

CD-430
(10/05)

U.S. Department of Commerce

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: Information Technology Specialist Pay Plan, Series, Grade/Step: GS-2210-14

Organization: 1. National Telecommunications & Info Admin 3. Information Technology Division
2. Office of Spectrum Management 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** _____ **Element 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:**
Ensure that the allocation of Radio Spectrum provides the greatest benefit to all people.
- SES/Organizational Goal:** See FY 2007 DOC-NTIA-OSM Goals, Major Activities, & Performance Elements (October 2, 2006) or updates thereto on the NTIA Employee Resources website.

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.)	Element Weight
<u>Enter the weight for this element in the adjacent box. →</u>	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.

- Federal agency and internal customer requests and inquiries are responded to in compliance with OSM standards (ITD 10).
- Business requirements are acknowledged and customers are kept apprised of the status of their requirements and when to expect resolution (ITD 10).
- Written and oral responses are developed for public inquiries (ITD 10). Customer needs are identified, and issues clarified in communications with customer.
- Requests and inquiries from the Department Office of the CIO are addressed (ITD 10).
- Requests and inquiries from the Office of Management and Budget (OMB) are addressed (ITD 10).
- (ITD #): For expanded description of each major activity see FY 2007 DOC-NTIA-OSM Goals, Major Activities, & Performance Elements (October 2, 2006) or updates thereto and also available on the NTIA Employee Resources website.

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.

General Measure: Timeliness

Specific Measures: On average, routine requests are acknowledged and addressed within one working day.
If information or more detailed analysis is necessary, a response is provided within five working days.
Requests that cannot be satisfied within five working days are reported to management and the customer with an acceptable cause for the delay.

General Measure: Quality

Specific Measures: Responses to customer requests are based upon the most accurate and complete information available.
Responses to customer requests are clear, concise and unambiguous to the customer.

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	Element No. <u>2</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:

Ensure that the allocation of Radio Spectrum provides the greatest benefit to all people.

- SES/Organizational Goal:** See FY 2007 DOC-NTIA-OSM Goals, Major Activities, & Performance Elements (October 2, 2006) or updates thereto on the NTIA Employee Resources website.

Critical Element and Objective

DOD Program/Project Management
To provide program/project management support for Spectrum XXI, EL-CID, and ZYWeb systems

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.) <u>Enter the weight for this element in the adjacent box.</u> →	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.

- Internal and external customer requirements for Spectrum XXI and EL-CID are satisfied (ITD 04, ITD 07).
 - Spectrum XXI, EL-CID, and ZYLab software are maintained and updated at the HCHB and Site C (ITD 04).
 - Spectrum XXI, EL-CID and ZyLab documentation is maintained and updated (ITD 04).
 - Spectrum XXI, EL-CID and ZyLab database maintenance is coordinated with the ITD Database Administrator (ITD 04).
 - Technical expertise is provided for the transfer of functionality to the Federal Spectrum Management System (ITD 01).
- (ITD #): For expanded description of each major activity see FY 2007 DOC-NTIA-OSM Goals, Major Activities, & Performance Elements (October 2, 2006) or updates thereto and also available on the NTIA Employee Resources website.

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.

General Measure: Timeliness

- Specific Measures:** Program/project milestones are created and met unless extension is agreed by supervisor and customer.
- All requests for technical end-user support are acknowledged and addressed within one working day.
 - If information or more detailed analysis is necessary, a response is provided within five working days.
 - Weekly project status update is provided to the Division Chief.
 - On average, coordinates response to critical system outages within 30 minutes of notification.

General Measure: Quality

- Specific Measures:** Budgets do not exceed allocated funds.
- DOD project objectives are satisfied within budget limits.
 - Project is managed in accordance within PMI best practices, DOC and NTIA guidelines.

PERFORMANCE PLAN AND APPRAISAL RECORD

Employee Name: _____

Date _____

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:

Ensure that the allocation of Radio Spectrum provides the greatest benefit to all people.

- SES/Organizational Goal:** See FY 2007 DOC-NTIA-OSM Goals, Major Activities, & Performance Elements (October 2, 2006) or updates thereto on the NTIA Employee Resources website.

Critical Element and Objective

SIPRNet Program/Project Management

To server as the Program/Project Manager for the Consolidated DOC SIPRNet Project

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

25

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.

SIPRNet requirements of the NTIA and DOC customers are satisfied (ITD 04, ITD 07).

