

**MEETING OF NTIS ADVISORY BOARD  
FEBRUARY 1, 2011  
5301 Shawnee Road  
Alexandria, Virginia 22312**

**PARTICIPANTS:**

Advisory Board Members.

Robert A. Friedenber, Chief Information Officer and Executive Vice President, Secure Mission Solutions

John J. Regazzi, Dean Emeritus and Professor, College of Information & Computer Science, Long Island University

Judith C. Russell, Dean of University Libraries, University of Florida

MacKenzie Smith, formerly Associate Director for Technology, MIT Libraries, Massachusetts Institute of Technology.

National Technical Information Service.

Bruce Borzino	Director
Patricia Gresham	Acting Associate Director, Office of Federal Services
Don Hagen	Associate Director, Office of Product Management & Acquisition
Lee Halvorsen	Deputy Chief Information Officer
Mary Houff	Chief Financial Officer
Jill Johnson	Program Analyst
Steve Needle	Senior Policy Analyst
Daniel Ramsey	Manager, Manufacturing Division
Keith Sinner	Chief Information Officer
Tim Stanback	Manager, Warehouse and Distribution Division
Wayne Strickland	Manager, Program and Product Management Division

**MEETING OPENING:**

The Director opened the meeting at 9:00 AM and welcomed the members. The members and NTIS staff introduced themselves.

The Advisory Board Chairman, Mr. Regazzi, thanked NTIS for hosting the meeting and its commitment to the Advisory Board. He remarked that the advisory board is committed to inspiring and assisting NTIS in achieving best practices, strategy and performance.

## **DIRECTOR'S HIGHLIGHTS:**

The Director, NTIS, reviewed the NTIS Mission and Vision to familiarize its new board members.

- NTIS promotes competitive and economic growth by collecting, integrating and cataloging scientific and technical information from a variety of sources, foreign and domestic: and, disseminating this information to the public.
- NTIS provides information management services to other federal agencies that help them interact with and better serve the information needs of their own constituencies. NTIS accomplishing this without appropriated funds.

NTIS organizational changes over the last year were reviewed with the board, including the merger of the Office of Customer Service with the Office of Product Management and Acquisitions.

The Director provided an update on the new NTIS Strategic Plan 2011 – 2016. The NTIS Strategic Plan 2011 – 2016 was prepared after a thorough review of the NTIS mission, mandates, vision and values, and knowing and addressing our Strengths, Weaknesses, Opportunities and Threats (SWOT). The 2011 strategic plan re-validated the strategic direction that NTIS initiated in 2006: reduce operating costs and improve lines of business; provide increased value to clients; increase outreach to potential clients; create new positioning and branding strategies through new lines of business and targeted market focus; and, manage change in the bureau's human resource level and skill mix.

The three Strategic Initiatives that NTIS will focus on in the next five years were discussed. The first strategic initiative is to improve NTIS business operations and results through workflow and process improvement using performance measures and business results through higher levels of efficiency, effectiveness and customer satisfaction. The second strategic initiative is to improve the effectiveness of NTIS STEI collection and dissemination, and federal information services, and establish NTIS as the premier provider of federal government of information services. Finally, the third strategic initiative is to improve workforce excellence by ensuring NTIS continues to grow and maintain the appropriate level of workforce knowledge, skills and abilities to accomplish its mission.

The Director next addressed NTIS FY 2010 Accomplishments, highlighting the following programs: application hosting support for the BroadbandUSA Grants Application Rounds I and II in support of the American Recovery and Reinvestment Act of 2009; and, the initiation of the Department of Education Distribution program in which NTIS successfully acquired a new warehouse facility, procured and implemented a Warehouse Management System, and initiated full operations within a 100 day period after the project agreement was signed. Other significant FY 2010 accomplishments included continued growth in the National Technical Reports Library, and the initiation of the Social Security Administration Forms and Special Notice Accessibility (SNO) program.

## **NTIS AUTHORITIES:**

NTIS Senior Policy Analyst, Steve Needle, explained the NTIS Authority to set prices and initiate joint venture partnerships. NTIS can provide information management services to other Federal Agencies but not to state or local governments unless a federal government agency asks NTIS to assist. NTIS remains sensitive to what services and agreements are appropriate for the bureau. The question of whether these authorities impede our business growth was asked. The answer was that NTIS will only operate within its authorities and business outside these authorities will not be accepted.

## **ASSOCIATE DIRECTORS' OVERVIEWS**

Office of Production Services (OPS). Core functions were described, including Warehouse and Storage Management, Distribution Operations, and Manufacturing Operations. FY 2010 Accomplishments included initiation of the Department of Education Distribution Program in November 2010 and the formal start of the Social Security Administration Special Notice Options Program in April 2011.

Office of Chief Financial Officer (OCFO). Core functions and responsibilities of the Office of Accounting and Office of Budget and Financial Analysis were discussed. FY 2010 Accomplishments included an Unqualified FY 2010 Financial Statement Audit and financial systems in compliance with FFMIA and A-127.

Office of Product Management and Acquisition (OPMA). OPMA is responsible for NTIS clearinghouse and repository activities, ensuring that NTIS remains a critical federal government resource for scientific, technical, engineering information (STEI), and that NTIS STEI is accessible and usable to the widest possible audience. The OPMA includes the Program and Product Management Division, Cataloging and Indexing Division, and the Customer Contact Center. NTIS Collection Management and Information Dissemination activities were described, including the National Technical Reports Library (NTRL) launched in April 2009 and the Selected Research Service program that was initiated in January 2011. FY 2010 Accomplishments included the release of a Request for Information (RFI) seeking New Media Joint-Venture Partnerships to assist NTIS in developing new products and programs to disseminate federally funded STEI.

Office of Federal Services (OFS). NTIS Federal Information Services were described, including Web Services, eLearning, Distribution, Digitization and Federal Energy Data Management. FY 2010 Accomplishments included the initiation of the Department of Education and Social Security Administration Distribution Programs, completion of the BroadbandUSA Grants Application Program Round 2, and the production launch of Architect of the Capitol Energy Data Management Program.

Office of the Chief Information Officer (OCIO). The OCIO core functions and an overview of NTIS Business Systems were described. FY 2010 Accomplishments included completion of

Certification and Accreditation (C&A) projects on schedule, acquisition and implementation of the Education Program Warehouse Management System, accomplishment of the BroadbandUSA Grant Application Program Round 2, and establishment of the NTIS Continuity of Operations site in Denver, CO.

**ADVISORY BOARD GOVERNANCE:** The board members and NTIS agreed that board meetings will be conducted twice a year. Next meeting dates for consideration are between the dates of 23 – 31 August 2011. The exact date has not been selected.

**ADVISORY BOARD ROUNDTABLE:** The board members and the NTIS senior staff engaged in open discussions to solicit the member comments and recommendations on current and future NTIS business operations and strategic direction. The board members recommended that NTIS: maintain its current strategic direction; place greater emphasis on risk management and quality assurance/quality control procedures; evaluate NTIS participation in the VIVO (an open source semantic web application that enables the discovery of research and scholarship across disciplines at a particular institution and the national VIVO network) and ORCID (Open Researcher and Contributor ID) programs; and, continue to identify and evaluate new markets, product and services.

**ADJOURNMENT:** The meeting was adjourned at 4:00 PM.