

Green v. Hromatka

Case ____ - ____ RBW

Exhibit 14 of ____

WRC Exhibit 14 – Tenure recommended 03 05 10



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) 03-05-2010	DATE RECEIVED IN HR/PE (mm-dd-yyyy) 03-05-2010	DATE RELEASED TO DEPARTMENT FILES (mm-dd-yyyy) 03-05-2010
---	---	--

NAME OF EMPLOYEE BEING RATED (Last, First, MI)
GREEN, MARVIN E.

TYPE OF REPORT

REGULAR CAREER CANDIDATE VOLUNTARY

INTERIM: Change of Rater Duties Assignment

GRADE
FS - 04

SSN
XXX-XX-4490

POSITION TITLE
INFORMATION MANAGEMENT SPEC

POST OR ORGANIZATION
356101 - FREETOWN

PERIOD COVERED (mm-dd-yyyy)

From 04-16-2009 To 02-15-2010

RATER: HROMATKA, JOSEPH J.
GRADE: FS - 02
TITLE: INFORMATION MANAGEMENT OFFICER

REVIEWER: CRISS, OLA B.
GRADE: FS - 01
TITLE: MANAGEMENT OFFICER

After careful review, I consider this report to be complete, in conformance with the instructions, and adequately documented by specific examples of performance.

A. /s/ JOSEPH HROMATKA 03-04-2010 B. /s/ OLA CRISS 03-05-2010
Rater's signature upon completion of Sections I, III, 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) 06-01-2009

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. 07-06-2009 2. 01-19-2010 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).

/s/ JOSEPH HROMATKA /s/ MARVIN GREEN 02-19-2010
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.

03-05-2010 DANNA J. VAN BRANDT /s/ DANNA VAN BRANDT
Date (mm-dd-yyyy) Panel Chairperson's Name - Type Signature

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

Panel review complete.

III. EMPLOYEE'S POSITION 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) assists and supports all operational requirements for the Information Programs Center (IPC), the Information Systems Center (ISC) and all other subsections under the Information Resource Management (IRM) area of responsibility. The IMS assists the Information Management Officer (IMO) to administer all IRM service and support functions on behalf of four USG agencies. The IMS provides supervisory guidance and technical support to two Locally-Employed Staff (LES) systems managers, two LES communications technicians, three LES mail room clerks and one LES switchboard operator. The IMS reports directly to the 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 four primary and secondary Diplomatic Telecommunications Service (DTS) satellite terminals, to include scheduled testing and timely reporting of outages. Operate, maintain and troubleshoot telegraphic processing equipment, including Terminal Equipment Replacement Program (TERP), Cable Express, Classified Local Area Network (CLAN) and CLOUT (Common LAN Outbound Telegram) systems. Provide basic end-user training and technical support services for CLAN, Secure Terminal Equipment (STE) telephone equipment and High Frequency/Ultra High Frequency emergency radio operations.
- Assist as Post Systems Manager for the Global Information Technology Modernization Unclassified (GITM-U) and GITM-C (Classified) computer networks to ensure proper installation, maintenance, management and security is maintained. Work on a daily basis with ISC LES staff using iPost, SMS/PAT and other monitoring tools to ensure networks are efficient, reliable, and secure. Provide customer support for WebPass/eServices, consular systems, financial management, human resources, property management and other computer applications used at post.
- Serve as Alternate Information Systems Security Officer (A/ISSO), ensuring all unclassified and classified users are aware of and adhere to proper regulations for safeguarding information. Serve as Alternate Communications Security (COMSEC) Custodian, to include daily inventory of all security items as well as preparing COMSEC material transfer reports, semiannual inventory, annual audit and installation of new VIPer (Voice over Internet Protocol) secure telephone equipment.
- Assist and support other Information Technology, radio, telephone and satellite television projects, to include working with Radio/Telephone Center staff on service calls. Provide administrative assistance to mail room clerks. Support post classified courier operations, including coordinating airport courier runs with Dakar Regional Courier Hub using the ILMS-DPM (Integrated Logistics Management System Portal-Diplomatic Pouch Mail) application.

