

Green v. Hromatka

Case \_\_\_\_ - \_\_\_\_ RBW

Exhibit 09 of \_\_\_\_

WRC Exhibit 09 – Final Employee Evaluation Report  
060110 Tenure box not checked



See Instructions Before Completing

U.S. Department of State

# U.S. FOREIGN SERVICE EMPLOYEE EVALUATION REPORT

For employees at Class FS-02 and below and all career candidates regardless of grade

## SUBMISSION CONTROL

DATE RECEIVED IN POST/BUREAU (mm-dd-yyyy)	DATE RECEIVED IN HR/PE (mm-dd-yyyy)	DATE RELEASED TO DEPARTMENT FILES (mm-dd-yyyy)
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NAME OF EMPLOYEE BEING RATED (Last, First MI)  
**Green Marvin E.**

TYPE OF REPORT REGULAR <input type="checkbox"/> CAREER CANDIDATE <input checked="" type="checkbox"/> VOLUNTARY <input type="checkbox"/> INTFRIM: Change of Rater <input type="checkbox"/> Duties <input type="checkbox"/> Assignment <input type="checkbox"/>	GRADE <b>FS-5</b>	SSN <b>573-94-4490</b>
POSITION TITLE <b>Information Management Specialist</b>		

POST OR ORGANIZATION <b>American Embassy Freetown</b>	PERIOD COVERED (mm-dd-yyyy) From <b>09-02-2008</b> To <b>04-15-2009</b>
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RATER: <b>Joseph J. Hromatka</b> TITLE: <b>Information Management Officer</b> GRADE: <b>FS-2</b>	REVIEWER: <b>Ola B. Criss</b> TITLE: <b>Management Officer</b> GRADE: <b>FO-01</b>
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After careful review, I consider this report to be complete, in conformance with the instructions, and adequately documented by specific examples of performance.

A. \_\_\_\_\_ B. \_\_\_\_\_  
Rater's signature upon completion of Sections I, II, IV, and V Date (mm-dd-yyyy) Reviewer's signature upon completion of Section VI Date (mm-dd-yyyy)

## I. CERTIFICATION - WORK REQUIREMENTS AND COUNSELING

Work requirements were established by rater, reviewer, and employee on (mm-dd-yyyy) 09-22-2008

If applicable, requirements were revised on (mm-dd-yyyy) \_\_\_\_\_

Rater and rated employee held counseling sessions to discuss performance on at least two dates as follows. (mm-dd-yyyy)

1. 09-23-2008 2. 01-19-2009 3. \_\_\_\_\_ 4. \_\_\_\_\_

In the case of an unsatisfactory performance rating, this is also to certify that the requirements of 3 FAH-1 H-2814 3 (tenured employees) 3 FAH-1 H-2326 (employees subject to administrative promotion), or 3 FAM 2248 (FSO Career Candidates) have been met

I certify that counseling sessions took place during the rating period and that at least one of them was documented in writing using the Counseling Certification Form (DS-1974)

\_\_\_\_\_  
Rating Officer Rated Employee Date (mm-dd-yyyy)

## II. REVIEW PANEL STATEMENT (Completed by Review Panel)

A. **Examples of Performance:** Specific examples have been provided in all sections  Yes (if not, return for rewrite)

B. **Certification:** This report has been prepared according to the regulations and contains no inadmissible material.

\_\_\_\_\_  
Date (mm-dd-yyyy) Panel Chairperson's Name - Type Signature

C. **Comments:** (If submitted late, indicate who is responsible for delay.)

**III. EMPLOYEE'S JOB AND WORK REQUIREMENTS (Established by Rater, Reviewer and Employee)**

- A. Describe the position and where it fits in the staffing pattern; indicate the number and kind of employees supervised or team affiliation(s) and tasking(s), whichever is applicable.

The Information Management Specialist (IMS) manages the day to day operations of the Information Programs Center (IPC) and provides assistance and support to the Information Management Officer (IMO) in managing a broad range of Information Resource Management (IRM) services on behalf of four USG agencies. The IMS assists the IMO with providing supervisory guidance and technical support to two Locally-Employed Staff (LES) computer systems managers, two LES radio/telephone technicians, three LES mail room clerks, and one LES switchboard operator/receptionist. The IMS reports to the Information Management Officer (IMO).

- B. Divide work requirements into two categories: continuing responsibilities and specific objectives (including, as appropriate, professional development activities), listing these in descending priority order.

