4Q Summary: 43 Initiatives (Green = 30, Yellow = 13, Red = 00) Completion Rate = 70%

Farm and Foreign Agricultural Services Human Capital Management Annual Performance Plans

4Q FY07

Strategy # HCMAPP #	FY07 HR Strategies SUPPORTING HCMAPP	Status Detail (as of 08/21/07)	HCMAPP Leader and Team	% COMPLETE	STATUS
1	IMPROVE ALIGNMENT OF HUMAN CAPITA	AL INITIATIVES TO AGENCY MISSION AND	GOALS(Goal Leader: Cry	stol Wilsey)	
1.1	PtB4 - Update FFAS Human Capital Plan (aligned with USDA HCP) for FY2007 - FY2012 by 4QFY07	4Q: Updates to the FFAS HCP under review by HCMT. To include workforce analysis data, MCOs and competency gap closure strategies. Added to FY08 Short List.	J.Migyanka (L), C.Matthews	75%^	Υ
1.2	Implement HR Line of Business - e-OPF in State Offices by 4QFY07 (carryover FY06 - 1.2)	4Q: Discussions have taken place with the AOLG via the AO Conference and the AOLG Conference calls regarding the implementation of e-OPF. AO's have been adviseded to review the OPF's in their State Offices and ensure that the folders are in compliance with OPM's Guide to Personnel Recordkeeping and HRD PM Handbooks. A full-scale implementation of e-OPF will not occur at this point until approximately 2QFY08. Carryover to FY08 - 1.1 .	C.McGowan (L), P. Brown, D.Rogers, C.Wilsey, M Rafferty	65%^	Y
1.2.a	Evaluate a variety of training methods and provide initial training to the AOs in the State Offices by 2QFY07	4Q: HRD requested that the AO's provide us with names of employees who frequently handle OPF's that will need training for and access to e-OPF. We will send a spreadsheet shortly to have the AO's complete and submit back to us.	C.McGowan (L), C.Wilsey	40%^	Y
1.2.b	Establish a taskforce to review current and new electronic filling procedures and develop business rules for e-OPF implementation by 4QFY07	4Q: Extended to FY2008. Include in project plan for FY08 - 1.1.	C.McGowan (L), C.Wilsey	0%	Y
1.2.c	Begin review and clean-up of hardcopy OPFs in all HR offices (DC/KC/STOs) by 2QFY07	4Q: HRD will facilitate a meeting with Human Technology on obtaining contractual help with the review and clean-up of the OPF's in preparation for back file conversion (both DC and KC offices; we'll also see about obtaining help for the larger STO's). Include in project plan for FY08 - 1.1.	C.McGowan (L), C.Wilsey	20%	Y
1.2.d	Develop reference guides/manuals used for training all users of the e- OPF application by 4QFY07	4Q: Extended to FY2008. Include in project plan for FY08 - 1.1.	C.McGowan (L), C.Wilsey	0%	Y
1.2.e	Create user accounts for all employees and grant access accordingly by 3QFY07	4Q: No change. Include in project plan for FY08 - 1.1.	C.McGowan (L), C.Wilsey	0%	Y
1.2.f	Complete Back-file assessment for the mission area and develop a "multi-phased" implementation strategy for the shipping of paper OPF's for digitization by 3QFY07	4Q: HRD contacted OPM and OHCM and determined the back file conversion process for FFAS will not take place before the last week of November at the earliest. USDA is working from a very loose schedule right now and FFAS is currently behind three other agencies within the Department. Include in project plan for FY08 - 1.1.	C.McGowan (L), C.Wilsey	10%	Y
1.2.g	Update NFC's Table Management system to discontinue the automatic printing of SF-50's for those STO that print their own SF-50s. Cancel contract with Dept of Commerce for the printing of SF-50s for the DC area by the end of 4QFY07	4Q: no activity scheduled. Include in project plan for FY08 - 1.1.	C.McGowan (L), C.Wilsey	0%	Y
1.2.h	Begin shipping the paper records to an OPM approved and accredited	4Q: no activity scheduled. Include in project plan for FY08 - 1.1.	C.McGowan (L), C.Wilsey	0%	Y
