

WBS 2.6.1 Program Office, Office of the Director

Mission Statement

Provide consistent guidance and leadership to the L2 directors and L3 managers across the project and ensure the critical project level functions are in place and operating effectively and efficiently.

Key Performance Indicators (KPIs)

Project Level KPIs	Target	Subgoal
Grand (aggregate) mean of XSEDE User Survey awareness items regarding XSEDE resources and services (1-5 point Likert scale)	3.7 of 5 /yr	Deepen/Extend - Raise awareness of the value of advanced digital services (§2.1.4)
Number of social media impressions over time	429,282 /yr	Deepen/Extend - Raise awareness of the value of advanced digital services (§2.1.4)
Grand (aggregate) mean of XSEDE User Survey satisfaction items regarding XSEDE technical support services (1-5 point Likert scale)	3.5 of 5 /yr	Advance - Enhance the Array of Technical Expertise and Support Services (§2.2.2)
Mean rating of importance of XSEDE resources and services to researcher productivity (1-5 point Likert scale)	4.4 of 5 /yr	Sustain – Operate an effective and productive virtual organization (§2.3.3)
Percentage of users who indicate the use of XSEDE-managed and/or XSEDE-associated resources in the creation of their work product	80%	Sustain – Operate an effective and productive virtual organization (§2.3.3)
Percentage of Project Improvement Fund funded projects resulting in innovations in the XSEDE organization	70%/yr	Sustain – Operate an innovative virtual organization (§2.3.4)
Mean rating of innovation within the organization by XSEDE staff (1-5 point Likert scale)	4 of 5/yr	Sustain – Operate an innovative virtual organization (§2.3.4)

Program Office (L2) KPIs	Target	Subgoal
Variance between relevant report submission and due date (days)	0	Sustain – Operate an effective and productive virtual organization (§2.3.3)
Percentage of sub-award invoices processed within target duration	90%/qtr	Sustain – Operate an effective and productive virtual organization (§2.3.3)
Percentage of recommendations addressed by relevant project areas within 90 days	90%/yr	Sustain – Operate an effective and productive virtual organization (§2.3.3)
Grand (aggregate) mean of Staff Climate Study satisfaction items regarding content and accessibility of the XSEDE Staff Wiki (1-5 point Likert scale)	3.9 of 5 /yr	Sustain – Operate an effective and productive virtual organization (§2.3.3)
Number of staff publications	50/yr	Sustain – Operate an innovative virtual organization (§2.3.4)
Grand (aggregate) mean of Staff Climate Study awareness items regarding inclusion in XSEDE (1-5 point Likert scale)	4.1/yr	Sustain – Operate an innovative virtual organization (§2.3.4)
Grand (aggregate) mean of Staff Climate Study awareness items regarding equity in XSEDE (1-5 point Likert scale)	4.0/yr	Sustain – Operate an innovative virtual organization (§2.3.4)
Number of XSEDE-related media hits	325/yr	Deepen/Extend - Raise awareness of the value of advanced digital services (§2.1.4)

Leadership Team

Name	Institution	Position
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Ron Payne	NCSA	Program Office Director; Business Operations Manager; Strategic Planning, Policy, & Evaluation Manager
Leslie Froeschl	NCSA	Program Office Deputy Director; Program Office, Senior Project Manager Project Management, Reporting, & Risk Management Manager, Senior Project Manager
Dina Meek	NCSA	External Relations Manager
Scott Wells	UTK	Project Management, Reporting, & Risk Management Deputy Manager

Communication & Meetings

Google Drive:

WBS 2.6 - Program Office: <https://drive.google.com/drive/u/2/folders/0B16f9Te7wFwmWF9jZ2djZYdG8>

Google Drive folders for the Program Office

XSEDE Google Drive space should be used as a shared workspace for collaboration and temporary files. All documents that belong in the official XSEDE archive should be entered into IDEALS. Contact Leslie Froeschl to submit a document to IDEALS.

- [Links to the Program Office Google Drive space](#)

Jira tasks

New Staff Orientation

Groups and Projects

WBS 2.6.1 - Project Office

WBS 2.6.2 - External Relations

WBS 2.6.3 - Project Management, Reporting, & Risk Management

WBS 2.6.4 - Business Operations

WBS 2.6.5 - Strategic Planning, Policy and Evaluation