**Continuing Responsibilities:**

- Operate, maintain and troubleshoot primary and alternate telecommunications equipment and networks to include regularly scheduled testing and timely reporting of outages to Washington and post circuit customers.
- Assist as Global Information Technology Modernization Unclassified (GITM-U) and GITM-C (Classified) computer networks administrator to ensure proper installation, maintenance, management and troubleshooting.
- Operate, maintain and troubleshoot Terminal Equipment Replacement Program (TERP) telegraphic system, ensuring proper dissemination of telegrams using Classified Local Area Network (CLAN) and Cable Express.
- Provide end-user training on basic telegram preparations, Common LAN Outbound Telegram (CLOUT) procedures, GITM-U operations, GITM-C operations, Secure Terminal Equipment (STE) and Secure FAX operations to ensure accurate and timely processing of information.
- Serve as Alternate Information Systems Security Officer (ISSO), ensuring all users of the classified and unclassified computer networks are aware of and adhere to proper regulations for safeguarding information.
- Serve as alternate Communications Security (COMSEC) custodian, daily accounting of inventory items.

**Specific Objectives:**

- Assist IMO during the upcoming ILMS DPM, COMSEC auditor and Cryptographic Modernization visits.
- Develop Information Technology (IT) enhancements that will improve and streamline mission operations, including revitalizing of the Freetown Intranet site, exploration of SharePoint and other innovative solutions.
- Advance your IRM knowledge and skills through involvement with COMSEC administrative procedures, Worldwide Property Accountability System (WPAS), Electronic State Configuration Resource (eSCORE) inventory control systems, Technical Requisition (TECHREQ) support program, LES Employee Performance Report (EPR) preparations and a variety of other administrative functions required to support IRM operations.

- C. Describe any special circumstances influencing the work program.

Sierra Leone is ranked last among all nations of the world on the United Nation's Human Development Index. As a result, Sierra Leone presents an exceptionally difficult working environment when it comes to management functions and quality of life issues. Simple logistical tasks are frustrated by the country's abysmal infrastructure. Efforts at improving services run up against the severe constraints of an extremely poor country coming out of a horrendously brutal civil war. Because of these factors, Freetown is a 30 percent hardship differential post.

**IV. EVALUATION OF PERFORMANCE AND ACCOMPLISHMENTS (Completed by Rater)**

For employees at Class FS-02 and below and all career candidates regardless of grade

**A. General Appraisal:**

YES NO

All Employees: Performance was satisfactory or better (If no. see instructions for documenting unsatisfactory performance)

 **B. Discussion:** Identify at least three of the work requirements including continuing responsibilities and/or specific objectives listed in Section III For each, using examples, describe the employee's performance and accomplishments

IMS Marvin Green is a new employee on his first tour and worked for 5-1/2 months during this rating period.

Although his time in Freetown has been relatively short, Marvin has made good progress towards learning the basic duties and responsibilities of his new position. He has demonstrated his intelligence and shown that he does good quality work. With his extensive background in systems management from previous employment, he has brought a wealth of useful Information Technology knowledge and skills that he has put to good use at post.

Freetown IRM is one of the busiest customer service oriented sections in the entire embassy, supporting 100+ unclassified and classified computer users on a daily basis. This involves computer software, hardware and other user service functions, including troubleshooting, resolving problems, training users, and dealing with a myriad of administrative and technical tasks requiring considerable time and effort to accomplish. Marvin has been actively learning each of these functions and tasks in an effort to become an integral member of the team.

Marvin has mastered basic communications operations and support functions within the Information Programs Center (IPC). He is most interested in learning all the details of maintaining security of the classified systems, and has concentrated his efforts in that area, becoming familiar with CLAN-related duties and responsibilities. He has spent time with the Information Systems Center, radio-telephone and mail room staff learning their job functions and helping out with some of their IT projects. He assisted the RSO with a new monitoring system.

Marvin is using his previous work experience with Microsoft "SharePoint" to create a new Intranet site for Freetown that will streamline information sharing among users at post as well as those in Washington and at other posts. He is collaborating with the Community Liaison Officer (CLO) to migrate old "Portal-X" site material to the new SharePoint site. Through his efforts, post management expects to use SharePoint to allow teams of users to exchange files, work documents, post announcements, links and other information sharing.

Marvin has taken charge with learning and deploying Freetown's new REACH (Remote Expeditionary Area Communications Hub) package that was recently sent by Washington. This new system will provide alternate communications in the face of catastrophic failures of the Department networks and allow high-speed Internet and telephone services worldwide without local telecom or State Department communications systems support. He will be setting up and demonstrating the capabilities of this new communications asset to the Country Team.

