

Department of Justice Working Capital Fund (WCF)

Mission and Vision for the DOJ WCF

- i. Mission: To provide outstanding value by delivering efficient, cost-effective, reliable, and transparent administrative, financial, and information technology support services, allowing customers to focus on their core functions.
- ii. Vision: To be a committed leader in shared services by providing outstanding and transparent service to an engaged and empowered customer base.

Charter and Purpose

- i. Charter: The Charter presents the purpose and authority of the Department of Justice (DOJ) Working Capital Fund (WCF) and details the roles and responsibilities of all parties involved in WCF decision-making and day-to-day operations.
- ii. Purpose: The DOJ WCF is a revolving fund authorized by law to finance a cycle of operations in which the full cost of services are charged to the recipient. It provides centralized performance of common administrative services, such as computer services, telecommunications, and financial services. Any DOJ component can request WCF services, and some services are available to other Federal agencies.

Customer Service Principles

- i. To provide cost-effective and customer-focused service, the WCF operates under the following principles:
 - 1. **Value:** Deliver quality services in an efficient and cost-effective manner by maintaining a business environment that promotes customer satisfaction; establish and adhere to service level agreements and policies; and use financial and performance data to make objective management decisions.
 - 2. **Efficiency:** Work continuously with customers to identify ways to improve services and decrease costs, which could include the use of outsourcing or other alternatives for the provision of services, and the conduct of regular service level monitoring and reporting against established performance measures.
 - 3. **Transparency:** Provide insight on development of customer charges; identify specific cost allocation method, unit cost, or other cost driver for services provided; gather feedback on customer preferences for services; offer assessments of services delivered; and manage issues to resolution.

Authorizing Law

- i. The U.S. Congress created the DOJ WCF in Public Law 93-613, enacted on January 2, 1975 and codified at 28 U.S.C. § 527. This statute states as follows: "There is hereby authorized to be established a working capital fund for the

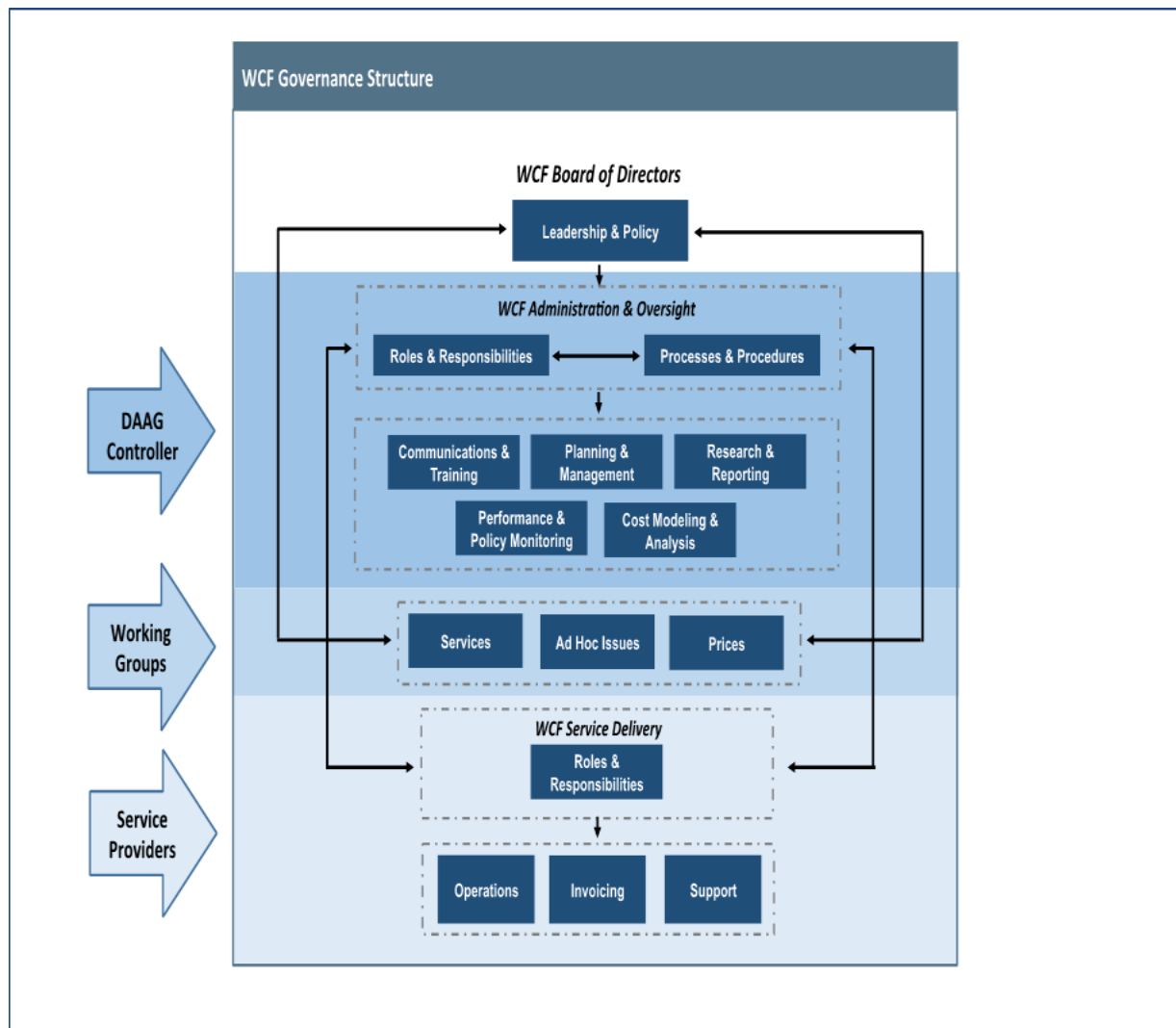
Department of Justice, which shall be available, without fiscal year limitation, for expenses and equipment necessary for maintenance and operations of such administrative services as the Attorney General, with the approval of the Office of Management and Budget, determines may be performed more advantageously as central services. The capital of the fund shall consist of the amount of the fair and reasonable value of such inventories, equipment, and other assets and inventories on order pertaining to the services to be carried on by the fund as the Attorney General may transfer to the fund less related liabilities and unpaid obligations together with any appropriations made for the purpose of providing capital. The fund shall be reimbursed or credited with advance payments from applicable appropriations and funds of the Department of Justice, other Federal agencies, and other sources authorized by law for supplies, materials, and services at rates which will recover the expenses of operations including accrual of annual leave and depreciation of plant and equipment of the fund. The fund shall also be credited with other receipts from sale or exchange of property or in payment for loss or damage to property held by the fund. There shall be transferred into the Treasury as miscellaneous receipts, as of the close of each fiscal year, any net income after making provisions for prior year losses, if any.”

