



OAA

Customer Service and Workforce Excellence
21 April 2024

Administrative Assistant to the Secretary of the Army (AASA)

Senior career DA Civilian responsible for advising the Secretary of the Army; serves as the primary Army point of contact for political transition between administrations; oversees one field operating agency and several directorates that provide direct administrative and management support to the Headquarters, Department of the Army (HQDA) and enterprise-level services to Armywide organizations.

Deputy Administrative Assistant (DAASA)

Serves as the principal advisor to and acts on behalf of the AASA; provides direct oversight for the field operating agency and directorates that provide direct administrative and management support to HQDA and enterprise-level services to Armywide organizations.

Equal Employment Opportunity (EEO) Directorate:

EEO promotes and supports an inclusive culture of equal employment opportunity in the workplace through compliance with applicable laws. Services include EEO training and alternative dispute resolution; discrimination complaint processing; advisory services, staff assistance visits, workforce data/barrier analysis; Special Emphasis Programs to include Disability Program; and reasonable accommodations.

Information Technology Management Office (ITMO):

Coordinates and provides information management (IM) and information technology (IT) support to OAA and its mission support directorates and activities. OAA services include oversight for knowledge management, records management, software engineering, cybersecurity, sustainment of Cloud/legacy applications hosting environments and liaison with IT service providers (JSP and FBVA RNEC).

Civilian Aides to the Secretary of the Army (CASAs) Program Office:

Develops objectives and leads activities for the program to enable CASAs to disseminate Secretary of the Army priorities to the public, serve as America's link between the Army and civilian community Centers of Influence (COIs), and provide advice to Army leaders on public sentiments toward the Army.

U.S. ARMY HEADQUARTERS SUPPORT AGENCY (HSA)

Army Executive Dining Facility (AREDF): Provides an appropriate facility where the Secretary of the Army, Chief of Staff of the Army, Under Secretary of the Army, and Vice Chief of Staff of the Army can dine and host special functions for foreign dignitaries, official visitors, and other guests; provides a private dining facility for the Army's senior civilian and military officials as well as personnel with approved memberships to the executive dining facilities of the Secretary of Defense, Joint Staff, U.S. Navy, and U.S. Air Force.

Army Space and Facilities Management (ASFM): Plans, manages, and administers a comprehensive real estate and facilities program for personnel at more than 30 locations. Space planning activities incorporate approximately 2.5 million square feet in the NCR for government owned and leased space. Services include space planning and management, lease administration, furniture acquisition, architectural and engineering services, renovation and modernization project planning, management and building maintenance, and mail distribution in the Pentagon.

Human Resource Management Directorate (HRMD): Executes functions associated with the AASA's responsibility for providing human resources policy, planning, and guidance to more than 50 HQDA organizations, and approximately 7,000 HQDA Civilians and Soldiers, on strategic human capital management, workforce development and training, civilian drug testing, and civilian and military awards processing; advises on military human resources policy and guidance as well as the administration of HQDA Army Institutional Training on Temporary Duty.

Resource Services Directorate (RSD): Provides resource and force management support for HQDA activities, including the Secretariat and Army Staff and their field operating agencies, which perform a variety of readiness and operations support functions Army-wide. Resource Services manages the Planning, Programming, Budgeting, and Execution process of more than \$4B in multiple appropriations annually for HQDA organizations and their activities under Operating Agency 22 (OA 22).

Security, Protection, and Safety Directorate (SPSD): Ensures the integration and synchronization of protection, security, and safety programs to assure the operational resilience of HQDA in the NCR; carries out the Command Security Manager function; provides HQDA locksmith services; and manages Army-related parking requirements for the Pentagon.

Special Programs Directorate (SPD): Supports Army enterprise programs for conferences, gift acceptance, official representation funds, committee management, DoD executive agent and SecArmy delegations, and operational support airlift; National Capital Region programs for the Combined Federal Campaign, Army Emergency Relief, Mass Transit Benefits and HQDA welfare funds; and OAA Risk Management Internal Controls and Customer Satisfaction. SPD advocates for stewardship of resources and ensures customer service excellence, managing program policy and providing education, oversight, and approval processes.