1.3	EmpowHR - implement self service modules (Performance Plans, Awards and HSPD-12) by 4QFY07	May 31 deadline was set for completion of data cleanup issues. Biweekly	R.Young (L), C.McGowan, P.Brown, J.Ross, S.Crisp, B.Farley, A.Armstrong, D.Rogers	10%>	Y
1.4	Implement Star Web 5.0 with employee entry capabilities by 3QFY07	3Q: COMPLETE - On hold until the department determines the new T&A system for all of USDA. Rewrite to FY08 - 1.3.	L.Smith (L), C.McGowan, P.Brown, A.Wheeler, S.Brown, L.Watkins, P.Gepford	100%	G

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Farm and Foreign Agricultural Services Human Capital Management Annual Performance Plans

Strategy # HCMAPP #	FY07 HR Strategies SUPPORTING HCMAPP	Status Detail (as of 08/21/07)	HCMAPP Leader and Team	% COMPLETE	STATUS
1.4.a	Support training program for BPMS contractor by 4QFY07	4Q: Work continues with the BPMS group regarding STAR training for the pilot locations.	S.Brown (L), L.Watkins, P.Gepford, A.Wheeler	100%	G
1.5	Develop, implement and support re-organization and re-structuring initiatives as requested including analysis of structures from a service and cost perspective through 4QFY07	4Q: Completed 3 of 8 re-organization/re-structuring initiatives; progress demonstrated in 4 of the remaining 5 initiatives. See 1.5.a through 1.5.g for details. Carryover to FY08 - 1.4.	M.Badger, S.Campbell,	50%^	Y
1.5.a	FAS: entire agency re-organization	4Q: All PDs, evaluation statements, and assessment tools were developed per the initial contract. An amendment to the contract has resulted in the development of PDs, evaluation statements, and assessment tools for two additional occupational series for grades 7 through 14. Three of the eight position management plans have been approved for submission to the FFAS Undersecretary for final approval. Rewrite to FY08 - 1.4.a.	S.Campbell (L), , HCMT	100%^	G
1.5.b	FSA - FMD: complete reorganization realignment	1Q: COMPLETE - Completed remainder of actions required for realignment.	B.Farley, Lat.Smith, HCMT	100%	G
1.5.c	FSA: support FSA State Office re-structuring plans	4Q: HRD continues to support Budgets with State Office re-structuring studies as part of OMB Proud-to-Be IV requirements. No activities have been submitted to HRD for review and/or implementation this quarter. Rewrite to FY08 - 1.4.b.	K.Williams (L), B.Farley, M.Badger, HCMT	25%>	Y
1.5.d	FSA: support re-org proposal for OA and DAM (replacing BUD and FMD consolidation)	4Q: The OA and DAM re-org package is completed and was delivered to DAM for the Administrator's clearance. The Administrator has now approved and is submitting the package to the Under Secretary for final approval. Notifications and request for org codes changes are prepared and ready to go once final approval is received. Implementation of this re-org will be a carry over project for FY08. Rewrite to FY08 - 1.4.c.	B.Farley (L), B.Boyd	100%	G
1.5.e	FSA - MSD/ASD: complete reorganization realignment. MSD workforce and succession planning strategies.	1Q: COMPLETE - Reorganization implemented effective 11/12/06.	S.Wells, Lat.Smith, HCMT	100%	G
1.5.f	FSA - HRD: complete organizational review and support transformation recommendations by 4QFY07	4Q: The HCM Team completed the HRD Organization Review and provided the final report to the HRD Director on 2/20/07. The final report includes workforce analysis and multiple considerations for staffing, operations, customer service and organizational structure, based on workforce data, customer and employee feedback, and best practice information. The Management team will use the report and considerations in discussions to develop final HRD recommendations.	HCMT (L)	100%	G