Marvin has a keen interest in all aspects of Information Technology and strives to keep his computer knowledge and skills on the cutting edge with the latest advances. In this regard, Marvin has made personal arrangements with a local Microsoft training center to provide training courses after-hours towards achieving his Microsoft Certified Systems Administrator (MCSA) and Microsoft Certified Systems Engineer (MCSE). Marvin is not only doing this for himself, but is sponsoring two Sierra Leonean colleagues to advance their IT skills as well. So, he is giving back to the local community by helping others who would not otherwise have this opportunity.

Marvin is become an expert with the new ILMS-DPM (Integrated Logistics Management-Diplomatic Pouch Mail) program that was recently implemented in Freetown. He worked closely with the TDY trainer and made sure all Freetown IRM users were well versed on the program, which tracks incoming and outgoing mail and courier pouches. Marvin uses this program on a regular basis to process courier shipments and also serves as Courier Escort on the lengthy 12-14 hour trips back and forth to the Freetown Lungi airport on a regular basis.

**V. EVALUATION OF POTENTIAL (Completed by Rater)****A. For Career Candidates only: Assessment of career potential as a Foreign Service Officer or Foreign Service Specialist:**

- Unable to assess potential from observations to date
- Candidate is unlikely to serve effectively even with additional experience
- Candidate is likely to serve effectively but judgment is contingent on additional evaluated experience
- Candidate is recommended for tenure and can be expected to serve successfully across a normal career span (see instructions)
- (Support your choice by discussing below the candidate's potential for successful service across a normal career span, citing examples which illustrate strengths and weaknesses in each of the competencies cited below.)*

**B. For employees at Class FS-02 and below and all career candidates regardless of grade:**

For each of the competency groups listed below, draw on specific examples of performance to describe the rated employee's potential for advancement in the Service. (See Core Precepts for definitions of competencies.)

1. Leadership Skills 2. Managerial Skills 3. Interpersonal Skills 4. Communication and Foreign Language Skills  
5. Intellectual Skills 6. Substantive Knowledge

**Leadership Skills:** Mr. Green is capable of working independently as well as under supervision. Marvin has developed professional contacts with a number of IRM colleagues in Washington, RIMC Frankfurt as well as DTSP0 Washington, which have been useful to post when resolving various technical problems that come up. Marvin assists with supervision of eight (8) Freetown LES staff responsible for unclassified computers, radio, telephone, satellite television, mailroom, messenger and telephone operator/receptionist service and support.

**Managerial Skills:** IMS Green successfully managed all Freetown IRM operations by himself for one month when the IMO went on Home Leave. During that period, Marvin coordinated a TDY Washington team that visited post for cryptographic modernization. When the team complained about local hotel accommodations, Marvin welcomed the team into his home to stay and even fed them during their visit. Marvin also serves as Alternate COMSEC Custodian and provides helpful assistance and support maintaining the account. During a recent inspection, the auditor complimented post for outstanding management and a well-organized account.

**Interpersonal Skills:** Although this is Marvin's first African tour with DOS, he has already developed a keen sensitivity in his dealings with local employees. As a result of the rapport he has established, LES personnel are happy to assist him whenever a problem arises which requires their intervention. His calm, professional manner and friendly personality are valuable attributes he has mastered well and are welcomed by colleagues. Marvin is a cooperative and constructive worker and is committed to the principles of EEO and fair treatment. During the Freetown U.S. Embassy 2008 Presidential Election representational event, Marvin met and talked with numerous foreign dignitaries and passed out Obama buttons--which made him very popular in the process.

**Communications and Foreign Language Skills:** Communicating with others is one of Marvin's greatest strengths. He is very approachable and makes everyone feel they can come to him with ideas, questions and suggestions. He is clear and responsive in his communications with customers regarding their expectations and keeps them informed of progress in resolving their technical issues. As a result, he has built strong customer confidence by addressing customer concerns and assuming full responsibility for meeting their needs in a timely fashion. He represented American Embassy Freetown during the opening of the new Njala University computer laboratory, and received nods from the podium thanking the American Embassy for showing support for this new endeavor.

**Intellectual Skills:** Mr. Green never undertakes a project without first examining precisely what is involved and what will be required to complete the task in the proper manner. Through his efforts, Marvin was able to work with the Information Systems Center (ISC) staff to help maintain Freetown's high-ranking "iPost" configuration reporting scores for DS computer security patching, anti-virus and overall computer network health. This is a constant effort that requires a tremendous amount of work from the entire team--and Marvin is a proud member of that winning team. Marvin has been actively involved with maintaining high scores for CLAN iPost as well.

