



ABOUT ORS

CUSTOMER FOCUS • EXCELLENCE • INTEGRITY • COLLABORATION

<http://www.ors.od.nih.gov>

MISSION: The Office of Research Services (ORS) provides responsive and dependable support to the National Institutes of Health (NIH) research mission by planning, directing and delivering scientific and regulatory activities, public safety, security, and services to enrich the NIH community.

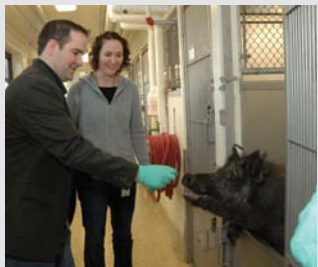
VISION: ORS is an organization that seamlessly delivers on its mission, the first time and every time, exceeding expectations and evolving with changing requirements. We are the standard by which similar service providers are measured.

Director's Note

In 2009, the Office of Research Services (ORS) adopted its first strategic plan, *The Office of Research Services Strategic Plan for FY 2009 – 2011*. The plan defined our mission, vision and core values and outlined four overarching goals designed to help us attain our vision and fulfill our mission. These goals, combined with our core values, guided our work in effectively carrying out our roles and responsibilities toward providing responsive and dependable support to the National Institutes of Health (NIH) research mission and have been successful beyond our highest expectations. Our accelerated pace of accomplishment is a reflection of the dedicated individuals throughout ORS who strive to improve organizational performance every day. Creating a shared vision and working together to accomplish a common mission moved the organization forward far beyond simply the sum of what a single office or division could accomplish alone. I firmly believe that this significant investment of time and effort by so many ORS staff will have a long lasting and positive impact not only on ORS, but also on the NIH community. The following pages document progress and major accomplishments since 2009 and outline priorities and initiatives we'll be tackling for 2012 – 2016. These new initiatives will propel us even farther along the road toward fulfilling our mission and realizing our vision. ~ Alfred C. Johnson, PhD, Director, ORS

ORS IMMERSION PROGRAM

ORS, as part of the Office of Management (OM), supports the NIH in a wide variety of ways that are necessary for the efficient and safe operation of the largest biomedical research facility in the world. The myriad of services we provide impact, both directly and indirectly, all NIH Institutes and Centers (ICs). The ORS Immersion Program, developed in partnership with the NIH Administrative Training Committee, allows NIH interns, fellows and administrative staff to gain an understanding of the comprehensive services offered by ORS; to experience firsthand how these services are organized and provided; and to develop future points of contact. The program also provides an opportunity for the ICs to contribute valuable input into the quality and effectiveness of the services we render. Creating successful and enduring customer partnerships enables the ORS to work with the ICs to develop and refine our services in ways that allow us to meet the changing needs of the NIH community. This mutual sharing of information makes all the difference.



Scientific Resources

ORS provides laboratory, library, occupational health and safety, radiation safety, veterinary and scientific equipment services to NIH. These resources and services directly support NIH's mission to seek fundamental knowledge about the nature and behavior of living systems and the application of that knowledge to enhance health, lengthen life and reduce the burdens of illness and disability.

▼ ORS BY THE NUMBERS (ANNUAL STATISTICS FROM CY2010 OR FY2011)



▼ ORS COLLABORATIONS

- Library Services
- Occupational Health and Safety
- Radiation Safety
- Scientific Equipment and Instrumentation Services
- Veterinary Resources

DOCUMENT ARCHIVING: The NIH Library, the Office of NIH History and the National Center for Research Resources are collaborating on the NIH Web Archives which consists of the National Institutes of Health Web Archive Collection and the Clinical Translational Science Award Collection. Using Archive-It, a service from the Internet Archive, the NIH Library Web Archive Program has archived over 7 million documents, and over 900 gigabytes of data, since early 2011.

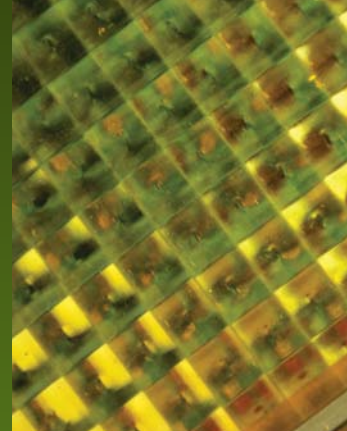
FLU VACCINES: ORS Occupational Medical Services conducts annual flu vaccine campaigns and vaccination drives to promote health in the Clinical Center, our laboratories and all NIH facilities. Over 9,000 NIH staff received the flu vaccine in 2010.

