Annual Report
Fiscal Year 2005

Photograph by: Britton Dale

Toddlers at the new First Environments Early Learning Center

UNITED STATES ENVIRONMENTAL PROTECTION AGENCY
Research Triangle Park, NC 27711

I am pleased to present the Fiscal Year 2005 OARM-RTP Annual Report, which highlights the accomplishments of the Office of Administration and Resources Management, Research Triangle Park, North Carolina.

OARM-RTP faced many unique challenges in Fiscal Year 2005, from completing construction of our new child care facility to ongoing work in improving the energy efficiency of our facilities. The Human Resources Management Division continued to act as a leader in the human resources community playing a vital role in the move to line of business as well as helping the agency win its first competitive sourcing competition. Throughout 2005 OARM-RTP continued to insure the safety of its employees through security upgrades at the new childcare center and the National Computer Center. OARM-RTP helped the campus celebrate the 35th Anniversary of Earth Day with a week long celebration that included the signing of EPA-RTP's Environmental Management System self-certification and the dedication of the National Computer Center as a LEED Silver certified building.

As an active member of the Research Triangle community, OARM-RTP continued its role as President of the Owners and Tenants Board of the Research Triangle Foundation. The Triangle community recognized OARM-RTP's significant contributions through many prestigious awards. *The Scientist* Magazine named RTP the number one place to work for post-docs in America. The publication, *Carolina Parent* honored EPA-RTP as one of the "40 Family Friendly Places to Work in North Carolina" for the second year in a row, and EPA-RTP was also awarded for being one of the top workplaces for commuters. These awards highlight OARM-RTP's commitment to its employees and its community.

None of the accomplishments highlighted here nor those you will see elsewhere in this report would be possible if not for the hard work of our employees that help us to achieve our goal of being the Agency's *Flagship Administrative Organization.*

William G. Laxton

Director, OARM-RTP

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FY2005 HIGHLIGHTS

- OARM-RTP completed the construction of the *First Environments Early Learning Center,* on the RTP main campus. (P. 28)

- OARM-RTP, in conjunction with OARM-HQ, implemented many energy saving tools and measures including; the Laboratory Controls Optimization Project, Vivarium Controls Optimization Project, and Metering Project. (P. 26)

- OARM-RTP's *Vision 2010* was completed and presented to the Assistant Administrator and Deputy Assistant Administrator and now stands as a blueprint for workforce planning within OARM. (P. 22)

- The Human Resources Management Division took the lead in developing the agenda and timeline for the move to Line of Business. They also helped the Agency win its first competitive sourcing competition. (P. 33)

- The Information Resources Management Division successfully deployed Patchlink which is a centralized database system that distributes security patches to user desktops in a timelier manner. (P. 48)

- The Administrative Services Division, with the assistance of OAM, awarded three contracts: operations and maintenance (Small Business), warehouse operations (Small Business), and audio visual operations (Veterans). (P. 25)

- The Health, Safety, and Sustainable Development Staff led the effort to implement and certify RTP's Environmental Management System. (P. 16)

- OARM-RTP led EPA-RTP's celebration of the 35th Anniversary of Earth Day in which we dedicated the National Computer Center as a LEED Silver certified building. (P. 17)

- OARM-RTP continued to improve security on the campus with upgrades at the National Computer Center and the new *First Environments Early Learning Center.* (P. 26)

- EPA-RTP was named one of the "40 Family Friendly Places to Work in North Carolina" by *Carolina Parenting* magazine, and was also named the top place in America to work for Post-Docs by *The Scientist* magazine. (P. 21)

MISSION / ORGANIZATION

The Office of Administration and Resources Management at Research Triangle Park, North Carolina is proud to provide day to day and strategic support services to all EPA-RTP customers including:

- RTP components of the Office of Research and Development (ORD), which includes the headquarters for three national laboratories dedicated to air research, and two RTP-based components of national labs located outside RTP;

- The Office of Air Quality, Planning and Standards (OAQPS), which is responsible for development and promulgation of regulation standards as authorized by the Clean Air Act;

- The Office of Environmental Information (OEI), which operates the Agency's RTP-based National Computer Center, runs the Agency's telecommunications wide area network, operates the Agency's public access infrastructure, and makes Agency-wide Information Systems procurements.

- The Office of the Chief Financial Officer (OCFO), which staffs the RTP-based National Contract Payment function, is responsible for payment of all EPA contracts, small purchases, and provides local accounting and finance support to RTP clients;

- The Office of Acquisition Management (OAM) which provides contract placement and management support to RTP-based programs and components of national labs located outside of RTP;

- The Office of the General Counsel (OGC), which staffs an RTP office, is used primarily in support of RTP contracts management; and

- The Office of Civil Rights (OCR), which provides an RTP unit to assist managers and employees in achieving Agency Equal Employment Opportunity goals.

- The Office of the Inspector General (OIG), which provides audits, inspections, and investigations of EPA and contractors.

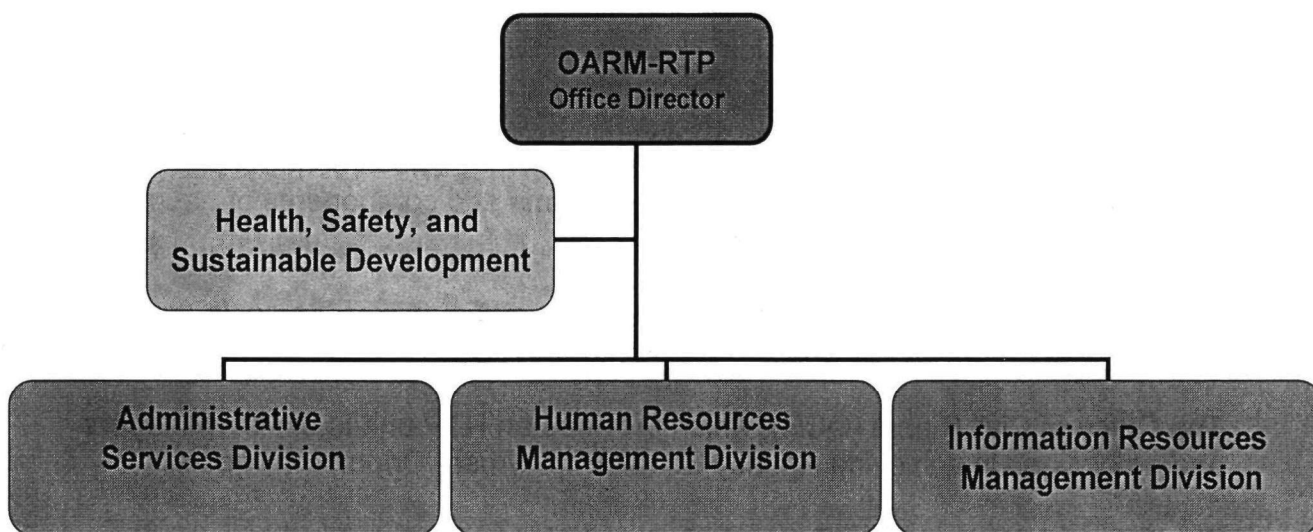The Products and Services provided by OARM-RTP include:

- RTP local voice and data/telecommunication services;

- Computer hardware and software assistance and training through the operation of RTP Information Centers;

- Human Resources and personnel services to our RTP community; Headquarters ORD; and the remote laboratory sites of Corvallis, OR; Duluth, MN; Las Vegas, NV; Cincinnati, OH; Narragansett, RI; Athens, GA; and Gulf Breeze, FL

- Library services for RTP clients, primarily used by the scientific and technical staff;

- Administrative Services, including facility and space management, property, supplies, printing, mail operations, security, and health and safety operations.

To provide these services, OARM-RTP is organized into three Divisions: 1) the Information Resources Management Division (IRMD), 2) the Administrative Services Division (ASD) and 3) the Human Resources Management Division (HRMD). The Divisions support and are supported by the Office of the Director which reports directly to the Assistant Administrator of the Office of Administration and Resources Management.
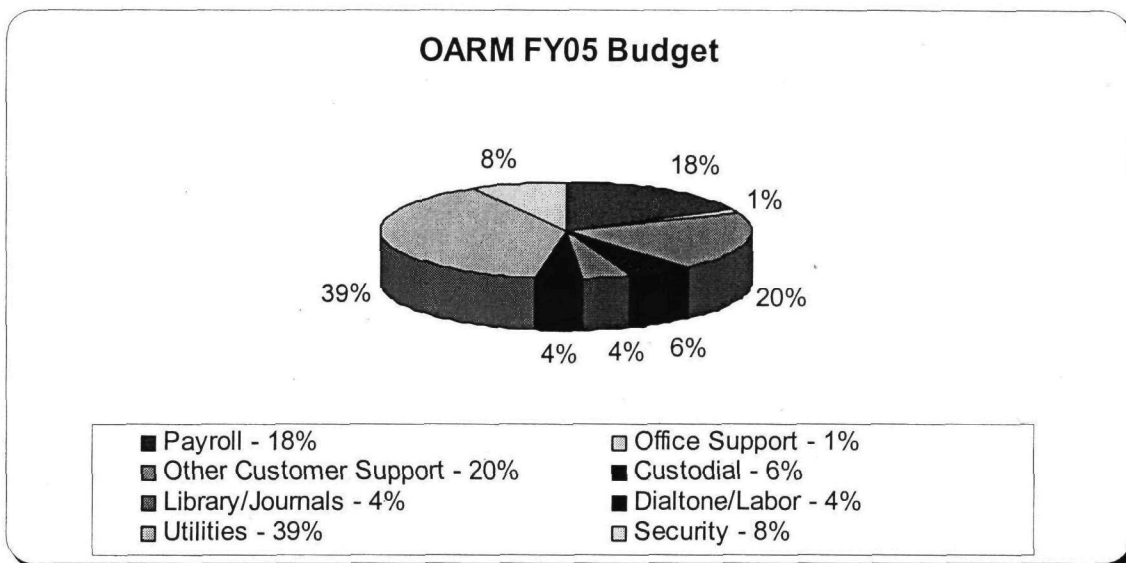

OARM-RTP Organizational Structure

BUDGET / STAFFING

BUDGET

OARM FY05 Budget

- ■ Payroll - 18%
- ▨ Other Customer Support - 20%
- ■ Library/Journals - 4%
- ▨ Utilities - 39%
- ▢ Office Support - 1%
- ■ Custodial - 6%
- ■ Dialtone/Labor - 4%
- ▢ Security - 8%

STAFFING

FTE Utilization	
Office of the Director	3.7
Health, Safety, and Sustainable Development	6
Administrative Services Division	15.5
Human Resources Management Division	20.4
Information Resources Management Division	12.2
Total	57.8

Health, Safety, and Sustainable Development Staff

Mission

The Health, Safety, and Sustainable Development Staff (HSSDS), working from within the Office of the Director, OARM-RTP, serves as the primary OARM-RTP focal point for developing safe and healthy workplaces, high-performance and environmentally-sound facilities, sustainable business operations, innovative and responsive customer service, and strong communications, outreach and community relations. HSSD functions fall into the following four major program areas:

Health and Safety
- OSHA
- Fire and life safety
- Employee health and fitness
- Indoor environmental quality.

