

GAO

November 1994

Administrative Services Guide

A

Accidents and Injuries

Personnel's Employee Benefits Branch is GAO's liaison between employees who are injured on the job and the Department of Labor's Office of Workers' Compensation Programs.

To Obtain Service

Report on-the-job accidents resulting in injuries to your immediate supervisor and to the Employee Benefits Branch. Complete initial forms (e.g., CA-1; CA-16) and submit to the Employee Benefits Branch.

Contact

For assistance—
Employee Benefits Branch
GAO Building, Room 1181
202-512-5902

For forms—
Division/Office Human Resources Specialist
or
Employee Benefits Branch
GAO Building, Room 1181
202-512-5902

Accidents Not Involving Injuries

General Services and Controller's (GS&C) Office of Security and Safety investigates accidents that do not involve injuries, whether they occur in or outside the GAO Building, and maintains records for statistical purposes.

To Obtain Service

If involved in an accident without injuries in the GAO Building, call the Office of Security and Safety's Health and Safety Section; if involved in an accident without injuries outside the GAO Building, call your unit Health and Safety Representative.

Contact

Health and Safety Section
GAO Building, room 6252
202-512-4354

Address Changes

The National Finance Center (NFC) maintains employee addresses for the mailing of biweekly earnings statements, year-end W-2s, semi-annual Thrift

Savings Plan (TSP) statements, and the annual personal statement of benefits.

To Obtain Service

Submit Form AD-349, Employee Address, to update your address. Forms are available in room 1180. Forms from regional employees may be faxed to Personnel's Automated Systems and Records Group.

Contact

Automated Systems and Records Group
GAO Building, Room 1180
202-512-5811

**Appeals,
Personnel-Related**

Personnel's Employee Relations Branch informs employees of appeal rights and procedures and of situations in which GAO's administrative grievance procedure is the appropriate way to seek relief (rather than an appeal procedure). (See "Grievances.")

To Obtain Service

Call or visit the Employee Relations Branch and ask for the specialist designated to provide service to your division or office.

Contact

Employee Relations Branch
GAO Building, Room 1181
202-512-5902

**Asbestos, PCB,
Contaminants, and
Other Pollutants**

GS&C's Office of Security and Safety provides information and assistance on matters pertaining to asbestos, PCB, contaminants, and other pollutants in the GAO workplace.

To Obtain Service

Call the Office of Security and Safety's Health and Safety Section.

Contact

Health and Safety Section
GAO Building, room 6252
202-512-4354

Audiovisual Equipment Loan Pool

The Acquisition and Equipment Management Branch of OIMC's Operations Systems Center lends overhead and 35-mm projectors, audiotape recorders, videotape players, TV monitors, video show devices, and several one-of-a-kind items to GAO employees.

To Obtain Service

Call to arrange pick up (before 9 a.m.) and return (after 4 p.m.) of smaller items, such as overhead and 35-mm projectors and audiotape recorders. Contractor staff deliver large items to offices in the GAO Building.

Contact

KOH - Audiovisual Support
GAO Building, room 2N24
202-512-3863

Audio/Video Production Services

The Media Services Branch of OIMC's Publishing and Communications Center develops, records, and produces audio and video productions, reports, and special events. Also 35mm synchronized slide/tape programs.

To Obtain Service

Submit GAO Form 480B, Request for Video-Audio Production (available in Customer Service) to your Customer Service Representative.

Contact

Customer Service
GAO Building, room 1127
202-512-9272

Awards

Personnel's Employee Benefits Branch provides advice and assistance to management on implementing GAO's incentive awards program (including career service and special commendation awards). It also coordinates GAO's annual honor awards ceremony.

To Obtain Service

Contact your unit's administrative staff or the Employee Benefits Branch for advice and assistance on awards matters. Submit GAO Form 429, "Division, Region, and Office Awards," to Employee Benefits Branch for processing of a Director's or Special Commendation Award.

Contact

Employee Benefits Branch
GAO Building, Room 1181
202-512-5902

B

Beneficiary, Designation of

Personnel's Employee Benefits Branch and the Automated Systems and Records Group provide designation of beneficiary forms (SF 2823) for life insurance and unpaid compensation (SF 1152).

To Obtain Service

Visit the Employee Benefits Branch. To obtain forms, visit the Automated Systems and Records Group.

Contact

For assistance—
Employee Benefits Branch
GAO Building, Room 1181
202-512-5902

For forms—
Automated Systems and Records Group
GAO Building, Room 1180
202-512-5811

Budget Advice and Assistance

GS&C's Office of Budget provides advice and assistance on all fiscal management matters, such as budget formulation, monitoring, and proper classification of expenditures.

To Obtain Service

Contact your assigned Budget Analyst of the Office of Budget.

Contact

Office of Budget
GAO Building, room 6T43
202-512-4143

Budget Allocations, Requests for Additional

GS&C's Office of Budget acts as the secretariat for the Budget Committee on requests for increases in budget allocations.

To Obtain Service

Send a memorandum addressed to the Executive Secretary on requests for increases in budget allocations.

Contact

Office of Budget
GAO Building, room 6T43
202-512-4143

**Budget
Reprogramming**

GS&C's Office of Budget develops financial plans for each division and office and provides assistance in managing funds during the fiscal year. This includes reprogramming allotted funds between budget object classes (BOCs) to cover unanticipated changes in expenditures.

To Obtain Service

To reprogram allotted funds, send the Office of Budget a memo indicating the amount of funds to be transferred from one BOC to another.

Contact

Office of Budget
GAO Building, room 6T43
202-512-4143

C

Cafeteria and Snack Bar

The GAO cafeteria is open from 6:45 a.m. to 2:00 p.m. Monday thru Friday, and the canteen is open from 7:30 a.m. to 4:00 p.m. Monday thru Friday. GS&C's Office of Real Property Services is the GAO liaison for both the cafeteria and canteen.

To Obtain Service

Office of Real Property Services
GAO Building, room 1800
202-512-5868

Campaigns and Drives

Personnel's Employee Benefits Branch serves as the focal point for the Combined Federal Campaign, the U.S. Savings Bond Drive, and the GAO Blood Donor Drive. It maintains all forms associated with these programs.

To Obtain Service

Submit the appropriate form through your division or office coordinator (or directly in the case of a blood drive) to the Employee Benefits Branch. Call or visit the Branch if you need information or assistance.

Contact

Employee Benefits Branch
GAO Building, Room 1181
202-512-5902

Canteen

The canteen carries a variety of foods, drinks, and sundry items for employees.

To Obtain Service

Visit the canteen located on the 3rd floor of the main GAO Building during its operating hours of 7:30 a.m. to 4:00 p.m. daily.

Contact

Canteen
GAO Building, 3rd floor
202-789-0351

Career Resource Center

OCCD's Career Resource Center offers confidential career counseling for GAO employees; consultation services for managers; resume and SF-171 assistance; career planning and job search workshops; a computer

assisted career guidance system; a lending library of career-related books, videos, and cassettes; and a job information station.

To Obtain Service

Visit the Career Resource Center between 7:30 a.m. and 5:30 p.m. Monday to Friday to use the career library, career planning software or job information station. Contact your Training Coordinator to register for workshops. Employees and managers may make confidential career counseling or consultation appointments by phone.

Contact

Career Resource Center
GAO Building, Room 3153
202-512-4122

**Carpet and Drapery
Cleaning and Repair**

GS&C's Office of Real Property Services coordinates cleaning, repair, or replacement of carpets and draperies through the Building Management Contractor.

To Obtain Service

Submit requests, in person or by fax, on GAO Form 40, "Request for Facilities Services", to the Building Management Contractor.

Contact

Building Management Contractor
GAO Building, Room 1801
202-289-7030
202-289-4857 (fax)

**Certification of GAO
Documents**

Record Management Services of OIMC's Information Services Center (ISC) is responsible for certifying GAO documents. This certification is done for legal purposes by law firms or congressional offices.

To Obtain Service

Call or send documents to be certified to Records Management Services.

Contact

Records Management Services
Suite 300, Techworld
202-512-6708

Complaint Processing

AA/CRO manages GAO's Equal Opportunity Discrimination Complaint Program which processes complaints alleging discrimination based on race, color, religion, sex, national origin, disability, age, or retaliation, and manages GAO's Affirmative Action Program.

To Obtain Service

Call AA/CRO from 8:45 a.m. to 5:30 p.m., Monday through Friday to arrange for an appointment.

Contact

Chief Complaints Counselor
GAO Building, Room 3119
202-512-6388

Computer Equipment and Services Acquisition

OIMC's Operations Services Center is responsible for providing GAO's computer equipment and services and ensuring that all requests are justifiable and that funds are available to satisfy the requests.

To Obtain Service

Submit all requests for microcomputer equipment or software to Acquisition and Contract Services on GAO Form 557, "Request for ADP Services/Equipment."

