Technical Service Center (TSC)

Cost effectively developing innovative solutions to Reclamation's most complex water and power challenges

Who We Are

Reclamation's Technical Service Center (TSC) is a world-class engineering and science organization that provides specialized services to protect public safety and support the efficient operation of Reclamation projects and facilities. Operating successfully as a fee-for-service business unit for the last 30 years, the TSC brings cost effective, efficient technical solutions to Reclamation and external partners.

TSC establishes direct service agreements with Reclamation clients, eliminating procurement costs and delays and assuring accountability and efficiency. TSC ensures that appropriate project scope, budget, and schedule for each job are monitored and measured as critical success factors. Decades of specialized, Reclamation-specific experience creates technical solutions to some of the country's most unique infrastructure challenges. The TSC operates with a cost recovery structure through agreements from Reclamation and external clients, maintaining competitive billable rates by using fiscally responsible spending and thoughtful reinvestment in technical staff and unique 150,000 square-foot laboratory facilities.

TSC Workload Initiation Process

Workload Distribution for Technical Services Work within Reclamation follows Reclamation Manual (RM) CMP 10-03 which illustrates the decision making process on whether work is best suited to be done in the Region, industry, or TSC. When work is directed to the TSC through this process, the TSC applies its **Workload Initiation Process** to confirm both TSC's capability and capacity to perform the request. This process also includes evaluating the level of TSC design reviews for technical service work performed by customers or performed by other specialized resources (RM CMP 10-04).

The TSC Workload Initiation Process was introduced in 2025 to provide clear intake guidance, formal approval checkpoints for managers and division chiefs, and a structured path for resolving resource conflicts and project prioritization with regional clients. Through this approach TSC has fostered stronger leadership accountability, improved coordination between groups, and ensured that all required technical disciplines for a project are engaged from the outset. This internal TSC process is significantly reducing rework, ensuring right-sized approach, and enhancing project execution.

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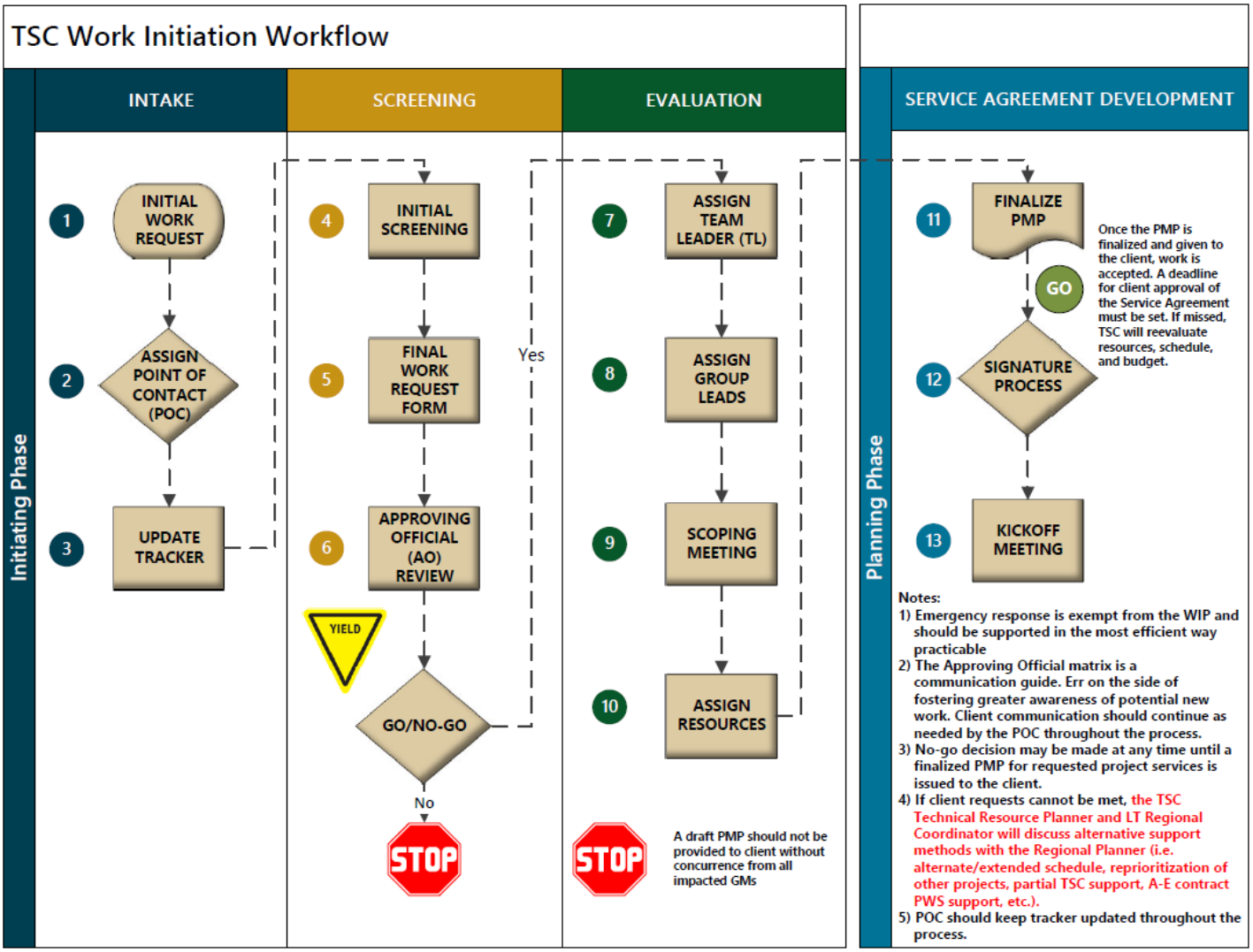
The tools and processes described here summarize how Reclamation will implement policy direction from Secretarial Order 3446. These tools are specific to TSC's internal workflow and while the process is being shared here, the actual tools are not designed to be directly accessible by clients external to the TSC enterprise architecture. However, the TSC thinks it is important for our clients to understand the context and means by which we are making workload decisions.