Environmental Stewardship
- Regulatory compliance
- Environmental management system
- Energy conservation

Sustainable Campus Development
- New campus project close out
- Child care and fitness center development
- RTP federal site environmental quality
- Long-range campus planning

Communication and Customer Service
- OARM service quality, marketing and customer communication
- EPA/RTP community relations and outreach

Major FY2005 Accomplishments

Health and Safety

- **Fitness Center** - managed the Healthy Environments Fitness Center (HEFC) at the EPA-RTP campus, serving more than 825 members. Available for use by all

EPA employees, HEFC was awarded the "Outstanding Fitness Center of the Year" award by the Federal Occupational Health (FOH) in FY04.

- **Health and Productivity Management Pilot Design** - researched options for a first-ever HPM program at EPA-RTP. Procured support through contracts and the FOH interagency agreement to launch the 6-month, 250-person pilot in early 2006.

- **Emergency Response & Preparedness** - conducted quarterly pre-fire and emergency planning with the local fire department. Conducted annual emergency evacuation drills in each of our facilities.

- **Alarm and Communication System Upgrades** - implemented upgrades to the fire alarm system including voice connectivity to the National Computer Center, separating fire building B & C fire zones and installing fire alarm systems at our two outdoor fuel storage facilities.

- **Child Care Center Safety** - developed fire alarm requirements for the new EPA daycare facility, the First Environments Early Learning Center (FEELC). Coordinated and conducted safety inspections of the new daycare facility, developed the FEELC occupant emergency plan and trained the child care center staff.

- **Child Care Center IEQ** - coordinated construction air quality testing for the new child care center, FEELC. Also directed chamber testing of furniture for the FEELC to ensure compliance with EPA-RTP specification for new furniture and to help provide a healthy indoor environment for children at the center.

- **Traffic and Pedestrian Safety** - developed plans and coordinated projects to improve pedestrian and vehicular travel on campus. Improvements include pedestrian walkways, traffic calming, upgraded pedestrian crossings, improved sight distances at intersections, and removed roadside obstructions to comply with traffic safety regulations. Initiated a review process to ensure that future roadway work complies with USDOT requirements.

- **Wellness** - managed the health and wellness program at RTP, offering medical surveillance exams, influenza vaccines, tetanus boosters, and screening for glaucoma, high blood pressure, diabetes, and skin cancer. Provided seminars such as stress management, blood borne pathogens, high blood pressure, diabetes, skin cancer and "Weight Watchers at Work." The EPA Health Unit conducted 121 personnel health examinations and 259 medical monitoring exams, served 2,343 acute care visitors, and provided 375 flu shots.

- **Health and Fitness Fair** - coordinated the First Annual EPA-RTP Health & Fitness Fair. Information and screenings were available from 12 vendors including a dermatologist, chiropractor, the American Cancer Society, Department of Health and American Heart Association.

- **Health and Safety Inspections** - performed ongoing monthly quality assurance inspections of all EPA-RTP buildings. Identified and reported more than 1,000 safety, health and environmental corrective actions (AED devices, exit lights, fire extinguishers, fire wall penetrations, smoke doors, water damage and stains, etc.). Tracked remedial actions to ensure correction.

- **Incident Response** - Coordinated spill responses related to research fueling and other incidents. Prevented mold growth by marking moisture levels for removal of wet materials after flood and leak incidents.

- **Technical Advisory Services** - advised OARM Divisions and EPA program offices on regulatory compliance issues. Provided technical advice, rule interpretation, work order review, design assistance and review, quality assurance inspections, and implementation options for more than 250 actions. Technical expertise was offered in a variety of areas, including:

    o   Accessibility - ADA
    o   Safety and health - OSHA
    o   Fire and life safety - NEC, NFPA
    o   Indoor air quality - ASHRAE
    o   Building integrity - FMR and building codes
    o   Traffic and pedestrian safety - US DOT, MUTCD

- **Outdoor Fitness** - installed three outdoor fitness stations along the lakeside walking trail, and installed two basketball goals for lunchtime and off-hours fitness.

- **Red Cross Blood Drives** - coordinated quarterly blood drives, continually exceeded goals set by the American Red Cross and collected more than 300 pints of blood.

- **Indoor Environmental Quality Operations** - Coordinated the OARM response to various indoor air quality complaints during the year, characterizing problems and presenting options for corrective action where needed. Developed technical capabilities by attending the NIH Surgeon General's IAQ Workshop. Served as a resource to dozens of outside organizations seeking expertise on building IAQ issues throughout the year.

- **Safety Committees** - represented OARM on the EPA-RTP Safety Committee, as well as the ORD Safety Committee, ensuring continuous collaboration with our science community, other EPA offices and the Union.

Environmental Stewardship

- **100% Green Power** - the RTP energy team coordinated its NC Green Power program with the national green power procurement by headquarters to make the RTP campus 100% green power. As a result, all electrical use at EPA-RTP is offset by purchases of biomass-generated power.

- **Environmental Compliance Reporting** - completed annual reporting requirements for SARA Title III, Clean Water Act (CWA) and Underground Storage Tank (UST) programs.

- **Environmental Management System Self-Certification** - led the effort to meet the EMS "Self Certification" objective, ensuring that RTP beat the Agency's deadline by several months. Provided joint leadership with the ORD EMS coordinator, building a seventeen-member EMS team at RTP that worked effectively to prepare for and respond to the self certification audit, ensuring that RTP completed its work ahead of schedule.

- **Employee Awareness and Training** - trained 79% of EPA-RTP employees and contractors in EMS essentials between November 2004 and January 2005. Supported EPA's Earth Day 2005 event, which embraced the EMS name as its theme - "everyone for the environment," or simply "e4e." Reached more than 500 people on Earth Day through learning exercises and educational materials.

- **ISO 14001 Launch** - initiated EMS implementation activities and acquired contractor support for ISO 14001 certification. RTP plans to be the Agency's second ISO 14001 site, with certification as early as 2006.

- **Energy Conservation Team** - coordinated the EPA-RTP Energy Conservation Team, organizing monthly meetings and quarterly senior management briefings. Facilitated a collaborative process that brings together
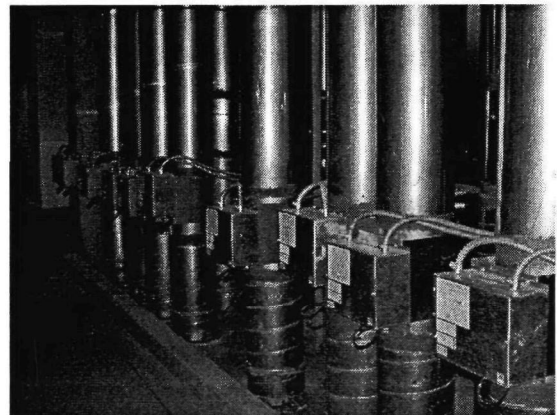
VVE Boxes in Penthouse

RTP and headquarters staff and contractors. Set priorities and implemented about a dozen major energy conservation activities. The Laboratory Controls Optimization Program (LCOP), alone, has reduced lab air flow by 110,000 cubic feet per minute for an expected savings of more than $270,000 per year. More savings are expected as projects continue to be implemented through 2006.

- **Regional Air Quality** - coordinated EPA's participation in SmartCommute@RTP, the region's leading ridesharing and alternative transit promotion program. Enlisted 200 EPA employees and contractors for the 2005 SmartCommute Challenge. Also managed Ozone Action activities as part of the State's Air Awareness program, reducing EPA commuter travel by more than 4,000 miles this year.

- **Environment@RTP** - represented EPA on the RTP regional environmental working group. Helped organize and carry out two electronic waste recycling events this year.

Sustainable Campus Development

- **National Computer Center LEED Silver** - led the process to qualify the NCC as a "LEED-Silver" certified facility. Partnered with the designer and builder to raise the performance above the contractual requirement of "bronze" to receive the higher award. This was the first silver award in North Carolina and the first for EPA.

RTP Management with Congressmen David Price and OEI Assistant Administrator Kim Nelson at LEED Dedication

- **Fluid Modeling Facility Lease** - managed this follow-on leasing action for the Page Road facility. Led a joint ORD and OARM process to develop requirements and initiate leasing action through GSA. Addressed safety and indoor environmental quality needs while meeting research, office and warehousing requirements in an improved facility.

- **Pervious Parking at the Human Studies Facility** - negotiated an increase in parking for EPA's Chapel Hill laboratory in exchange for a site realignment desired by the University of North Carolina. Installed EPA-RTP's first pervious pavement, a stormwater - best management practice.

- **ORD Realignment** - managed a major realignment of ORD space to meet the needs of new organizations. Consolidated staff in locations throughout the RTP campus for the National Center for Computational Toxicology, National Homeland Security Research Center, National Program Directors, ORD Communications Team and ORD Information Technology Team. Saved about $35,000 by in-sourcing space planning work, rather than using outside design services.

- **Space Planning** - in addition to the ORD realignment, HSSD developed numerous options for meeting a variety of changing organizational space needs at EPA-RTP, including the following:

  o   OAQPS studio (options for new space in E Wing or the NCC)
  o   OAQPS server room (removed from E Wing for energy savings)
  o   OGC (consolidation of file rooms and offices)
  o   OCR/Hoteling Space (expansion of hoteling)
  o   ORD Communications Team (initial change, prior to ORD realignment)
  o   ORD IT Team (initial change, prior to ORD realignment)

- **Transition Management** - coordinated the implementation of all space realignments handled during the year. Tracked efforts within OARM-RTP to provide our customers with coordinated services including information technology, furniture, moves and communication with employees and the Union. Followed up with customers to ensure 100% satisfaction with space transitions.

