports corporate policy.

System References

[Acronyms and Glossary](#)[\[REF1001\]](#)

[Activity Development](#)[\[PROC1010\]](#)

[Activity/Project Closeout](#)[\[PROC1019\]](#)

[CEFMS Users Manuals Online](#)<http://rmf31.usace.army.mil/cefmsdoc/>

[Change Management](#)[\[PROC1004\]](#)

[Change Management Plan](#)[\[REF1025\]](#)

[Communications Plan](#)[\[REF1022\]](#)

[Customer Scope Definition](#)[\[PROC1007\]](#)

[Operating Budget](#)[\[PROC1015\]](#)

[PMP Development](#)[\[PROC1012\]](#)

[Project Delivery Acquisition Strategy](#)[\[PROC1020\]](#)

Quality Management Plan[REF1024]
Resource Estimate Development[PROC1003]
Risk Management Plan[REF1023]
Team Establishment[PROC1008]

Activity Preface

This process describes the actions necessary for PgDTs to perform in order to manage all work within the PMBP, utilizing corporate automated information systems, such as P2 and CEFMS. **Need clarification on the definition of work and what should be loaded into the NAS/P2.**

Both internal support service functions and all departmental overhead are represented in this document, with the goal that ‘all work’ may be accounted for within P2, and an accurate picture of a District and region’s true workload may be shown. **MSCs do not have ‘DOH’. I am not sure that I clearly or unclearly know what are “internal support service functions”—how do they compare and differ from ‘resource providers’? From ‘departmental overhead’?**

The current plan for P2 shows that integration of internal support service organizations will be done in Phase 2 of P2 implementation. **Not a true statement that P2 will have all projects accounted for workload analysis unless we mandate all projects in Environmental Division Programs be included in P2 data. FUDs has a separate system and does not currently interface with P2 and may not in the near future with funding shortfalls.**

Program Delivery Team (PgDT)

1. Develop an operating budget (P2/CEFMS) for fiscal year CFY and fiscal years BY/BY+1.

Refer to Operating Budget Section of the CEFMS Users Manual [http://rmf31.usace.army.mil/cefms/doc/user_manuals/operbud.pdf]. The sum of the resource estimates must equal the approved operating budget estimate. Refer to Resource Estimate Development [PROC1003]

2. Coordinate with customer organizations on the scope development, identify deliverables, and identify resource requirements for incorporation in the Command Operating Budget (COB)

Refer to PMP Development [PROC1012].

A Program Management Plan (PgMP) should be kept as simple as possible, and must contain the following information:

- a. Scope: General description of the scope, functions, and services of the organization’s support mission. Using the organization’s mission, organization and functions regulation as a guide, the PgDT will develop a PgMP to identify the general scope and functions of the organization’s support mission. Refer to Customer Scope Definition[PROC1007].
- b. Schedule: In-house labor and contracted service (e.g. facility, equipment and supply) cost estimates must be included for support services programs and project activities for CFY through BY+1 for use in workload management. Refer to Activity Development[PROC1010].

- c. Funding: Source, available budget, etc. ED&M, Revolving Fund(s) etc. Refer to *Resource Estimate Development[PROC1003]* .
- d. Work Breakdown Structure: Use of Corps standard CEFMS/P2 Work Breakdown Structure for the functional organization/activity.
- e. List of team members: If applicable. Refer to *Team Establishment[PROC1008]*.
- f. Quality Objectives: G&A, departmental overhead accounts and facility accounts to achieve nominal balances at fiscal year end, quality objectives for internal customers. Refer to *Quality Management Plan[REF1024]*.
- g. Procurement Strategy: If applicable. Refer to *Project Delivery Acquisition Strategy[PROC1020]*.
- h. Change Management Plan: Changes to the plan will require prior approval, such as the PBAC process (e.g. mid-year budget review/PBAC approval) (see Change Management). Refer to *Change Management[PROC1004]* and *Change Management Plan[REF1025]*.
- i. Communications Strategy: Specify, as a minimum, command communications system (routine uses of email and P2/CEFMS). Refer to *Communications Plan[REF1022]*.
- j. Risk Management, as applicable. Refer to *Risk Management Plan[REF1023]*.
- k. Closeout Plan: CFY activity will be closed out at the end of the fiscal year. Refer to *Activity/Project Closeout[PROC1019]*.

End of activity.