▼ ORS TIMELINE

- 1926** • Medical Arts section formed
- 1953** • Fire Department formed
- 1956** • Division of Research Services (DRS) established to provide equipment and professional and technical services to intramural programs
- 1956** • NIH granted approval for use of radioactive materials by U.S. Atomic Energy Commission
- 1957** • J-1 Exchange Visitor Program approved
- 1960** • 513 acres of farmland acquired as site of NIH Animal Center. DRS branches established: Instrument Engineering, Library, and Medical Arts
- 1962** • Division of Research Facilities & Resources (DRFR) established
- 1969** • DRFR transferred to the Division of Research Resources (DRR)

Program & Employee Services

ORS provides program and employee services such as events management, international and immigration services, sign language interpretation and medical art and photography that further support the NIH research mission. Additional services such as childcare, banking, educational classes, fitness centers, mail, parking and shuttle services and wellness initiatives benefit the entire NIH community — employees and visitors alike.



2.4 MILLION

pieces of mail dispatched to the U.S. Postal Service

14,000

events hosted in events management facilities

440

employee children served within 3 accredited child care centers

74,143

patient shuttle bus trips

2,838,220

food services and cafeteria customers

22,490

interpreting services hours

3,000

foreign nationals supported by international services

5,461

transhare members

PORTER NEUROSCIENCE RESEARCH CENTER: The Division of Medical Arts (DMA) and the Division of Amenities and Transportation Services (DATS) are involved in Phase II planning of the John Porter Neuroscience Research Center, a world-class biomedical research facility under construction at the NIH. DMA and DATS are collaborating with several institutes (NINDS, NIMH, NIDCD, NIDCR, NEI, NICHD, NIA and NIBIB) in the planning and design of a multi-use event and auditorium space, dining hall, and facility artwork and exhibitions.

COMMUTING: DATS is also collaborating with the Office of Research Facilities (ORF) on a website and campaign regarding NIH-area construction and traffic issues. This interdisciplinary educational initiative highlights commuting alternatives for NIH employees and staff.

Amenities and Transportation
International Services
Mail Management
Medical Arts

- 1970** • DRR established as new division
- 1973** • First child care center opens

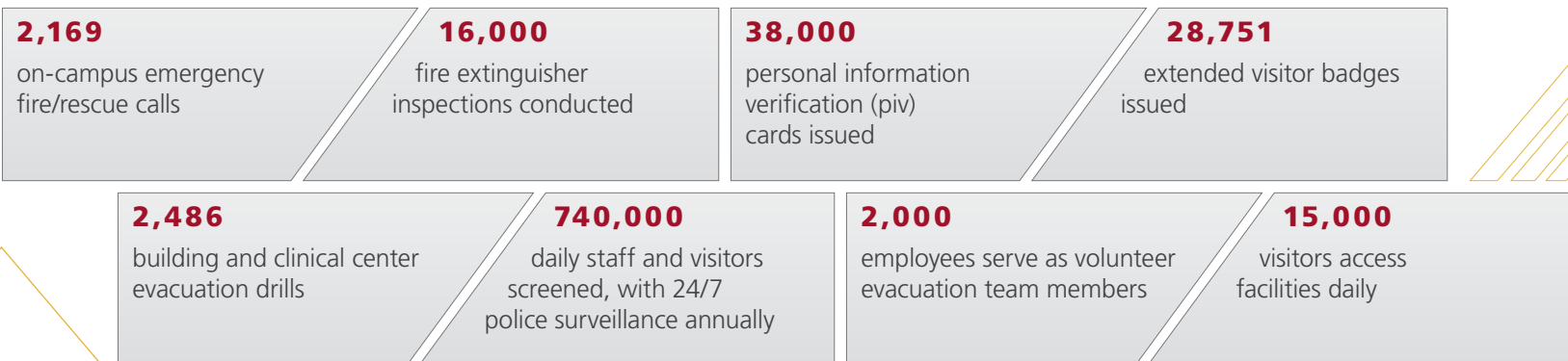
- 1974** • Veterinary Resources Branch is recognized by the World Health Organization; small animal section is recognized by the International Council for Laboratory Animal Science

- 1979** • Office of Research Services (ORS) established, consisting of the following Divisions: Administrative Services; Engineering Services; Safety; Administration; Research Services

- 1979** • Establishment of the 1st P4 Laboratory
- 1980** • 1st International Biosafety Train-the-Trainer Course
- 1980** • Establishment of Occupational Medical Services

Security & Emergency Response

ORS provides fire, police, security, and emergency preparedness and response services to NIH employees, contractors and affiliates. Comprehensive oversight of security and life safety operations protects NIH staff, visitors and facilities and allows safe, secure fulfillment of the biomedical research mission at all NIH campuses.



