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Subject: Request Agency Point of Contacts: May 10

Colleagues,

You are receiving this email because your agency has been identified as having workforce members with Federal Acquisition Institute (FAI) Cornerstone On Demand (CSOD) accounts. If you are not the senior procurement official at your agency, please forward this email to your him or her and copy Andrey.Andreyev@fai.gov.

The Office of Federal Procurement Policy is looking to identify a single agency point of contact to administer the agency certification program within FAI CSOD. This role is currently being performed by volunteers who serve as certification managers for a group of small agencies in addition to their own agency. This volunteer role is no longer sustainable because it detracts from the volunteer's agency-related work and the amount of turnover in volunteers. As such, each agency with workforce members will need to be responsible for administering its own agency certification programs within FAI CSOD.

Please assist us in collecting your agency point of contact information by responding to a brief survey by May 10.

The certification manager must, at a minimum, be responsible for:

- Familiarization with the roles available to agency personnel in FAI CSOD and the purpose/requirements associated with them (e.g. checklist and experience verifiers, external continuous learning approval, student support services, etc.)
- Identifying and maintaining lists of authorized reviewers and approvers for your agency
- Familiarization with and running of needed reports
- Communicating with workforce members regarding the certification process and status of their requests (manager contact information will be used by FAI and the DAU help desk to route questions back to the agency)
- Submitting requests for DAWIA transfers or other manual certification entries to FAI

Beyond basic certification functions, additional functions within FAI CSOD require additional configuration and management and, should your agency choose to pursue them, would also be the responsibility of the certification program manager.

Once agency representatives have been identified, FAI will host a series of information sessions to help bring representatives up to speed and become more familiar with their new responsibilities.

This is an exciting opportunity for a small agency that comes with several key benefits. Those benefits include:
(1) control over your agency's certification process
(2) access to powerful FAI CSOD reports enabling your agency to have insight into your acquisition workforce
(3) an improved workforce experience for your employees by having an agency point of contact, just to name a few!

If you have any questions, please don't hesitate to reach out to contact@fai.gov.

Thank you for your attention to this important matter.

Regards,

Joanie

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