1.5.g	FSA - ITSD: support structure review by 3QFY07	3Q: COMPLETE - Incorporated into DAM re-org.	D.Sanders (L), B.Farley, M.Badger, HCMT	100%	G
1.5.h	FSA - KCCO: complete organizational analysis	1Q: COMPLETE - Completed reorganization; and now working with competency assessments as an ongoing effort.	D.Sanders (L)	100%	G
1.5.1	FSA GREEN PLAN - Organizational Structure Review	4Q: KB began Phase 1 Sep 4 - Oct 22. Carryover to FY08 - 1.4.d.	J.Migyanka (L)	25%^	Y
	Support implementation of State Office AO organizational model through 4QFY07	1Q. COMPLETE - Completed support. State Office AO model submitted to DAFO and discussed with AOLG. DAFO released to State Offices. DAFO informed KC-HRO 1/11/07 to use a "model" only.	K.Williams (L)	100%	G
	Monitor FAS Human Capital Initiatives (FSA OPM contract) through 4QFY07	4Q: COMPLETE - The FAS Human Capital working group is continuing their focus on the performance management contract with OPM for talent services.	S.Bruce(L), HCMT	100%	G

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	Establish and lead task group for CED re-classification initiative to achieve efficiencies, stability, parity and transparency in the CED classification process by 3QFY07	and are being notified. Dates for meetings are being coordinated with	P. Hunter (L), M. Rafferty(L), M.Long, DAFO rep, Field Office rep, B.Boyd	20%^	Y
2	SUPPORT WORKFORCE PLANNING & DEF	PLOYMENT (Goal Leader: Donald Sanders)			
	Develop SOP and train HRD staff to support use of WfP & Succession Planning Guide by 3QFY07	4Q: WfP and Succession Guide under review by HCMT; presentation to HRD in development. Carryover to FY08 - 2.1.	J.Bowen, J.Trout, C.Matthews (L)	25%>	Υ
2.2	Improve data integrity of PMSO (codes) by 2QFY07 (carryover FY06 - 2.3	4Q: COMPLETE - HRD has completed initial clean up on reports to data for FSA and RMA. Both agencies are working on resolving any issues or additional changes/updates for reports. DOB will now begin reviewing and correcting all other PMSO data such as bargaining unit codes, supervisory codes, designations, etc. and will work across branch lines to coordinate cross reaching issues.	T.Hernandez, B.Ellsworth, C.McGowan, L.Gressen, D.Rogers, D.Pitts	100%	G
	PtB4 - Set and meet targets to close competency gaps in Mission Critical Occupations (especially, Leadership, Human Resource Management Specialist) by 4QFY07	3Q: COMPLETE - As part of the FFAS gap closure strategy and to support several OPM initiatives, PM-Notice 2570 has been issued to assist employees and their supervision to develop occupational - related competencies based on the 34 OPM general competencies. The Notice also encourages the use of AgLearn courses identified in the HRD developed Competency Matrix and Leadership Journey; and also encourages the use of IDPs. The HRD staff were formally briefed on the Notice, use of the Matrix and Journey 2/24/07. New Proud-to-Be 5 milestones under review.	S.Bruce, V.Eddleman, J.Migyanka , J.Bowen(L), HCMT, N.Tucker,	100%	G
2.3.a	PtB4 - Set and meet targets (working with ITSD management) to close competency gaps in the following Mission Critical Occupations: IT project management, IT security, and IT architecture by 4QFY07	4Q: COMPLETE - ITSD and HRD worked together to complete the MCO Resource Chart required by OCIO. Competency Assessment data for the MA has not been received to date.		100%	G
2.3.b	Launch the Competency / Training MATRIX and develop SOP and competency assessment model for assisting managers in assessing staff competencies using KC Competency software by 2QFY07	2Q: COMPLETE - Competency Matrix and updated Leadership Journey depicted all 34 OPM competencies is available on the HRD web site and tied to Notice 2570. Development of an SOP will be determined if needed by customers.	J.Migyanka (L), C.Matthews, T.Montgomery,	100%	G
