

CHAPTER 834. VETERANS BENEFITS ADMINISTRATION - REGIONAL OFFICE -
SUPPORT SERVICE DIVISION

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**CHAPTER 834. VETERANS BENEFITS ADMINISTRATION - REGIONAL OFFICE -
SUPPORT SERVICE DIVISION**

1. APPROVAL OF CRITERIA

Criteria approved by the Department of Veterans Affairs (VA) on June 15, 1988.

2. DEFINITION

Support Services Division:

- a. Established at selected regional offices.
- b. Exists in lieu of and encompasses the operations, responsibilities and functions of the Administrative and Finance Divisions, Chapters 823 and 824 respectively.

3. PROGRAM DATA REQUIRED

- a. Staffing projections by category (e.g., chief, clerical, technicians, etc.) and percentages of males and females.
- b. Projected number of file cabinets (specify existing legal and specify letter sizes).
- c. Projected number of Computer (Target) Video Display Terminals, specify number of printers and number of word processors.
- d. Projected number of forms storage shelving units.
- e. Projected number of active record storage cabinets (letter size).
- f. Projected number of inactive record storage shelving units.
- g. Number of joint use workstations (specify personal computers, word processors, microfiche/film, facsimile, etc.).
- h. Is Bench Mark NSF for the "Mail Unit" adequate?
 - (1) If yes, apply criteria.
 - (2) If no, list the generating equipment (number of pieces and their sizes) required to accomplish the mail room activities.
- i. Is Bench Mark NSF for the "Central Reproduction Activity" adequate?
 - (1) If yes, apply criteria.
 - (2) If no, list the generating equipment (number of pieces and their sizes) required to accomplish the mail room activities.

4. SPACE DETERMINATIONS

	<u>Conventional</u>	<u>Modular System</u>
a. Administration		
(1) Office, Division Chief	13.9 NSM (150 NSF)	13.9 NSM (150 NSF)

(2) Office, Assistant Division Chief	9.3 NSM (100 NSF)	9.3 NSM (100 NSF)
(3) Office, Secretary/Waiting	11.2 NSM (120 NSF)	10.2 NSM (110 NSF)
(4) Office, Clerical Personnel	7.4 NSM (80 NSF)	6.7 NSM (72 NSF)
(5) Office, Workstation	6.0 NSM (64 NSF)	6.0 NSM (64 NSF)
	(1st station only, then 3.7 NSM (40 NSF) ea.)	(1st station only, then 3.7 NSM (40 NSF) ea.)

These are ADP workstations are for joint use by employees that do not have or not sharing (e.g., located on lazy Susan) ADP equipment at their desks. Therefore, care must be taken when determining the number of these workstations.

(6) Storage, Forms	2.8 NSM (30 NSF)	2.8 NSM (30 NSF)
(7) Office, Computer (Target), Video Display Terminal(s) and Computer (Target) Printer(s)	3.7 NSM (40 NSF) each pair	3.7 NSM (40 NSF) each pair
(a) Video Display Terminal Only	2.2 NSM (24 NSF)	2.2 NSM (24 NSF)
(b) Printer Only	2.2 NSM (24 NSF)	2.2 NSM (24 NSF)

b. Support

(1) Office, Section Chief	7.4 NSM (80 NSF)	6.7 NSM (72 NSF)
(2) Office, Administrative Officer Trainee/Clerical Employee	7.4 NSM (80 NSF)	6.7 NSM (72 NSF)

(3) **Service Units
(Includes Mail, Publications and Record Activities)**

(a) Office, Supervisor	7.4 NSM (80 NSF)	6.7 NSM (72 NSF)
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(b) **Publications Unit**

<u>1.</u> Storage, Forms	0.8 NSM (9 NSF) per shelving unit	0.8 NSM (9 NSF) per shelving unit
<u>2.</u> Breakdown Area	20.9 NSM (225 NSF)	20.9 NSM (225 NSF)
<u>3.</u> Office, Publications Clerks	7.4 NSM (80 NSF)	6.7 NSM (72 NSF)

(c) Mail Unit	55.7 NSM (600 NSF)	55.7 NSM (600 NSF)
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This area will receive, sort and distribute all incoming mail.
It will also perform the same functions for outgoing mail.
Additional space will only be provided with proper justification. See "Design Consideration" note i.