Contact

Operations Services Center
GAO Building, room 2822
202-512-8639

Computer Operations Support Facility

The Computer Operations Support Facility (COSF), sponsored by OIMC's Operations Services Center supports GAO's administrative systems and provides other miscellaneous services. This support includes FMS operations and reports distribution; Mission and Assignment Tracking System (MATS) database and table changes, reports distribution, and help desk support; PPMRS operations and reports distribution; NIH remote printer support; HIS and FMS password support; data entry contract counter service; and help desk support for DMIS, HRIS, JSS, and HIS GAO electronic mail.

To Obtain Service	Call the Computer Operations Support Facility at (202) 512-3043, visit the counter in room 3B43 (room 2831 for NIH remote printer support), or use electronic mail (LAN account - COSF1; HIS account - COSF.OIMC).
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Contact	Computer Operations Support Facility GAO Building, Room 3141 Telephone: 202 512-3043 FAX: 202 512-7673 HIS EmailAccount: COSF.OIMC LAN Email Account: COSF1
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Computer Security	GS&C's Office of Security and Safety's Computer Section provides guidance on processing classified information on automated information systems and manages the GAO Communications Security Program, which includes secure telephone units.
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To Obtain Service	Call the Office of Security and Safety
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Contact	Computer Security Section GAO Building, room 6252 202-512-4669
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Computer Security (for Nonclassified Information)	The Data Security Staff of OIMC's Office of the Director of Information Technology, provides guidance and help in protecting GAO's nonclassified information systems. This includes data access controls, hardware and software security controls, risk analyses, and contingency planning.
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To Obtain Service	Call the Data Security Staff.
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Contact	Information Systems Security Officer, Data Security Staff Office of the Director of Information Technology Techworld - Suite 300 202-512-6694
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Consultation for Managers/Supervisors

A manager or supervisor with questions about handling a difficult situation involving an employee may consult with the Office of Counseling and Career Development's Counseling and Consultation Services counselors to evaluate the situation and identify new approaches. Workshops on communication, conflict management, identifying personality preferences, and stress management are available for work groups.

To Obtain Service

Contact Counseling and Consultation Services from 8:00 a.m. to 5:00 p.m. Monday to Friday to arrange an appointment or consult by phone. Visit Counseling and Consultation Services in room 3147 to make an appointment or talk to a counselor.

Contact

Counseling and Consultation Services
GAO Building, Room 3147
202-512-8992

Continuing Professional Education

Eighty hours of continuing professional education (CPE) every 2 years is required for all evaluators and evaluator-related staff and their managers. Most internal and many external courses convey CPE credits; staff may also receive credits for other professional activities.

To Obtain Service

For detailed information on this requirement, see GAO Order 2410.2.

Contact

Consult your Training Coordinator or Human Resources Manager.

Copy Centers

The Copy Centers of OIMC's Publishing and Communications Center, are open from 7 a.m. to 5:30 p.m., The centers offer self-service and staff photo-copying services. Customers may leave lengthy photocopying jobs for Copy Center staff to handle. The centers are self-service during the hours of 7 a.m. to 8 a.m., and 4:45 p.m. to 5:30 p.m.

To Obtain Service

Submit GAO Form 347 (available from the Copy Centers or the GAO Supply Center) along with your original document to either Copy Center (rm. 1543 or rm. 6N10) in the box marked "Incoming." Be sure to follow the instructions on the form. (Copy Center staff will not duplicate copyrighted material without written authorization from the copyright holder.) If you

want more than 50 copies, take the job to Customer Service (rm. 1127) of the Publishing and Communications Center.

The sixth floor Copy Center has a copier designated for the reproduction of classified material.

Contact

First Floor Copy Center
GAO Building, room 1543
202-512-8756

Sixth Floor Copy Center
GAO Building, room 6N10
202-512-5268

**Counseling for
Employees**

The Counseling and Consultation Services staff of OCCD offers confidential counseling to employees dealing with a broad range of personal and job-related concerns. In addition, a professional staff is available to provide workshops on such topics as conflict management, stress wellness and communication skills.

To Obtain Service

Call or visit the Office of Counseling and Career Development from 8:00 a.m. to 5:00 p.m. Monday to Friday to arrange an appointment, consult by phone, or arrange a workshop or other services.

Contact

Counseling and Consultation Services
GAO Building, Room 3147
202-512-8992

**Credentials and
Building Access Cards**

GS&C's Office of Security and Safety provides GAO credentials and building access cards.

To Obtain Service

GAO employees located in the Washington, DC, metropolitan area should hand carry a copy of SF 50, "Notification of Personnel Action," or SF 52, "Request for Personnel Action," to the Office of Security and Safety. Employees in the regions should submit GAO Form 540, "Identification Card Request"; GAO Form 372, "Signature Card"; and a full-face picture

with a blue background trimmed to no smaller than 2" x 2" to the Office of Security and Safety.

Contact

Office of Security and Safety
GAO Building, room 6252
202-512-8120

Credit Union

The United States Senate Federal Credit Union provides banking services to all GAO employees.

To Obtain Service

The Credit Union located in room 6512 is open from 8:30 a.m. to 4:00 p.m. daily. An automated teller machine (ATM) is located on the third floor of the GAO Building across from the cafeteria for after hours banking needs.

Contact

Manager
GAO Building, room 6512
202-289-1770

Crime Prevention

GS&C's Office of Security and Safety's Physical Security and Investigations Branch is responsible for GAO's crime prevention program, which includes prevention awareness training.

To Obtain Service

Call the Physical Security and Investigations Branch.

Contact

Physical Security and Investigations Branch
GAO Building, room 6252
202-512-8115

D

Disciplinary and Adverse Actions

Personnel's Employee Relations Branch provides advice and guidance to management staff who are considering adverse actions, such as suspensions, demotions (reductions in grade or band), or removals involving permanent employees who have completed their probationary periods or disciplinary actions, such as warnings and reprimands. It also informs employees about adverse action procedures and due process rights.

To Obtain Service

Call or visit the Employee Relations Branch and ask for the specialist designated to provide service to your division, office or region.

Contact

Employee Relations Branch
GAO Building, Room 1181
202-512-5902

Distribution—Audit Reports

The Distribution Center of OIMC's Information Services Center prepares reports for distribution according to the instructions that division staff provide on GAO Forms 115R, 115U, and 115-1. (If divisions want to hand carry reports to the requester, they can so indicate.) Messengers deliver copies of reports to the Hill, to GAO staff at audit sites in the offices of executive branch agencies, and to agency officials. Reports to destinations outside of the metropolitan area are mailed.

To Obtain Service

Prepare signature package with nonbasic transmittal documents and GAO Forms 115R, 115U, and 115-1 (available in divisions and the Supply Center) and take them to the Distribution Center in room 1116 on or before the day a report goes to your Customer Service Representative (room 1127) for printing. Reports are distributed after division writer-editors approve a sample printed copy of the report provided by PCC staff.

For classified reports, the signature package should also have a Form 393 attached.

Contact

Supervisor, Distribution Center
GAO Building, room 1116
202-512-4553

Distribution—Non Audit Publications

The Distribution Center of OIMC's Information Services Center processes requests to distribute GAO special publications and internal documents, and the Publishing and Communications Center's Mail Center delivers the materials.

To Obtain Service

Obtain GAO Form 401 from the Supply Center, the Distribution Center, or your Customer Service Representative. The GAO Form 401 is forwarded to the Distribution Center along with the job with instructions on what codes are to be used for distribution and where extra copies are to be sent. Occasionally, the divisions supply special labels for a distribution. The Distribution Manager or the appropriate Customer Service Representative can provide instructions for the preparation of special labels.

Contact

Supervisor, Distribution Center
GAO Building, room 1116
202-512-4553

Customer Service
GAO Building, room 1127
202-512-9272

E

Employment Verification

People conducting financial credit checks, background security investigations, and the like may request verification of GAO employment information from Personnel. Personnel will release such information as long as it is specific to the request, nonsensitive, and within the public domain.

To Obtain Service

Direct requests to Personnel's Automated Systems and Records Group.

Contact

Automated Systems and Records Group
GAO Building, Room 1180
202-512-5811

Extermination

GS&C's Office of Real Property Services provides for the extermination of insects and rodents through the Building Management Contractor.

To Obtain Service

Call the Building Management Contractor for service in the GAO Building.
Call the Office of Real Property Services to report recurring problems.

Contact

Building Management Contractor
GAO Building, room B-131
202-512-7617

Office of Real Property Services
GAO Building, room 1800
202-512-5868

F

Fax Machines

The Copy Centers (located in rms.1543 and 6N10) of OIMC's Publishing and Communications Center provide two fax machines. The Copy Centers hours are from 7 a.m. to 5:30 p.m., and Copy Center staff are available to assist customers.

