

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: IT Specialist Pay Plan, Series, Grade/Step: GS-2210-13/7

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.

[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 11/03/06	Element No. <u>1</u> of <u>5</u>
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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
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Cascaded Organizational Goals

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- 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

DOC Network Transition Management
To coordinate the transition of telecommunications services from FTS2001 to Network

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
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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.

Transition strategy is developed in coordination with operating units and Transition team.

Progress reports on status of projects for the DOC OCIO management, DOC transition team, and DOC DARS of FTS2001 and Network developments.

Telephone charges are billed to DOC operating units.

GSA Designated Agency Representative for FTS2001 and Network contracts are provided to Departmental guidance for the placement of orders and conduct an inventory of telecommunication lines.

Feedback and information are provided to the bureaus from the GSA Network transition meetings.

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.

Documentation is usually developed in coordination with operating units and transition team submitted for proper review at least 10 business days before approval time line.

Information is usually provided to OCIO management within 3 business days of receipt on Network changes and issues impacting the contract and transition.

Invoices are generally reconciled within 30 days of receipt. Billing disputes are generally processed within 30 days of identifying the billing error.

There are usually no more than 3-5 complaints regarding the delay of orders placed due to inaccurate information provided to the vendor.

PERFORMANCE PLAN AND APPRAISAL RECORD

Employee Name:	Date 11/03/06	Element No. 3 of 5
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Cascaded Organizational Goals

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- 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

Voice Operations Management
To ensure that the VOIP services are available to our customers as needed.

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
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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.

OSEC Change Configuration Management Board requests are implemented in accordance with the Clinger Cohen Act/FISMA.

Heat assignments are resolved for HCHB/DOC customers and accounts are created in the database to facilitate the generation of reports to OCIO management.

Phone and voicemail training is provided to HCHB customers.

VOIP services are implemented (installation, billing) and coordinated for DOC OU remote sites in accordance with mission strategy.

Implementation upgrades for IPCC, VOIP, Unity, and Infortel are conducted as required.

VOIP standard operating procedures are documented and distributed to DOC customers.

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.

Change Configuration Management Board requests are generally implemented in accordance with the OSEC change management policy and procedures. Usually no more than 1 exception was made and it was due to extenuating circumstances.

Acknowledge HEAT assignments usually within 1 hour of assigned time.

Resolve HEAT assignments usually within 6 hours of assigned time.

At least 2 VOIP training sessions are usually conducted each year.

Notify customers of system upgrades/enhancements at least 24 hours before the change takes place.

Monitor VOIP operating procedures to ensure they are usually updated within one week of change.

PERFORMANCE PLAN AND APPRAISAL RECORD

Employee Name: _____

Date
11/03/06

Element No. 4 of 5

Cascaded Organizational Goals

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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

VOIP Emergency Broadcast System & Public Address (EBS/PA) System Management
To ensure our HCHB employees are informed of building evacuations during drills and emergencies.

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.

EBS/PA system tests are performed and results are monitored for the HCHB to ensure employees are familiar with evacuation procedures.
Test notifications for the emergency broadcast and public address systems are issued to HCHB employees.
System changes are coordinated and managed in accordance with DOC policies and guidance.

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 8 functional building wide tests are conducted each year in coordination with the EOC. EBS test are usually performed weekly. Functional test are usually performed monthly.

Broadcast message is issued at least 48hrs in advance of the scheduled monthly test. Routinely monitors EBS/PA email account that report phones that did not receive messages and usually report these to the contractor within 2 hours of discovery.

System changes/updates are usually conducted within two weeks of the change/update.

PERFORMANCE PLAN AND APPRAISAL RECORD

Employee Name: _____

Date
11/03/06Element No. 5 of 5

Cascaded Organizational Goals

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Bureau Goal:

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SES/Organizational Goal:

Provide effective and efficient IT services to our customers.

Critical Element and Objective

VOIP Contract Performance To ensure that 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

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.

The timeframe to identify and review reports on network performance and outages is developed and managed for the HCHB.

The timeframe to review reports is developed and coordinated with the contractor in preparation for award fee board meetings.

Performance monitoring reports are reviewed and monitored in accordance with the bureau's 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.

Any significant degradation in VOIP performance is usually identified and reported to management within 2 hours of its occurrence.

Contractor's performance is usually monitored in accordance with the Services Support contract and award fee plan barring extenuating circumstances (flooding or fire in the building).

Award fee recommendations are based on the Service Level Agreements results and are generally considered balanced.

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
DOC Networx Transition Management	30		0
Voice Operations Management	25		0
VoIP EBS/PA Systems Management	15		0
VoIP Contract Performance	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?	Date
		<input type="checkbox"/> Yes <input type="checkbox"/> No	
PERFORMANCE RECOGNITION			
<input type="checkbox"/> Performance Award \$ _____ (%) Appropriation Code _____ <input type="checkbox"/> QSI (Level 5 Required)			
Rating Official's Signature/Title		Date	
Approving Official's Signature/Title		Date	