Specific Objectives:

- Assist during WebPass/eServices training, IRM COMSEC audit and DTSP0 FASTNET and GITM-C upgrades.
- Look for way to implement creative IT enhancements that will improve and streamline post operations, including activation of Freetown's two new SharePoint sites and deployment, testing of Remote Expeditionary Area Communications Hub (REACH), and implementation of OpenNet PKI (Public Key infrastructure).
- Expand your professional development knowledge and skills through active daily participation with IMS Skills Check Sheet, regular involvement with COMSEC procedures, Electronic State Configuration Resource (eSCORE) inventory control system, Worldwide Property Accountability System (WPAS), Technical Requisition (TECHREQ) support program, preparation of LES Employee Performance Reports (EPRs) and the myriad of other IRM tasks.

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:

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

YES



NO



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 performed well during this period and is recommended for Foreign Service tenure. He has demonstrated his professional knowledge, skills and potential--and should be tenured in the spring 2010 session.

Freetown is an extremely challenging post at which to manage operations and perform what some other missions might regard as routine tasks. This could be overwhelming for a new FS employee having to learn and become proficient in a variety of tasks while becoming acquainted with a remote culture and isolated embassy environment. This is not the case with Marvin. He understands the unique challenges of this post and the need to work towards sustaining mission operations in the most efficient and effective manner. Marvin has fit well into this environment.

The Freetown IRM team was tasked with an unprecedented number of technical visits during this rating period that have strained our resources. This included RIMC Frankfurt telephone and digital cable tech visits, a Consolidated Management Initiative (CMI) visit, an ePerformance trainer visit, a DTSP0 FastNet survey, a COMSEC audit, a GlobeComm satellite terminal tech visit, a DTSP0 FastNet installation, a Washington telephone tech visit and dual SMART FSI trainer and deployment visits. Finally, the evacuation/relocation of several Conakry personnel with all of their support requirements for four months added to the heavy workload. All of these special projects were in addition to the normal load of servicing and supporting 135 IRM customers daily with a full range of IT activities.

With that kind of tough working environment to deal with--flexibility and time management were key factors in keeping operations running efficiently and effectively at all times. Marvin played an integral role to assist and support each of the visiting technical teams and to ensure that normal operations were running smoothly under those difficult working conditions. Marvin accomplished those challenging tasks with dedication and hard work.

The first crew that arrived during Marvin's watch was a RIMC Frankfurt fiber optic cable team that installed new runs in preparation for the upcoming GITM-C upgrade. Marvin coordinated the visit and did a fine job managing, supporting and working alongside the team. He made sure they completed all of their tasks and in the process he acquired valuable new technical skills. The next visitor was the Consolidated Management Initiative trainer from Dakar and then the Abidjan ePerformance trainer. Marvin not only helped coordinate these visits but also actively engaged in the training sessions to advance his knowledge and skills with WebPass/eServices and ePerformance. Marvin was essential to the DTSP0 FastNet survey team getting their job done and contributed to the successful COMSEC audit/inspection. He was a key player with the GlobeComm satellite terminal technical upgrade, and with his keen interest in satellite technology, worked closely with the technician to get the job done in record time.

The complex DTSP0 FastNet installation followed, along with a Foreign Post Telephone installation of the latest NetBox pilot installation in Freetown, which took three weeks to complete. Marvin worked closely with each of these technical teams and received operator/maintenance training. The SMART migration took lots of time and effort to complete with all of the pre-deployment tasks, including registering new users, assigning roles, system administrator testing, user training and final transition. Marvin was an integral part of the SMART team before, during and after the visits. Freetown was commended by SMART Washington for all our advanced preparations, which made for a smooth transition period during the final deployment phase. Marvin did his part to establish SMART operations in an efficient and comprehensive fashion and become a key player with this new program.

Marvin was the primary contact assisting the Embassy Conakry evacuees by helping them set up temporary office space, loaning workstations, telephones, printers, arranging for a new network circuit and other administrative and technical arrangements so that they could manage their transition smoothly and set up critical mission operations in record time. He provided outstanding service and support to the TDY Conakry mission personnel and the constant flow of replacement crews that visited post for four months. His attention to detail and planning were key factors.

