

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: Secretary (Office Automation) Pay Plan, Series, Grade/Step: GS-0318-5/10

Organization: 1. Department of Commerce 3. Decennial Management Division
2. Bureau of the Census 4. Geographic Programs Branch

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: 06/01/07	Element No.: 1 of 4
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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: Develop, prototype, test, and integrate new and streamlined methods for the 2010 Census, taking advantage of the American Community Survey, the enhanced MAF/TIGER, and the results of Census 2000.

SES/Organizational Goal: Plan and coordinate the development, management, integration, and implementation of the 2010 Census.

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 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.

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.

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

- 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 and given an expected day of delivery for information. Complete responses to customers are generally provided within 5-7 days from date of receipt, or within other time frames specified by the supervisor or program requirements.
- 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 06/01/07	Element No. 2 of 4
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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: Provide a safe and productive workplace for employees that supports secure and continuous operations.
- SES/Organizational Goal: Plan and coordinate the development, management, integration, and implementation of the 2010 Census.

Critical Element and Objective

Secure and Continuous Operations

To support the efforts of the Census Bureau to properly secure and protect Title 13 and Title 26 data, account for and properly care for assigned equipment, and to follow proper safety policies and procedures.

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.

Census Act (Title 13) data and other work products containing Personal Identifiable Information (PII) are properly used, stored, secured and maintained in compliance with the legal and reporting obligations levied by the Census Act (Title 13), the Privacy Act, and other applicable statutes, including the requirements of governmental and other suppliers of data to the Census Bureau to ensure the privacy and confidentiality of collected data.

Assigned accountable personal property is in proper working order and available to support the Bureau's mission through proper care, reporting malfunctioning, damaged, or lost property and that it is made available for inventory.

A safe work environment is maintained by being familiar with primary and alternate evacuation routes, designated assembly areas, and reporting safety and health issues to their supervisor.

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.

As determined by direct observation by the supervisor and/or discussions with customers, stakeholders, and/or peers:

Work products containing Personal Identifiable Information (PII) are not left unattended or unsecured and suspected lost or stolen sensitive data are reported promptly, within one (1) hour of discovery, to the Computer Security Incident Response Team.

Information Technology (IT) resources are used in accordance with current Bureau policies, workstations are properly secured when not in use or unattended, and required IT security training is completed by the Census Bureau required deadline.

Personal property is used solely for government purposes, not for personal or private use, not damaged through negligence, and reported to ACSD promptly, usually within 2 working days, if it is lost, stolen, or not working properly.

Presents accountable personal property for inventory promptly after requested by the supervisor, Property Management Technician, Property Liaison, or Property Custodian. Promptly for equipment used primarily on site is within 4 hours and for equipment primarily used offsite within 1 day.

Reviews the Occupant Emergency Plan and evacuation routes annually.

PERFORMANCE PLAN AND APPRAISAL RECORD

Employee Name: _____	Date: 06/01/07	Element No.: 3 of 4
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Cascaded Organizational Goals

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- SES/Organizational Goal:** Plan and coordinate the development, management, integration, and implementation of the 2010 Census.

Critical Element and Objective

Administrative Support: Provides administrative assistance and support in conjunction with the needs of the office and/or customers.

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. →	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.

- Telephones are answered.
- Customers are greeted.
- Files are organized.
- Materials are reproduced and distributed.
- Schedules, travel, meetings, and other administrative needs of staff are coordinated.
- Office supplies and other material are ordered and maintained 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.

- In the opinion of the supervisor as a result of direct observation and/or discussion with customers and/or peers:
- Incoming calls generally are answered within two (2) rings.
 - Visitors are received courteously, and assisted or referred to other staff as appropriate.
 - Files and materials generally are arranged accurately and in the acceptable order, meaning that files are arranged in chronological or alphabetical order with items rarely being misplaced.
 - Documents are reproduced, collated, and/or distributed in a accurate and timely manner; meets established deadlines with few errors.
 - Schedules, travel, and meetings generally are scheduled and coordinated accurately and in advance of the planned event.
 - The office generally has supplies and materials maintained and available.

PERFORMANCE PLAN AND APPRAISAL RECORD

Employee Name: _____	Date 06/01/07	Element No. 4 of 4
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Critical Element and Objective

Preparation and Review of Documents

To prepare, create and review all administrative documents for accuracy.

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. →	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.

- Travel documents are prepared and reviewed for accuracy.
- Time and Attendance are prepared and reviewed for accuracy and timeliness.
- Training documents are reviewed and initiated.
- Assigned plans and reports are reviewed for accuracy.
- Assigned reports are printed and distributed.

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.

- Travel documents are generally accurate, contain the correct project and organizational codes, and rarely have errors. All appropriate sections are reviewed for complete data; monies are rarely returned to vendor due to errors.
- Time and attendance documents are generally accurate, and apply the correct policies and procedures. Signatures/initials, and attached forms are reviewed, and are rarely omitted, resulting in accurate and complete forms. Verify that Time and Attendance documents are submitted to appropriate departments/persons by established deadlines.
- Training documents are usually accurate with the correct project and organizational codes. The established policies and procedures are usually applied with few errors. Training documents are initiated promptly, and usually in advance of the training event.
- Work assigned to employee is usually completed within the requested time period. Completion of work includes all required research and follow up.
- Employee prints and distributes various reports as requested within one or two hours.

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	25		0
Secure and Continuous Operations	15		0
Administrative Support	30		0
Preparation and Review of Documents	30		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	