- **Truck Maintenance Facility** - developed a program of requirements for an extension to the High Bay Building to house support activities for the truck chassis dynamometer operation. Moved the planned project from the Burden's Creek site, eliminating at least $200,000 in road and bridge infrastructure costs.

- **Campus Directional Signs** - designed a new sign plan to enhance our visitors' ability to find their way through the campus. Analyzed all navigational issues, defined sign locations and clarified text requirements to ensure clear language and proper placement.

- **Main Campus Construction Close-Out** - monitored campus close-out activities with GSA, headquarters and ASD. Coordinated EPA's review of financial records in preparation for closeout of our interagency agreement with GSA.

- **Site Restoration** - defined requirements to restore campus wetlands, landscaping and construction spoil areas. Contracted for services through GSA, and tracked progress on this item which is currently on hold until 2006.

- **Facilities Benchmarking** - coordinated data acquisition and analysis for the Kincy Operations and Maintenance baseline report, comparing EPA-RTP budgets, contractors and staffing to other similar facilities. Findings will help inform staffing and funding decisions for facilities operations in the coming fiscal years.

Communication and Customer Service

- **35th Anniversary of Earth Day** - organized the largest Earth Day on record at EPA-RTP. Led a volunteer group in organizing this major event which was the public launch of EPA-RTP's environmental management system "e4e." Drew more than 600 EPA participants to events ranging from college student presentations to live music. Sent about 100 employees into the community as environmental volunteers, and collected hundreds of donated items for local charities.

- **EPA-RTP Service Center** - supported the OARM-RTP innovations team, the "WOW!" group, in developing a Service Center at the heart of the main campus. Developed content and managed the initial installation and monthly change-outs of program material at the Center.

- **Poster Program** - managed posters and displays throughout all EPA-RTP facilities. Nearly 300 locations were served, ranging from oversized atria exhibits to glass stands and café table-top displays. In all, about 2,500 product change-outs were made during the year, installing new material at each location on a scheduled basis.

- **Public Outreach and Education** - reached over 3,000 people through more than 100 tours, seminars and presentations. Shared information on EPA's sustainable facilities and operations with students, government officials, academics and industry representatives. The effectiveness of this outreach is evident in the fact that nearly half of the "Sustainable North Carolina" private sector environmental award recipients this year were directly assisted by HSSD. This year, presentations and tours included:

    Events:
    o Research Facilities Summit at Berkeley, California
    o NC Sustainable Energy Conference
    o Earth Action Fest 2005
    o EPA Air Camp
    o UNC Sustainable Facilities Roundtable
    o LEED Workshop, Triangle Area
    o Duke University Greening Initiative

Government:
o National Science Foundation
o NC DENR Pollution Prevention Program
o South Carolina Department of Agriculture
o Social Security Administration
o EPA - Administrator Steve Johnson, ORD managers, ORD SHEM managers, OARM senior managers and many others

Private and Non-Profit Organizations:
o National Environmental Laboratory Accreditation Program
o Institute for National Environmental Laboratory Accreditation
o Advanced Vehicle Research Center of NC
o NC Museum of Life and Science
o Research Triangle Foundation
o SAS Institute
o Duke Power
o Honda Americas Corporation R&D
o Public Service Company of NC

Professional Associations:
o US Green Building Council
o American Institute of Architects
o Greater Triangle Regional Council
o NC Climate Connection
o Durham Chamber of Commerce
o National Association of Industrial and Office Partnerships
o Leadership Triangle

Academic:
o UNC Center for Sustainable Enterprise
o Duke Environmental Alliance
o Nicholas School of the Environment
o NC School of Science and Mathematics
o Colleges and Universities including UNC Chapel Hill, Elon, UNC Asheville, NC State, Duke, Shaw, NC Central, NC A&T and others

International:
o World Affairs Council, Humphrey Fellows
o Visitors from Ghana, Liberia, China, Malaysia, Panama, Romania, Serbia and Montenegro, Taiwan, Czech Republic, Dubia and other countries.

- **Publications** - distributed nearly 10,000 educational products including "Our Green

Campus," "The Greening Curve," the EPA/RTP organizational brochure, green building bookmarks, walking trails brochures and the National Computer Center LEED story.

- **Media Coverage** - wrote, edited or contributed material to a number of external publications, websites and articles, including:

  - o Energizing the EPA, AE- Cyling@
  - o Environmental Building News, APurchasing Green Power@
  - o Triangle Business Journal, ABuilding Green@
  - o The Scientist
  - o Carolina Parent
  - o Department of Energy (Website), AHigh Performance Buildings@
  - o Raleigh News and Observer
  - o Durham Herald Sun
  - o AQS Indoor Air Quality White Paper

- **EPA Public Affairs** - handled nearly 2,000 inquiries from the general public and other EPA offices. Responded to web and telephone inquiries by providing information and referrals on questions ranging from employment opportunities to environmental building design and indoor air quality.

- **Product Design and Development** - produced informational materials for the EPA Library, IT, Recycling, Human Resources, EMS and other OARM programs. The full range of products included brochures, flyers, bookmarks, posters, notepads, stickers, labels, tote bags and more. Professionally-designed items were developed as follows:

  - o EPA Library (brochure, posters and large displays)
  - o IT Spyware Alerts Posters (5 different images)
  - o Training Catalog (paper and web)
  - o Student loan Brochure
  - o Recruitment Brochure
  - o HRMD Training and Career Posters (13 Versions)
  - o Recycling (web and posters)
  - o Food Waste Compost Signs
  - o 2005 Earth Day Posters, Bags, Mugs, Post-its, etc.
  - o NCC Silver LEED (brochure and posters)
  - o Environmental Management System (presentation and training materials)
  - o Walking Trails (brochures and large displays)
  - o Top-40 Family Friendly Places to Work (two separate magazine ads, plus poster)

- o Airport Recruitment Posters (6 versions)
- o County-specific Recycling Book Marks (5 versions)
- o Energy Conservation (multiple posters)
- o Child Care Center (brochure and cards)
- o EPA-RTP Campus Virtual Tour (web page graphics)
- o Fume Hood Operation Posters
- o Hybrid Vehicle Signs

Value-Added Services

- **Vision 2010** - led development of OARM-RTP's five-year strategic workforce plan. This evaluation identified a detailed path forward, based on trends and benchmarks, providing a clear picture of the Office's performance capabilities and staffing needs.

- **National Homeland Security Drill** - HSSD's Public Health Service Officer joined the HHS Secretary's Emergency Response Team during the Top Officials III exercise. The $16 million exercise was a Congressionally mandated exercise to test the nation's readiness to deal with multiple terrorist attacks using weapons of mass destruction.

- **Hurricane Katrina Response** - deployed HSSD's Public Health Service Officer to support the hurricane relief efforts along the Gulf Coast.

THIS CONCLUDES THIS SECTION OF THE REPORT CONCERNING THE

HEALTH, SAFETY, AND SUSTAINABLE DEVELOPMENT STAFF

If you have any questions about the material in this section of the report, please contact the Health, Safety, and Sustainable Development Staff Director:
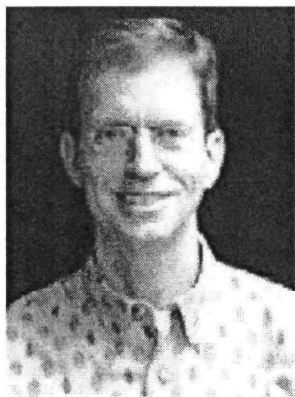
Chris Long
(919) 541-0249
long.chris@epa.gov

Administrative Services Division

Mission:

Through its 15.5 federal employees and over 200 contractors, the Administrative Services Division (ASD) provides customers with facility related support to the RTP main campus along with three other buildings located in RTP, Chapel Hill, and Durham. The main campus at Research Triangle Park is home to the National Computer Center (NCC) and the main buildings; A through E and the High Bay. ASD provides all support services to our employees.

Services include:

Engineering Support	Facilities Operations
Security	Maintenance and Improvements Support
Property and Supply Management	Conference Center Support
Audio Visual Support	Lakeside Café
Employee Store	Transportation Services
Nationwide Home Relocation	Warehouse and Mail Services

- Awarded a new operations and maintenance contract valued at nearly $60 million.

- Managed O&M activities including 202 work orders, 2943 preventive maintenance repairs, and 3372 service calls: The total value of this work

- Implemented a Facility Management Database including a Work Order Management Database which insures that all stakeholders' interests are represented as well as a tracking tool for labor hours and associated costs; an Incident Tracking Database in which all abnormal facility events are recorded for analysis; and a Service Call Database which tracks the routine maintenance requests from customers to insure completion as well as operation trouble shooting.

- Implemented a Preventive Maintenance Database to be used as a decision-making tool for prioritization of Predictive and Preventive Maintenance activities to insure the longevity of building equipment and systems as well as a tool for diagnoses and optimization of building performance.

- Initiated numerous Energy Management/Conservation Projects in FY05 including LCOP (Laboratory Controls Optimization Project), VCOP (Vivarium Controls Optimization Project), Duke Metering Project, Human Studies Facility Recommissioning Projects, Building A Humidification and Heat Recovery Project, Central Utility Plant (CUP) Integration Project, Building Sub-Metering Project, High Bay Building Energy Assessment Project, Occupied/Unoccupied Energy Setback Verification and Implementation Project, and Building Automation System (BAS) Controls Master Plan.
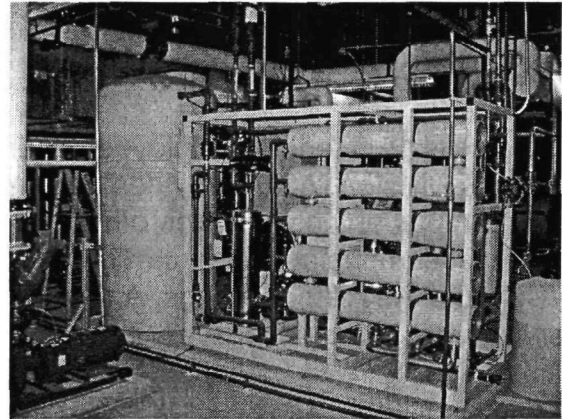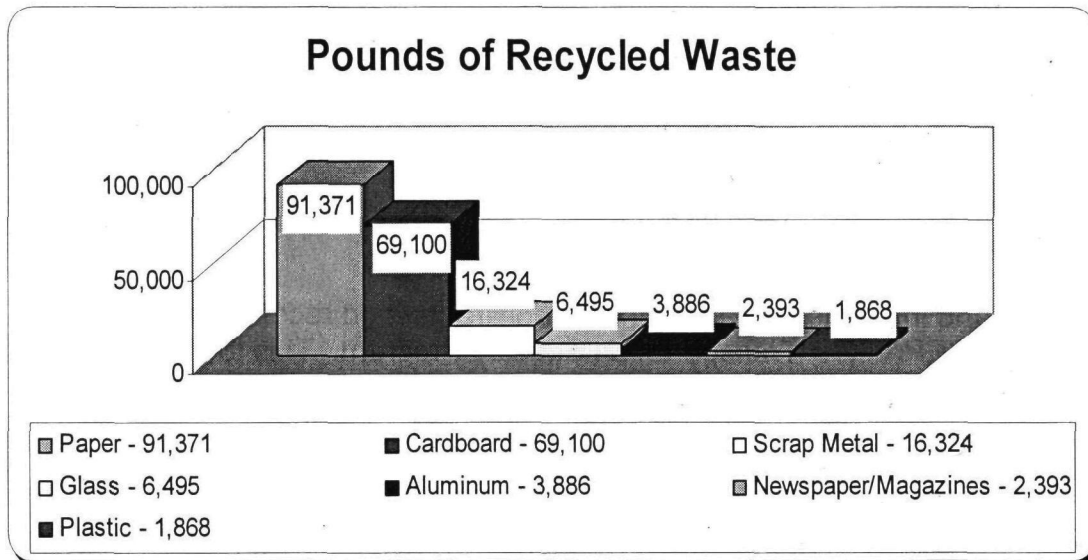

