

NATIONAL DEFENSE UNIVERSITY COVID-19 OPERATING STATUS AS OF 20 MAR, 2020

ACADEMIC AFFAIRS (AA):

Front Office:

Provost	Dr. John Yaeger	yaegerj@ndu.edu
Deputy Provost	Dr. Juanita Cole	juanita.cole.civ@ndu.edu
AA Chief of Staff	CDR Doug Schweikhart	douglas.p.schweikhart.mil@ndu.edu
Admin Assistant	Kimberly Reese	kimberly.p.reese.civ@ndu.edu

CASL:

Gaming Requests		
Ken Kligge	Kenneth.e.kligge.civ@msc.ndu.edu	202-391-3926
Lt Col Tobias Switzer	tobias.b.switzer.mil@msc.ndu.edu	
JFSC: Mike Ferguson	michael.g.ferguson.civ@msc.ndu.edu	

General, Personnel, Contracting, Budgeting:

Ken Kligge	Kenneth.e.kligge.civ@msc.ndu.edu	202-391-3926
Lt Col Tobias Switzer	tobias.b.switzer.mil@msc.ndu.edu	

Health & Fitness:

Director	Tony Spinosa	spinosat@ndu.edu	202-685-3946
Medical Liaison	Don Myers	MyersD5@ndu.edu	202-685-2791
Command Surgeon	Dr Mike Barna	michael.m.barna.mil@ndu.edu	202-685-4750
Command Psych	Dr Jimmie Butcher	jimmie.butcher.mil@ndu.edu	202-685-0729
Command Nurse	LT Col Sarah Abel	sarah.e.abel.mil@ndu.edu	202-685-4751
Physical Therapist	LtCol Denise Lemon	denise.lemon.mil@ndu.edu	202-685-4752
Registered Dietician	Nancy Gouveia	nancy.gouveia@ndu.edu	202 685-0448
Athletic Trainer	Duane Dunmire	Dunmired@ndu.edu	202 685-3825

Registrar:

- All registrar services are available; services are being delivered primarily remotely, with minimal in-person availability. Services include transcript request processing, customer service via phone and email, education verifications, nominations and admissions for upcoming programs, and creation and maintenance of student academic records.
- North Campus: Available by email (university-registrar@ndu.edu) and phone (202-685-2128) Mon through Fri / Available on campus by Appointment Only
- South Campus: Available by email (Registrar2@ndu.edu) and phone (757-443-6124) Mon through Fri / Available on campus by Appointment Only
- POC: Mr. Larry Johnson, johnsonl@ndu.edu, 202-685-3616

Institutional Research:

- All institutional research services are available; services are being delivered primarily remotely, with minimal in-person availability. Services include information assurance compliance verification and student account processing, internal data quality assurance and reporting, external and ad hoc data analysis and reports, survey administration, and Tk20 and assessment support.
- Available by email (OIRPA@ndu.edu) Mon through Fri / Available on campus by Appointment Only
- POC: Dr. BJ Miller, bj.miller.civ@ndu.edu, 202-685-2906

Library:

- All electronic databases, the library catalog, and online resources are available and functioning virtually at all times via Blackboard >> Library & Learning Center tab.
- Additionally, Library staff fully support the curriculum virtually while it is being delivered online.

Ask-a-Librarian (or request a virtual consultation):

<https://nduezproxy.idm.oclc.org/login?url=https://ndu.libguides.com/ask>

Library Resources:

<https://nduezproxy.idm.oclc.org/login?url=https://ndu.libguides.com/ndulib>

Writing Instructors:

https://nduezproxy.idm.oclc.org/login?url=https://ndu.libguides.com/writing_center

Renewals and returns:

Patrons do not need to renew or return items that they have checked out—bring them back when they are able. We do not have fines for late items. The book drop (MH 2nd floor) is an option to return items if campus is open.