(d) Office, Clerks and Messengers	2.8 NSM (30 NSF)	2.8 NSM (30 NSF)
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	<u>Conventional</u>	<u>Modular System</u>
(e) Records Management Activity		
1. Storage, Active Records (Letter size)	0.7 NSM (7 NSF) per cabinet	0.7 NSM (7 NSF) per cabinet
2. Storage, Inactive: Records (Boxed & stored records)	0.8 NSM (9 NSF) per shelvin unit	0.8 NSM (9 NSF) per shelvin unit
(f) Central Reproduction Activity	42.8 NSM (460 NSF)	42.8 NSM (460 NSF)
This area will contain the basic equipment necessary for centralized reproduction area, e.g., printing press, multilith machine, large copy cameras, supplies, etc. Additional space will only be provided with proper justification. See "Design Considerations" note j.		
(4) Central Processing Unit		
(a) Office, Supervisor	7.4 NSM (80 NSF)	6.7 NSM (72 NSF)
(b) Office, Teletype and Data Terminal Activity (DTU)	13.9 NSM (150 NSF)	13.9 NSM (150 NSF)
(Equipment and one employee)		
1. Office, additional equipment and/or employees will be provided with proper justification	5.6 NSM (60 NSF)	5.6 NSM (60 NSF)
2. Office, Workstation	3.7 NSM (40 NSF)	3.7 NSM (40 NSF)
These ADP workstations are for joint use by employees that do not have or are not sharing (e.g., located on lazy Susan) ADP equipment at their desks. Therefore, care must be taken when determining the number of these workstations.		
(c) Files, Central Area		
1. File Cabinet, Letter Size	0.7 NSM (7 NSF) per cabinet	0.7 NSM (7 NSF) per cabinet
2. File Cabinet, Legal Size	0.8 NSM (9 NSF) per cabinet	0.8 NSM (9 NSF) per cabinet
(d) Centralized Transcription Activity (CTA)		
1. Office, Supervisor	7.4 NSM (80 NSF)	6.7 NSM (72 NSF)
2. Office, Transcriptionist	5.6 NSM (60 NSF)	5.6 NSM (60 NSF)
3. Office, Workstation	3.7 NSM (40 NSF)	3.7 NSM (40 NSF)
These ADP workstations are for joint use by employees that do not have or are not sharing (e.g., located on lazy Susan) ADP equipment at their desks. Therefore, care must be taken when determining the number of these workstations.		
4. Central Dictation Equipment Area -		
This equipment is to be accommodated in the mechanical (gross) space for the facility. The actual space		
	<u>Conventional</u>	<u>Modular System</u>

requirement will be determined on an individual project basis with 45,720 mm (150') considered the maximum requirement. However, the Central Dictation Equipment should be contiguous to the Central Transcription Activity.

(5) Photocopy Area	4.2 NSM (45 NSF)	4.2 NSM (45 NSF)
c. Finance		
(1) Office, Section Chief	7.4 NSM (80 NSF)	6.7 NSM (72 NSF)
(2) Office, Clerical Personnel	7.4 NSM (80 NSF)	6.7 NSM (72 NSF)
(3) Accounting Unit		
(a) Office, Unit Chief	7.4 NSM (80 NSF)	6.7 NSM (72 NSF)
(b) Office, Technicians/ Clerical Personnel	7.4 NSM (80 NSF)	6.7 NSM (72 NSF)
(c) Files, Central Area		
<u>1.</u> File Cabinet, Letter size	0.7 NSM (7 NSF) per cabinet	0.7 NSM (7 NSF) per cabinet
<u>2.</u> File Cabinet, Legal size	0.8 NSM (9 NSF) per cabinet	0.8 NSM (9 NSF) per cabinet
(d) Office, Workstation	3.7 NSM (40 NSF)	3.7 NSM (40 NSF)
These ADP workstations are for joint use by employees that do not have or are not sharing (e.g., located on lazy Susan) ADP equipment at their desks. Therefore, care must be taken when determining the number of these workstations.		
(e) Office, Computer (Target), Video Display Terminal(s) and Computer (Target) Printer(s)	3.7 NSM (40 NSF) each pair	3.7 NSM (40 NSF) each pair
<u>1.</u> Video Display Terminal Only	2.2 NSM (24 NSF)	2.2 NSM (24 NSF)
<u>2.</u> Printer Only	2.2 NSM (24 NSF)	2.2 NSM (24 NSF)
(4) Operations Unit		
(a) Office, Unit Chief	7.4 NSM (80 NSF)	6.7 NSM (72 NSF)
(b) Office, Technicians/ Clerical Personnel	7.4 NSM (80 NSF)	6.7 NSM (72 NSF)
(c) Files, Central Area		
<u>1.</u> File Cabinet, Letter size	0.7 NSM (7 NSF) per cabinet	0.7 NSM (7 NSF) per cabinet
<u>2.</u> File Cabinet, Legal size	0.8 NSM (9 NSF) per cabinet	0.8 NSM (9 NSF) per cabinet