Reverse Osmosis Skid in Area B

- Initiated Security Enhancement Projects including bollard installation at final three critical locations insuring perimeter security; enforcing policies related to access control including vehicle hangtags (3096 issued), personal badges (838 issued), and keys; evaluation of security camera locations, operation, and data storage and management. Additional site and infrastructure security activities include coordination between EPA and NIEHS, communication with US DOT, and consultation with traffic engineering consultants and various security consultants.

- Processed 44,972 visitors onto campus.

- Responded to 563 custodial service calls and managed an extensive recycling program. Quantities of waste collected for recycling include: 91371 pounds of paper, 6495 pounds glass, 2393 pounds of newspaper and magazines, 1868 pounds of plastic, 3886 pounds of aluminum, 69100 pounds of cardboard B totaling 175,113 pounds or 88 tons of solid waste diverted from the local landfill. Additional recycling activities including: 16324 pounds of scrape metal, 3289 toner cartridges, and 263 wood pallets. *Chart below:*

Pounds of Recycled Waste

▣ Paper - 91,371	▪ Cardboard - 69,100	▫ Scrap Metal - 16,324
▫ Glass - 6,495	▪ Aluminum - 3,886	▨ Newspaper/Magazines - 2,393
▪ Plastic - 1,868		

- Disposed of 18,913 computer tapes, previously used at the EPA National Computer Center in a unique manner. Identified a private company that refurbishes used computer tapes for resale. A sell of the computer tapes was negotiated which included the shipment at purchaser's expense. Savings were also realized by avoiding landfill fees.

- Composted 91,670 pounds of food waste collected from the Lakeside Café. To close the cycle of food waste to compost, onsite landscape projects used 200 cubic yards of the composted food waste for soil amendment.

- Developed and implemented a furniture acquisition database which tracks furniture activities from the customer's request through design, procurement, delivery, and installation.

- Managed 128 furniture acquisitions and 282 furniture service calls. A portion of the acquisitions supported 40 office moves and reconfiguration, many of which were in support of the ORD reorganization. Management of acquisitions included evaluation, repair, and reutilization of damaged product resulting in a reduced contract need on our furniture management contract.

- Packages delivered 25,553; Incoming mail delivered 1,500,000; Buckets of mail handled 3,024; Packages shipped 5,433; and Equipment moved 6,817.

- Upgraded Conference Center and Audio/Visual services including DVD players, portable sound system, and additional TVs and VCRs in the loan

pool. Secured 1963 conference center reservations (several of which were major events hosted in the Research Triangle Park, NC) which are entered into a database that feeds a touchscreen in the lobby service center informing a fluid audience of what is happening and where it is happening in realtime.

- .Provided full support for 28 conferences including signage, catering, audio/visual, preplanning consultations, and security.

- Developed and implemented a paperless registration and recertification tool to support the EPA-RTP Transportation Subsidy Program. This tool is web-based on the EPA-RTP intranet.

- Managed 13 employee relocation moves and 10 equipment freight shipments.

- Managed 540 pickup and 550 delivers to the local record storage warehouse as well as 75 transfers to the National Archives and Records Administration in Atlanta, GA.

- Managed property resulting in the inventory of 10,372, items, with a value of over $102 Million, which is the largest in the Agency. Transfer of 207 items, sale of 10 items, donation of 344 items, transferred for recycling of 1050 electronic items, and process of 925 new accountable items.

- Provided engineering and design review of the First Environments Early Learning Center. This is a 184-child care facility co-owned by the National Institute of Environmental Health Sciences and the Environmental Protection Agency at Research Triangle Park. Also, provided the day-to-day Government construction oversight of contractor activities and construction contract management.

- Provided engineering expertise for the Energy Management activities and initiatives involving the Central Utility Plant (CUP) with the National Institute of Environmental Health and Sciences. Activities include the installation and management of a metering system procurement of major energy-consuming mechanical and electrical components of the CUP.

- Received the LONESTAR AWARD from the US Southeast Green Power at the Energy Summit for work done in creating and implementing renewable sources of energy for the EPA-RTP campus.
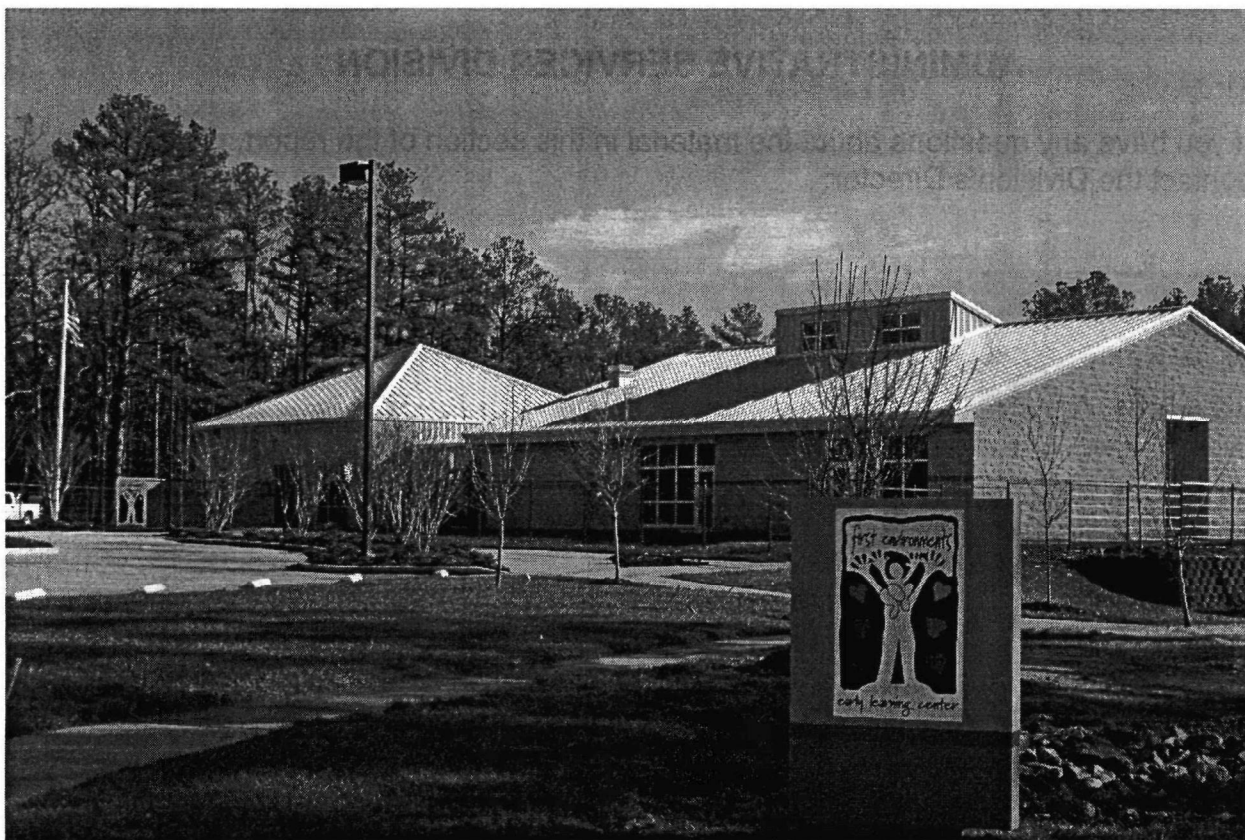
The New First Environments Early Learning Center

THIS CONCLUDES THIS SECTION OF THE REPORT CONCERNING THE

ADMINISTRATIVE SERVICES DIVISION

If you have any questions about the material in this section of the report, please contact the Division's Director:
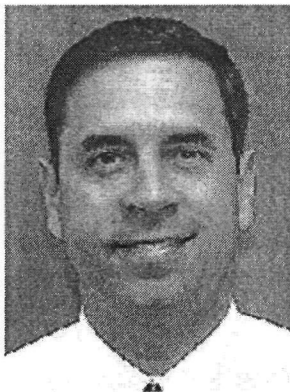
Sam Pagan
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Human Resources Management Division

MISSION

The Human Resources Management Division (HRMD) provides comprehensive human resources services to EPA clients located at Research Triangle Park, NC; Athens, GA; Corvallis, OR; Gulf Breeze, FL; Las Vegas, NV; Narragansett, RI; Duluth, MN; Cincinnati, OH; and Washington, DC. These services include:

- Position Management and Classification;

- Staffing and Pay;

- Labor and Employee Relations including Quality of Work Life Programs;

- Employee Development and Training;