To Obtain Service

Take your document to be sent by fax to one of the Copy Centers. You must know the telephone number of the fax machine you are transmitting to. To receive something by fax, you must tell the sender the correct phone number: the phone number of the first floor machine is **202-512-5410**; the phone number of the sixth floor machine is **202-512-5939**. Copy Center staff will call the customer when a fax arrives. Customers can pick up faxes in the Copy Center box marked "FAX."

Contact

First Floor Copy Center
GAO Building, room 1543
202-512-8756

Sixth Floor Copy Center
GAO Building, room 6N10
202-512-5268

Files Maintenance and Disposition

Records Management Services of OIMC's Information Services Center provides assistance in setting up filing systems in divisions and offices. ISC staff also provide training for GAO's clerical and administrative staff on GAO's standardized filing system.

To Obtain Service

Contact your division or office Records Liaison Officer.

Contact

Records Management Services
Suite 300, Techworld
202-512-6709

Financial Disclosure

OGC's ethics counselors provide guidance to GAO employees who must file annual financial disclosure statements. Personnel's Employee Relations Branch provides information on filing requirements and other procedural or administrative matters.

To Obtain Service	Contact the appropriate unit as listed below.
Contact	<p>For guidance on completing financial disclosure statements— OGC's Legal Services Division GAO Building, Room 7852 202-512-8404</p> <p>For administrative matters— Employee Relations Branch GAO Building, Room 1181 202-512-5902</p>
Financial Management Systems (FMS) Assistance	GS&C's Office of Financial Management provides technical and consultative services to FMS users, including assistance in identifying functional problems, evaluating automated reports, and developing operational procedures.
To Obtain Service	Call the Automated Financial Systems Branch Manager to report functional problems with financial software.
Contact	Automated Financial Systems Branch GAO Building, room 6T37 202-512-3274
Financial Statements and Account Status	GS&C's Office of Financial Management provides information on the production and content of financial statements and billing and collection documents and on the status of accounts for foreign office disbursement transactions.
To Obtain Service	Call the Manager, Finance and Accounting Branch, or staff in the Accounting Section.
Contact	Accounting Section GAO Building, room 6T37 202-512-3142

Fingerprinting

GS&C's Office of Security and Safety's Personnel Security Section provides fingerprinting services for GAO employees in the Washington, DC metropolitan area.

To Obtain Service

Consult the schedule on the front of the personnel security investigative paperwork packages. If a package is not available, call the Office of Security and Safety for help.

Contact

Personnel Security Section
GAO Building, room 6252
202-512-8795

Fire Safety

GS&C's Office of Security and Safety's Health and Safety Section provides information on and initiates corrective fire safety actions.

To Obtain Service

To report a fire or request emergency assistance, call your building or local fire emergency number. To report a fire hazard or get non-emergency assistance, contact your Health and Safety Representative or the Health and Safety Section.

Contact

In the GAO Building—Health and Safety Section
GAO Building, room 6252
Emergencies 202-512-HELP (202-512-4357)
Non-emergencies 202-512-4354

Outside the GAO Building—Consult your local directory for phone numbers.

Furniture and Equipment, Requests for

GS&C's Office of Property Management is responsible for acquiring, receiving, issuing, disposing of, and recording the use of all GAO furniture and equipment.

To Obtain Service

Submit GAO Form 31, "Procurement Request," to the Office of Property Management. Include a complete description of the furniture or equipment required.

Contact

Office of Property Management
GAO Building, room 3B18
202-512-3619

Furniture Repairs

GS&C's Office of Real Property Services coordinates furniture repairs through the Building Management Contractor.

To Obtain Service

Submit requests, in person or by fax, on GAO Form 40, "Request for Facilities Services", to the Building Management Contractor.

Contact

Building Management Contractor
GAO Building, room 1801
202-289-7030
202-289-4857 (fax)

G

GAO Directives (Orders, Notices, and Changes)

OIMC's Information Services Center (ISC) implements and directs the GAO Operations Manual System, which is composed of GAO orders and notices (collectively known as GAO directives). ISC processes directives for publication, including effecting coordination, reviewing format, assigning numbers, and requesting printing and distribution of GAO directives.

To Obtain Service

Submit GAO Form 382, "Operations Manual Clearance Record," through your division or office Operations Manual Liaison to ISC, along with a hard copy of the directive and a disk containing the file.

Contact

Operations
Information Services Center
GAO Bldg.
Room 6530
202-512-4445

GAO Employee Locator Desk

The GAO Employee Locator Desk, a service of OIMC's Telecommunications Services Center, provides a single point of contact for inquiries concerning a particular GAO organization, function, or employee.

To Obtain Service

Call the GAO Employee Locator Desk on 202-512-3000 from 8 a.m. to 5 p.m., Monday through Friday. The Locator Desk will transfer your call to the appropriate point or provide dialing instructions.

Contact

GAO Locator
GAO Building, room B-100
202-512-3000

GAO Employees Association (GAOEA) Store

The store, operated by the GAO Employees Association, offers a variety of merchandise and services. The store is the contact point for merchandise with GAO insignias for use for employee recognition, as a memento, or for personal use. It is open to everyone, however, employees who are members of the association are eligible for amusement and theme park tickets at discount prices, Kennedy Theater productions, tours, Redskin ticket drawings, locker rentals, and the annual December holiday merchandise give-away drawing.

To Obtain Service

To purchase merchandise or other services or join the association, you may visit the store located in room 3N32, from 11:30 a.m. to 1:00 p.m. daily. The phone number is 202-512-5070.

To join the association, purchase amusement and theme park tickets only, contact:

Pamela C. Fry	Delores J. McGhee	James R. Hill, Jr.
GAO Building	GAO Building	GAO Building
Room 6838	Room 6252	Room 6536
202-412-3802	202-512-8116	202-512-4491

Contact

For general information, see the GAOEA representative for your respective division or office.

or

GAOEA President
Jerry F. Wilburn, Sr.
GAO Building
Room 1842
202-512-5070 or 202-512-3862

**GAO Fitness and
Athletics Association
(GFAA)/GAO Fitness
Center**

The GAO Fitness and Athletics Association provides GAO employees the opportunity to exercise throughout the work day. Exercise equipment, classes, and lockerrooms are available.

To Obtain Service

Stop by the Fitness Center located in B-140 between 6:00 a.m. and 7:00 p.m. daily to get information or call 202-512-9890.

Contact

GFAA/GAO Fitness Center
GAO Building, room B-140
202-512-9890 or

GFAA President
Judy Pagano

GAO Building, room 1300 NE
202-512-4951

GAO Forms

OIMC's Information Services Center designs and approves the printing of GAO forms and controls and assigns GAO form identification numbers.

To Obtain Service

Submit a draft of a new or revised form along with GAO Form 465, "Request for a New or Revised Form," through your division or office Forms Liaison Officer to ISC.

Contact

GAO Forms Officer
Information Services Center
Rm. 6530
202-512-8392

Graphic Design and Production Services

The Design and Composition unit of OIMC's Publishing and Communications Center provides graphic design and production services, such as creating charts and graphs to support audit and other publications as well as special event promotions, exhibits, and conferences. Graphics services are also available through contractors.

To Obtain Service

Submit GAO Form 312 (available in Customer Service.) The Design and Composition unit also has staff available to consult with customers about their graphic needs.

Contact

Customer Service
GAO Building, room 1127
202-512-9272

Graphics—Self-Service Software

The Media Services Support staff of OIMC's Publishing and Communications Center develops graphics software for use in audit reports. These packages include InstantChart, TextFrame, U.S. Map Program, Badge Maker, and QUEST.

To Obtain Service	InstantChart, TextFrame, and QUEST disks are available in the Publications and Communications Service Center in room 1127. The other packages may be used at the Center, which also has laser printers. Center staff are available to assist customers, who may also consult their divisional technical assistance groups.
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Contact	Publications and Communications Service Center GAO Building, room 1127 202-512-9272
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Grievances	Personnel's Employee Relations Branch provides information about GAO's administrative grievance procedure (see GAO Order 2771.1) as well as on appeal procedures and other avenues for seeking relief. It also provides advice and guidance to management about handling grievances.
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To Obtain Service	Call or visit the Employee Relations Branch and ask for the specialist designated to provide service to your division, office or region.
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Contact	Employee Relations Branch GAO Building, Room 1181 202-512-5902
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Health and Safety Complaints/Issues

GS&C's Office of Security and Safety's Health and Safety Section investigates employee complaints associated with health and safety issues and conducts periodic safety inspections. Upon request, employee complaints are treated as confidential. The Office of Security and Safety also evaluates concerns and initiates corrective actions associated with indoor air quality, smoking, soot dumps, and similar issues.

To Obtain Service

Direct complaints to your unit Health and Safety Representative or the Health and Safety Section.

