

PERFORMANCE MANAGEMENT RECORD

| Coverage | Bureau Appraisal Cycle | Appraisal Year |
|--|--|--|
| <input checked="" 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: IT Specialist Pay Plan, Series, Grade/Step: GS-2210-14/6

Organization: 1. Office of the Secretary 3. Office of Network & Telecom. Opers.
2. Office of the Chief Information Officer 4. _____

PERFORMANCE PLAN CERTIFICATION

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

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
11/03/06Element No. 1 of 5

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:

Acquire and manage the technology resources to support program goals.

SES/Organizational Goal:

Provide effective and efficient IT services to our 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 Weight |
|----------------|
| 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.

Customers are provided with service that is consistent with OCIO standards.

Customers include OCIO staff; Immediate Office of the Secretary; Immediate office of CFO/ASA and its Directorates; Office of General Council; Office of the Inspector General; Commerce operating units; Office of Management and Budget; other federal agencies and the public.

Customer inquiries, regarding products and/or services, are acknowledged and customers are apprised of the status of the inquiry and when to expect resolution.

Customer needs are identified and modified based on communication with the customer.

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

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.

In the opinion of the supervisor as a result of direct observation and/or discussions with customers, stakeholders and/or peers:

Responses to customers and stakeholder requests generally reflect the most accurate and complete information available and knowledge of the requester's issues and/or concerns.

If information cannot be provided, usually responds to information requests within 48 hours.

Responses or services provided to customers, whether oral or written are delivered in a professional and courteous manner.

Deadlines are usually met and those not met are generally missed due to extenuating circumstances.

If on approved absence, an automated notification email will normally be sent in response to incoming 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 11/03/06 | Element No. 2 of 5 |
|-----------------------------|-------------------------|------------------------------|

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:**
Acquire and manage the technology resources to support program goals.
- SES/Organizational Goal:**
Provide effective and efficient IT services to our customers.

Critical Element and Objective

COTR for the Centralized IT Support for DOC Telecommunications and Desktop Services
To ensure the contractor performs per the terms and conditions of the contract.

| | |
|---|-----------------------------|
| 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 Weight 30 |
|---|-----------------------------|

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.

- Communications with DOC Contracting Officer are held to ensure the inclusion of the performance base contracting guidelines.
- Task orders are developed and managed for the help desk contract.
- Invoices are monitored and managed for the help desk contract in accordance with DOC procedures.
- OS Application training is provided to the help desk contractors to ensure compliance with DOC guidance.
- OCIO COOP information is documented for the NOC and OSEC help desk contractors which enables the contractor to provide support during exercises and contingencies.
- Contract is monitored and measured by the contract performance standards and bureaus service level agreements.

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.

- Meetings with Contracting Officer routinely occur biweekly to discuss pending actions on the contract. Significant issues and problems are routinely brought to the supervisor and CO's attention within one day.
- Guidance to customers requesting optional services is usually clear, reliable and consistent with the contract. Feedback is generally positive from the customer.
- Invoices are usually signed within 30 days of receipt from the contractor.
- OS Applications training is generally provided to the contractor as required.
- COOP documentation is generally provided to the Contractor within 30 days of a training exercise.
- Award fee recommendations are usually based on the Service Level Agreements and generally considered balanced with the terms and conditions.
- COTR training requirements are usually completed by the prescribed OAM deadlines.

PERFORMANCE PLAN AND APPRAISAL RECORD

| | | |
|-----------------------------|-------------------------|------------------------------|
| Employee Name: _____ | Date 11/03/06 | Element No. 3 of 5 |
|-----------------------------|-------------------------|------------------------------|

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:

Acquire and manage the technology resources to support program goals.

SES/Organizational Goal:

Provide effective and efficient IT services to our customers.

Critical Element and Objective

Property Accountability Function
Administer and maintain a system of control and 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 Weight 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 performed upon receipt of training.

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

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.

PERFORMANCE PLAN AND APPRAISAL RECORD

| | | |
|-----------------------------|-------------------------|---|
| Employee Name: _____ | Date 11/03/06 | Element No. <u>4</u> of <u>5</u> |
|-----------------------------|-------------------------|---|

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:**
Acquire and manage the technology resources to support program goals.
- SES/Organizational Goal:**
Provide effective and efficient IT services to our customers.

Critical Element and Objective

Business Service Management
Manage and monitor information technology services for HCHB and DOC community and serve as chairperson for information technology committees

| | |
|---|-----------------------------|
| 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 Weight 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.

Information is provided to operating units for the OS IT Steering Committee, Commerce Help Desk and HCHB CIO meetings.

End User Standard Operating Procedures are developed and provided to HCHB and DOC community.

ITCSC web pages are developed and managed to the ensure HCHB and DOC community are knowledgeable and informed of OCIO and DOC standards.

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.

Issue data call for agenda items usually within 2 weeks of monthly meeting dates.

Meeting minutes are usually provided to operating units or agency POCs within 4 business days after meeting date.

Standard Operating Procedures are generally developed and managed for end user education when new or revised guidance/policies are issued to OSEC. Feedback is generally positive.

Web pages for the ITCSC are generally created and revised as the IT environment changes. Feedback is generally positive.

PERFORMANCE PLAN AND APPRAISAL RECORD

Employee Name: _____

Date
11/03/06

Element No. 5 of 5

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:

Acquire and manage the technology resources to support program goals.

SES/Organizational Goal:

Provide effective and efficient IT services to our customers.

Critical Element and Objective

HEAT Administration - To manage and coordinate OSEC and HCHB customer requests.

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 Weight |
| 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.

Technical direction is provided to the contractor or designated staff member(s) which ensures compliance with OCIO IT standards.

HEAT training is provided is to the contractor or designated staff member(s) which ensures compliance with OCIO IT standards.

HEAT database is maintained which ensures status reports can be provided to OCIO senior management or serve as a means to troubleshoot potential problems.

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.

At least two major enhancements to HEAT are completed annually barring extenuating circumstances.

HEAT training is usually conducted for end-users each quarter.

HEAT reports are generally provided to customers within three business days of request date.

Employee HEAT assignments are usually resolved within 1 hour of assigned time.

Group HEAT assignments are usually resolved within 1 hour of assigned time.

| | | | |
|---|--|---|--|
| 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: (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 |
| COTR - IT Support for DOC Telecom. & Desktop Ser. | 30 | | 0 |
| Property Accountability Function | 20 | | 0 |
| Business Service Management | 15 | | 0 |
| HEAT Administration | 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? <input type="checkbox"/> Yes <input type="checkbox"/> No | Date _____ |
| PERFORMANCE RECOGNITION | | | |
| <input type="checkbox"/> Performance Award \$ _____ (%) <i>Appropriation Code</i> _____ <input type="checkbox"/> QSI (Level 5 Required) | | | |
| Rating Official's Signature/Title Lois A. Loser, Director, ONTO | | | Date _____ |
| Approving Official's Signature/Title _____ | | | Date _____ |