

**ACCOMPLISHMENTS OF THE
OFFICE OF THE MANAGING DIRECTOR
DURING THE LAST FOUR YEARS**

**Presentation by Deena Shelter
Open Meeting January 2021**

Good morning Mr. Chairman and Commissioners. The Office of the Managing Director is very pleased to participate in today's Open Meeting and after a particularly challenging 2020, I look forward to discussing OMD's contributions to the FCC over the past four years.

COVID19 Response - Slide 2

I would like to start by thanking the FCC COVID-19 Team, which includes OMD's Human Resources, Information Technology, Security, and Facilities professionals along with our fabulous colleagues in the Office of the General Counsel and the Public Safety and Homeland Security Bureau. We have worked together closely to navigate the unique management challenges presented by the pandemic. In addition to this incredible team of calm, thoughtful, and caring professionals, I also want to thank each FCC employee and contractor for maintaining physical distance, wearing masks, working from home when asked, and continuing to carry out our mission in the public interest, regardless of where we sit.

From the start, the team, working with the Office of the Chairman, prioritized clear and frequent communications to staff along with a rapid shift to mandatory telework for more than 1,800 employees and contractors. Within days, our workforce had made the shift and adapted to this new environment where we continue to work effectively today.

COVID19 Telehealth Program

In addition to helping to keep the FCC functioning as usual, OMD's rapid design and deployment of an IT platform enabled the launch and successful implementation of the new \$200 million COVID-19 Telehealth Program. And in April 2020, OMD began working with the Wireline Competition Bureau to implement the financial transaction and oversight components of the program.

New Headquarters Building Completion and Relocation from the Portals HQ

2020 would have been a challenging year in OMD even had we not been dealing with a global health crisis. In 2020, pandemic or not, we were scheduled to move our headquarters from our home of the last 20 years to a beautiful new building in Northeast DC. The headquarters relocation was a project almost a decade in the works, but because of the pandemic, many of the carefully developed plans for packing and relocating had to be rewritten quickly and often. In the end, OMD's team: packed and oversaw the relocation of 1,290 employees, 144 contractors and more than 11,400 boxes of files and personal items; completed the design, construction, procurement and installation of furnishings and equipment in our new HQ; finished the decommissioning (removal of all furniture and equipment) from the FCC's old HQ by the lease expiration date; and moved across town to our new headquarters quickly and safely.

We look forward to the day when everyone can be brought back together in our new home.

Auctions Program Support - Slide 3

In addition to carrying out these duties, OMD has continued to provide vital support for the FCC's auctions program. Specifically, we have:

- Ensured timely reimbursements from the TV Broadcast Reimbursement Fund. To date OMD has paid over 67,000 invoices totaling almost \$1.4 billion.

- Provided IT and operational support for five major spectrum auctions, including our first almost completely remotely managed auction and the ongoing \$80 billion C Band auction, and two rural broadband reverse auctions.

USF and TRS Program Oversight and Management

OMD also continued to make meaningful improvements to the oversight, financial management, efficiency, and integrity of the Universal Service programs, including meeting the following major milestones:

- Completing the design and launch of the National Verifier for the Lifeline program;
- Completing the transfer of funds to the Treasury for both the \$8 billion USF and \$1.4 billion TRS programs; and
- Completing the timely transition to a new Business Process Outsourcing (BPO), which substantially improved management and oversight of the E-Rate program and resulted in significant cost savings and stronger information security controls.

Additional Actions Taken by OMD

- 1) Significant Cost Savings and Improved Services: Our Administrative Operations Team saved more than \$3M by closing the FCC warehouse and contracting for offsite mail processing and warehousing; put in place new multi-function copy machines, jettisoning outdated network printers and fax machines; relocated and reduced real property costs and square footage at Field Locations; reduced printed material and supply costs, by centralizing ordering and supply storage; and cut costs by reducing leased fleet vehicles.

- 2) Fifteenth Consecutive Clean Audit Opinion on the Agency Financial Report in the Fiscal Year 2020: The Financial Operations team earned our fifteenth consecutive “Clean” audit opinion on the Agency Financial Report
- 3) Modernization of Legacy Systems. Our IT group oversaw significant progress in the modernization of ULS; CORES; EAS; ECFS and IBFS, all mission critical legacy IT systems.
- 4) Strengthened Records Management Programs. Our team in PERM and IT improved the Commission’s Records Management by implementing the Capstone email records management program; updating FCC Records Management Directives; expanding Electronic Record Keeping and Digitization; and 4) developing and implementing the FCC-Wide Lighten Up Campaign.

Established the Office of Economics and Analytics

OMD also played a central role in the establishment in 2018 of the FCC’s new Office of Economics and Analytics, an organization designed to better integrate economics and data analysis into the FCC’s rulemakings and other actions. The legal, regulatory, personnel, technological, and administrative requirements associated with establishing an ambitious new office required the dedicated expertise and leadership of OMD.

To close, on behalf of all of OMD and for me personally, I want to express my sincere thank you to you and your team for your leadership over the past four years, but especially over the last ten months, as we together navigated the FCC through the dual unique challenge of the pandemic and simultaneous relocation of our headquarters.