Contact

Health and Safety Section
GAO Building, room 6252
202-512-4354

Health Benefits

Personnel's Employee Benefits Branch assists employees with Federal Employees Health Benefit Program matters. It also serves as the focal point for the annual open season. Personnel's Automated Systems and Records Group provides and processes enrollment forms.

To Obtain Service

Call or visit the Employee Benefits Branch. To obtain forms, visit the Automated Systems and Records Group. To enroll or change health benefits enrollment, submit Standard Form 2809, "Health Benefits Enrollment," to the Automated Systems and Records Group.

Contact

For assistance—
Employee Benefits Branch
GAO Building, Room 1181
202-512-5902

For forms—
Automated Systems and Records Group
GAO Building, Room 1180
202-512-5811

Hotline, Microcomputers and Other Hardware Support

The hardware hotline staff of OIMC's Operations Services Center are available to answer questions on and resolve problems with GAO's standard microcomputers and peripheral equipment.

To Obtain Service

Call the hotline from 7:30 a.m. to 5:00 p.m. Monday to Friday.

Contact

Hardware Hotline
GAO Building, room 2N30
202-512-5383

Hotline, Software Support

The software hotline staff of OIMC's Operations Services Center are available to answer questions on and resolve problems with GAO's standard microcomputer software packages.

To Obtain Service

Call the hotline from 7:30 a.m. to 5:00 p.m. Monday to Friday.

Contact

Software Hotline
GAO Building, room 2540
202-512-3745

Information Security

GS&C's Office of Security and Safety's Information and Personnel Security Branch provides guidance and assistance on handling, accounting for, safeguarding, transmitting, marking, and destroying national security information, North American Treaty Organization and Department of Energy information, and unclassified sensitive documents. It also monitors security vault access and security violation inquiries and conducts security inspections.

To Obtain Service

Call the Office of Security and Safety

Contact

Information and Personnel Security Branch
GAO Building, room 6252
202-512-8116

Interlibrary Loans

Materials not in OIMC's Information Services Center's library collections that are needed for official use by GAO staff in the Washington, DC metropolitan area may be borrowed from other libraries.

To Obtain Service

Requests to borrow items through interlibrary loan can be made at either the Law or Technical Library reference desks. Requests can be made by telephoning or visiting either Library.

Contact

Reference Desk
Law Library
GAO Building, room 7158
202-512-2585

Reference Desk
Technical Library
GAO Building, room 7116
202-512-5180

Interlibrary Loan Staff
GAO Building, room 7116
202-512-5128

Internal Vacancy Announcements

A vacancy announcement provides information to employees about job openings in GAO and the qualifications required for the position.

To Obtain Services

Go to Personnel's Central Operations and Special Programs Group to view copies of vacancy announcements and obtain the forms necessary for application.

Contact

Central Operations and Special Programs Group
GAO Building, Room 1174
202-512-6185

Investigations

GS&C's Office of Security and Safety's Physical Security and Investigations Branch conducts inquiries into administrative and criminal violations of GAO regulations or federal statutes and special-purpose investigations to support security clearances and liaison with federal and state law enforcement agencies.

To Obtain Service

Call the Office of Security and Safety's Physical Security and Investigations Branch.

Contact

Physical Security and Investigations Branch
GAO Building, room 6252
202-512-5474

J

Janitorial or Building Maintenance Services

GS&C's Office of Real Property Services provides janitorial services, such as sweeping, dusting, emptying waste baskets, and stocking rest rooms with paper supplies. It also maintains building utilities, such as temperature control, ceiling light replacement, electrical needs, plumbing, and other building operations.

To Obtain Service

Direct your request for service in the GAO Building to the Building Management Contractor. Report recurring problems to the Office of Real Property Services.

Contact

Building Management Contractor
GAO Building, room B-131
202-512-7617

Office of Real Property Services
GAO Building, room 1800
202-512-5868

JSS Hotline

The OIMC's Computer Operations Support Facility (COSF) staff provide troubleshooting assistance to the Job Start Software (JSS) users. COSF staff answer questions on system installation, operation, hardware and software, data entry, reports, and utilities.

To Obtain Service

Call the COSF Staff from 8 a.m. to 5 p.m., EST, Monday to Friday.

Contact

Computer Operations Support Facility
GAO Building, room 3B43
202-512-3043

L

Laborer Services

Through a contract laborer force, GS&C's Office of Property Management provides laborer services for locations throughout the Washington, DC, metropolitan area. These services include moving and delivering furniture and equipment, as well as setting up for agency functions.

To Obtain Service

Submit GAO Form 376, "Requisition for Warehousing and Moving Services," to the Supply, Receiving, and Warehousing Branch of the Office of Property Management.

Contact

Supply, Receiving, and Warehousing Branch
GAO Building, room 3B18
202-512-8681

LAN Operations

The GAO LAN Operations Group of OIMC's Operations Services Center manages and provides information on GAO's local and wide-area data communications needs, including data communications plans, policies, procedures, network operations, and network design.

To Obtain Service

Call the Operations Services Center

Contact

Operations Services Center
GAO Building Room 2840
202-512-2735

GAO Customer Support Facility

The GAO Customer Support Facility provides a single point of contact for GAO LAN users to contact when experiencing problems with the GAO network.

To Obtain Service

Call the Customer Support Facility

Contact

Operations Services Center
Customer Support Facility
GAO Building
202-512-LAN2

Landscaping and Plant Maintenance

GS&C's Office of Real Property Services maintains the lawn, trees, and plants at the GAO Building.

To Obtain Service

Call the Building Management Contractor for service in the GAO Building, Techworld, One Mass. Avenue, 111 Mass. Avenue, and UCP 11. Call the Office of Real Property Services to report recurring problems.

Contact

Building Management Contractor
GAO Building, room B-131
202-512-7617

Office of Real Property Services
GAO Building, room 1800
202-512-5868

Leave

Personnel's Employee Relations Branch informs employees and provides advice and guidance to management about leave policy, except for the leave-sharing program. Information on leave-sharing and time and attendance is the responsibility of Personnel's Automated Systems and Records Group.

To Obtain Service

Contact the appropriate unit as listed below.

Contact

For leave policy issues—
Employee Relations Branch
GAO Building, Room 1181
202-512-5902

For time and attendance and leave-sharing issues—
Automated Systems and Records Group
GAO Building, Room 1180
202-512-5811

Leave Error Reports

Leave error reports are generated by the automated payroll/personnel system at the National Finance Center (NFC), located in New Orleans and operated by the U.S. Department of Agriculture. T&A contacts review

discrepancies; make corrections; and, if necessary request changes to the data base.

To Obtain Service

Direct your request to your timekeeper or your unit's designated T&A contact, who contacts Personnel's Automated Systems and Records Group if NFC must be notified.

Contacts

Automated Systems and Records Group
GAO Building, Room 1180
202-512-5811

Libraries (Law and Technical)

GAO staff may borrow most materials from the collections of the Law Library and the Technical Library of OIMC's Information Services Center. Selected materials, such as reference books and CD-ROMs do not circulate. Materials required for official use that are not in the library collections may be borrowed from another library through an interlibrary loan. (See "Interlibrary Loans.") Microfiche and microfilm may be read or printed on reader-printers available in both libraries. Photocopying machines are also available.

The reference staff of the libraries provide reference services by using the resources of both libraries, including the legislative history collection, as well as numerous data bases offering extensive research capabilities.

To Obtain Service

The Information Services Center's on-line catalog provides information about the materials in the library collections. It also provides information on the location and availability of library materials. Reference librarians and other library staff are available during library hours to respond to inquiries and to check out library materials.

For reference services or data base services call or visit the appropriate reference desk, or for literature searches or extensive research, call division librarians as listed in the GAO Telephone Directory.

Contact

Law Library
GAO Building, room 7156
202-512-2585

Technical Library
GAO Building, room 7116
202-512-5180

Life Insurance

Personnel's Employee Benefits Branch assists employees with Federal Employees' Group Life Insurance (FEGLI) matters. Personnel's Automated Systems and Records Group provides and processes FEGLI forms (SF 2817).

To Obtain Service

For assistance, call or visit the Employee Benefits Branch. To obtain forms, visit the Automated Systems and Records Group and submit completed forms to this group.

Contact

For assistance—
Employee Benefits Branch
GAO Building, Room 1181
202-512-5902

For forms—
Automated Systems and Records Group
GAO Building, Room 1180
202-512-5811

Lock and Key Service (Routine) in the GAO Building

GS&C's Office of Real Property Services provides lock and key service within the GAO Building including installing and removing lock sets and tumblers, duplicating keys, repairing defective lock sets, and opening doors and cabinets when keys are lost.

To Obtain Service

Submit requests for installation and removal of locks, in person or by fax, on GAO Form 40, "Request for Facilities Services", to the Building Management Contractor. Other lock related service requests can be arranged by calling the Building Management Contractor. Call the Office of Real Property Services to report recurring problems.