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TSC Resource Allocation Tools

The TSC developed and implemented internal resource allocation tools in 2024-2025 to manage and track workload. The tools include:

- **TSC Resource Tracker** – a SharePoint List for entering staff assignment details
- **TSC Workload Report** – a Power BI dashboard that visualizes workload and resource allocations

These tools consolidate workload and resource data across projects and teams and present it on a single user-friendly platform. They integrate with key Department of the Interior enterprise systems including the Financial and Business Management System (FBMS), Time and Attendance System (QuickTime), and Reclamation's Electronic Service Agreement Module (ESAM). This integration ensures accurate and timely tracking of resources and financial data without duplicating data entry.

The TSC's internal resource allocation tools provide accurate and up-to-date workload data to support data-driven decision-making during the Workload Initiation Process. This information helps evaluate staffing capacity and resource availability and inform scope and schedule discussions with clients prior to committing resources to a new project.

By improving transparency in current work and staff assignments, these tools make TSC more adaptable to changing priorities and complex projects. Managers can optimize team resources and respond quickly to shifting demands. This digital transition marks significant advancement in workload management for TSC.

In addition, TSC leadership can use historical data from these tools to forecast future needs, plan hiring priorities, and guide strategic initiatives.

The following pages provide an inside look at these tools, including snapshots of how managers can monitor group and individual workloads, forecast capacity, and plan resources effectively.

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Power BI Interface

The TSC internal resource allocation tool uses Power BI to provide a visual representation of the data to make the informed decisions previously listed without a graphical depiction.

Note: Each chart is interactive and can "cross filter" the other charts on the page. For example, by clicking on a bar chart, axis category, table row, etc. the other charts will filter to show only the selected data/information as it relates to the selection. To clear the selection simply click in "elsewhere" on the whitespace.

The TSC's resource allocation tools are built around active and projected service agreements. Because most projects are implemented within the current fiscal year, it's normal to see fewer assignments scheduled in the distant future. In the next phase of implementation, the TSC intends to incorporate 2-5 year workload planning and analysis efforts to this tool.