- Benefits and Retirement; and

- Human Resources Strategic Planning.
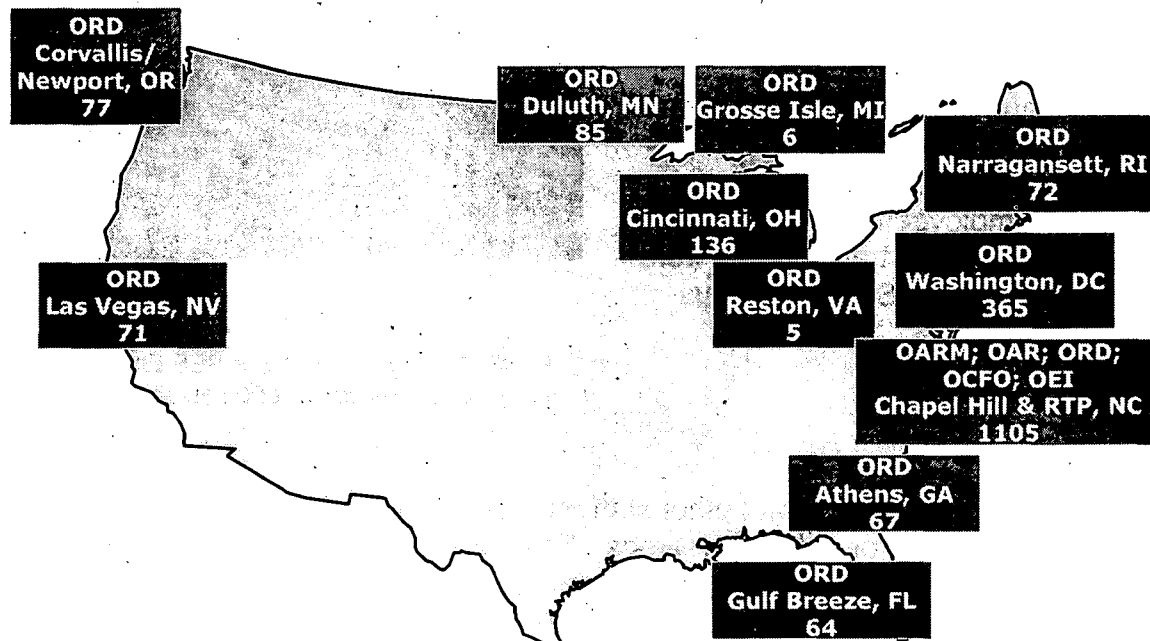
*EPA Locations Supported
by HRMD-RTP*

Program Statistics

- The 20 employees in HRMD service approximately 2106 employees in 32 locations in 26 different states. HRMD processed 7,758 personnel actions. There were 205 employees hired. This includes 119 permanent, 36 summers, 21 post-doctoral, and 29 other employees.

- The Staffing Team advertised a total of 260 vacancy announcements; 110 under delegated examining and 150 under merit promotion. There were 9,141 applicants for these vacancy announcements; 6,763 via delegated examining and 2,378 in merit promotion. The Summer Program resulted in additional 2,784 applicants.

- The Classification Team contributed with a substantial workload by classifying 573 positions; issuing 90 classification advisories; providing consultation for 24 ORD peer panel reviews and 28 consultations for national expert and national super expert positions. HRMD processed 10 reorganizations.

- HRMD processed 2,945 awards such as time off, on-the-spot, and special act awards for both individuals and teams encompassed a significant amount of effort. About 1,815 other actions such as promotions, name changes, reassignments, realignments, and life insurance were also processed. A significant number of the promotion and reassignment actions were either non-routine or complex. Even with the majority of employees using Employee Express, 674 payroll transactions were entered in the EPAYS / People Plus systems.

Phyllis Edwards is HRMD's SEE Employee that processed almost 3,000 awards in FY05

- The Benefits Officer, along with other staff members, calculated 152 initial retirement estimates for potential retirees. Estimates were completed for 149 voluntary retirements, 2 disability retirements, and 1 Death in Service for FY 2005. Training continues to be a major focus of EPA-RTP with 1100 requests processed by the Training Officer for employees to attend training events.

- The Labor/Employee Relations Team provides labor/management relations services for seven bargaining units and advises approximately 200 supervisors on a wide variety of employee and labor relations issues. This year the LER Team handled 3 PAPs, 1 PIP, 18 disciplinary actions and 11 grievances.

HR Line of Business

- HRMD is participating on the Agency's HR Line of Business Workgroup. The RTP-HRO is a workgroup leader for the HR LOB Business Process Validation Workgroup. Staff members have actively participated in the accomplishments of this workgroup which assessed human resources functional areas and developed flow charts. These charts will be used in identifying future system and process requirements in HR LOB environment. The HRO has briefed ARAs and other senior management officials on HR LOB initiatives and made recommendations for future agency direction. This effort will continue to be a significant factor in the workload and future direction of HRMD.

- An internal OPF review began in June 2005. This review is for the purpose of quality control as well as initial preparation for the upcoming conversion to Electronic-OPFs. This effort works in concert with the HR LOB effort.

Competitive Sourcing

- In August 2004, EPA announced a A-76 standard competition for the vendor payment function in EPA. The RTP Financial Management Center Director was appointed as the Agency Tender Official. HRMD was asked to participate on the Most Efficient Organization (MEO) Team. The team was assembled to perform key task such as reviewing and providing extensive comments to the performance work statement; developing an efficient and cost competitive organization structure that met all requirements; and developing a technical and cost proposal. The end result of this effort, in July 2005, was a winning proposal that resulted in a more efficient and cost effective organization. HRMD is now involved in the implementation stage of the MEO and the new organizational structure as well as addressing labor relations issues.

- IRMD continues to be involved in various A-76 competitions. Currently, the staff is assisting ORD with preliminary planning for several streamlined competitions. The staff is also attending "all hands" information briefings presented by the Office of Competitive Sourcing to OAR and ORD employees to respond to appropriate labor and human resources issues.

- In late October 2004, the A-76 standard competition for human resources benefit services was canceled by the Agency. Several HRMD staff members had participated for several months prior to the cancellation in reviewing the performance work statement and in developing the Agency's MEO technical and cost proposal.

Outreach and Awareness Efforts

- Issued the sixth volume of "Sharing the News" in July. The newsletter reports on the latest human resources events following issues such as the development of the new performance management system and the proposed increase in locality pay for the Raleigh/Durham area. It reports on current benefits issues, lists all new employees during the past quarter, and features a "Hot Links" page which includes quick links to web pages on a variety of subjects. Articles are gathered during the quarter; some linked to other articles and some composed by the HRMD newsletter staff.

- As part of HRMD's outreach efforts in the academic community, a staff member served as a panelist on a Federal Government Career Symposium sponsored by UNC-Chapel Hill Career Services Office. In addition, participated in the UNC-Chapel Hill Center for Sustainable Enterprise Winter Symposium Career Fair and other career fairs at UNC-Chapel Hill, Duke University, North Carolina State University, North Carolina Central University and North Carolina A&T State University. During these events, staff discussed available career opportunities and provided employment and benefits information to career fair attendees.

Customer Service

- One of the major success stories for HRMD has been the quality of customer services provided to supervisors and administrative officers in the program offices. Meetings and conference call are conducted by a cross-functional team with program office representatives on a regular basis (either weekly, bi-weekly, or monthly). During these meetings, current and anticipated actions are discussed along with strategies and solutions. Electronic or hard-copy Personnel Action Status Reports are provided to managers/supervisors at least on a monthly basis.

- Distributed a total of 388 customer service forms since the beginning of October 2004. The forms allow a rating on a scale of 1-5, five being the highest rating. No forms were received with a rating below the "acceptable" level which is 3.

Site Visits to Clients

- Conducted site visits to customers located in Cincinnati, Narragansett, Athens, Gulf Breeze, Duluth, and Chapel Hill. Site visits included presentations on benefits, OPFs, SF-52s & SF-50s, position classification issues and training. Each visit was concluded by a Q&A session and satisfaction was measured by the receipt of positive customer service forms which were passed out after each visit.

Position Management, Classification and Pay

- As part of the HRMD process improvement initiative, standardized position descriptions are being developed for administrative positions (program analyst/management analyst) to improve service to our customers. Standardized positions descriptions have been developed for many other occupations to streamline the classification process for managers and supervisors.

- Assisted ORD in the RRB Administrative Support Consolidation pilot. This project impacts 54 positions and will serve to consolidate administrative support services for the ORD HQ components located in the Ronald Reagan Building.

Recruitment and Staffing

- In March 2005, HRMD began participating in the Bureau of Labor Statistics Job Openings and Labor Turnover Survey. Monthly statistics are provided to DOL on: Employment (number of employees who worked or received pay); Job Openings; Hires; Quits; Separations (layoffs, discharges & terminations); and other (retirements, transfers, employee disabilities, and deaths). This data is collected by DOL and summary reports are provided to all participants. HRMD will use this data for strategic planning efforts with our customers.

- In July 2005, a table was developed to assist managers and supervisors on how to determine the effects of a QSI on waiting periods for within-grade increases. This table is posted on the HRMD-RTP web page, was included in the July newsletter, and posted on HRMD's "What's New" page, and should answer many questions on the subject. It was also added to the AO Handbook revision.

- HRMD continues to take the lead in administering the ORD post-doctoral program. In FY 2005, HRMD assisted ORD in developing a new "Cross-ORD" post-doctoral program to facilitate the hiring of employees who will support ORD research that cuts across traditional Lab/Center lines. HRMD also aided in the development of a revised post-doctoral program policy for the National Center for Environmental

Assessment, having identified the need for such a revision following the assumption of human resources servicing responsibility in 2004. In addition, through HRMD's guidance, post-doctoral program policies were established this year for the Office of Science Policy and the National Center for Computational Toxicology. The various post-doctoral program opportunities generate a great deal of interest from the public; in FY 2005, over 200 applications were received and around 300 inquiries concerning the program were answered.

- Reported to the Agency on OPM's 45-Day Hiring Plan Report. RTP recruitment efforts fall below the 45-day hiring standard recommended by OPM. In addition, HRMD provides timely DEU reports to OPM and maintains the SF-39 log, and other staffing logs to support case files.

Labor and Employee Relations, Reasonable Accommodations and Quality of Work Life

- Responded to an AFGE proposal on 4/10 compressed work schedule. A negotiating team was selected, ground rules developed and the parties convened for several days of negotiation. However, in the end, the union withdrew their proposal. It is anticipated this issue will continue to surface until an AFGE Master Agreement is executed.

- The LER Team has been actively involved in competitive sourcing issues affecting serviced bargaining unit employees. The team is continuing to research issues posed by the managers, labor organizations and bargaining unit employees. This will continue to be a resource intensive issue over the next few years.