Contact

Building Management Contractor
GAO Building, Room 1801

202-289-7030
202-289-4857 (fax)

Office of Real Property Services
GAO Building, room 1800
202-512-5868

Locksmith Services

GS&C's Office of Security and Safety's Information and Personnel Branch and Ogden Government Services provide locksmith services for employees in the GAO Building, including replacing keys, opening locks, repairing security containers, and changing security container combinations.

To Obtain Service

Call the Office of Security and Safety or Ogden Government Services.

Contact

For security container repairs, emergency container access, and combination changes—Information Security Section
GAO Building, room 6252
202-512-3003

For all other locksmith services in the GAO Building—Ogden Government Services
GAO Building, room 1801
202-512-7617

M

Mail and Messenger Services

The Mail Center of OIMC's Publishing and Communications Center sends and delivers official mail for agency offices and staff. Mail is picked up and delivered within the GAO Building between 10:30 a.m. and 3:30 p.m. Internal GAO couriers in the Center deliver mail to GAO staff at audit sites. Courier services are also available for same-day delivery of other items.

To Obtain Service

Mail Center hours are from 8:00 a.m. to 4:30 p.m. Monday to Friday. Take mail for regional offices to the Mail Center by 3:00 p.m.. Mark such mail "Pouch" to help the Center staff sort the regional mail. (See Mail Services and Procedures, GAO/OIMC-94-6 for detailed mailing information.) Bring items for same-day courier delivery to the Mail Center (rm. 1517 no later than 3:00 p.m.)

Contact

Mail Center
GAO Building, room 1517
202-512-5893

MATS Hotline

The OIMC's Computer Operations Support Facility (COSF) staff provide troubleshooting assistance to MATS users. COSF staff answer questions on system operation, hardware and software, data entry, access, and security.

To Obtain Service

Call the COSF Staff from 8 a.m. to 5 p.m., EST, Monday to Friday.

Contact

Computer Operations Support Facility
GAO Building, room 3B43
202-512-3043

MATS Reports and Data Administration Requests

OIMC's Systems Services Center provides information on MATS policy and procedures, maintains the MATS Users' Manual, and responds to unit-specific needs for MATS information (for example, reports, data base administration/enhancement/changes, use of MATS data for analyses, and so on).

To Obtain Service

Call the Systems Services Center.

Contact	Systems Services Center Techworld, Suite 300 202-512-8680
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Maxiflex	The GAO Maxiflex Program allows employees flexibility in arranging their work schedules. Personnel's Employee Relations Branch informs employees about the program and provides advice and guidance to management on program application issues.
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To Obtain Service	Call or visit the Employee Relations Branch.
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Contact	Employee Relations Branch GAO Building, Room 1181 202-512-5902
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Mediation	Affirmation Action/Civil Rights Office (AA/CRO) manages GAO's Mediation Program which facilitates problem solving and conflict resolution between willing parties on any dispute with or without allegations of discrimination.
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To Obtain Service	Call AA/CRO from 8:45 a.m. to 5:30 p.m., Monday through Friday to arrange for an appointment.
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Contact	Mediation Program Manager GAO Building, Room 3119 202-512-6388
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Medical Help	The GAO Health Unit offers medical attention to all employees located in the Washington Metropolitan area.
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To Obtain Service	Report to the GAO Health Unit.
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Contact	GAO Health Unit GAO Building, room 1553 202-512-HELP (for emergencies) or 202-512-5486 or 202-512-5487
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Medical Records

Personnel's Automated Systems and Records Group maintains medical folders for GAO employees whose employment requires a medical evaluation.

To Obtain Service

Schedule an appointment to view your medical folder by contacting Personnel's Automated Systems and Records Group. You must present your GAO identification card before reviewing your folder.

Contact

Automated Systems and Records Group
GAO Building, Room 1180
202-512-5811

Microcomputer Loaner Pool

OIMC's Operations Services Center maintains a pool of microcomputers for short-term loans (90 days or less).

To Obtain Service

Call the Hardware Hotline from 7:30 a.m. to 5:00 p.m. Monday to Friday.

Contact

Hardware Hotline
GAO Building, room 2N30
202-512-5383

Microcomputer Maintenance

Maintenance services for all GAO-owned microcomputer hardware is available to GAO headquarters offices through OIMC's Operations Services Center's maintenance contractor. The maintenance facility in the GAO Building houses an assembly and maintenance shop and parts inventory.

To Obtain Service

Call the Hardware Hotline from 7:30 a.m. to 5:00 p.m. Monday to Friday.

Contact

Hardware Hotline
GAO Building, room 2N30
202-512-5383

N

Notary Public

GAO provides notary public service to its employees.

To Obtain Service

Please call in advance to see if the notary is available or call to make an appointment.

Contact

Geraldine Howard
GAO Building, room 7116
202-512-8376
Hours: 10:00 a.m. to 12 noon daily

Deborah York
820 First St, N.E., room 654
202-512-7455

O

Outside Employment

GAO employees are required to obtain prior approval if they wish to engage in outside employment. OGC’s ethics counselors provide guidance on conflict-of-interest issues. Personnel’s Employee Relations Branch provides information on procedures for seeking outside employment approval.

To Obtain Service

To request permission to work outside GAO, submit GAO Form 256 “Request for Permission to Engage in Outside Employment,” through your supervisor to your division, office director or regional manager. For guidance or information, contact the appropriate unit as listed below.

Contact

For conflict-of-interest issues—
OGC’s Legal Services Division
GAO Building, Room 7852
202-512-8404

For procedural issues—
Personnel’s Employee Relations Branch
GAO Building, Room 1181
202-512-5902

P

Parking Permits

GS&C's Office of Security and Safety's Parking Administrator manages the GAO parking program, which includes issuing permanent, temporary, and visitor parking permits for the GAO Building, as well as handling appeals for parking citations or permit revocations or denials pertaining to the GAO Building garage. The Administrator provides information on parking permits for the GAO Building and counsels unit parking administrators on parking policies and procedures.

To Obtain Service

Call or visit the GAO Parking Administrator.

Contact

GAO Parking Administrator
GAO Building, room 6252
202-512-5399

Passport Photos

The Media Services Photography staff of OIMC's Publishing and Communications Center takes passport, visas, and certified public accountant photos on a walk-in basis (without appointment) at designated hours.

To Obtain Service

Go to room 1N16 to get photos taken on Tuesdays and Thursdays from 9:00 a.m. to 11:30 a.m.

Contact

Media Services and Photography Unit
GAO Building, room 1N16
202-512-3728

Paychecks

GAO contracts with USDA's National Finance Center (NFC) for personnel and payroll services. Personnel's Automated Systems and Records Group serves as the focal point with NFC in resolving payroll processing problems.

To Obtain Service

For questions relating to missing paychecks or associated payroll deductions, contact Personnel's Automated Systems and Records Group.

Contact

Automated Systems and Records Group
GAO Building, Room 1180
202-512-5811

**Performance
Appraisal**

Personnel's Performance, Pay and Benefits Policy Branch provides information on GAO-wide performance appraisal procedures and policies.

To Obtain Service

Call the Performance, Pay and Benefits Policy Branch.

Contact

Policy and Program Development Group
Performance, Pay and Benefits Policy Branch
GAO Building, Room 1470
512-5949

**Performance-Based
Actions**

Personnel's Employee Relations Branch provides advice and guidance to management about performance-based actions (removals from GAO employment, demotions, and reassignments) and on less severe performance deficiencies. It also informs employees concerning performance-based action procedures and due process rights.

To Obtain Service

Call or visit the Employee Relations Branch and ask for the specialist designated to provide service to your division, office or region.

Contact

Employee Relations Branch
GAO Building, Room 1181
202-512-5902

**Permanent
Change-Of-Station
Moves**

GS&C's Office of Financial Management provides policy guidance for and processes PCS documents.

To Obtain Service

Submit GAO Form 188, to the Assistant Comptroller General for Operations for approval. The approved form is then sent to the Office of Financial Management's Travel and Transportation Branch for processing.

Employee Claims for Lost or Damaged Property

OFM also processes employee claims for lost or damaged personal property.

Contact

Travel and Transportation Branch
GAO Building, room 6T37
202-512-3742

Personnel Folders

Personnel's Automated Systems and Records Group maintains official personnel folders (OPF) for all GAO employees containing all official personnel actions and other pertinent information.

To Obtain Service

Make an appointment to review your OPF by calling Personnel's Automated Systems and Records Group; you must present a valid government identification card when reviewing your folder.

Contacts

Automated Systems and Records Group
GAO Building, Room 1180
202-512-5811

Personnel Security

GS&C's Office of Security and Safety's Personnel Security Section initiates personnel security investigations, maintains liaison with other federal agencies concerning security clearances, provides security information for completing various clearance forms, and grants security clearances.

To Obtain Service

Call the Personnel Security Section.