Interlibrary loan:

We are not processing requests for print or physical items. As long as other libraries are providing interlibrary loan services, we will continue to process requests for items such as articles or chapters that can be transmitted electronically. Interlibrary borrowing request form:

<https://nduezproxy.idm.oclc.org/login?url=https://ndu.libguides.com/ILL>

Classified Document Center:

Open and manned during normal business hours. Please contact Scott Gower at (202) 685-3771 or gowers@ndu.edu to coordinate access.

CHIEF OPERATING OFFICER (COO):

RESOURCE MANAGEMENT DIRECTORATE:

The goal is to have 100% of the RMD workforce working remotely in the next 2 weeks. Of the 12 civilian workforce, 9 are working remotely and of the 4 contractor workforce, 3 are staying waiting for laptops and access to the NDU system. RMD will follow OPM Telework policy and NDU-P COVID-19 guidance. In addition, RMD will conduct a daily muster call by 0900 and document telework plan that will be recorded in the RMD share drive. RMD will also annotate telework hours in ATAAPS at the end of the pay period.

RMD's method of communication is as follows:

Meetings: Dial in, 202-685-6900, PIN # 59537

Collaboration: Skype, Email and Cell phone (desk phones will be forwarded)

RMD team working remotely should respond to correspondence in the following professional manner:

- Skype call or Telephone calls: Respond within 15 minutes.
- RMD Internal Emails: Respond within 4-8 business hours. It is ok to acknowledge an email but set expectation for the recipient.
- RMD External Emails: Respond within 8-12 business hours. It is ok to acknowledge an email but set expectation for the recipient.
- Leave should be documented within the outlook application to show an accurate reflection of your status.
- Meetings should be scheduled within the Outlook application. Ensure that the meeting identifies subject, contains an agenda, required and optional participants and meeting minutes must be capture at the end of the meeting.
- Adhering to the strict times specified above may be impractical based on the teleworker's specific workload and the type of task being worked. However, it is imperative to understand that clear and timely communication is the key to prevent misunderstanding. Best practices to consider includes updating the RMD recall roster in the RMD Share Drive, sending notes via Skype or e-mail, and/or talking to your supervisor or your team mates in advance. Ensure that Skype status is set at all times to show an accurate reflection of your status (i.e. away vs meeting).

Budget Execution:

The Budget Officer and her team will continue to process MIPRs, Contracts, GPC and Miscellaneous Payments remotely. Component managers can send an email or call the contact information provided in the table above.

Budget Mid-Year Review:

The annual mid-year review with Component managers and budget analysts will be conducted via telephone. This review will focus on potential unexecuted funds and upcoming funds execution prior to the end of the fiscal year. Contract cutoff date is still 1 June and requirements needs to be in the system now or as soon as possible.

DAI Migration:

All DAI migration meeting, testing and training are conducted via virtually means. RMD and HRD team continue to provide the needed information for the 1 July 2020 timekeeping migration and 1 Oct 2020 financial migration.

MICP FY20 AUM Assessment:

The deadline to complete our FY20 AUM assessment is still 30 April. The MICP manager understands that many AUMs are having connectivity issues and some have not had the training yet. Ms. Barbee is working on having a fillable forms redone outside of the JS Portal. She can also train the AUMs one-on-one via skype or phone.

Contact Information:

Function	Name	Office #	.ndu Email Address	.mil Email Address
CFO	Ellen Romines	202-685-3911	ellen.b.romines.civ@ndu.edu	ellen.b.romaines.civ@mail.mil
Budget Officer	Lauren Lock	202-685-2237	lauren.b.lock.civ@ndu.edu	lauren.b.lock.civ@mail.mil
Civilian Pay and JFSC Analyst	Sandra Pratts	757-443-6104	prattss@ndu.edu	sandra.a.pratts.civ@mail.mil
MICP and Records Officer	Tonya Barbee	202-685-8635	barbeet@ndu.edu	tonya.barbee.civ@mail.mil
WAWF/GTC Financial Analyst	Salim Ahmed	202-685-3757	ahmeds@ndu.edu	salim.ahmed1.civ@mail.mil
CISA/ISMO Analyst	Darlene Carter	202-685-2232	darlene.r.carter.civ@ndu.edu	darlene.r.carter.civ@mail.mil
CAPSTONE/CIC/INSS Analyst	Clifton Ford	757-433-6114	clifton.ford@ndu.edu	clifton.e.ford2.civ@mail.mil
NDU Reimbursable Analyst	Nichole Hillhorne	202-685-2236	nichole.hillhorne.civ@ndu.edu	nichole.e.hillhorne.civ@mail.mil
Data Cleansing	Angela Waite	202-685-3910	angela.g.waite@ndu.edu	angela.g.waite.civ@mail.mil
Contract Specialist	Daniel Barnum	202-685-4846	BarnumD@ndu.edu	daniel.t.barnum.civ@mail.mil
Lead Defense Travel Analyst	LaKisha White	202-685-3955	lakisha.white@ndu.edu	lakisha.m.white7.civ@mail.mil
CSWMD Analyst/Billing/Data Cleansing	Lucianna Perez-Pikelny	202-685-2239	lucianna.perezpikelny.civ@ndu.edu	lucianna.c.perzpikelny.civ@mail.mil
Passport agent - Contractor	Oscar Hernandez	202-685-3906	hernandezO@ndu.edu	
DAI Conversion/Data Cleansing Lead - Contractor	Yolanda Jackson		yolanda.o.jackson.ctr@ndu.edu	
DAI Conversion/Data Cleansing - Contractor	Rebecca Purvis		tameikya.e.rawls.ctr@ndu.edu	
DAI Conversion/Data Cleansing - Contractor	Tameika Rawls		tameikya.e.rawls.ctr@ndu.edu	

HUMAN RESOURCES DIRECTORATE (HRD):

100% of the HRD military and civilian workforce has the ability to work remotely. Only 2/5 of the military workforce have a need to physically be on campus twice a week for reduced hours to access NIPR. HRD Supervisors will conduct a virtual daily muster via email NLT 0900. HRD Supervisors have forwarded their desk phones to their work cell phones or personal phones. HRD employees will be present on Skype. HRD employees will ensure their Outlook calendars are up to date and visible to Supervisors so that Supervisors know when employees are unreachable. We expect and approve HRD employees will take breaks throughout the day as we would in a regular workday. HRD employees are authorized annual and/or sick leave as needed to compensate for time they are not able to work during the day and will record those hours in

ATAAPS. HR Actions will continue to flow electronically through the HR Action Tool, MyBiz+, ATAAPS, email, or other automated tools.

Meetings with more than 2 participants: Skype
Collaboration: Skype Calls, Chat, Email and Work phone
Back up: Email

INFORMATION TECHNOLOGY DIRECTORATE (ITD):

ITD will have 75% of its contractor workforce (34/45) and 80% of its civilian workforce (23/27) working remotely during the next 6 weeks. A schedule for those who will be on premise can be found at the bottom link. In addition to leveraging NDU Telework (TW) policy, ITD will institute business rules out line in this document. In addition, ITD Supervisors will conduct a daily muster NLT 0900 that will be recorded in SharePoint and ultimately in ATAAPS.

Network Operations:

The Service Desk will be located in room 104 during 0600-1800. The Service Desk phone number and email address is unchanged. For support, please call 202-685-3824, or email: Help-ITD@ndu.edu to receive support. If you need to escalate, please contact Mr. Childs (COR and Service Desk Manager) at desk phone (202) 685-4480; email: ChildsRL@ndu.edu or cell phone: 202-374-8686. As a backup and in the unlikely event you need to escalate further, please contact Ms. Fontanez (Deputy CIO) at desk phone (202) 685- 4520; email: j.l.fontanez.civ@ndu.edu or cell phone: (571) 225-7895.

For after hour VIP Support, please call 202-685-3824. The Service Desk number will be forward to an external number. the ITD will forward that number to a cell phone for limited IT Support.