	<u>Conventional</u>	<u>Modular System</u>
(d) Office, Workstation	3.7 NSM (40 NSF)	3.7 NSM (40 NSF)
<p>These ADP workstations are for joint use by employees that do not have or are not sharing (e.g., located on lazy Susan) ADP equipment at their desks. Therefore, care must be taken when determining the number of these workstations.</p>		
(e) Office, Computer (Target), Video Display Terminal(s) and Computer (Target) Printer(s)	3.7 NSM (40 NSF) each pair	3.7 NSM (40 NSF) each pair
<u>1.</u> Video Display Terminal Only	2.2 NSM (24 NSF)	2.2 NSM (24 NSF)
<u>2.</u> Printer Only	2.2 NSM (24 NSF)	2.2 NSM (24 NSF)
(5) Office, Agent Cashier	13.9 NSM (150 NSF)	13.9 NSM (150 NSF)
(6) Storage, Forms	2.3 NSM (25 NSF)	2.3 NSM (25 NSF)

5. OPERATING RATIONALE (OR BASIS OF CRITERIA)

These criteria were developed in concert with Veterans Benefits Administration. They represent an input from the field, program officials and central office personnel. They also represent a distillation of many factors: existing VBA facilities, correction of space inadequacies, technological innovations and projected program requirements.

It is recognized that VBA functions and requirements and the physical variations of buildings will cause deviations in determining the amount of space assigned and its division into private, semiprivate, open areas, or other uses.

6. DESIGN CONSIDERATIONS

a. Provide private rooms for the Division Chief, Assistant Division Chief, Agent Cashier and other noisy and distracting areas where movable partitions are inadequate, e.g., Reproduction, Teletype & Centralized Transcriptions Activity. All other areas will utilize the open office planning concept.

b. Central Transcription Activity requires cable from equipment located on dictator's desks to Central Dictation Equipment Room and the recorders. The Central Dictation Equipment should be contiguous to the Central Transcription Activity.

c. Where applicable, Central Processing Unit requires special electrical modes. Cable is required to connect peripheral equipment.

d. The Mail Unit should be located for easy access of deliveries.

e. The Publications Unit will require 220v capacity, a utility sink and may require special floor loading capability of 4.21 kg/sq. meter (100 lbs/sq.ft.)

f. In the design and construction of the Agent Cashier's room, adequate security measures should be taken to safeguard both the Government's assets and the employee(s) involved in the function. The cashiers cage should include a counter set into an alcove to reduce congestion in the corridors. See the VA Construction Standard CD-49 and Handbook H-08-4, SD-67.

g. The Storage area will utilize cabinets and shelving units as part of the open office area, in lieu of a separate room.

h. The Net Square Meter/Footage (Bench Mark Figure) for the Mail Unit is based on the drawing for Indianapolis and includes the following space generating equipment:

- 1 - Scale - 460 mm x 0610 mm (1'6" x 02'0")
- 2 - Desks - 915 mm x 1830 mm (3'0" x 06'0")
- 2 - Mail Carts - 610 mm x 0915 mm (2'0" x 03'0")
- 2 - Utility Carts - 610 mm x 1220 mm (2'0" x 04'0")
- 1 - Meter Machine - 760 mm x 2135 mm (2'6" x 07'0")
- 1 - Pigeonhole Unit - 760 mm x 3200 mm (2'6" x 10'6")
- 1 - Counter Top - 915 mm x 4875 mm (3'0" x 16'0")
- 1 - Storage Cabinet - 915 mm x 1220 mm (3'0" x 04'0")
- 5 - Tables - 915 mm x 1525 mm (3'0" x 05'0")
- 2 - Mail Bags - 610 mm x 0760 mm (2'0" x 02'6")
- 2 - Tables - 915 mm x 1830 mm (3'0" x 06'0")
- 2 - Chairs, Swivel, Rolling

i. The Net Square Metric Footage (Bench Mark Figure) for the Central Reproduction Activity is based on the drawing for Indianapolis and includes the following space generating equipment:

- 1 - Collator - 760 mm x 1220 mm (2'6" x 4'0")
- 1 - Bookcase - 460 mm x 0915 mm (1'6" x 3'0")
- 2 - File Cabinets - 460 mm x 0610 mm (1'6" x 2'0")
- 1 - Credenza - 460 mm x 1525 mm (1'6" x 5'0")
- 2 - Tables - 750 mm x 1525 mm (2'6" x 5'0")
- 2 - Desks - 750 mm x 1525 mm (2'6" x 5'0")
- 1 - Cutter - 610 mm x 0610 mm (2'0" x 2'0")
- 1 - Table - 610 mm x 1065 mm (2'0" x 3'6")
- 2 - Storage Cabinets ... - 305 mm x 1065 mm (1'0" x 3'6")
- 1 - Copier - 750 mm x 0915 mm (2'6" x 3'0")
- 2 - Tables - 610 mm x 0915 mm (2'0" x 3'0")
- 1 - Addressograph - 915 mm x 1065 mm (3'0" x 3'6")