Contact

Personnel Security Section
GAO Building, room 6252
202-512-4682

Personnel Services to Employees and Managers

Personnel provides advice to employees and managers on qualification analysis of experience, classification requirements for positions, and information required for special programs such as the overseas program, annual assessment, lateral reassignment program, and SES recruitment.

To Obtain Services

Go to Personnel's Central Operations and Special Programs Group to discuss special program areas, classification issues, and/or qualification matters.

Contact

Central Operations and Special Programs Group
GAO Building, Room 1174
202-512-6185

Photography

The Media Services Photography Unit of OIMC's Publishing and Communications Center provides photography for audit and other publications, as well as for exhibits, slide shows, special events, and passports (see "Passport photos"). The section also makes prints from black-and-white 35mm, 120mm, and 4-X 5-inch negatives.

To Obtain Service

Submit GAO Form 246 or 145 (available in rm. 1127 and call to schedule an appointment at least 5 workdays before you need service. Service requested after 3 p.m. will be dated the next workday. To get approval for using color photos, submit a memorandum from the issue area director in charge of the request to the Director, Publishing and Communications Center.

Contact

Media Services and Photography Unit
GAO Building, Room 1N16
202-512-3728

Physical Security

GS&C Office of Security and Safety's Physical Security and Investigations Branch manages the physical security for the GAO Building, audit sites, and regional offices.

To Obtain Service

Call the Office of Security and Safety

Physical Security and Investigation Branch
GAO Building, room 6252
202-512-5474

Political Activity

The Office of the General Counsel's Legal Services Division provides informal guidance to employees regarding permissible and prohibited political activities. Employees seeking formal advisory opinions should contact the General Counsel of the GAO Personnel Appeals Board.

To Obtain Service

Contact the appropriate unit as listed below.

Contact

For informal guidance—
OGC's Legal Services Division
GAO Building, Room 7852
202-512-8404

For advisory opinions—
General Counsel of the GAO Personnel Appeals Board
Union Center Plaza II
820 First Street, Room 830
202-512-1663

Printing—Audit/ Nonaudit Reports

The Printing Unit of OIMC's Publishing and Communications Center provides printing services for GAO reports/publications, some of which are printed in-house; the rest are contracted out.

To Obtain Service

Submit GAO Form 312 to your Customer Service Representative, room 1127. Request cover preparation for covers of nontypeset publications in advance. To request priority printing, provide a memorandum to that effect signed by a division ACG or director for P&R.

Contact

Customer Service
GAO Building, room 1127
202-512-9272

Procurement of Services and Supplies

GS&C's Office of Acquisition Management purchases supplies and services from vendors to support GAO headquarters and regional offices.

To Obtain Service

Submit GAO Form 31, "Procurement Request," through appropriate unit management to the Office of Acquisition Management; include a description of the items or services required.

Contact

For procurements of less than \$25,000—Purchasing Branch, Office of Acquisition Management
Room 6854
202-512-3550

For procurements of more than \$25,000—Contracting Branch, Office of Acquisition Management
Room 6852
202-512-5102

**Publications
Procurement**

OIMC's Information Services Center purchases all publications for GAO, including books, journals, microfilms, videotapes, CD-ROM products, training materials, and audio cassettes. The Center procures research materials for the libraries and for GAO divisions and offices.

To Obtain Service

Submit GAO Form 31, "Procurement Request," signed by the appropriate BOC official for your unit with as much information as possible about the item requested, to the Library Systems Support unit of the Information Services Center. (General instructions on completing GAO Form 31 are found in GAO Order 0650.1, "Library and Research Services.")

Contact

Manager, Library Systems Support
Information Services Center, OIMC
GAO Building, room 6530
202-512-5755

**Publishing and
Communications
Customer Service**

Submit requests for most of OIMC's Publishing and Communications Center services to Customer Service, room 1127. Customer Service staff are available to help customers determine their requirements and fill out requisitions. They forward work to appropriate PCC units and call customers when their work is finished.

To Obtain Service

Go to Customer Service in room 1127 or call the number below.

Contact

Customer Service
GAO Building, room 1127
202-512-9272

Q

Qualifications Standards	A qualification standard is a statement of job requirements, including the experience, education, knowledge, skills, and abilities needed for each occupational series. A standard describes typical work performed in the various occupations and any special requirements, such as physical ability.
To Obtain Services	Go to Personnel's Central Operations and Special Programs Group to view a copy of current qualifications standards, and/or have your qualifications reviewed.
Contact	Central Operations and Special Programs Group GAO Building, Room 1174 202-512-6185

R

Records Destruction, Storage, and Retrieval

Records Management Services of OIMC's Information Services Center is responsible for storing and retrieving GAO's records, arranging for the destruction of file materials, and setting guidelines and policy for these activities.

To Obtain Service

Call Records Management Services. (All GAO records must be retired or disposed of according to GAO Order 0413.1 Supplement, "GAO Comprehensive Records Schedule.")

Contact

Records Management Services
Suite 300, Techworld
202-512-6712

Recruitment

GAO's Office of Recruitment provides service to management, including producing vacancy announcements, recruitment assistance, paid advertisements for position vacancies, and application handling and tracking. These services are offered for all external hires with the exception of the Senior Executive Service.

To Obtain Service

See your Administrative Officer or Human Resource Manager/Specialist for details. The Office of Recruitment initiates its service on the basis of an approved SF-52, "Request for Personnel Action."

Contact

Office of Recruitment
GAO Building, Room 1169
202-512-4900

Retirement

Personnel's Retirement Programs Branch provides individual retirement counseling, annuity computations, retirement experience assistance, and creditable service histories (for retirement purposes) as well as Thrift Savings Plan and social security information. Also, employees may use the do-it-yourself software available in the Retirement Information Center to receive information on annuity computations. This annuity software is available in the regional offices. Regional employees should contact their Retirement Liaison for specific information. GAO's retirement program also includes retirement seminars and workshops.

To Obtain Service

Contact the Retirement Programs Branch for retirement counseling, annuity computations, retirement experience assistance, and creditable service histories. For retirement forms, publications, and videos, visit the Retirement Information Center. To enroll in a retirement seminar, contact your Training Coordinator.

Contact

Retirement Programs Branch
GAO Building, Room 1181
202-512-5902

Retirement Information Center
GAO Building, Room 1182

Security Force

GS&C's Office of Security and Safety's Physical Security and Investigations Branch manages the security contract for the GAO Building. The Security Officers to emergencies, monitor the lost and found, control visitors, and provide building security.

To Obtain Service

Call the Office of Security and Safety.

Contact

For emergency assistance—202-512-HELP (202-512-4357)

For non-emergency security assistance—202-512-4292

For physical security issues—Physical Security and Investigations Branch
GAO Building, room 6252
202-512-8115

Shuttle Service

GS&C's Office of Property Management Provides shuttle service to GAO staff as follows:

Tech World - 6:00 a.m. to 8:00 a.m. continuous round trips.

North Capitol (1 Mass. Ave., 111 Mass. Ave., UCP II, and 500 1st St., NW) - 6:00 a.m. to 8:00 a.m. continuous round trips.

North Capitol - Leave G St. side of GAO Building on the hour and half hour from 8:00 a.m. through 5:30 p.m.

Tech World - Leave G St. side of GAO Building at a quarter after the hour and a quarter before the hour from 8:00 a.m. through 5:45 p.m.

Night Shuttle - Service to the Judiciary Square Metro Station and parking lots included in the area bounded by K St. on the north, 3rd St., NW on the east, D St. on the south, and 6th St. NW on the west. Service begins at 5:00 p.m. and ends at 8:30 p.m. and leaves from the G St. side of the GAO Building as passengers request the service.

To Obtain Service

Go to the G St. side of the GAO Building at the time you need the service.

Contact	Office of Property Management GAO Building, room 3B18 202-512-3519
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Signs and Name Plates

GS&C's Office of Real Property Services provides appropriate signs, name plates, or wall plates for new employees or as changes occur.

To Obtain Service	Submit, in person or by fax, GAO Form 40, "Request for Facilities Services", to the Building Management Contractor.
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Contact	Building Management Contractor GAO Building, room 1801 202-289-7030 202-289-4857 (fax)
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Slides From Textframe

The Design and Composition Unit of OIMC's Publishing and Communications Center generates film for 35mm color slides from TextFrame materials. A contractor processes the slides which are ready within 24 hours. (Orders for more than 50 slides or multiple copies of slides may take 2 to 3 workdays.)

To Obtain Service	Submit GAO Form 312 (available in Customer Service or the GAO Supply Center) to the Customer Service Desk. The Publishing and Communications Center requires that customers have all TextFrame materials edited before Customer Service accepts them for production.
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Contact	Customer Service GAO Building, room 1127 202-512-9272
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Space Alterations

GS&C's Office of Real Property Services processes requests for carpentry, painting, electrical changes, partition construction, and cubicle reconfiguration. The office also designs space layout as needed when offices reorganize to ensure the most efficient placement of furniture and equipment.