2.4	Develop strategies to improve the administration of the benefits process by 4QFY07		S.Somuah-Gyamfi (L), L.Smith, N.Joice, K.Williams, D.Rogers	100%	G

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3	IMPROVE THE ACQUISITION AND UTILIZA	TION OF TALENT (Goal Leader: Barbara Boyd)			
	Identify and eliminate barriers to hiring process by 2QFY07 (carryover FY06 -3.3)	4Q: COMPLETE - Vacancy Announcement templates have been revised and are in use that has been streamlined as much as possible and included clearer instructions for applicants. SOP 17 has been revised to ensure clearer and efficient internal processes for PIV and CrossMatch direct link to the FBI is now operational for the pre-employment fingerprint process, adjudication results are returned from FBI within 24 to 48 hours thus cutting our wait time from the previous 4 to 6 weeks. The CIP program and internal procedures have been revised for a more effective and efficient process. Actions have been implemented to improve communications with customers, including reoccurring standing meetings and training sessions. Action items were developed and implemented for increasing HR staff competencies (i.e. revising SOPs, holding training, and developed checklist).	B.Boyd (L), S.Somuah-Gyamfi, S.Bruce, K.Williams	100%	G
3.1.a	PtB4 - Develop targets and strategies for improving hiring processes (using baseline survey data from the CHCO Council Management/Applicant Satisfaction Survey results) by 1QFY07	2Q: COMPLETE -Targets and Strategies provided to OHCM/OPM and results will be determined with 3Q MSS results with focus on Question #6 and incorporated into PtB5 for FY08.	J.Migyanka (L), C.Matthews	100%	G
	Develop strategies and market student, veteran programs and other special hiring authorities by 2QFY07	4Q: COMPLETE - In this FY the result has been that FFAS has hired 313 students/interns from various colleges, universities, and recruitment programs and has converted 2 SCEPs, 2 WRPs, and 1 PSL to permanent positions and has also hired 22 veterans this FY.	M.Jolley (L), N.White, R.Brady, N.Sizer,	100%	G
3.2.a	Support FAS Civil Rights Outreach initiative by 4QFY07	3Q: COMPLETE - The FAS Recruitment Committee has incorporated the Civil Rights Initiatives into the FY2007 FAS Recruitment Strategy.	D.Schmidt, (L), M.Jolley, N.Sizer	100%	G
	Reach agreement with FLP on approach to utilization of an alternative ACWA assessment tool for 1165 positions by 2QFY07	3Q: COMPLETE - OGC has given final approval for FSA to use an alternative ACWA assessment tool for the 1165 series.	D.Sanders (L), D. Schmidt A.Davis, M.Shakur	100%	G
3.4	Assess and improve strategy for FLOT recruitment by 2QFY07	4Q: COMPLETE - New ACWA assessment tool implemented to measure competencies specific to the position and simplify application process.	R.Brady, D.Schmidt (L)	100%	G
	PtB4 - Categorize FAS, FSA, RMA mission critical positions using the Career Patterns Guide and complete Steps 1 thru 3 through 3QFY07	3Q: COMPLETE - Recruitment strategies for the Career Patterns Action Plan are developed and to be implemented for FY08 Recruitment Plan.	J.Trout (L), J.Bowen	100%	G
3.5.a	PtB4 - Complete Career Action Plan and merge with Annual Recruitment Work Plans for RMA, FAS, FSA by 4QFY07	3Q: COMPLETE - To be incorporated into FY08 Recruitment Plan.	J.Trout(L), D.Schmidt, J.Bowen	100%	G
	Continue to maximize the support and use of MANNRS (agreement) by 4QFY07	3Q: COMPLETE - Serving on planning Committee for the 2008 conference.	M.Jolley, B.Boyd, D.Schmidt (L), HCMT	100%	G