- The most time intensive issue facing the LER Team is in advising and consulting with supervisors and managers on disciplinary actions. This time investment is in no way reflected in the numbers of adverse action cases processed. However, there

  were many informal and formal actions proposed and effected by supervisors which are addressed in the statistical portion of this report.

- This year, the team processed one MSPB case which was settled at pre-hearing level and one arbitration case in which management was sustained. One noteworthy fact is that the LER Team did not process any ULPs this year.

- Investigated several bogus degree cases referred by the OIG. These cases involved degrees claimed from unaccredited universities and their relationship with appointments, promotions or other employment issues.

- The RTP Labor-Management Partnership Council continued to meet on a quarterly basis addressing common cross-organizational issues. The Council is committed to facilitating labor/management issues and will continue to fulfill this unique role. The HRO serves as a member of the Council.

- Coordinate with the FLRA, Gulf Breeze management and NAGE and NAIL union officials to resolve a Montrose petition filed to change the union affiliation. The FLRA issued a ruling to effect the change in recognition for Gulf Breeze bargaining unit from NAGE to NAIL. As a result of this change, a significant issue regarding union dues deductions arose. This issue was ultimately resolved after weeks of communication between, OPM, EPA OCFO and NAIL union officials and bargaining unit employees.
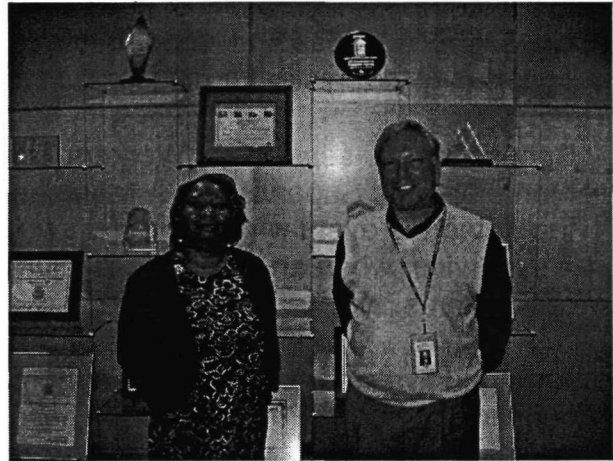
HRMD's LER Team, Velda Holmes and Jim Reno

- The LER Team played a significant role in negotiating reorganizations with respective unions. This year RTP processed 10 reorganizations which resulted in many impact and implementation issues with the majority concerning space assignments.

- An HRMD Specialist serves as Local Area Reasonable Accommodations Coordinator as an additional duty. Eleven reasonable accommodation cases were addressed this year. Support included advising employees/managers on legal /regulatory requirements, working with safety and facilities managers to provide accommodations and report to OCR/HQ.

Benefits and Retirement

- HRMD received a total of 54 applications for the early out/buy out. Approximately one-half of the applicants were located at RTP; the other half were located in DC and in ORDs outlying laboratories. Over 80% of the applicants were at the GS-14 or 15 level, and the remainder were secretaries and assistants.

- Of the 54 applicants, 22 decided to retire, and another four received deferred retirements. For those who decided to retire, HRMD reviewed retirement applications, processed retirement paperwork, and processed personnel actions.

- Planned a Health & Wealth Fair which was held in November 2004. Five local health care representatives attended the fair providing information on plan benefits and answers questions from clients or potential clients. Our local Health Unit was available for a wide variety of health assessments. Federal employees received cholesterol, glucose and blood pressure checks during the fair and were offered the opportunity to register for glaucoma screenings and tetanus shots.

- Sponsored two sessions of Workers' Compensation Training for all of EPA-RTP Managers and Supervisors. A representative from the Department of Labor facilitated the event which covered a variety of issues including the responsibility of a supervisor when an employee is injured in the line of duty and benefits entitlements, etc.

- Arranged five visits during the year from area health care providers for the convenience of RTP employees. These visits allow employees to resolve health care issues individually and in person with their health care representatives.

Employee Development and Training

- Coordinated the following training events for RTP employees in FY05: CSRS Retirement Workshop, FERS Retirement Workshop, Mid- Career Financial Planning Workshop, EZ Hire 101, Technical Writing, Identity Theft Briefing, Gang Awareness Briefing for Parents, Purchase Card Training for OARM and OAQPS Staff, and IDP Training Workshops.

- Conducted IDP Training Sessions for NHEERL Staff; co-chaired for 2005 EPA RTP Career Development Day; participated in site visits to NHEERL Labs in Gulf Breeze

  and Duluth; was speaker for an NHEERL Career Evolution event; participated on 2005 Women's History Month planning committee; was an Ad Hoc member of OAQPS Training Team; was a member of OAQPS Management Development Team; and conducted Monthly "Ask the Training Officer" sessions in the Main Campus Library.

- On behalf of OCR-RTP, made arrangements for speakers, coordinated all logistics for speakers and attendees, for the annual EEO Refresher Training presented to 25 EEO Counselors from our serviced organizations. The training was held in Las Vegas, NV.

Automation

- HRMD is working closely with the Office of Human Resources and Office of Chief Financial Officer on the Payroll migration to the Defense Finance and Accounting Service (DFAS). The main focus during this phase is data clean-up.

- HRMD continues to pursue process improvements through the use of automation tools. Two areas of focus are awards and separation checkout. HRMD is dependent on other sources and funding for automation upgrades. Due to budget constraints, no progress was made in this area this year. However, it is on the agenda for FY06.

- HRMD provides manpower support to the Office of Human Resources PeoplePlus Customer Assistance Staff. Local RTP responsibilities include responding to requests from Agency HR Specialists to resolve problems and provide training to users on entering actions when processing personnel and payroll actions. The specialist participates in the bi-weekly Agency PeoplePlus conference calls. Developed and conducted SameTime training sessions for HR employees regarding several PPL functions.

Day Care

- Coordinating the transition from the current child care location to the new facility being built on the EPA Campus. The new center has approximately 25,000 square feet of space for administration, classroom, storage, bathrooms, and kitchen to accommodate up to 188 children, an increase of approximately 54 new enrollees. This new child care center is jointly sponsored by the EPA and the National Institute of Environmental Health Sciences.

- Coordinated regular transition meetings between the Center Director, NIEHS staff, and OARM personnel to discuss timetables and action items for office and classroom furniture, the physical move, indoor air quality testing, data and physical security upfitting, phone and PC installation, orientation programs for staff and parents, issuance of parking hang tags, ID badges for staff, and voice mail and Lotus Notes training.

- Developed the new IAG/MOU for the operations and maintenance of the new center.

- Adapted the New Occupants' Handbook for the child care staff. The Handbook describes the campus policies and procedures for the child care staff on such things

as identification badges, security (building and campus access), transportation and parking, hang tags, etc.

Picture of classroom in new FEELC

Performance Management and Awards

- Training was provided to supervisors and employees on the Performance and Recognition System (PARS) during the months of July and August 2005. HRMD conducted four sessions for supervisors/managers including one session in Washington. Seven sessions were held for employees including videoconferencing sessions for our off-site laboratories.

THIS CONCLUDES THIS SECTION OF THE REPORT
CONCERNING THE
HUMAN RESOURCES MANAGEMENT DIVISION

If you have any questions about the material in this section of the report, please contact the Division's Director:
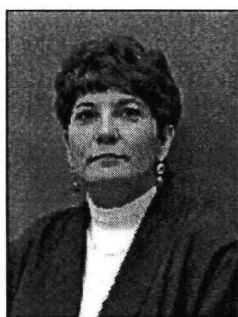
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Information Resources Management Division

MISSION

The Information Resources Management Division (IRMD) provides information technology goods and services to all EPA-RTP offices. IRMD is responsible for the local delivery of a wide variety of technology and information systems support Including:

- Local Telecommunications;

- Voice Mail;

- Local Area Network (LAN) Administration;

- Hardware and Software Installation and Support;

- Computer Training;

- Applications Development;

- E-Mail Support;

- PC Troubleshooting; and;

- Streamlining/Reinvention through technology and automation

Applications

- OARM Work Order System – Developed and deployed the OARM Work Order System. The system provides workflow capabilities to building management, engineering, IT, contract procurement, and health and safety service areas and facilitates information sharing amongst OARM, customers, and OARM contractor staffs. Data flow and integration between the work order system, the Archibus facility management system, the RTP Locator and Lotus Notes provide real-time oversight of work-in-progress. Upcoming enhancements will further integrate the system with the Preventative Maintenance, Furniture, Equipment, and Data Telecomm modules in Archibus.

- Incident Tracking System – Developed an Incident Tracking System for ASD. This

system provides ASD staff and contractors with the ability to record, track, and analyze facility-related service issues that arise after normal working hours.

- IRMD Budget Tracking System - Deployed the budget tracking system to IRMD. This system allows staff to monitor and track obligations and expenditures associated with their service areas. The system specifically provides oversight capabilities to the division's budget officer by providing the ability to forecast surpluses and shortfalls, record and trend invoice payments, safeguard against loss of expiring funds, and track the receipt of funds from paying customers.

- National Property Database –Completed the development of the Agency's National Property Database. The system, currently being deployed to every region, provides an interactive real-time interface to property managers and custodial officers and facilitates the management of both decaled and non-decaled property.
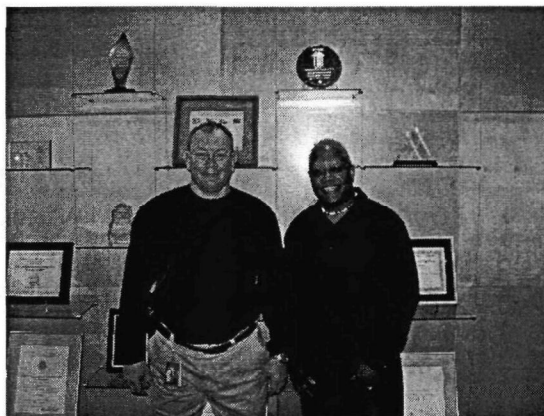
Eddie Sanders and James Cheeks, the brain trust behind the National Property Database

- New Cold Fusion and Oracle Production Environment – Replaced the Cold Fusion and Oracle production and development server environments. Additionally, new versions of the development and database software was upgraded. The new environment provides redundant hardware and software capabilities, failover functionality, and improved backup and recovery options.

- Archibus Upgrades – Upgraded the RTP facility management system, Archibus, to the latest release. The new version provides an improved client interface and performance enhancements. The web version of the system, Web Central, was also upgraded. Archibus represents a central facility resource repository for RTP by providing building schematics, space planning, and capacity management functions.