Student Services Operations:

For Student Services, or Blackboard Support environment, the primary point of contracts (POC) are Mr. Greg Frederick and Ms. Tammy Dreyer-Capo. Please contact, Student Service Capabilities, please contact Mr. Frederick (Student Service Program Manager) at Desk phone: (775)-443-6533; email frederickg@ndu.edu or cell phone: 757-544-4297. For Blackboard specific items, please contact Ms. Dreyer-Capo at email tammy.banerjee@ndu.edu or desk number 202-685-3895.

How to articles:

For knowledge-based articles on “How To”, please visit this site:

<https://portal.ndu.edu/sites/ITD/CIOUpdates/NDUCOMSPlan/Shared%20Documents/Forms/AllItems.aspx?RootFolder=%2Fsites%2FITD%2FCIOUpdates%2FNDUCOMSPlan%2FShared%20Documents%2FKnowledge%20Book%2FHow%20To%20Articles>

For on Premise Schedule: <https://portal.ndu.edu/sites/ITD/CIOUpdates/SitePages/Home.aspx>

FACILITIES AND ENGINEERING DIRECTORATE (FED):

FED staff at North campus are 100% ability to work remotely and currently operational based on established Telework/AWS schedules. South campus is at about 95% ability to work remotely. We are working through those issues with connectivity etc. No more than 20 % (North) 40% (South) of FED staff on board at any given time. FED established telework/alternate work schedules for both GS and Wage Grade personnel, implementing daily muster and accountability NLT 0900, testing and utilizing Skype communication where applicable. FED employees have forwarded their desk phones to their work cell phones or personal phones. We expect and approve FED employees will take breaks throughout the day as we would in a regular workday. FED employees are authorized annual and/or sick leave as needed to compensate for time they are not able to work during the day and will record those hours in ATAAPS as requested during daily muster/accountability or via email.

OPERATIONS MANAGEMENT DIRECTORATE (OPS):

100% of the Operations Management Directorate civilian workforce has the ability to work remotely. 12/25 of the workforce have a need to physically be on campus to cover essential functions and are executing a rotational schedule to minimize time on campus. 6/25 of the workforce has to be on campus on an ad hoc schedule based on customer requests. Ops Supervisor is conducting a virtual daily muster via email NLT 0900. Ops employees have forwarded their desk phones to their work cell phones or personal phones. Ops employees will be present on Skype. We expect and approve Ops employees will take breaks throughout the day as we would in a regular workday. Ops employees are authorized annual and/or sick leave as needed to compensate for time they are not able to work during the day and will record those hours in ATAAPS.

Details on the Operations Management Directorate Services available to include contact means, day/time available and point of contact are annotated below:

Admin Actions

- Staff Action packages will be routed electronically. Please scan and email Form 8 and supporting documents and email to Ms. Gail Choyce. If you need to physically drop a package off a package currently in routing – please coordinate with Ms. Choyce.
- Available by Email and Phone Mon -> Fri / Available on campus by Appointment Only
- POC – Ms. Gail Choyce – ChoyceG@ndu.edu – NDU-Admin-Actions@ndu.edu - (202)-685-3032

Audio/Visual Services:

- All A/V Services are currently available with prior coordination as A/V personnel presence on campus has been minimized. Please coordinate A/V support requests a minimum of 48 hours prior to being needed.
- Available on campus Mon -> Fri
- POC – Mr. Nick Blair – BlairN@ndu.edu – NDU-AV@ndu.edu – (202)-685-7230

Graphics:

- Graphics Services is accepting work orders - design functions are taking place off campus. Please coordinate pick up of orders with a request to NDU Graphics a minimum of 48 hours prior to being needed.
- Available by Email and Phone Mon -> Fri / Available on campus by Appointment Only
- POC – Mr. Carib Mendez – mendezc@ndu.edu – NDU_MSD@ndu.edu – (202)-685-4717

Events:

