



# Headquarters Operations

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# HQ Operations (OC)

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- **HQ Business and Financial Management Services**
- **HQ Information Technology, Communication, Printing Services**
- **HQ Facility, Transportation & Logistics Services**
- **HQ Procurement**
- **HQ Human Resources & Training Services**



# HQ Operations (OC)



## ➤ HQ Print Shop Services

- High end graphics and design software and computers.
- Refreshed on a more frequent basis than standard hardware and software.

## ➤ HQ Business & Financial Management Services

- IFM program utilizes SAP client software which runs on standard computers.
- ODIN support required to load SAP client software on new IFM user's desktops.
- IFM has its own functional help desk, which also uses standard computers but runs special help desk software.

## ➤ HQ Special Needs Support

- Diverse HQ Work Force

## ➤ HQ Mobility Requirements

- Blackberry's, Laptops, etc...
- Customer Service Orientation



# HQ Operations/ODIN Team