To Obtain Service	Submit, in person or by fax, GAO Form 40, "Request for Facilities Services", to the Building Management Contractor.
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Contact	Building Management Contractor GAO Building, room 1801 202-289-7030 202-289-4857 (fax)
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Supplies, Requests for	GS&C's Office of Property Management is responsible for identifying, acquiring, issuing, and accounting for GAO supplies. These include general office supplies, ADP supplies, copier supplies, GAO and standard forms, and GAO stationery.
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To Obtain Service	Submit GAO Form 23, "GAO Supply Order," by fax or mail it to the Supply Center; in case of emergency, deliver it in person.
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Contact	GAO Supply Center GAO Building, room 3811 202-512-6121 202-512-8997 (fax)
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Tax Deductions

Data regarding tax deductions must be accurate, current, and complete when entered into the automated payroll/personnel system to generate correct amounts for salary checks, W-2 Statements, and related documents. (See “W-2 Statements.”)

To Obtain Service

Visit Personnel’s Automated Systems and Records Group to obtain forms, request information, and change deductions.

Contact

Automated Systems and Records Group
GAO Building, Room 1180
202-512-5811

Telecommunications Services and Equipment:

OIMC’s Telecommunications Service Center (TSC) provides telephone services, equipment, telephone repair, voice messaging (voice mail) services, audio conferences, video conferences, and technical assistance.

For Telephone Services (and Removal):

In Washington D.C., submit GAO Form 324, “Request for Telephone Services” to the Telecommunication Service Office (TSO), GAO Building, Room B-100 or call 512-3300.

In the regions, please contact your Administrative Officer or Telecommunications Representative.

For Telephone Repair:

In Washington D.C., please call the TSO at 512-3333.

In the regions, please contact your Administrative Officer or Telecommunications Representative.

For Voice Messaging Services (Voice Mail):

In Washington D.C., please call the TSO at 512-3300.

In the regions, please contact your Administrative Officer or Telecommunications Representative.

To Arrange an Audio Conference Call:

In Washington D.C., please call the TSO at 512-3333 three days in advance of the conference call. Staff served by the 512-XXXX service can

set up their own conference calls for 6 or less locations. Please call the TSO at 512-3300 for instructions.

In the regions, please contact your Administrative Officer or Telecommunications Representative.

To Arrange a Video Conference:

In Washington D.C., please call your division/office Video Conferencing Focal Point. If you do not have one, please call the Telecommunication Service Center at 512-4110.

In the regions, please contact your Video Conferencing Focal Point.

To Obtain Technical Assistance:

In Washington D.C., please call the TSO at 512-3300.

In the regions, please call the Telecommunication Service Center at 512-6628.

Telephone Directory
(Alphabetical and
Organizational
Listings)

Information included in the GAO Telephone Directory is from employee data recorded at the National Finance Center and organizational data received from divisions and offices. Employee Locator Cards (Form 410) filled out by employees are used to update the National Finance Center employee data base. OIMC's Information Services Center updates the organizational listing in the directory from information provided by divisions and offices, and is responsible for publishing for GAO's Telephone Directory.

To Obtain Service

To keep the alphabetical section of the Telephone Directory current, fill out a new or revised Employee Locator Card (Form 410) whenever moving your office, changing personal status (name, home address, etc.), or changing office telephone numbers to your unit's human resources coordinator. Field office staff should notify their Administrative Officer. Changes to the alphabetical listing are made by Personnel.

Changes to the organizational section should be submitted to the Telephone Directory Coordinator by mail or fax.

Contact

Telephone Directory Coordinator
Information Services Center
GAO Building, room 6530
202-512-4445
FAX: 202-512-9898

**Temporary Duty
Travel and Local
Travel Voucher Audit
and Processing
(Headquarters)**

GS&C's Office of Financial Management's Travel Processing Section processes and provides information and assistance to headquarters staff who prepare local and temporary duty travel vouchers. Services include handling unusual travel situations; providing status of travel voucher payments; researching lost or misdirected reimbursement checks; helping complete travel vouchers; and interpreting travel regulations, entitlements, and limitations.

To Obtain Service

Call the Travel Processing Section

Contact

Travel Processing Section
GAO Building, room 6737
202-512-3742

Time-Sharing Services

OIMC's Operations Services Center provides ADP audit support time-sharing services (from the National Institutes of Health, Parklawn, etc.) to GAO users through several interagency agreements.

To Obtain Service

Call the Operations Services Center.

Contact

Operations Services Center
GAO Building, room 2840
202-512-2735

**Tiny Findings Day
Care Center**

Tiny Findings is a nonprofit organization providing day care services to GAO employees and other interested parents. GAO employees receive first priority in enrollment.

To Obtain Service

Tiny Findings is located in room 1060A is open from 7:00 a.m. to 6:00 p.m. Contact the Center Director at 202-512-3122 for information. Due to security, please call ahead before visiting the Center.

Contact	Director Karen Townsend GAO Building, room 1060A 202-512-3122
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Training, External

GAO-funded and approved external training and developmental opportunities are available in each division and office. All requests for external training must be according to GAO Order 2410.1, which requires approval and payment agreements before enrollment.

To Obtain Service	Submit GAO Form 314, "Application for/Report of External Training," through your supervisor to your Training Coordinator.
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Contact	Consult your Training Coordinator or Human Resources Manager for additional information and registration procedures.
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Training, Internal

The Training Institute (TI) offers a structured curriculum of technical and supervisory/managerial courses for GAO staff in evaluator and evaluator-related positions as well as for administrative and staff personnel. Two specialized tracks, in financial management and information management, are also available to evaluators working in these areas.

To Obtain Service	Information on internal programs is available in the GAO Training and Education Catalog.
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Contact	Your Training Coordinator or Human Resources Manager
---------	--

Training, Self-Paced

TI provides many self-paced courses through the Learning Center and Distributed Training Services. The Learning Center provides technology-based courses, such as interactive videodisc and computer-based training. Distributed Training Services mails self-paced training courses to GAO staff at their work sites or other locations. Courses are available across many content areas, and most carry CPE credit.

To Obtain Service

Information on self-paced courses is available in the GAO Training and Education Catalog. Call your Training Coordinator or Human Resources Manager for additional information or to register for training.

Contact

Your Training Coordinator or Human Resources Manager or
Learning Center Administrator
GAO Building, room 7N36
202-512-9266

Travel Services

The Travel and Transportation Branch, Office of Financial Management, GS&C provides policy guidance and travel accounting services to GAO staff, including: travel advances and reimbursement of local/TDY travel expenses for headquarters staff; payment of relocation claims for transferees and new hires; and liaison with GAO's contract travel agency and the government travel charge card vendor.

To Make Travel Reservations

Contact American Express between 7:00 a.m. and 7:00 p.m. (EST) Monday through Friday at (703) 351-0368 (or 1-800-241-2794 if you are outside the Washington metropolitan local dialing area). American Express also maintains an office in Room 6N16 of the GAO Building to assist with official and personal travel on a walk-in basis, and to issue tickets to staff located in the GAO Building. American Express will deliver tickets to staff at other Washington/Baltimore area sites.

To Obtain Travel Payments

(1) Local Travel Claims up to \$50. Present claims on SF 1164 at the Cashier's Window outside room 6N16 between 9:00 to 11:00 am and 1:00 to 3:00 pm daily.

(2) Local Travel Claims over \$50. Submit claims to the Travel and Transportation Branch, room 6T37, on SF 1164 for reimbursement by check.

(3) Travel Advances, Cash or Check. Advances up to \$500 with proper approval may be picked up at the Cashier's Window outside Room 6N16 (during the hours noted above) only by employees who have not been issued an American Express Government Card.

(4) Travel Orders. Submit GAO Form 176 to the Travel & Transportation Branch, Room 6N16, for processing. Employees who have made reservations through American Express will need to provide American Express (Room 6N16) with copy of their GAO Form 176.

(5) Travel Vouchers. Submit claims for temporary duty and relocation expenses on SF 1012 to the Travel and Transportation Branch, Room 6N15, for check reimbursement.

Contact

For general information, travel policy guidance, and information concerning the status of travel claims contact the Travel and Transportation Branch at (202) 512-3742.

Typesetting—Audit Reports

The Design and Composition Unit Section of OIMC's Publishing and Communications Center codes and processes all audit reports, except classified reports and some fact sheets and briefing reports, for typesetting.

To Obtain Service

Submit GAO Form 312 (available in Customer Service or the GAO Supply Center) and your typesetting package to your Customer Service Representative, room 1127. (See GAO Communications Manual, ch. 12.14). Request priority typesetting by providing a memorandum to that effect signed by a division ACG or director for P&R.

