

GENERAL SERVICES ADMINISTRATION
Washington, DC 20405

CIA 1080.1
April 20, 2023

GSA ORDER

SUBJECT: Order of Succession – Office of Customer Experience

1. Purpose. This Order establishes the order of succession for the Office of Customer Experience, General Services Administration.

2. Background. GSA Order [ADM 2430.1A, The U.S. General Services Administration Continuity Program](#), outlines GSA's continuity requirements, and identifies each GSA component's responsibilities to ensure resilience and continued performance of GSA's functions.

3. Chief Customer Officer. The following officials are designated to serve as Acting Chief Customer Officer, in the following order of succession, during the absence or incapacity of the Chief Customer Officer (CCO). Each designee shall act with the full authority and responsibility of the CCO and shall occupy the office of the CCO. In the event that the official designated is not available, the next designated official will act.

- (1) Voice of the Customer Program Manager
- (2) Service Design Program Manager
- (3) Administrative Officer
- (4) Customer Experience Specialist
- (5) Data Analytics Specialist
- (6) Digital Strategist

No official serving in a position listed above in an acting capacity shall act as COO pursuant to this Order. Further, each official shall act only if the immediately preceding official has died, becomes incapacitated, resigns, or is otherwise unable to perform the functions and duties of the COO.

4. Exercise of Authority. An official serving as Acting CCO shall, in that capacity, exercise all the authorities and perform all the functions of the Office of the CCO.

5. Signature.

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CAMILLE TUCKER
Acting Chief Customer Officer
Office of Customer Experience