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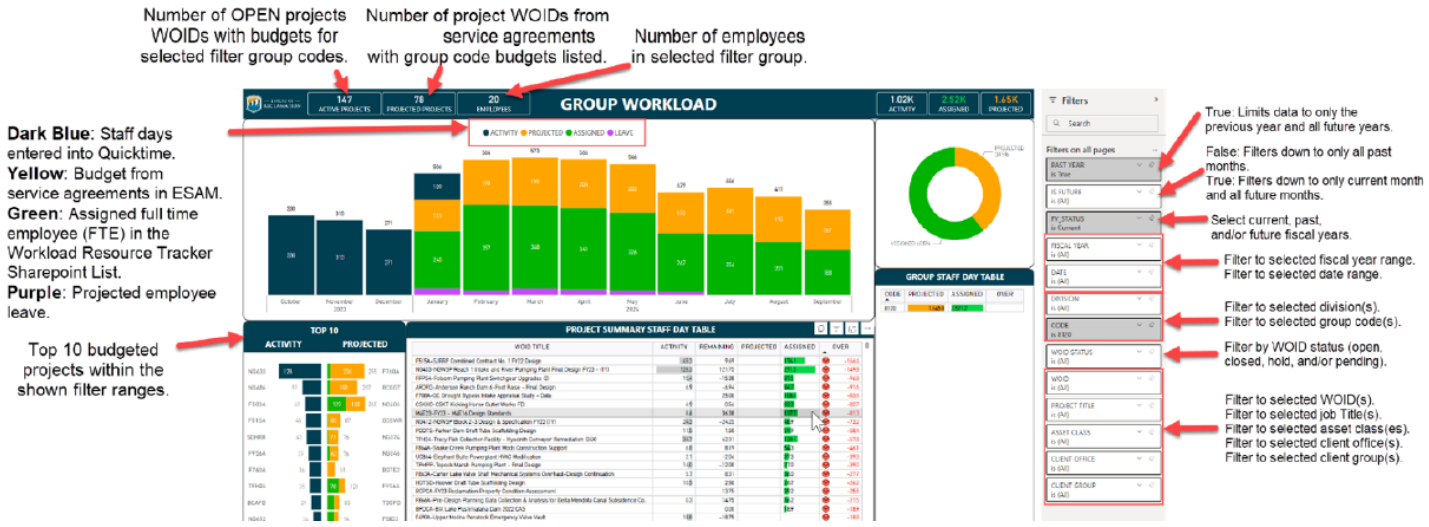
Group Workload Tab

One highlight of the TSC's resource tools is the **Group Workload view**, which gives managers a clear picture of both past and projected staff activity. It shows what projects teams have been working on and updates daily, so managers can see where time is being billed in near real time. It also provides a forward-looking view based on Project Management Plans entered in ESAM, helping leaders anticipate future workload. At a glance, managers can filter the data by fiscal year, groups, employee, or project to quickly focus on what matters most.



Activity (dark blue): Work completed in staff days, taken from DOI's Time and Attendance application data.
Projected (yellow): Unspent and unassigned budget in staff days compared with service agreement scope and schedule.
Assigned (green): Staff days assigned to individuals using the Microsoft List "TSC Resource Tracker" (Manager assigns work)
Leave (purple): Planned and approved leave for individuals

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Employee Workload Tab

Another key feature is the **Employee Workload view**, which gives managers a clear snapshot of each employee's availability and current assignments. It uses a simple heat map to show whether someone has capacity or is overbooked, and can toggle between two perspectives:

- **Workload** – how many days an employee is assigned to projects each month.
- **Availability** – how many days remain open for new work, or if negative, how far they are over capacity.

Managers can quickly filter by date, team, or project to focus on specific details, making it easy to balance workloads and plan ahead. By highlighting employees with capacity, the tool enables teams to shift resources where they're needed most, supporting agile, efficient, and responsive operations to meet client needs.