	Revitalize Recruitment Teams, including training, etc., to increase diversity employment beginning 4QFY07	4Q: COMPLETE - Continued to reviewing Regional Recruitment Team Training Guide for revisions. Identifying new recruitment team members.	D.Schmidt (L), B.Boyd, S.Bruce, K.Williams, S.Gibbs, V.Eddleman	100%	G
3.7.a	Develop and issue policy for a Career Intern Program for use in the CO personnel system by 4QFY07	4Q: Draft policy is developed and ready for review by DAFO; meeting scheduled for October 10, 2007. If DAFO decision is positive, input will be collected from ALOG on draft and an amendment to 27-PM will be issued to authorize the program. Rewrite to FY08 - 3.3.	M Rafferty (L), B.Boyd,	70%^	Y

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3.8	Redefine the milestones, metrics and reporting capabilities of Web 52 by 3QFY07	4Q: An upgrade to Web52 was deployed in August (4QFY07), and the team members in HRD and ITSD have discussed the user requirements for the reporting capability. A date and timeframe for the deployment of the reporting tool is TBD. Carryover to FY08 - 3.4.	C.McGowan (L), S.Campbell, T.Coley, V.Schofield	90%^	Y
3.8.a	Develop a multi-phased implementation strategy for the WEB 52 System for State Offices by 4QFY07	4Q: We have begun discussions on the State Office release. HRD will schedule another meeting to include the AOLG/HR SMC's in the discussion. Please note that this deployment may not occur until FY2008 due to some of the aggressive workflow changes (in the system) that are involved. No changes. Rewrite to FY08 - 3.5 .	C.McGowan (L)	20%^	Y
3.9	Continue the review to verify background investigations for all employees by 2QFY07 (carryover FY06 - 5.4)	4Q: The OPFs are being reviewed for NACI or higher investigation for all employees including county. Because of Linc-Pass, HRD had to go back and review the OPFs for those employees who had closed beside their name. All employees must have a completed background investigation and a designated security level on file before a Linc-Pass can be obtained. Carryover to FY08 - 3.6 .		65%^	Y
4	SUSTAIN LEARNING ENVIRONMENT AND	LEADERSHIP CONTINUITY (Goal Leader: Tom M	ontgomery)		
4.1	Develop supervisory Leadership Training Program by 4QFY07	4Q COMPLETE - The program development will be 100% complete by the end of 4Q. The pilot will be held in Washington on October 3-4, November 6-8 and December 4-6. CY08 dates will be scheduled by the end of 4Q.	J.Barlow (L), T.Montgomery, , S.Crisp, J.Bowen	100%	G
4.2	Support implementation of AgLearn Training Approval Process by 2QFY07 (carryover FY06 - 4.1.b)	2Q: COMPLETE - HRD prepared a PM notice for all FFAS employees or updating information and using the Supervisor Selection Tool in AgLearn in order for employee to route external training request through the AgLearn approval process without have to transmit paper copies of SF- 182's. The implementation of AgLearn's Training Approval Process notice with issued to FFAS employees in the 1st quarter. HRD continues to answer questions and offers guidance to employees, supervisors, and AgLearn Administrators in the use of this process. This will be an ongoing process.	T.Montgomery (L)	100%	G
4.3	Support implementation and develop training of AgLearn IDP process by 2QFY07 (carryover FY06 - 4.1.c)	4Q: COMPLETE - PM notice ready to implement for October 1, 2007 effective date.	R.Hervey (L), , S.Gibbs	100%	G
4.4	Participate and support AgLearn Reporting Process through 4QFY07 (carryover FY06 - 4.1.d)	4Q: HRD still is working with AgLearn's "canned" reports in order to get limited training data and is standing-by to participate and support AgLearr reporting process. Added to FY08 Short List.	B.Plaza (L), T.Montgomery	50%>	Y
