



## MISSION SUPPORT BUREAU

In December 2009, FEMA reorganized to more closely align and unify core functional mission areas. One key result of this reorganization was the establishment of the Mission Support Bureau (MSB), organized around five chief officers and their associated functional offices for the following offices:

- Office of the Chief Administrative Officer
- Office of the Chief Component Human Capital Officer
- Office of the Chief Information Officer
- Office of the Chief Procurement Officer
- Office of the Chief Security Officer

### **Mission Statement**

Providing the *Timely, Positive, Accountable, and Dependable* support, tools, and resources the FEMA team needs to build, sustain and improve our capability to prepare for, protect against, respond to, recover from, and mitigate against all hazards.

### **Guiding Principles**

The following four principles guide how we do business:

- Be highly responsive to our customers, at every level of the organization
- Maintain high expectations for our employees
- Always treat people with respect
- Continuously seek ways to reduce bureaucracy, streamline processes, and improve accountability and efficiency

### **MSB Customer Assurance Program**

The MSB Executive Office provides vision and direction for MSB, and is responsible for assuring and improving internal coordination between and by components to ensure the seamless delivery of excellent customer service across FEMA. The Customer Assurance Program Office (CAPO) is housed in the Executive Office to ensure the appropriate coordination between all of the services provided by the MSB offices.

The goal of the CAP is to ensure that all components of MSB consistently deliver superior service and furnish the support and tools needed to be successful and productive to all customers. Offer timely, positive, accountable and dependable service in order to bring any issues to a swift and accurate resolution. The MSB-CAPO is committed to achieving continuous professionalism and the pursuit of excellence.

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### **Customer Assurance Initiatives**

- **Surveys:** MSB has set a goal of 90% customer satisfaction with its services for the year in the Operating Plan. Three different surveys will be administered to end users, mid-level managers, and senior managers quarterly to document their customer service experience. The results and feedback will be applied to improving our service delivery and communications.
- **Customer Care Meetings:** The Customer Assurance Team will hold monthly meetings with all of our customers across FEMA in order to address any concerns and identify areas of service in need of improvement.
- **One-Stop-Shop:** This effort will enhance the abilities of Enterprise Service Desk to address all MSB services to include Security, Safety, and Human Capital among others. All MSB offices will shift to leveraging an IT system which will issue tickets to employees and improve tracking and reporting of complaints and problems. This will ensure better handling of requests as well as oversight of performance and response.

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*"FEMA's mission is to support our citizens and first responders to ensure that as a nation we work together to build, sustain, and improve our capability to prepare for, protect against, respond to, recover from, and mitigate all hazards."*

*May 2011*