

OEMS | Office of Enterprise Management Services

ANNUAL REPORT FY24



**U.S. FOOD & DRUG
ADMINISTRATION**

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A MESSAGE FROM THE DIRECTOR

Dear Colleagues,

During Fiscal Year 2023 (FY23), the Office of Enterprise Management Services (OEMS) continued to provide key operational support to the Office of the Commissioner (OC) as well as served the Food and Drug Administration (FDA) as a collaborative partner in cross-agency programs and initiatives. I am pleased to share the FY23 OEMS Annual Report, which highlights the many achievements made possible by our staff's limitless dedication and resilience in the face of challenges and competing priorities.

OEMS is led by our mission of developing and implementing strategic and effective administrative policies, programs, and initiatives. It is impossible to list all the accomplishments that demonstrate the work we perform to keep the public health mission alive and well. Our broad range of services and close collaboration among our divisions allows us to remain agile and impactful. Above everything, our staff remain at the heart of what we accomplish, and we have continued to invest in our organization's growth and development as employees, leaders, and individuals.

I hope this information provides each of you with the chance to pause, reflect, and celebrate our collective impact as an office – none of which would be possible without your individual contributions. Together, we look forward to becoming more efficient and innovative, broadening our portfolio in this next fiscal year and continuing to promote and protect public health.

Sincerely,

Tiffany Branch, J.D. OEMS Director & Office of the Commissioner Executive Officer



OEMS FY23 FOCUS AREAS

OEMS' FY23 accomplishments fall into the following focus areas:

Accelerated service output to drive customer success

Continuing to prioritize our customers has resulted in **raising output, improving our responsiveness, and expanding production.**

Leveraged technology and automation to broaden impact

OEMS has expanded our capabilities by **leveraging technology and implementing automated tools** to improve our accountability, productivity and service fulfillment.

Implemented efficiencies to reduce cost and level of effort

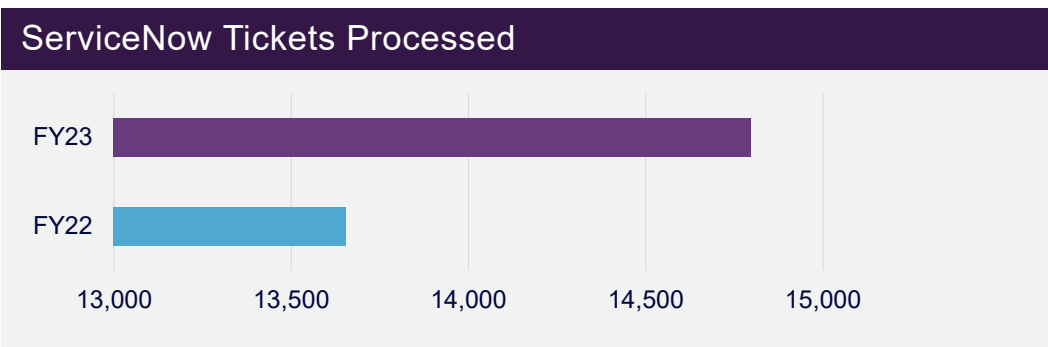
During FY23, OEMS was an effective steward of its funding, implementing new ways of doing business to **identify cost savings and maximize efficiency** while minimizing effort.

Invested in our team to support professional enrichment

We focused on our people and their development by **listening to employee feedback**, identifying opportunities to **reinforce our culture**, and **delivering, fostering and retaining talent.**

RAISING OUTPUT

Accelerated service output to drive customer success



The OC IT Liaison has continued to lead the coordination of Information Technology (IT) data across OC, responding to and processing an ~8% increase in ServiceNow tickets during FY23.

What’s the Impact?

By maintaining operational readiness in all IT service delivery areas, the team can prescribe IT solutions to virtually any scenario within the FDA, focusing on OC and OEMS, in an efficient and timely manner.



OO Data Calls Processed



OEMS is responsible for distributing data calls for OC and OO to engage in planning activities, such as generating future budgets, estimating costs, and identifying avenues for improvement or capability-building.

What’s the Impact?

Due to this new user-friendly process, there has been a large increase in the usage of Data Calls. OEMS is able to disseminate, organize, track, execute requests, receive input, and consolidate information on behalf of OC offices.