In addition to supporting all of these special projects, Marvin has expertly managed the Freetown ClassNet (CLAN) computer network--and proudly earned post with the Number 1 ("A+") ranking in Africa for iPost--which is an IRM systems utility that is used to monitor a wide variety of computer security issues across the worldwide DoS network. IMS Marvin Green is a talented Foreign Service professional and should be tenured in the next spring 2010 session.

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: Marvin took the initiative and went beyond his normal assigned tasks to assist and support the mission during several major technical upgrades. Marvin also motivated the IRM LES staff on a number of useful projects that have benefited post operations. He collaborated with the telephone team and through dedication and hard work restored an important circuit that had been out of order for several months. Marvin reorganized the post mailroom operation to ensure continuous availability of user services and added a new status contact board to keep users aware of current mailroom activities. Marvin took the lead, worked on his own, and set up a SharePoint site for Freetown and received praise from the Ambassador for the colorful new site and the promotion of Freetown.

Managerial Skills: Marvin served admirably as Acting IMO for two months while the IMO was away attending FSI training. During those extended periods, Marvin managed all IRM operations, coordinated a RIMC Frankfurt visit and set up an operations center for the evacuated Embassy Conakry personnel to carry out their mission. He worked diligently to ensure that the Conakry staff was well supported during their long TDY in Freetown. He also monitored and counseled the IRM Freetown LES personnel staff about their tardiness. He counseled the employees on the importance of maintaining timely work attendance to maintain continuous availability of customer service support during business hours--with positive results. Marvin is always looking for new ways to serve our customers and streamline our business practices. He is respected by the LES team for all the support he has provided them.

Interpersonal Skills: Marvin effectively interacts with people at all levels regardless of their background or status. By immersing himself into local community affairs and a variety of embassy activities, he displays sensitivity to cultural differences and is a respected member of the community. Marvin gets along well with everyone at post and shows respect and professionalism even under difficult situations. Marvin has sponsored several new embassy officers and even assisted the new Ambassador. He relishes the Freetown challenges, has done exceptionally well integrating into the community and has done his part to volunteer whenever called upon to assist other colleagues.

Communication and Foreign Language Skills: Marvin has a pleasant, engaging personality that inspires customer confidence and appreciation when providing service and support. He can translate complex technical questions clearly and confidently. Marvin writes and speaks succinctly, while explaining the essence of the subject at hand. During the numerous installations and upgrades that took place, Marvin clearly conveyed problems and updates in writing, in person and telephonically. He further applied guidance from the on-site technicians, regional centers and help desks. Marvin's pro-active stance enabled post to receive timely responses to technical issues and keep all IRM operations running smoothly. Clearly, effective communications is one of Marvin's greatest technical skills.

Intellectual Skills: Marvin is a technical expert and persistent when researching and troubleshooting issues. He never undertakes a project without first examining precisely what is involved and what will be required to complete the task in the proper manner. Marvin assisted the DTSP0 FastNet upgrade team with a critical satellite dish repair during their visit. He patiently followed through on a difficult-to-resolve Norton Anti-virus upgrade problem that plagued OpenNet and ClassNet until it was resolved and the networks were properly secured. With his interests in science and technology, Marvin has researched solar power usage/potential and reported cell phone technology research in Sierra Leone, as well as attending several official representational events for the DCM on this subject.

Substantive Knowledge: Marvin is adept at computers and other IT related problem solving. He configures and duplicates computer drives, resolves network cabling and switch problems and assists CLAN end users to effectively complete their work. He has learned the latest innovations--including SMART, FastNet, Active Directory, Exchange Server, iPost, ILMS-DPM and a variety of other IRM programs. He expertly performed preventative maintenance on two satellite terminals. Marvin keeps on the cutting edge of IT and conducts computer training classes for aspiring Sierra Leonean students during his spare time. Finally, Marvin has performed six grueling airport courier runs and met a USAF Support Flight--each trip taking 12-24 hours to finish due to Freetown's extreme logistical difficulties.

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 as a need for formal training.)*

Specify Competency Substantive Knowledge Specify Competency _____

Marvin should continue advancing his IRM knowledge and skills through more involvement with COMSEC (Communications Security) functions and fleshing out his recent SMART training with additional experience.

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.