Budget

- Budget System Implementation – Integral to the implementation of the IRMD Budget System. Input numerous budget transactions including: allocations, payments, adjustments and purchase requests. Ensured the integrity of the system through

countless reconciliations of data and the creation of detailed accounting books for the Division. The effort resulted in a central accounting system for the standardization of business practices across the various service areas of the Division.

- Accounting for Customer Money – Integral in the receipt, posting and accounting of millions of dollars in customer money. Efforts in this area led to the ability to track "Green Dollars" from initial commitment through obligations and ultimately payment.

- Successful Bank Card Audit – Successfully completed an extensive audit of the Division's Bank Card. Was able to account for all purchases and maintained the appropriate documentation and justification for procurements. Effective financial management practices are critical to the overall success of the Division's mission accomplishment.

Data Telecommunications

- FEELC Backbone – Led the successful installation of the $70K copper and fiber optic communication backbone between the RTP Main Facility and the new Child Care Center. Coordinated work between multiple contracting staff and ensured projected was delivered on time and within costs.

- Annual IT Security Training – Took the initiative to create a CDROM of the annual security training material for showing at staff meetings and designated training forums. The method of delivery eliminated the online problems encountered by users when taking the course and ensured all office employees completed the required training in minimal time.

- Network Redesign Project – The aim of this project was to mitigate any potential for a spanning tree recalculation on the local area network from impacting the National Computer Center (NCC). The project resulted in the logical separation of the campus network between local resources and the NCC. The local Data Telecommunication staff physically "rewired" network connections and completed several network administrative actions in this effort (i.e. pruning VLANs and minimizing trunking across the network). The end of this project now falls to the NCF to complete as all actions for our local staff have been accomplished.

Information Technology Center

- OARM-RTP Hardware and Software Standards - These standards identify what a standard desktop is, how it is implemented in OARM-RTP, and how it is maintained throughout the future. The benefit of implementing hardware and software
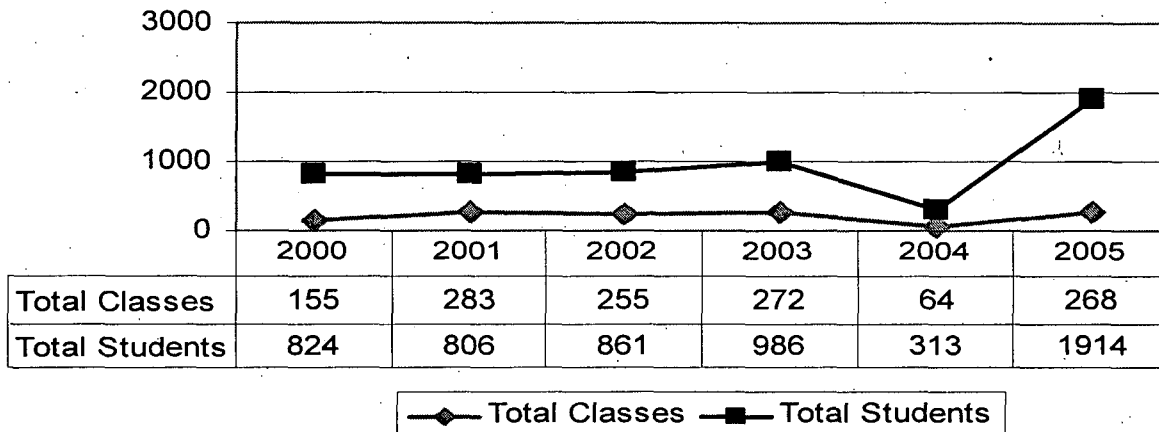
standards is to make problem resolution both quicker and less expensive by reducing the number of hardware and software variations that have to be maintained and supported by help desk staff. Additionally, PC security is improved by removing the risks posed by non-standard hardware and software configurations.

- One-on-One Training Sessions - Taught 129 customers in one-on-one training sessions. One-on-one training sessions enhance end user productivity by having the trainer meet with customers at their offices, working directly with their unique data sets, and ensuring that the customer is using desktop applications in the most effective manner possible to accomplish their unique tasks. The primary user for this service is the scientific community with 60 out of 129 sessions being held with ORD and OAQPS. When compared to the cost of attending off-site training for Microsoft Office applications, these one-on-one sessions save the RTP community approximately $10,000.

- Desktop Port Speed Upgrades - Upgraded all 10MB PCs to 100MB which improved end user response times for internet, intranet and server based applications.

- Help Desk Ticket Resolutions - Resolved 3,494 information technology problem tickets for customers. The Information Technology Center provides help desk services to approximately 400 users.

- Graphics Requests - Completed 404 graphics requests which included printing, cutting, mounting, and displaying graphics products throughout the RTP campus environment.

- Training Room Use - External instructors used the two training rooms 30% of the time for non-IRMD instruction. Some of the external training courses which utilized IRMD's training rooms included SAS, GeneSpring, ORBITZ, Visual Messenger, Library, FDMS, Web Workgroup, ECD, RSA, HUS, TIMS, Blue Skies, MMT, CALPUFF, SQL Server and IRMS Business Objects.

- Computer Class Attendance - Taught 1,914 students in 268 IRMD sponsored classes. IRMD sponsored training included the Microsoft Office Suite, Lotus Notes functions, Roxio CD and EndNote training.

IT Training Courses and Attendance

	2000	2001	2002	2003	2004	2005
Total Classes	155	283	255	272	64	268
Total Students	824	806	861	986	313	1914

—◆— Total Classes —■— Total Students

- COOP Site Readiness - Maintained COOP readiness through monthly maintenance checks. Monthly maintenance checks ensured that all operating system patches are properly applied to the COOP systems and that virus pattern files remain up to date for PCs that sit unused for the majority of the year.

- COOP PC Upgrades - Upgraded COOP PCs to XP to improve support capabilities due to the withdrawal of Windows 98 as a supported operating system. Microsoft is focusing its attention of improving security within the XP operating system, not on Windows 98. By upgrading the operating system, the COOP PCs are more reliable and secure in the event of an emergency. Also Installed laptops and tablet PCs at the COOP to improve field response capabilities. Laptops and table PCs allow personnel to take a computer with them into the field to more quickly respond to changing events during a COOP situation.

- Page Warehouse Desktop Protocol Upgrades - Upgraded Page Road warehouse PCs to Ethernet. This upgrade replaced an outdated, failing token ring network which provided a more reliable computing environment to Page Road customers.

- Main Campus Large Screen Kiosk - Deployed and supported Kiosk outside cafe area in Building C. The kiosk displays environmental DVD's, the RTP Intranet page and CNN. Its touchscreen allows customers to select what items - such as meeting room location or telephone number locator - that they would like to see from the RTP Intranet page.

- Spyware Removals - Resolved multiple spyware and malware infections. Developed marketing information in the form of post-it notes to make customers aware of the dangers of downloading software from the Internet, how to identify a spyware infection and who to contact for removal and cleanup.

- CRT Monitor Replacement - Upgraded all OARM-RTP CRT monitors to 17' flat panel monitors to reduce energy usage.

- Child Care Center PC's - Imaged and configured over 30 PCs for the new child care center. These PCs will be used by child care center administrative staff and teachers to manage check-in and checkout, use email and Microsoft applications, and host children's learning software.

- Conference Services - Provided Internet Cafe service for multiple conferences. Internet cafe services provide laptops, internet connectivity, fax services and printing services for conference attendees.

Local Area Network

- Share Drive Migration off of SAN – The growth of data on the Storage Area Network outpaced the ability to scale capacity to meet demand. The migration of the Shared Drives from the SAN to a standalone server provides scalability at lower costs per Gigabyte.

- Facility Service Request System – Led the effort to create a comprehensive notification process for all personnel moves throughout the campus. Created a workgroup to study the move process, define stakeholders, flowchart the workflow, identify the suppliers of information, and study process improvement opportunities. The result of this effort is a recommendation to create a web based notification application.

- Patchlink Deployment – Led the effort to deploy a patch management tool called Patchlink. Procured the hardware and software necessary to implement the system, directed the contractor support staff in the development of implementation procedures, established the timeline for deployment, notified users of the implementation dates and led the implementation project. The result of this effort was the successful implementation of Patchlink at RTP in advance of the deadline set by OEI. OARM has a viable tool capable of distributing critical patches to all desktops in minimum time. This capability is crucial in defending against virus attacks and remedying system vulnerabilities.

- Bindview 8 Deployment – Led the project to upgrade the current network scanning

software to Bindview 8. This version of Bindview will provide the ability to scan both Netware and Microsoft servers for both operating system and port vulnerabilities. It will also ensure compliance with FIBS, FISMA and GEO standards.

- Replacement of ORD LAN Locker – Led the effort to relocate 42 scientific servers and switches in order to replace the LAN Locker housing the systems. The systems were generating excessive heat which was directly resulting in some system failure. Investigated ways to improve airflow in the server rooms and ultimately in the affected cabinet. When these efforts proved unsuccessful researched and procured a highly perforated LAN cabinet with 12 fans to rapidly disperse air from the enclosure and eliminate heat as a root cause of system failures. Coordinated with contractors and federal staff to ensure the removal of the server equipment, receipt of the new enclosure, disassembly of old cabinet, installation of new enclosure, reinstallation of the servers, and the relocation/reassembly of the old LAN Locker in another server room. The heat problem was eliminated.

- IDF Closet Environmental Controls – Led the study of the IDF Closets in preparation for the advent of Voice over IP (VoIP) technology. There are over 42 IDF closets across the campus. Each one of them will receive additional equipment that will generate more heat and require more electrical power than the IDFs are currently capable of supporting. The thrust of this effort is to eliminate any facility limitations that will hinder the deployment of the upcoming VoIP solution. So far the study has resulted in identifying strategies to improve air flow in these small and confined spaces.

Lotus Notes

- COOP Email Cluster - Because RTP has been designated as the backup COOP site for Ft. Meade, IRMD deployed a new COOP email server cluster. The two-server cluster houses full copies of the mail files of each employee designated as essential COOP personnel at both RTP and EPA Headquarters. Because of the servers' purpose, both servers are accessible remotely outside EPA's firewall. For disaster recovery purposes the primary server and failover servers are located in different buildings.