- Emergency Preparedness and Coordination
- Fire and Rescue
- Fire Marshal
- Personnel Security and Access Control
- Physical Security Management
- Police

COMMUNITY POLICING: The ORS Division of Police employs community policing at NIH. The community policing philosophy uses partnerships and problem-solving techniques to proactively address conditions that give rise to public safety issues such as crime and social disorder or fear of crime and other non-criminal issues.

EMERGENCY PREPAREDNESS: The ORS Division of Emergency Preparedness and Coordination (DEPC) trains IC occupant emergency teams and conducts fire drills for NIH facilities while the Division of the Fire Marshal provides fire safety training—including fire drills for nursing staff—in accordance with accreditation requirements. In calendar year 2010 304 fire safety training drills were conducted for the NIH Clinical Center (CC) and attended by 3,624 staff. DEPC recently provided earthquake preparedness training and drills in the wake of the August 2011 earthquake.

- 1980** • Edwin Becker named director of ORS
- 1984** • In conjunction with the CDC developed *Safety in Microbiological and Biomedical Laboratories* 1st Edition
- 1985** • NIH Library circulation & catalog system complete
- 1986-1989** • DRS celebrates 30th anniversary; Medical Arts begins offering videorecording services; Office of Animal Care and Use established; NMR Research Center begins operations
- DRS abolished and functions transferred to the DRR which is retitled National Center for Research Resources (NCRR)
- 1988** • Norman Mansfield named director of ORS
- 1992** • Transhare Program started
- 1993** • Steve Ficca named director of ORS
- 1997** • Transfer of intramural program support services from NCRR to ORS



OFFICE OF RESEARCH SERVICES

2012 and Beyond: Realizing our Vision

Today, ORS faces the challenge of doing more for the NIH community with fewer resources. Two primary ORS cost drivers, NIH space and people, have increased significantly over the past five years while budget and staffing levels are on the decline (taking into account levels of inflation). Four initiatives outlined in our second strategic plan, *2012 and Beyond*, are strategic responses to this challenge. We are confident that implementation of these initiatives will result in better, more transparent internal planning processes and an improved level of service to the NIH community. This plan serves as a blueprint to move the organization forward, guide the allocation of limited resources and inform staff in prioritizing work efforts. Performance metrics will help measure success as we continue to meet our mission and strive to achieve our vision.

STRATEGIC INITIATIVE I: IMPROVING EFFECTIVENESS AND EFFICIENCY OF SERVICES

Evaluate the effectiveness and efficiency of the services that ORS delivers, holistically, to ensure that those services meet the needs of the NIH Community, now and in the future.

STRATEGIC INITIATIVE II: ORS AS A CUSTOMER

Become a world-class customer for the goods and services we receive from our NIH service providers to ensure continued optimal user/provider interaction, efficiency and effectiveness.

STRATEGIC INITIATIVE III: COMMUNICATION AND COMMUNITY OUTREACH

Implement an enhanced communication strategy that increases awareness of ORS, provides accurate and timely information to stakeholders, ensures productive relationships with our partners, and delivers excellent services to our customers to advance the mission of the National Institutes of Health.

STRATEGIC INITIATIVE IV: TRAINING

Assure that ORS education and training assets and resources are accessible and pertinent to the NIH customer base.

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National Institutes of Health
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<http://www.ors.od.nih.gov>

2002 • International Services Branch transferred from Fogarty International Center to ORS

2002 • Certification of the NIH Select Agent Program by the CDC

2003 • Office of Research Facilities (ORF) established as sister organization to the ORS; realignment of ORS organizational structure

2004 • Establishment of the National Biosafety and Biocontainment Training Program

2004 • 1st Laboratory Response Network established by DOHS

2006 • Dr. Alfred C. Johnson named director of ORS

2009 • ORS releases its inaugural *Strategic Plan*

2010 • NIH cyclotron production license approved by U.S. Nuclear Regulatory Commission

2011 • NIH Library's collection of electronic resources exceeds 18,000 volumes