

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: **Program Assistant (OA)** Pay Plan, Series, Grade/Step: **GS-303-08/07**

Organization: 1. NTIA 3. Domestic Spect Pol & IRAC Spt Div

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

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|-----------------------------|------------|----------------------------------|
| Employee Name: _____ | Date _____ | Element No. <u>1</u> of <u>4</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 Goal 2.3: Advance the development of global e-Commerce and enhanced telecommunications and information services.
- Strategic Goal 3: Observe, protect and manage the Earth's resources to promote environmental stewardship
- Management Integration Goal: Achieve Organizational and Management Excellence
Ensure that the allocation of & access to radio spectrum provides the greatest benefit to all people; fosters economic growth:
- Bureau Goal: satisfies vital U.S. needs including U.S. national and homeland security, public safety, scientific research, Federal transportation infrastructure, natural resource management & law enforcement and maintains U.S. global leadership in communications development & services.
- 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 -- <http://resources.ntia.doc.gov/>. 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

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**

Enter the weight for this element in the adjacent box →

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.

- Responses to customer inquiries for information or services comply with NTIA and OSM 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 NTIA 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 16 business hours. If information is not readily available, usually responds to requests within 24-48 hours.

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.

PERFORMANCE PLAN AND APPRAISAL RECORD

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|-----------------------------|------------|---|
| Employee Name: _____ | Date _____ | Element No. <u> 2 </u> of <u> 4 </u> |
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Cascaded Organizational Goals

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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. Goal 2.3 Advance the development of global e-Commerce and enhanced telecommunications and information services.

Strategic Goal 3: Observe, protect and manage the Earth's resources to promote environmental stewardship

Management Integration Goal: Achieve Organizational and Management Excellence
Ensure that the allocation of & access to radio spectrum provides the greatest benefit to all people; fosters economic growth:

Bureau Goal: satisfies vital U.S. needs including U.S. national and homeland security, public safety, scientific research, Federal transportation infrastructure, natural resource management & law enforcement and maintains U.S. global leadership in communications development & services.

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 -- <http://resources.ntia.doc.gov/>. 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

Office Mgt. & Admin. Support
Objective: Provide the necessary management of funding and personnel resources, and support including information technology and administration, to meet the goal and objectives of the Department of Commerce, NTIA, and the Office of Spectrum Management.

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| 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.

- Office management is provided for:
- (1) office coverage (telephone, inquiries, security, and visitor control), and document distribution (paper, faxes, and other materials) in and out of office,
 - (2) personnel action preparation and coordination, and
 - (3) DSID administrative records maintenance and updating (DSID 07).
- Administrative support is provided for:
- (1) time and attendance processing,
 - (2) travel order preparation and travel arrangements, purchases, and
 - (3) correspondence preparation (DSID 09).

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.

- 1. Security and safety procedures are usually carefully followed to prevent violations.
- 2. Time and attendance records are usually completed in accordance with agency requirements.
- 3. Travel orders and vouchers are prepared in accordance with OSM established guidelines.
- 4. Most weekly reports are delivered at the specified time.
- 5. Written products generally follow plain English principles, including logical organization, descriptive section headings, good use of tables and proper grammar. Products reflect sound analytical thinking and present recommendations consistent with sound spectrum management principles and agency policies. Products are timely.

PERFORMANCE PLAN AND APPRAISAL RECORD

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| Employee Name: \ _____ | Date _____ | Element No. <u> 3 </u> of <u> 4 </u> |
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Cascaded Organizational Goals

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Critical Element and Objective

Property Custodian (PC) Function

Maintain all accountable personal property within the designated area.

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Enter the weight for this element in the adjacent box. →

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.

1. Personal property accountability is established for the custodial area. Reports for lost, damaged, or destroyed property are submitted to the Property Accountability Officer (PAO) for review and approval.
2. For newly acquired property, bar codes are affixed to accountable and "sensitive" items and an acquisition document is completed and provided to the Property Office (PO) after approval.
3. The appropriate Property Management Network member is notified if a division or office receives property directly from a vendor. A receiving report is completed for all accountable property acquisitions that are delivered to a division or office, which are not received and processed through the appropriate Property Management Network member.
4. Exit clearance procedures and accounts for all assigned property are monitored and enforced to ensure that all property is appropriately accounted for.
5. Property passes are issued, filed and terminated to ensure that employees return property and are held appropriately accountable for issued property, as applicable.

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.

1. The custodial area reports an inventory accuracy rate of at least 95 percent with no more than 5 percent of the property not found or missing. Any discrepancies found in the annual inventory report is reconciled within 30 calendar days of the inventory report.
2. Form CD-50, "Personal Property Control" or equivalent is submitted to the PO within 10 business days of receipt or transfer. When an employee no longer serves as the PC, ensure the employee receives a signature on the CD-50 or equivalent from the PO releasing the PC from accountability.
3. Ensures that property passes are regularly monitored to renew or terminate existing passes where applicable.
4. Across the custodial area, at least 95 percent of the property must be listed under current employees or contractors. Lost, stolen, damaged or destroyed property is reported in a security incident report within 2 business days of date of incident. Lost, stolen, destroyed, damaged, surplus, or unserviceable property is detailed and submitted on Form CD-52 "Report of Review of Property" within 5 business days from date of incident.
5. Employees are held accountable for property lost, damaged or destroyed while in their possession, specifically where carelessness or negligence is involved.

PERFORMANCE PLAN AND APPRAISAL RECORD

Employee Name: _____

Date _____

Element No. 4 of 4

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Critical Element and Objective

Spectrum Plans and Policies.

Formulate, establish, & implement plans & policies domestically and internationally for the 21st century with advice & support from Federal agencies via the Interdepartment Radio Advisory Committee, engineering & analysis, international fora, & participation in FCC rulemaking process

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.

DSID-02 IRAC Support. -- Make the IRAC an effective means to provide NTIA recommendations on spectrum policy, issues, and regulations by delivering the following:

1. Support is provided to the IRAC, its subcommittees and selected ad hoc groups, as assistant to the IRAC Secretary (i.e. Documents are distributed electronically through listservers and FreqNet, and record and archival copies of all documents are prepared).
2. Committee chairs are assisted with log databases that are current and are regularly backed up.
3. Record copies of every agenda and information documents are available for reproduction and are stored in document number order. Record copies are prepared for input into the IRAC Imaging Systems. Documents are scanned into the Systems and prepared for forwarding to the Nation Archives and Records Administration by insuring that all barcode information has been removed and documents are in document number order.
4. Documents are researched and retrieved from the IRAC Imaging Systems.

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.

1. Assignments resulting from IRAC and subcommittees are completed within the agreed upon time frame, are usually thorough, of good quality and show sensitivity to program and agency needs.
2. Customer concerns that impact the procedures and processes of the Division are usually relayed to the appropriate senior staff within deadlines established by supervisor.
3. Written products generally follow plain English principles, including logical organization, descriptive section headings, good use of tables and proper grammar. Products reflect sound analytical thinking and present recommendations consistent with sound spectrum management principles and agency policies.

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| 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 | 25 | | 0 |
| Office Mgt. & Admin. Support | 25 | | 0 |
| Property Custodian (PC) Function | 25 | | 0 |
| Spectrum Plans and Policies. | 25 | | 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) |
| 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 \$25 _____ (25 %) <i>Appropriation Code</i> _____ <input type="checkbox"/> QSI (Level 5 Required) | | | |
| Rating Official's Signature/Title _____ | | | Date _____ |
| Approving Official's Signature/Title _____ | | | Date _____ |