

## Performance Goal Summary

National Interest	Strategic Goal	Performance Goal	Outcome
National Security	RS	1) State will minimize factors inhibiting full implementation of the Good Friday peace accord.	Successful (1 indicator)
	WD	2) State will negotiate and implement with Russia and the other NIS countries the framework of treaties, agreements and controls that will enable them to prevent WMD proliferation.	Unsuccessful (1 indicator)
Economic Prosperity	OM	3) Expand the scope and coverage of regional, multilateral, and bilateral trade and investment arrangements involving the United States to include new countries and industry sectors, and continue to seek liberalization and market access in the telecommunications and aviation industries.	Successful (4 indicators) Partially Successful (1 indicator)
	EX	4) Focus U.S. Government export promotion efforts on best international market prospects.	Successful (2 indicators)
	EG	5) Other countries and international financial institutions adopt policies designed to achieve global financial stability and restore economic growth.	Successful (1 indicator)
	ED	6) Developing and transitional countries make the necessary policy changes to create environments capable of supporting sustained economic growth.	Unsuccessful (1 indicator)
American Citizens & U.S. Borders	AC	7) State will provide American citizens services knowledgeably, efficiently and courteously.	Successful (2 indicators)
	TM	8) Replace approximately 5.5 million Border Crossing Cards by October 1, 2001 without disrupting cross-border travel and trade.	Successful (1 indicator) Partially Successful (1 indicator)
Law Enforcement	IC/ID	9) State will train foreign governments in the methods and techniques of combating international crime and drug trafficking.	Successful (3 indicators)
	TE	10) State will train foreign governments in methods and techniques of combating terrorism.	Successful (5 indicators)

Democracy	DE	11) State will provide support for governments and non-governmental organizations to hold free and fair elections.	Successful (3 indicators)
Humanitarian Response	HA	12) State will improve humanitarian response mechanisms.	Successful (2 indicators)
Global Issues: Environment, Health and Population	EN/PO/HE	13) Negotiate and implement bilateral, regional, and global agreements that manage the production, use, and commerce in certain classes of industrial chemicals, pesticides, and pollutants.	Successful (4 indicators)
<b>National Interest</b>	<b>Diplomatic Readiness Goal</b>	<b>Performance Goal</b>	<b>Outcome</b>
Diplomatic Readiness	HR	14) All U.S. Government personnel on official duty abroad and under the authority of a Chief of Mission perform their duties in support of diplomatic operations in safety from serious injury due to political violence or crime.	Successful (3 indicators)
	HR	15) A Department-wide integrated Workforce Plan determines the size, distribution, composition and recruitment needs of the Department of State's American workforce through 2010.	Successful (3 indicators)
	HR	16) The Department of State is staffed with a fully skilled workforce and is ready to handle the surge of "baby boomer" retirements without a disruption in its work.	Successful (5 indicators)
	HR	17) The Department of State will sustain the morale, health, and well-being of employees and family members.	Successful (6 indicators) Partially Successful (2 indicators)
Diplomatic Readiness	IR	18) The Department of State's infrastructure, including its information technology systems, works after December 31, 1999.	Successful (2 indicators)
	IR	19) The Department of State's information technology systems and the information processed and stored in them are safe from unauthorized access, change, disclosure, disruption, or denial of service.	Successful (1 indicator)
	IR	20) The Department of State has modern integrated technology accessible to all employees.	Successful (2 indicators) Partially Successful (1 indicator)

Diplomatic Readiness	IO	21) The Department of State's domestic facilities are cost-effective and energy efficient, and enable employees to perform their duties.	Successful (4 indicators)
	IO	22) Overseas facilities under the Department of State's control enable State and other USG agencies' employees to perform their duties	Successful (4 indicators)
	IO	23) The Department of State's asset management program maximizes the economic benefits of our real property holdings overseas.	Successful (2 indicators)
	IO	24) All employees working in Department of State domestic facilities and designated foreign dignitaries within the United States are safe from physical harm.	Successful (1 indicator) Partially Successful (2 indicators)
	IO	25) All classified and sensitive information at overseas and domestic facilities is safeguarded from physical and technical compromise.	Successful (3 indicators) Partially successful (1 indicator) Unsuccessful (1 indicator)
	IO	26) The Department of State has financial and accounting systems that meet internal and external financial management and programmatic requirements.	Successful (2 indicators) Partially Successful (2 indicators)
	IO	27) Domestic and overseas Department of State customers receive goods and services when needed.	Successful (3 indicators)

**TOTALS:** 82 indicators  
**Successful:** 69 (84.1%)  
**Partially Successful:** 10 (12.2%)  
**Unsuccessful:** 3 (3.7%)