Governance

Leadership

- i. The Assistant Attorney General for Administration (AAG/A) is the general manager of the WCF and serves as the Chair of the WCF Board of Directors (the Board). The role of the AAG/A is to provide a clear vision and strategic direction in the leadership of the WCF, and their primary responsibility is to ensure that WCF customers receive the highest-quality services at the best possible prices.
- ii. The WCF Board consists of eleven (11) total members, including the AAG/A as the Chair, the DAAG/Controller as Board Secretary and nine (9) members who represent the WCF's largest customers, which may be individual organizations or groups of smaller organizations. There are ten (10) voting members of the Board consisting of the Chair and nine (9) customer representatives. The Board Chair shall have no vote, unless the votes of the other members equally divided, so as to serve as a tie breaker. All members hold permanent seats on the Board. Large organizations are represented by a Chief Financial Officer or Executive Officer. Grouped organizations shall be represented by a designated Chief Financial Officer or Executive Officer on a rotating basis, with a two-year minimum term. The role of the Board is to represent the best interests of all WCF customers and DOJ as a whole, help establish sound management and operational policies, and support the AAG/A in decisions on major issues. The Board helps ensure the operational and financial integrity and stability of the WCF, including review of surplus estimates and retained earnings usage; enables the delivery of efficient, timely, cost-effective and high-quality services to internal and external customers; and reviews and approves proposed new WCF services. Primary Board responsibilities are to review and approve the necessary strategies, financial plans and policies for general operations, and approve and monitor financial, and performance metrics.
- iii. The Deputy Assistant Attorney General (DAAG) /Controller is the financial manager of the WCF and serves as the Secretary of the Board. The DAAG/Controller is responsible for overseeing all budgets, making recommendations to the AAG/A on all aspects of WCF operations, and performing or directing all of the financial management duties and responsibilities not reserved for the AAG/A. This responsibility also includes, as necessary, communications, training, planning, management, research, benchmarking, reporting, performance and policy monitoring, and cost modeling and analysis. The DAAG/Controller supports the Board as Secretary and Service Owners through the creation of such deliverables as financial reports and cost analyses.

Structure



- i. Working Groups will be formed at the request of the DAAG/Controller or the Board members around critical WCF topics in order to provide in-depth, expert advice to the Board on their respective topic areas. Each working group will be comprised of appropriate customer representatives and JMD staff to reflect the composition of the Board. Working group focus areas will include services (i.e. services that the WCF should offer), prices (i.e. ongoing analysis of service pricing), and ad-hoc issues (i.e. addressing unexpected or short-term challenges). The Services Working Group will review and make recommendations to the Board on changes, additions and deletions to services based on changes in usage, and customer needs. The Pricing Working Group will review and make recommendations to the Board on price, cost allocations methods, resource and cost drivers on a regular basis. The working groups will meet prior to Board meetings with ample time to develop and

- include working group minutes, reports, and recommendation for Board action as part of the Board agenda and materials.
- ii. Staff Directors are considered activity or program managers. They are responsible for ensuring delivery of one or more services to customers, developing operating plans and rate structures, producing customer billings, and conducting day-to-day management duties related to their staffs. Staff Directors may be Service Owners themselves or manage one or more Service Owners.
 - iii. Budget Staff is responsible for reviewing and monitoring all WCF budgets, providing recommendations on funding initiatives and rate changes requested by the Staff Directors, providing oversight functions for the AAG/A and DAAG/Controller, and serving as a "Public Service Commission" for WCF customers.
 - iv. Service Owners are organizations within the Justice Management Division (JMD) responsible for delivering services directly to WCF customers and supporting all related functions such as customer invoicing and technical support. Service Owners are organized into five (5) service portfolios as listed below:
 - a. Information Technology (DAAG/CIO)
 - b. Facilities (DAAG/PMP)
 - c. Financial Management (DAAG/Controller)
 - d. Human Resource Administration (DAAG/HRA)
 - e. Policy, Management, Procurement (DAAG/PMP)
 - v. Customers purchase WCF services in support of their respective organizations. The nine (9) largest customers and customer groups hold membership on the WCF Board. The Board helps ensure the operational and financial integrity and stability of the WCF, including review of surplus estimates and retained earnings usage; enables the delivery of efficient, timely, cost-effective and high-quality services to internal and external customers; and reviews and approves proposed new WCF services.