

PERFORMANCE MANAGEMENT RECORD

Coverage	Bureau Appraisal Cycle	Appraisal Year
<input type="checkbox"/> General Schedule <input type="checkbox"/> Federal Wage System <input type="checkbox"/> Wage Marine	<input checked="" type="checkbox"/> October 1 – September 30 <input type="checkbox"/> June 1 – May 31 <input type="checkbox"/> November 1 – October 31	From: <u>06/01/07</u> To: <u>09/30/07</u>

Employee's Name: _____ SSN: _____

Position Title: Information Technology Specialist Pay Plan, Series, Grade/Step: GS-2210-13

Organization: 1. Department of Commerce 3. Office of AU/S for Management
2. Economics & Statistics Administration 4. Office of Chief Information Officer

PERFORMANCE PLAN CERTIFICATION

This plan is an accurate statement of the work that will be the basis for the employee's performance appraisal.

[Empty box for performance plan certification]

Privacy Act Statement - Disclosure of your social security number is voluntary. The number is linked with your name in the official personnel records to ensure unique identification of your records. The social security number will be used solely to ensure accurate entry of your performance rating into the automated record system.

PERFORMANCE PLAN AND APPRAISAL RECORD

Employee Name: _____

Date

10/26/06

Element No.

1 of _____

Cascaded Organizational Goals

Each element must be cascaded from the DOC Strategic Goals. All Goals must be identified for each element. First, select the appropriate DOC Strategic Goal, then list the Bureau Goal, and the SES Manager Goal to complete the cascade.

DOC Strategic Goals:

- Strategic Goal 1: Provide the information and tools to maximize U.S. competitiveness and enable economic growth for American industries, workers and consumers
- Strategic Goal 2: Foster science and technology leadership by protecting intellectual-property, enhancing technical standards and advancing measurement science
- Strategic Goal 3: Observe, protect and manage the Earth's resources to promote environmental stewardship
- Management Integration Goal: Achieve Organizational and Management Excellence
- Bureau Goal: Support the information and analytical needs of the Department of Commerce and the Executive Branch.
- SES/Organizational Goal: Responsive to organizational leadership and internal/external customers.

Critical Element and Objective

Customer Service

To respond to internal and external customers, stakeholders, and the public.

Weighting Factor (The weight for each element should reflect the significance within the framework of the Department's or bureau's organization goals. Weights should not be assigned based on the percentage of time an employee spends working on that element.)

Enter the weight for this element in the adjacent box →

Element Wei

15

Results of Major Activities: Identify results that need to be accomplished in support of the performance element. A minimum of 3 and a maximum of 6 measurable results must be listed.

Responses to customer inquiries for information or services comply with Bureau standards.

Customer inquiries are acknowledged, and customers are apprised of the status of the inquiry and when to expect resolution.

Customer needs are identified, and issues are clarified in communications with the customer.

Customer expectations are managed to ensure that customers understand the type and level of service available and expected time frames.

Customer service is provided in collaboration, consultation, and partnership with customers, other agencies, and stakeholders.

Criteria for Evaluation: Supplemental Standards are required for each element and must be defined at Level 3 performance in terms of quality, quantity, timeliness, and/or cost-effectiveness. Attached Generic Performance standards also apply.

Routinely responds to each customer request with factually accurate information that is consistent with Bureau and Departmental guidance and policies, as well as other relevant program or technical documents.

Work products reflect consideration of customer issues and concerns.

Routinely responds to e-mail and telephone inquiries within 2 business days. If information is not readily available, customer is informed of this a given an expected day of delivery for information. Complete responses to customers rarely take more than 5 business days.

Answers written requests for information within 5-7 days from date of receipt, or within other time frames specified by the supervisor or program requirements.

Oral responses to customers are usually clear, courteous and directly address issues and questions.

If on approved absence, an automated notification e-mail will normally be sent in response to in-coming messages that indicates your absence, the period of absence and identifies an alternate contact. Voice mail messages must also provide the caller with the same information.

PERFORMANCE PLAN AND APPRAISAL RECORD

Employee Name: _____	Date: 10/26/06	Element No.: <u>2</u> of _____
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Critical Element and Objective

Web Development

As the ESA Webmaster provides web development support and guidance to ESA Headquarters management and staff.

Weighting Factor (The weight for each element should reflect the significance within the framework of the Department's or bureau's organization goals. Weights should not be assigned based on the percentage of time an employee spends working on that element.) Enter the weight for this element in the adjacent box. →	Element W
	45

Results of Major Activities: Identify results that need to be accomplished in support of the performance element. A minimum of 3 and a maximum of 6 measurable results must be listed.

Web-based applications' design, development, debugging, application maintenance, and technical guidance is provided to ESA Headquarters CFML, HTML, XHTML, SQL and JavaScript programming languages and databases are designed, developed and maintained in web applications. New Internet based development technologies are evaluated and recommended. Several hardware, software, and/or computer related services are integrated into the web development information systems for optimal operation. Maintenance and enhancement of the web graphics for the Internet, Intranet, Economic Indicators and Innovation Metrics web applications are provided. New web content and updates material is compiled as needed. IT reports and input for the Economics & Statistics Administration (ESA) Operational & Information Technology (IT) Strategic Plan, policies, certification, inventory, and other IT documentation support writing is provided as needed.

Criteria for Evaluation: Supplemental Standards are required for each element and must be defined at Level 3 performance in terms of quality, quantity, timeliness, and/or cost-effectiveness. Attached Generic Performance standards also apply.