Contact

Customer Service
GAO Building, room 1127
202-512-9272

**Typesetting—
Nonaudit Publications**

If nonaudit and special publications have been prepared for typesetting in WordPerfect, the Design and Composition Unit of OIMC's Publishing and Communications Center can code the product for typesetting in GAO's report format and provide design services. Customers requiring these services should first contact their Customer Service Representative to discuss their needs.

To Obtain Service

Submit GAO Form 312 and your typesetting package to the Customer Service Desk in room 1127.

Contact

Customer Service
GAO Building, room 1127
202-512-9272

**Typewriter
Maintenance**

Through a typewriter repair contract, GS&C's Office of Property Management provides typewriter maintenance/repair to GAO staff located in the Washington, DC, metropolitan area.

To Obtain Service

Call the Office of Property Management. Office staff will prepare the appropriate form for submission to the repair contractor.

Contact

Office of Property Management
GAO Building, room 3B18
202-512-3619

U.S. Government Transportation Requests	GS&C's Office of Property Management accounts for and controls all U.S. government transportation requests (GTRS) required by agency staff and issues them to staff.
To Obtain Service	Submit a memo and empty GTR book covers (if applicable) to the Office of Property Management.
Contact	Office of Property Management GAO Building, room 3B18 202-512-3619

V

Vendor Invoice Payments

GS&C's Office of Financial Management's Payables Section, Finance and Accounting Branch, processes and provides information on all vendor invoice payments. Services include providing status on payments, researching lost or misdirected payments, and interpreting agency regulations and limitations related to vendor invoices.

To Obtain Service

Call the Payables Section, Finance and Accounting Branch.

Contact

Payables Section
GAO Building, room 6T37
202-512-3276

Voluntary Leave Transfer Program

Federal employees can voluntarily transfer leave for extended illness and other authorized purposes. Leave donors or recipients may be employed by GAO or by other federal agencies.

To Obtain Service

Review the guidance in GAO Order 2630.2, available in your unit director's office. If you need additional assistance, direct your request to Personnel's Automated Systems and Records Group. (See "Leave".)

Contact

Automated Systems and Records Group
GAO Building, Room 1180
202-512-5811

W

W-2 Statements

W-2 statements for GAO employees are issued directly from the NFC based on data entered by GAO into NFC's payroll/personnel system. (See "Tax Deductions.")

To Obtain Service

Direct your questions to Personnel's Automated Systems and Records Group.

Contacts

Automated Systems and Records Group
GAO Building, Room 1180
202-512-5811

Within-Grade Increases (and Denials Of)

Personnel's Employee Relations Branch provides advice and guidance to management regarding within-grade increase (WGI) decisions and denying such increases. It also informs employees about WGI procedures and due process rights.

To Obtain Service

Call or visit the Employee Relations Branch and ask for the specialist designated to provide service to your division, office or region.

Contact

Employee Relations Branch
GAO Building, Room 1181
202-512-5902

Writing and Editing Services

GAO staff who do not have access to editorial staff can get help in creating special publications, presentation materials, and video scripts from the Writing and Editing staff of OIMC's Publishing and Communications Center. Services range from drafting products with customers to proofreading to developing writing and editing policies and guidelines. Staff also supplement division editorial staffs when needed and answer editorial questions.

To Obtain Service

Call your Customer Service Representative or submit a GAO Form 312 (available in Customer Service or the GAO Supply Center) along with the document (typed double spaced) to be edited.

Contact

Customer Service
GAO Building, room 1127
202-512-9272

Index

Subject	Page(s)
Accidents	1
Injuries	1
Medical help	36
Reporting	1
Address changes	1
American Express Travel Service	57
Appeals, personnel-related	2
Asbestos	2
Audiovisual	
Equipment loan	3
Conferences	54
Production services	3
Awards	3
Beneficiary designation	5
Budget	
Advice/assistance	5
Allocations	5
Reprogramming	6
Building Access Cards	12
Building Maintenance	
Asbestos, pcb, contaminants	2
Carpet and drapery cleaning	8
Extermination	16
Fire safety	19
Health and safety issues	1
Janitorial services	29
Laborer services	30
Landscaping	31
Lock and key service	33
Locksmith services	34
Signs and name plates	51
Space alterations	51
Cafeteria and snack bar	7
Campaigns and drives	7
Canteen	7
Career resource center	7
Consultation, managers/supervisors	11
Counseling, employees	12

(continued)

Subject	Page(s)
Carpet and drapery cleaning	8
Certification of GAO documents	8
Child day care	55
Combined federal campaign	7
Complaint processing	9
Computer	
Acquisition	9
Hotlines	26, 29, 35
Loaner pool	37
Maintenance	37
Operations support facility	9
Repair	37
Security	10
Training	56
Conference calls	53
Continuing professional education	11
Copy Centers	11
Counseling	
Employees	12
Managers/supervisors	11
Courier service	35
Credentials	12
Credit union	13
Crime prevention	13
Customer service, publishing	45
Day care	55
Directives, orders	21
Disciplinary and Adverse Actions	14
Distribution	
Audit reports	14
Nonaudit reports	15
Drug and alcohol problems	11, 12
Editing services	62
Employee claims for lost or damaged property	42
Employee locator	21
Employees association/ store	21
Employment verification	16
Extermination	16

(continued)

Subject	Page(s)
Fax machines	17
Files maintenance	17
Financial disclosure	17
Financial management system (FMS) assistance	18
Financial statements and account status	18
Fingerprinting	19
Fire safety	19
Food and drink	
Cafeteria	7
Canteen	7
Forms	23
Furniture	
Requests	19
Repairs	19
GAO directives, orders	21
GAO employee locator	21
GAO employees association	21
GAO fitness and athletics association	22
GAO forms	23
GAO orders	21
Graphics	
Design and production	23
Requests	23
Self-service software	23
Grievances	24
Health and Safety	
Accidents	1
Asbestos	2
Complaints/issues	25
Crime prevention	13
Fire safety	19
Health benefits	25
Hotlines	
JSS	29
MATS	35
Microcomputer hardware	26
Microcomputer software	26
ID (identification cards)	12
Information security	27

(continued)

Subject	Page(s)
Interlibrary loans	27
Internal vacancy announcements	28
Investigations	28
Invoices, vendor	61
Janitorial services	29
JSS hotline	29
Laborer services	30
(LAN) Local Area Networks operations	30
Landscaping	31
Leave	31
Leave error reports	31
Library	
Interlibrary loans	27
Law	32
Publication procurement	45
Reference services	32
Technical	32
Life insurance	33
Locator, employee	21
Lock and key service	33
Locksmith	34
Mail and messenger service	35
MATS	
Hotline	35
Reports and data administration requests	35
Maxiflex	36
Mediation	36
Medical help	36
Medical records	37
Microcomputer	
Acquisition	9
Hotlines	26, 29, 35
Loaner pool	37
Maintenance	37
Operations support facility	9
Repair	37
Security	10
Training	56
Notary public	38

(continued)

Subject	Page(s)
Outside employment	39
Parking permits	40
Passport photos	40
Paychecks	40
Payments	
Travel voucher	55, 58
Performance appraisal	41
Performance-based actions	41
Permanent change of station moves	41
Personal computer	
Acquisition	9
Hotlines	26, 29, 35
Loaner pool	37
Maintenance	37
Operations support facility	9
Repair	37
Security	10
Training	10
Personnel folders	42
Personnel security	42
Personnel services	42
Photography	43
passport photos	40
Physical security	43
Pouch mail	35
Political activity	44
Printing	44
Procurement	
Publications	45
Services and supplies	44
Publication procurement	45
Publishing customer service	45
Qualifications standards	47
Records destruction, storage, and retrieval	48
Recruitment	48
Reference services (libraries)	32
Reprogramming, budget	6
Retirement	48
Security	

(continued)

Index

Subject	Page(s)
Computer	10
Crime prevention	13
Force	50
Personnel	42
Shuttle service	50
Signs and name plates	51
Slides	51
Space alterations	51
Stress management	11, 12, 56
Supplies	52
Tax deductions	53
Telecommunications	
Conference calls	53
Technical assistance	53
Telephone equipment	53
Telephone repair	53
Telephone services	53
Video conferencing	54
Voice mail service	53
Telephone	
Conference calls	53
Directory	54
Repair	53
Service/equipment	53
Time-sharing	55
Tiny Findings day care center	55
Training	
External	56
Internal	56
Self-paced	56
Transportation requests, US government	60
Travel	
Orders	58
Payments	55
Reservations	57
Services	57
Vouchers	55, 58
Typesetting	
Audit reports	58

(continued)

Subject	Page(s)
Nonaudit reports	58
Typewriters	59
Vacancy announcements, internal	28
US government transportation requests	60
Vendor invoices	61
Video	
Conferences	54
Reports	3
Voice mail	53
Voluntary leave transfer program	61
W-2 statements	62
Within-Grade increases and denials	62
Writing and Editing Services	62
Workers Compensation Programs	1

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