SIPRNet user accounts are vetted and established (ITD 04).

SIPRNet MOU's with supported DOC entities and DOD are created and executed (ITD 04, ITD 07).

Representation of DOC SIPRNet customers is provided through membership on the ITD Configuration Management Board (ITD 04).

DOD required program management and security documents are maintained (ITD 04, ITD 10).

(ITD #): For expanded description of each major activity see FY 2007 DOC-NTIA-OSM Goals, Major Activities, & Performance Elements (October 2, 2006) or updates thereto and also available on the NTIA Employee Resources website.

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.

General Measure: Timeliness

Specific Measures: Program/project milestones are created and met unless extension is agreed by supervisor and customer.

All requests for technical end-user support are acknowledged and addressed within one working day.

If information or more detailed analysis is necessary, a response is provided within five working days.

Weekly project status update is provided to the Division Chief.

On average, coordinates response to critical system outages within 30 minutes of notification.

General Measure: Quality

Specific Measures: Budgets do not exceed allocated funds.

SIPRNet project objectives are satisfied within budget limits.

Project is managed in accordance within PMI best practices, DOC and NTIA guidelines.

PERFORMANCE PLAN AND APPRAISAL RECORD

Employee Name: _____	Date _____	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:

Ensure that the allocation of Radio Spectrum provides the greatest benefit to all people.

- SES/Organizational Goal:** See FY 2007 DOC-NTIA-OSM Goals, Major Activities, & Performance Elements (October 2, 2006) or updates thereto on the NTIA Personnel Resources - OSM website. The Division objectives to be accomplished during FY 2007 as related to OSM goals can also be found in this document at the website.

Critical Element and Objective

Project Management Office
To develop and implement standardized project management practices within the IT Division.

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.)	Element Weight
<u>Enter the weight for this element in the adjacent box.</u> →	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.

- Divisional Project Management infrastructure implementation plan is developed (ITD 9).
- A Project Management Office (PMO) Charter is developed (ITD 9).
- ITD and OSM staff are provided guidance regarding project management methodologies and processes (ITD 9).
- Projects are clearly defined and scoped (broken into manageable sub-projects) to minimize associated risk (ITD9).
- Project status reports are provided to the Division Chief (ITD 9).
- (ITD #): For expanded description of each major activity see FY 2007 DOC-NTIA-OSM Goals, Major Activities, & Performance Elements (October 2, 2006) or updates thereto and also available on the NTIA Employee Resources website.

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.

- General Measure: Timeliness
- Specific Measures: PMO Charter is developed by June 30, 2007.
- Project status reports are provided on a weekly basis beginning May 1, 2007.
- Project plans and documentation are usually completed by the scheduled dates as specified by the project plan or the supervisor.
- General Measure: Quality
- Specific Measures: Budgets do not exceed allocated funds.
- Program objectives are satisfied within budget limits.

PERFORMANCE PLAN AND APPRAISAL RECORD

Employee Name: _____

Date _____

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:** Ensure that the allocation of radio spectrum provides the greatest benefit to all people.
- SES/Organizational Goal:** See FY 2007 DOC-NTIA-OSM Goals, Major Activities, & Performance Elements (October 2, 2006) or updates thereto and also available on the NTIA Employee Resources website.

Critical Element and Objective

JSC/DOD Contracting Officer's Technical Representative
Ensures the technical requirements of assigned contracts are met.

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.

- Technical requirements of assigned contracts are met.
- Technical effort being performed under the contract is monitored.
- Performance progress is communicated with the Contractor.
- Flow of technical matters between the Government and the Contractor are directed.
- (ITD #) For expanded description of each major activity, see FY 2007 DOC-NTIA-OSM Goals, Major Activities, & Performance Elements (October 2, 2006) or updates thereto and also available on the NTIA Employee Resources website.

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.

General Measure: Timeliness

- Specific Measures: Contracts are monitored to ensure timely completion.
- Kick-off and monthly progress meetings are held with contractors.
 - Regularly communicates with Contracting Officer.
 - Resolves technical issues in a timely manner.

General Measure: Quality

- Specific Measure: Submissions to the Contracting Officer are usually accurate and complete.

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
DOD Programs Project Management	15		0
SIPRNet Project Management	25		0
Project Management Office	30		0
Contracting Officer's Technical Representative	15		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	
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 _____	