- Atomic EMT Agency Pilot - Led the Agency pilot for the Atomic EMT centralized attachment system. Atomic EMT saves disk space and improves mail file performance by removing large attachments from mail files and storing them on a separate Lotus Notes server. Additional disk savings are realized by storing single copies of mail attachments that were originally distributed to multiple recipients. The goal is to eventually modify the system's selection criteria so that mail attachments older than 90 days are removed from user mail files. We anticipate a 70%-80% disk

savings once this is implemented.

- Lotus Notes 6.5.2 Deployment - Upgraded approximately 800 mail users to Lotus Notes version 6.5.2. The new version of Notes provides additional functionality with the introduction of instant messaging, the ability to color code mail and calendar items based on the originator name and/or subject, online awareness features, and unread mark indicators for all folders.

- RTP Notes Cluster Expansion - Upgraded and expanded the RTP Lotus Notes email cluster. The new cluster farm provides improved performance, additional disk space, and load balancing. The physical separation of the primary and failover servers provided an added disaster recovery benefit.

- Domino Directory/Locator Synchronization - Imported room number and building information from the RTP Locator into the Domino Directory. This improves overall data consistency amongst OARM systems and also provides users with a convenient Notes-based directory source. In FY '06 mail drop information will be added as well.

- OARM Project Tracking System - Developed an OARM Project Tracking system for use by OARM office directors. The system provides a global view of current projects, points-of-contact, status, and due dates. The system resides on the RTP Lotus Notes local application server managed by IRMD.

- Notes Server Monitoring - Deployed a new Lotus Notes server monitoring system, GSX Monitor. This system provides paging and alert notifications to group email boxes and cell phones and enhances our response time to server problems.

- OARM Accountability System – During a visit to HQ, the IRMD Notes Manager met with OARM-HQ staff to obtain customer requirements for modifying the OARM Accountability System. System enhancements were finalize at RTP and replicated to the production system.

Library Services

- RTP Journals Survey - A journals usage survey was developed and deployed to RTP researchers to gather feedback on the value of the library's journals purchases. Using SurveyMonkey, a Web-based tool, the journals survey was delivered to approximately 467 library customers across the RTP campus. A marketing plan for the survey was developed to target customers at multiple delivery points, including email announcement, library newsletter article, strategically placed posters, information sessions, and a lunchtime kiosk outside the café. The survey will be available for approximately one month; and to date, at only one week post release,

we have already received a 23 percent response rate. Results of the survey will be used to strategically plan for the future growth of the library's collection.

- Library Assessment Tools - At the request of EPA's National Library Network, EPA-RTP Library completed detailed library assessment tools developed by the network manager for use in strategic planning for the future of the Agency's library services. The assessments required input on current staffing requirements, capacity levels, and available information resources.

- Agency-wide Consolidated Journal Procurement - In an effort to gain increased access to scientific journals and reduce subscription costs across Agency libraries, the RTP Library's Project Officer has taken the lead on an effort to bring together journals procurement for all EPA libraries. At this point the Request for Information (RFI) and Request for Proposals (RFP) for an Agency-wide journals contract have been completed and is in process with OARM-RTP contracts office. Award of this contract is expected in December 2005 and will not only enable RTP to increase electronic journal access, but also allow other Agency libraries to join in purchasing journals they need at a discount, thereby lowering the cost per journal for each participating library. This vehicle has a potential estimated cost of approximately $6 million over the life of contract, depending on the level of participation by other libraries in the Network.

- Web of Science Database Service - As a result of numerous requests from EPA-RTP researchers, the library investigated options for purchasing access to a citation database service. After meeting with our customers to evaluate different tools, gathering information from vendors, and testing available products, we selected and awarded a contract for Web of Science. The procurement also includes options for other Agency libraries to be able to participate on the RTP contract vehicle and realize cost-savings in the process. Web of Science will provide our scientists with seamless desktop access to current and retrospective multidisciplinary information from the most prestigious, high impact research journals.

- Paper Reduction: From Paper to PDF - The new Minolta PS7000 Planetary Overhead Scanner and software were installed for the Interlibrary Loan (ILL) Department. This document scanning system facilitates the electronic delivery of PDF articles to EPA researchers via email. This has allowed the ILL staff to respond to our customers who have requested more electronic access to resources they need. To date, the library has sent to our customers over 4,000 PDF articles which otherwise would have been printed to paper and delivered via interoffice mail.

- New RTP Library Contract - The new follow-on library contract with the University of North Carolina's School of Information and Library Science became effective on

October 1, 2004, making this the 31st year of the EPA Library's internship program.

- This year 19 students from three area universities – UNC Chapel Hill, North Carolina Central University, and UNC Greensboro – have benefited from this unique program.

- Annual Open House - The library's annual Open House event was held this year on April 19, 2005, as part of the week-long Earth Day celebration on campus. The library welcomed over 275 customers during the event where the Book Swap was once again a major highlight. The library also participated in a variety of Earth Day festivities with other organizations across the campus, which brought new customers through the door. In the months leading up to the Earth Day celebrations, the library sponsored a Book Group that read and discussed environmentally themed books. This project was well received by participants who requested that the library continue to host this type of event for the EPA-RTP community.

- Library Collections:

  o The current collection statistics for EPA-RTP Library are as follows:
    - Books – 4,567
    - Documents – 13,545
    - Journals (all titles in collection) – 358
    - Currently received journals – 268
    - Journals available online – 378

  o Additions to library collection in FY2005
    - Books – 213 (Purchases 133, donations 70, National Academies Press 10)
    - New journal titles – 9
    - Online journals added to electronic gateway – 17

- Library Usage Statistics:

  o The following statistics represent services delivered to customers:
    - Reference questions answered – 2,305
    - Interlibrary loans provided – 18,471
    - Online literature searches conducted– 1,165
    - Current awareness alerts delivered – 4,036
    - New items cataloged – 258
    - Retrocon items cataloged – 332
    - Copy cards provided to researchers – 47
    - Air Information Center documents delivered/referrals made – 570
    - Library tours conducted – 71

- Customers attending formal instruction sessions – 79
- Informal instruction sessions conducted – 111
- Web pages created/edited – 630

Illustration of Library Journal Cost
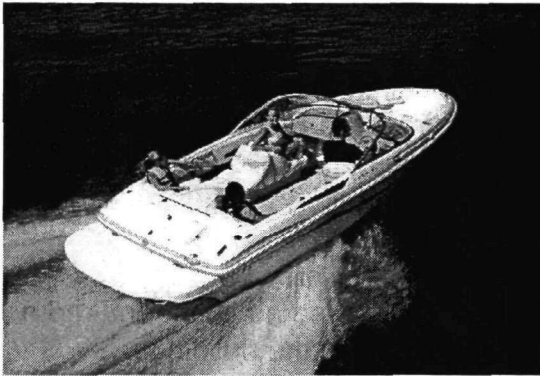
$21,000 will buy a 2004 Maxim Sport Boat 1800 SR3 OR...

One year of *Brain Research*

Research and Development

- Controls Master Plan – Created a comprehensive Facility Controls System plan outlining the necessary projects and estimated costs for the upgrade and integration of diverse Facility Controls Systems. The creation of this plan has directly contributed to the receipt of funding for the iNet Stabilization project and the Human Studies Facility Andover System Study.

- HSD Infinity SX (Andover) Study – Led the effort to study the Andover System in the Human Studies Facility in Chapel Hill. The result of the study led to the assessment of the current cabling infrastructure, effectiveness of controllers, network vulnerabilities, and recommended integration strategies.

- iNet Stabilization Project – Led the effort to secure the existing PC infrastructure on the iNet network. Implemented backup procedures, upgraded PCs, standardized file systems and locked down operating systems to minimize configuration changes. The project is the first in a string of projects under the Controls Master Plan that will eventually lead to the elimination of dropped data packets on the network, increased data trending and reporting, and ultimately Facility Control System integration. This effort enables us to work smarter not harder managing the 1.2 million square foot campus.

Voice Telecommunications

- FEELC Dial Tone – Led the successful installation and activation of the 200 pair of copper voice telecommunication wire between the Main Facility and the Child Care

Center. Dial Tone was delivered ahead of schedule and well prior to the acceptance of the building.

- 1-2900, Emergency Telephone Enhancement – Led the effort to enhance our emergency telephone call system. The emergency telephone (1-2900) rings downstairs in the Security Control Center (SCC). The number of instances of the telephone number and limited number of devices in the call center easily overwhelmed the guards and frustrated attempts to contract the SCC during multiple emergencies. Additional telephone lines, telephone devices, and rollover capability was added to overcome existing system limitations. The project has significantly improved the SCC operation.

- Sprint Cell Phone Deployment – The RTP Campus is RF adverse as such required a solution that would overcome the numerous "dead spots" inside the buildings. Several solutions were considered and some cost in excess of $1 Million to install and deploy. The Sprint Cell phone (SCP 7300) was discovered to overcome at least 90 percent of the "dead spots" in the building for a fraction of the price of a In House Wireless Repeater Solution. The device was piloted by cross functional stakeholders and was determined to be the best solution for in building wireless communication. The deployment of Sprint Cell phones (SCP 7300) has saved the Government over $1 Million.

- Phone Book – Led the initiative to create a new campus wide telephone directory.

Website Management

- EMS Website Redesign - Re-designed the Environmental Management System (EMS) website on the RTP Internet to provide a clear understanding of the purpose and need for this system, as well as make employees aware of their role in EMS.

- Bus Commuter System - Developed and deployed the Bus Commuter system which tracks participants in alternative transportation methods that conserve fuel consumption.

- RTP Campus Website Redesign - Re-designed the RTP Campus website on the RTP Internet to provide additional information regarding EPA honors and awards, quick facts on building size, energy and water consumption, and environmental features.

- Walking Trail Website - Developed Walking Trail website which provides an overview of this amenity as well as its proper use.

- Inclement Weather Website - Developed Inclement Weather website to explain the leave procedure for managers, employees and timekeepers
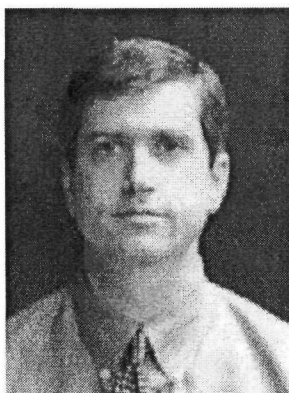
THIS CONCLUDES THIS SECTION OF THE REPORT
CONCERNING THE

INFORMATION RESOURCES MANAGEMENT DIVISION

If you have any questions about the material in this section of the report, please contact the Division's Director:

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