XII. ADMINISTRATION

FY 1999

Annual Performance Goals

a. USTR did not choose to measure achievements in this category through annual performance goals.

b. Complete the upgrade of USTR's computer system through procurement and installation of Pentium-powered desktop processors and laptops, plus peripheral office automation equipment.

c. USTR has not chosen to measure achievements in this sub-strategy through annual performance goals.

Performance Indicator

a. The upgraded processors and peripheral equipment will be installed and tested by September 30, 1999.

Performance Verification

a. The equipment was satisfactorily delivered and installed.

b. USTR procured Pentium II class desktop computers, laptop computers and servers to replace approximately 60% of the agency's inventory by August 1998. Using Y2K Initiative funds provided as supplemental in FY 1999, USTR procured sufficient numbers of Pentium II class desktop and laptop computers to replace the remaining 40% of the agency's inventory. All replacement machines were received, initially configured and installed by March 1999. As a result, USTR was able to provide access to Y2K compliant office automation software via compliant hardware.

c. An aging computer base heightens the probability of computer failure and USTR is moving to formalize a three year network hardware replacement program. With the development of the FY 2001 budget request, USTR has proposed a cycle of one-third replacement per year over three years. This formalized schedule will ensure that USTR minimizes downtime due to equipment age failures. Such a continuing revitalization of the computer base will also ensure that USTR will not fall behind in the ability to support emerging versions of software that require faster more powerful processors. Staying current reduces maintenance and support problems, leading to a more effective network and more efficient employees.

FY 2000

Annual Performance Goals

a. USTR did not choose to measure achievements in this category through annual performance goals.

b. USTR has not chosen to measure achievements in this sub-category through annual performance goals.

c.   In order to increase effective communication with Congress, by the end of FY 2000, 80% of all letters sent by Congress will be replied to in 10 working days.

Performance Indicator

a.   USTR logs in all Congressional correspondence.

Performance Verification

a.   Preparation for the Seattle Ministerial affected USTR's normal response time for correspondence adversely. However, time-sensitive issues in overdue correspondence were handled in oral briefings.

b.   Our preliminary tallies show that average response time is 39.17 days rather than 10 days. We have adopted a system of daily reminders to staff of Congressional mail due dates to ensure compliance with our goal.

FY 2001

Performance Goals

a.   To effectively manage the departures of USTR employees:

- to retire Federal records of all departing employees;
- to debrief those departing employees who have had access to classified and sensitive material;
- to account for all Federal property held by departing employees; and
- to prepare personnel actions needed for departure from the agency

b.   To effectively manage the arrival of new USTR employees:

- to process personnel actions for all newly arriving appointees; including establishing position titles and setting pay levels;
- to initiate and obtain security clearances, drug tests and ethics approvals for newly arrived appointees; and
- to provide orientation information and services and training to all new arrivals.

c.   USTR has not chosen to measure achievements in this sub-category through annual performance goals.

d.   In order to increase effective communication with Congress, by the end of FY 2001, 60% of all letters sent by Congress will be replied to in 10 working days.

Performance Indicators

a.   For employee departures:
- Federal records are organized and retired.

- Security and ethics debriefings are conducted.
- Federal property is thoroughly accounted for.
- Personnel actions are taken.

b.   For employee arrivals:
- Needed personnel actions are taken.
- Security investigations and ethics reviews are conducted and, where warranted, clearances and approvals are issued.

c.   USTR logs in all Congressional correspondence.

Performance Verification

a.   For departing employees, issued guidance, provided assistance and completed paperwork to document that official records were retired; and that resignation, retirement and reassignment personnel actions were taken. Also, prior to their departure, collected Government property issued to employees, including computers and telecommunications equipment, Government credit cards, passports, office keys and identification badges.

b.   For newly-arriving employees, completed all required personnel actions within required timeframes, including: submission of hiring actions; administration of drug tests; and completion of FBI name checks and security background investigations.   Issued an Employee Orientation Manual to newly-arriving employees, and briefed them on travel, funding and security matters.

c.   In this period, 513 Congressional letters were recorded. Only 93 were answered within 10 working days. We are implementing a new scanning system to reduce the days in internal clearance.

FY 2002

Annual Performance Goals

a.   Improve communication with the public by improving an automated system through which callers could get up-to-date information on a variety of issues.

b.   In FY 2002, USTR will broaden recruitment outreach to include minority serving institutions and organizations in order to encourage minority candidates to apply for open positions.

Performance Indicators

a.   This goal is self-defined.

b.   Outreach efforts will include dissemination of vacancy announcements to the minority serving institutions, and conducting meetings with their career center representatives.

Performance Verification

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a.   USTR will maintain an active website with "real time" postings.

b.   The system will be installed in FY 2002 and updated periodically.

c.   USTR will document outreach activities listed above.