Work products are completed within designated time-frames.

Guidance and training is usually provided to ESA Headquarters staff on use of web based applications in accordance with ESA and Department policies and procedures.

Web based applications are created in compliance with Departmental standards and procedures.

Problems with software, hardware and systems management for web development are effectively resolved within a specified time frame.

Work products reflect consideration of customer requirements and concerns.

PERFORMANCE PLAN AND APPRAISAL RECORD

Employee Name: _____

Date
10/26/06

Element No. 3 of

Cascaded Organizational Goals

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Critical Element and Objective

IT Operations
IT operations are completed to aid the mission of the organization.

Weighting Factor: (The weight for each element should reflect the significance within the framework of the Department's or bureau's organization goals. Weights should not be assigned based on the percentage of time an employee spends working on that element.)
Enter the weight for this element in the adjacent box. →

Element Wei
20

Results of Major Activities: Identify results that need to be accomplished in support of the performance element. A minimum of 3 and a maximum of 6 measurable results must be listed.

Guidance on 508 compliancy is provided. Updated material on 508 rules are maintained to ensure ESA content is provided to all audiences.
Documentation of system operations is planned and tracked for effective resource management.
Users are supported by developing or designing applications for computers and/or in selecting, or assisting in selecting computer equipment.

Criteria for Evaluation: Supplemental Standards are required for each element and must be defined at Level 3 performance in terms of quality, quantity, timeliness, and/or cost-effectiveness. Attached Generic Performance standards also apply.

ESA policies and procedures related to the use of information technology are usually applied in developing web based applications.
Guidance to ESA Headquarters' staff on IT matters is usually consistent with Departmental procedures and regulations.
Problems with software, hardware and systems management for web development are usually resolved in accordance with ESA and Department policies and procedures.
Typically, work products meet customer expectations, are factually accurate, contain few grammatical or typographical errors, and conform to ES requirements and established deadlines.

PERFORMANCE PLAN AND APPRAISAL RECORD

Employee Name: _____	Date 10/26/06	Element No. 4 of _____
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Cascaded Organizational Goals

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Critical Element and Objective

Property Accountability Function - Administer & maintain a system of control & accountability for personal property.

Weighting Factor: (The weight for each element should reflect the significance within the framework of the Department's or bureau's organization goals. Weights should not be assigned based on the percentage of time an employee spends working on that element.) Enter the weight for this element in the adjacent box:→	Element We
	20

Results of Major Activities: Identify results that need to be accomplished in support of the performance element. A minimum of 3 and a maximum of 6 measurable results must be listed.

Custodial areas are defined and Property Custodians (PCs) are recommended.

Physical inventories are reconciled by investigating and resolving discrepancies in conjunction with the Property Office (PO) and PC.

Form CD-52, "Report of Review of Property" is reviewed, verified and submitted for approval to the Property Management Officer (PMO).

The property inventory program is managed; excess property is properly disposed of and the appropriate inventories are scheduled and perform

The process for receiving accountable property is adhered to; Form CD-50, "Personal Property" or equivalent from the PCs are reviewed and approved.

Acquisition documentation is provided to PC for newly acquired property.

Criteria for Evaluation: Supplemental Standards are required for each element and must be defined at Level 3 performance in terms of quality, quantity, timeliness, and/or cost-effectiveness. Attached Generic Performance standards also apply.

Physical inventories are reconciled within 30 calendar days after completion of the inventory.

Form CD-52 is reviewed for accuracy and supporting documentation submitted for approval to the PMO within 5 business days of receipt.

Form CD-50 or equivalent, is reviewed, verified, and approved within 5 business days of receipt.

Custodial areas are defined within 10 working days of appointment, as necessary.

Employee Name: _____			
PERFORMANCE SUMMARY RATING			
<ul style="list-style-type: none"> • List each element in the performance plan. • All elements are critical. • Assign a rating level for each element: <ul style="list-style-type: none"> (5) Level 5 (highest level of performance); (4) Level 4; (3) Level 3; (2) Level 2; (1) Level 1 (unacceptable performance) • Score each element by multiplying the weight by the rating level. • Interim ratings should be considered when you prepare the final summary rating. • After each element has been scored, compute the total point score by adding the individual scores. • Rating officials must provide either an overall narrative justification of the summary rating or a written justification for each element rating. • A written justification is required for any element rated below Level 3. 			
Performance Element	Individual Weights (Total must equal 100)	Element Rating (5, 4, 3, 2, 1)	Score
Customer Service	15		0
Web Development	45		0
IT Operations	20		0
Property Accountability	20		0
TOTAL SCORE			0
PERFORMANCE RATING			
<input type="checkbox"/> Level 5 (470 – 500)	<input type="checkbox"/> Level 4 (380 – 469)	<input type="checkbox"/> Level 3 (290 – 379)	<input type="checkbox"/> Level 2 (200 – 289)
			<input type="checkbox"/> Level 1 (100 – 199)
Rating Official's Signature/Title			Date
Approving Official's Signature/Title			Date
Employee's Signature (indicates appraisal meeting held)		Employee comments attached?	Date
		<input type="checkbox"/> Yes <input type="checkbox"/> No	
PERFORMANCE RECOGNITION			
<input type="checkbox"/> Performance Award \$ _____ (%) <i>Appropriation Code</i> _____ <input type="checkbox"/> QSI (Level 5 Required)			
Rating Official's Signature/Title			Date
Approving Official's Signature/Title			Date