



OAA
Customer Service and
Workforce Excellence
25 March 2025

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:

Promotes EEO across HQDA; provides training and alternative dispute resolution; manages the discrimination complaint process; offers advisory services, staff assistance visits, and workforce data; and manages the 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. Services include oversight for content/knowledge/and records management, SharePoint & software engineering, cybersecurity, sustainment of cloud/legacy application hosting and liaison with IT Service Providers (JSP and FBVA RNEC).

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

Develops objectives, provides management oversight, and facilitates activities to enable CASAs to be the link between the Army and the civilian community by serving as Centers of Influence (COIs), disseminating Secretary of the Army priorities to the public, and advising 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): Administers a comprehensive, centralized real estate and facilities program for Army organizations in the National Capital Region. Specific services include lease administration, rent payment, furniture acquisition, architecture/engineering services, renovation and modernization project management, coordination of building maintenance, above standard services 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 over 6,000 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 resources and force management, managerial accounting, audit readiness, and financial systems 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 (OA- 22).

Security, Protection, and Safety Directorate (SPSD): Ensures the integration and synchronization of security, protection, and safety programs (includes: communications security, industrial security, information security, operations security, personnel security, physical security, anti-terrorism, emergency management, continuity of operations, insider threat, and occupational health) 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; conferences, gift acceptance, official representation funds, committee management, SecArmy delegations, Travel on Gov't and Commercial Aircraft and Civilian Marksmanship Program; Supports NCR/HQDA programs; Combined Federal Campaign, Army Emergency Relief, Mass Transit Benefits, Welfare Funds, Coin and Alcohol Policies; and OAA programs; Risk Management Internal Controls and Customer Satisfaction.