- Event planning and room scheduling is available usual. Please correspond with Events team via email and phone.
- Available by Email and Phone Mon -> Fri / Available on campus by Appointment Only
- POC – Mr. Alvin Ellis – ellisa2@ndu.edu – NDU-Events@ndu.edu – (202)-685-3940 / (202)-258-1648

Protocol:

- Protocol services are available via email and phone and on campus by Appointment Only.
- Available by Email and Phone Mon -> Fri / Available on campus by Appointment Only
- POC – Mrs. Kimberly Tuomey – Kimberly.a.tuomey.civ@ndu.edu – (202)-685-3858

Transportation:

- Vehicle and Bus reservations are available via the NDU share point Business Catalog (Vehicle Reservation / Bus Reservation) as per usual. Please coordinate pickup of vehicles from the NDU campus a minimum of 48 hours prior with Mr. Baker.
- Available by Email and Phone Mon -> Fri / Available on campus by Appointment Only
- POC – Mr. Julian Baker – BakerJ@ndu.edu – (202)-685-4845

Property:

- Accountable Property consultation is available via email and phone. Accountable Property pick-up and turn-in is available with prior coordination with Ms. Womack.
- Available by Email and Phone Mon -> Fri / Available on campus by Appointment Only
- POC – Ms. Freda Womack – WomackF2@ndu.edu – (202)-685-4849

Purchasing:

- Purchasing of Supplies, Services, Training and Official Representation Funds (ORF) requests is available via the NDU share point Business Catalog (Procurement Request System). NDU is still operating with a limited number of Government Purchase Cards and at this time, and only those requests justified by the Requestor and Component Manager as “Mission Essential” will be purchased.
- Available by Email and Phone Mon -> Fri / Available on campus by Appointment Only
- POCs:
 - Mr. Frank Pagano – paganof@ndu.edu – (202)-433-5027
 - Mrs. Kari Anderson – kari.anderson@ndu.edu – (202)-685-3421
 - Mrs. Patricia Mallette (JFSC) – patrica.mallette.civ@ndu.edu – (757)-443-6099
 - CAPT Robert Higgins – robert.p.higgins.mil@ndu.edu – (202)-685-2372

Warehouse:

- NDU Lincoln Hall Warehouse is open for supplies pick up, shipping and receiving.

- Warehouse services are available 0800-1600 daily on site
- POCs
 - Darron Coleman – Colemand@ndu.edu – (202)-685-3725
 - Jose Aviles – jose.a.aviles.civ@ndu.edu – (202)-685-3727

Knowledge Management:

- Knowledge Management (KM) services such as SharePoint content management; process documentation and troubleshooting; issuance development; information flow management; meeting documentation; O365 content management; and public-facing web (www.ndu.edu) content management are available via email, Skype and phone consultation during work hours or by appointment.
- KM services are available Mon-Thurs 0900-1800 weekly and every other Fri 0900-1700 (starting 20 Mar)
- POC – Mrs. Jennifer Russell – Jennifer.russell@ndu.edu – (202)-685-3789 / (202)-341-8468.

Security:

- Facilities security is being maintained by Guard Force and electronic surveillance 24/7 on site. ID & CAC Card Services have a modified schedule of: Available by appointment 0800-1200 Mon/Wed/Fri. Personnel Security services are available as needed with advanced scheduling . Secure/Classified space services are available as needed with advanced scheduling.
- Physical Security support on site 0800-1500 daily / Security Office Hours are 0800-1600 daily onsite.
- POCs
 - Mrs. Deborah Scavone – scavoned@ndu.edu – (757)-443-6326 / (757)-802-6685
 - Mr. Breon Shird – Breon.r.shird.civ@ndu.edu – (202)-685-2207 / (202)-368-4541

Mailroom:

- Mailroom Services are available on campus with limited hours. USPS, FedEx Express, FedEx Ground, UPS Ground are still running at this time
- Mailroom open Mon/Wed/Fri 0630 – 1500
- POC – Ms. Katisha Hampton – Katisha.hampton@ndu.edu – (202)-685-4840