I concur with the rating prepared by Mr. Green's supervisor, who has carefully documented his important contributions to the Mission: upgrading computer systems and maintaining the patch and antivirus programs, which supported the maintenance of Post's IPost scores, the highest worldwide. Also, the rater constructively noted that Mr. Green should continue advancing his IRM knowledge and skills through more involvement with COMSEC functions and SMART. Marvin is a capable Information Management Specialist, and he is off to a solid start in a rewarding career. Without hesitation, I wholeheartedly support his candidacy for tenure in the Foreign Service; he has demonstrated that he has the skills, knowledge and ability to serve successfully. Working relations between the rater and rated employee were productive and professional.

With an eye on good management, I observed that Marvin prepared the groundwork to provide information management services for arriving staff, whether short-term or permanently assigned. Thus, they were fully productive from day one. When Post was notified less than 24 hours in advance that eleven employees from Embassy Conakry were being evacuated to Freetown, as an alternate safehaven, Marvin worked diligently to assist the Regional Affairs Office (RAO), which did not have communications equipment or office space, to set up an office with communication systems in the controlled access area (CAA), enabling RAO to continue its critical monitoring and reporting on the tense situation in Conakry.

Because the inclement weather in Washington delayed the arrival of the SMART deployment team, which arrived in Freetown on Monday, February 15, an American holiday, and the Government of Sierra Leone declared Thursday, February 18, a local holiday, the team had only three (3) days to condense a regular two-week instructional and troubleshooting period prior to the SMART transition. In response, Marvin negotiated with the team to work on Thursday to provide more in-depth individualized training for him, preparing him to lead and guide employees with the transition after the departure of the team on February 19. (In addition, Mr. Green's supervisor departed Post the same day for scheduled training in Germany.) In the SMART team's out-brief meeting with the Management Officer, they stated that their work was successful and completed in record time as a result of the outstanding pre-preparation by the Information Resource Management team.

In small Posts, like Freetown, teamwork is essential to the success of the Mission. Marvin is a consummate teamplayer who works well with others. He provided invaluable assistance to the Public Affairs Section's Embassy election night program, which featured Mr. Green as an expert speaker on the history of the political parties in the USA. It is not surprising that his booth was one of the most attended by students and members of the diplomatic community. With his own resources (financial and personnel) and initiative, Marvin established a continuing education advanced computer training program at his residence for his locally employed staff, which will provide an opportunity not only for them to advance in their careers but also for them to enhance their job knowledge.

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 may also 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.)*

The nine IRM members of the 99th specialist class were presented with 10 possible postings. Freetown was, and remains, my first choice. I didn't pick Freetown because I thought it would be an easy posting, but because I thought it would be both interesting and allow me to serve.

The opportunity to serve one's country isn't given to most citizens and the chance to represent your country--to fewer still.

Transportation and communication systems, that we are largely responsible for, have brought the world closer together while simultaneously bringing the threat of extremism to our doorstep.

In this new era, embassies are on the front line.

Embassy Freetown is such an embassy. Without local accountability systems the consular officers risk position and reputation granting VISAs to candidates who, in the majority of cases, are ordinary people that simply want to be one of us.

I can do more in the future to better support the consular section. More attention, more training and give a higher priority to their service requests.

My other priority is to prepare myself for service at Embassy Wellington. In my remaining 5 months at Embassy Freetown I want to master all of the rest of IPC operations--and get them down cold.

My most significant achievement, in my mind, is that I'm completely confident in my ability to manage unforeseen problems--while the IMO is out of the office. I'm good at daily ops, pretty good at courier ops, a bit light still at COMSEC, poor at secure voice and video.

I have grown fond of Africa, willingness is everywhere but the institutions and structures are not. In assisting locals to achieve computer certification, (<http://www.stgassociation.org>), I note that without early exposure to technology in both the home and school--the task is more difficult than the average American is wont to appreciate.

As to the next 5 years. I intend on coming back to Africa. There is a 4 slot at Harare that is my first choice, but anywhere from Zambia south would meet my requirement: to serve my country in interesting places during interesting times.

B. I acknowledge receipt of this report.

Date Section VII completed (mm-dd-yyyy)

03-05-2010

/s/ MARVIN GREEN

Employee's Signature