4.5	Develop and implement Knowledge Management Guidelines by 2QFY07 (carryover FY06 - 4.5)	4Q: Researched, reviewed and have compiled several best practices and OPM guidance documents to address Knowledge Management guidelines. Knowledge management templates/structures are being developed for current and future workforce planning projects. Carryover to FY08 - 4.10.	P.Price (L), J.Bowen, J.Migyanka	60%^	Y
4.6	Implement Phase 2 of New Employee Orientation Program by 3QFY07	4Q: Still working toward project consensus - no change. Carryover to FY08 - 4.6.	C. Widmer (L) J.Sweet, , S.Somuah-Gyamfi, D.Rogers, C.Witmer (L), K.Jones, D.Chandler, A.Armstrong, D.Hensley	35%>	Y

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	PtB4 - Support OHCM in the development of the Managerial Developmen Program by 3QFY07	Development Programs based on FCAT-M results.	T.Montgomery, , J. Bowen (L)	100%	G
4.7.a	PtB4 - Develop MA leadership competencies based on USDA model by 3QFY07	3Q: COMPLETE - 34 OPM Leadership Competencies have been identified and FCAT-M results will identify priority of development in working with OHCM.	T.Montgomery, , J.Bowen (L)	100%	G
4.8	Participate and assess the training needs in Farm Programs to help reduce erroneous payment by 2QFY07	4Q: COMPLETE - In order to implement the Statewide Training Event recommended by the Farm Program Delivery Task Force, a rollout schedule is necessary to project the number of trainers required, the number of sessions required per state, and the timeline for implementation. A primary operating assumptions for the draft implementation plan has been developed by DAFO, DAFP, and HRD for rollout to the Agency. This plan will be reviewed by DAFP in the 3rd guarter. HRD continues to participate in this process.	T.Montgomery (L), A.Bailey, T.Coram-Howard	100%	G
4.9	Participate in the review of Farm Loan Program's new streamlining process and the possible need for online training program by 3QFY07	4Q: COMPLETE - The first of five Computer-Based Training (CBT) courses, Introduction to FLP Streamlining, has been completed and has been uploaded to AgLearn for final testing. The second and third courses, Introduction to the Management of FLP Directives and 1 FLP, General and Administrative, was ready for pilot testing on September 10. The fourth and fifth courses, 3, Direct Loan Making and 4 and 5, Regular and Special Servicing, will be ready for pilot testing by the last week in September. All 5 courses are planned to be accessible in AgLearn early in the start of FY 2008.	T.Montgomery (L)	100%	G
4.10	Participate in the review of COC Orientation Training Program by 4QFY07	4Q: COMPLETE - Work is currently underway with the re-design phase of the course modules based on the recommendations. Plans are to conduct a "pilot course" in late 2007. The final goal is to have the course ready to implement in the states in early 2008.		100%	G
	Develop & Implement "Navigating Through HR" Supervisory (REFRESHER) Training Program to include performance management, telework info, LR/ER info, etc., by 4QFY07	4Q: Subject matter experts were provided power point presentations to insert "talking" points for this training. All modules are in draft format and require minor revisions. No change. Rewrite to FY08 - 4.7, 4.8.	W. Duncan (L),J.Migyanka	80%^	Y
5	IMPROVE THE RESULTS-DRIVEN PERFOR	MANCE CULTURE (Goal Leader: Lolla Smith)	I	1	
5.1	PtB4 - Improve performance management practices as measured by the PAAT for FAS and RMA by 4QFY07	3Q: COMPLETE - Consider for FY08. Not required FY07.	L.Smith (L), S.Crisp, J.Bowen	100%	G