**Substantive Knowledge:** IMS Green has provided a variety of service and support to Information Programs Center (IPC) functions, including operation, management and troubleshooting for 4 separate DTSP0 satellite terminals, CLAN equipment, TERP, CableExpress, Exchange Server, Active Directory, CLOUT and HF radio.

C. **Areas for Improvement:** The following must be completed. Employees should be made aware of areas where they should concentrate their efforts to improve. Specify at least one area in which he/she might best direct such efforts. Area(s) cited must be explicitly linked to one or more of the competency groups listed in Section V B and must have been discussed with the employee in counseling during the rating period. Justify your recommendation with examples and indicate below competency group(s) being addressed. *(The response is not to be directed to need for formal training.)*

Specify Competency \_\_\_\_\_ Substantive Knowledge \_\_\_\_\_ Specify Competency \_\_\_\_\_

You have made good progress learning basic IMS skills in a short time. However, you really need to immerse yourself to expand your knowledge and skills in all facets of Freetown IRM operations as quickly as possible. You can achieve this by taking the initiative now and moving forward with concentrated hands-on involvement.

#### VI. REVIEW STATEMENT *(Completed by Reviewer)*

Assess the employee's performance and potential (if a career candidate, potential to serve across a normal career span-see instructions). Independent observations are encouraged and must be supported by additional examples of performance observed this rating period. Note differences with the rater's appraisal or recommendations. Comment on relations between rater and employee.

A five month period is a relative short period for a newcomer to perform all facets of Information Resources Management operations, especially in a small post like Freetown. I wholeheartedly agree with the rater's evaluation of Mr. Marvin Green's performance, and I am sure that he will continue to expand his knowledge of all facets of Freetown Information Resource Management (IRM) operations and enjoy a long and successful career in the Foreign Service.

Mr. Green and Mr. Hromatka work extremely well together; they enjoy a professional relationship based on mutual respect, trust and cordiality. Having IMO Hromatka, who was able to effectively motivate Mr. Green to exert the effort necessary to attain organizational goals, as his first supervisor in the Foreign Service was a tremendous asset for Marvin, who responded promptly to evolving changes and opportunities in the area of information technology. Although Marvin had received several months of training in Washington, in preparation for his first overseas assignment, he had no idea that shortly after his arrival he would have to manage the IRM operation alone. Not only did he successfully manage the daily routine of the section, but he also coordinated a classified courier run, which is a daunting task in Freetown. During the four week absence of the IMO, who was on his mid-tour home leave, Marvin demonstrated a high level of technical competence as well as the ability to recognize management problems and develop solutions.

In the recent 2008 ICASS Customer Satisfaction Survey, the Information Resource Management section received the highest approval rating, with a slight improvement over its last year score. Receiving high scores in the area of information technology is not very easy in Freetown, which lacks an infrastructure; customers are often frustrated and do not understand why the computers are "slow" or the incoming mail packages are received damaged. They want answers, and Marvin is never too busy to provide an answer or research the problem by contacting the mail facility in Dulles. Without the ability to work well with others in trouble shooting and problem solving, this high level of customer service could not have been attained. Mr. Green, who always displays a willingness to help and is extremely cooperative, deserves the credit for this achievement.

Of Marvin's many accomplishments and contributions, worthy of note is his unwavering involvement with the Enterprise Management Systems Branch, to improve incident/problem processing at Freetown. When Marvin discovered that there was no mechanism for the IRM to set up an account to view the UTT tickets, he contacted the Lead Remedy/UTT Project Manager. As part of the transition to Remedy, all UTT functions were transferred to the Process Improvement Office, which hampered Marvin's resolving the issue. The office director praised Marvin for an excellent job of managing system configurations and sought his opinion on what kind of tool improvements would help Freetown the most. In addition, he invited Marvin to consider a tour in his office.

**VII. STATEMENT BY RATED EMPLOYEE**

**A. Discussion:** This Section is intended to provide the rated employee's views on the period of performance appraised. You must comment on your most significant achievements during the period. You also may address any activities or problems not adequately covered in this report, or aspects of the appraisal which need clarification or correction. You are encouraged to state your current career goals including training and assignments desired over the next 5 years. *(Continuation sheets may be used.)*

**B. I acknowledge receipt of this report.**

Date Section VII completed (mm-dd-yyyy) \_\_\_\_\_

\_\_\_\_\_  
Employee's Signature