5.2	PtB4 - Develop and Implement Performance Pilot (aka Beta Site) Plan (includes PAAT) for FSA by 3QFY07	4Q: COMPLETE - Strategies for improvement plan for FSA has been submitted and approved by both Department and OPM. Regular progress reviews are provided OHCM and DAM. Update for FY08 - 5.2.	L.Smith, S.Crisp (L), J.Bowen	100%	G
5.3	Implement Phase I of Telework program at KC by 2QFY07; and implement Phase II at HQ by 4QFY07	3Q: COMPLETE - Phase I is complete. To date, all employees have complied, with the exception of technical issues, supervisory profiles not created, or absences from duty. Agency's position statement sent to FLRA in response to ULP filed by NFFE.	L.Smith, S.Brown(L), N.Joice	100%	G
5.4	Implement marketing strategies to increase Telework Program participation by 3QFY07 (carryover FY06 - 5.5.a)	3Q: COMPLETE - HRD has held 2 brown bag educational sessions. One was for managers and the other employees and potential teleworkers. Another brown bag is scheduled to discuss Telework and security procedures.	L.Smith, S.Brown(L)	100%	G

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5.5	Develop and implement an ER Early Intervention Plan by 2QFY07	3Q: COMPLETE - ER Early Intervention Plan was mapped in January.	M.Guberman	100%	G
5.6	Implement HRD Transformation Program by 4QFY07	4Q: COMPLETE - HTI facilitated a team meeting in May. Communications to be distributed to all HRD. Preparing for action plan development in September.	P.Farmer (L), D.Sanders, B.Boyd, S.Bruce, L.Smith, C.Wilsey, T.Montgomery	100%	G
6	ACCOUNTABILITY (Goal Leader: Joe Migyanka)				
	PtB4 - Implement USDA/OPM approved Human Capital Accountability System by 4QFY07	3Q: COMPLETE - HRD QAR includes Accountability section which identifies annually and quarterly required metrics to complete under the USDA approved Accountability System. Completed review of all agency guidance—HCAAF, Departmental regulations and Accountability System to capture all mandatory reporting requirements.	J.Migyanka (L), P.Price, D.Pitts	100%	G
6.1.a	Complete a '10% spot check PME-type AUDIT' on State Offices by 4QFY07	4Q: COMPLETE - HR participated in 3 State Office (MD, WV, RI) reviews with EEO/CR. No other on-site visits are planned for the remainder of this fiscal year. HR has implemented a spot check review of actions completed by OS and forwarded to the State Office for processing.	D.Sanders, K.Williams(L), K.Mansker	100%	G
6.2	Identify and begin to update Handbooks needed by agency offices by 1QFY07	2Q: COMPLETE - MSD developed and is coordinating a status report for all of DAM on status of handbooks. HRD surveyed all branches and provided the status report of all current handbooks in 2Q. A status update by all applicable branches will be requested in 3Q and provided to Director for review. Update for FY08 - 6.7.		100%	G
6.3	Address Audit Report Findings (A-123, KPMG, OPM) through 4QFY07	3Q: COMPLETE - All 3 General Computer Control Deficiencies GCC- FSA-017, 018, 019) completed. No additional FY08 items have been introduced by KPMG.	K.Williams, J.Migyanka, P.Price, M.Demming, C.Matthews, N.Joice	100%	G
6.4	In support of diversity, ensure compliance to MD-715 by 4QFY07	3Q: COMPLETE - Procedures are in place to notify EEO/OCR of new supervisors. EEO/OCR will provide new supervisors with the EEO policy statement.	D.Schmidt	100%	G
	On a quarterly basis, conduct, analyze and report brief Customer Service survey by 3QFY07	4Q: No activity scheduled. Reconsider 3 to 5 CS questions to survey customers for FY08 and track. Rewrite to FY08 - 6.4.	J.Migyanka (L), J.Trout	10%^	Υ

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