

1 FAM 200

INTERNAL FUNCTIONAL BUREAUS

1 FAM 210

BUREAU OF ADMINISTRATION (A)

(CT:ORG-210; 05-01-2009)
(Office of Origin: A/EX/MGT)

1 FAM 211 SCOPE AND AUTHORITY

1 FAM 211.1 Policy

(TL:ORG-113; 07-01-2002)

It is the policy of the Department of State to provide for a uniform handling of administrative programs and responsibilities.

1 FAM 211.2 Assistant Secretary Responsibilities

(CT:ORG-210; 05-01-2009)

- a. The Assistant Secretary reports directly to the Under Secretary for Management (M). Under the overall direction of the Under Secretary for Management, the Assistant Secretary directs the Bureau of Administration (A).
- b. The Assistant Secretary establishes program priorities, oversees the preparation of budget estimates for the bureau, and supervises the use of appropriated funds for the bureau in accordance with Congressional limitations, program objectives and policies of the President and the Secretary.
- c. The Assistant Secretary oversees offices providing language services, allowances, and differentials, support of overseas schools, domestic real property including asset management and facilities management services, domestic occupational safety and health, and domestic environmental protection and energy conservation.
- d. The Assistant Secretary oversees the Department's logistics functions (acquisition, supply, transportation, property management, and

diplomatic pouch and mail).

- e. The Assistant Secretary manages the Department's Records Program, Information Access, and Classification Management and Declassification Review Programs, Global Publishing Solutions, Directives Management, and the Ralph Bunche Library.
- f. The Assistant Secretary establishes or otherwise ensures that a process is in place to evaluate whether proposed collections of information should be approved and certifies such proposed collections of information for OMB review and approval.
- g. The Assistant Secretary is responsible for development and implementation of a Department-wide risk-based breach notification policy to inform affected individuals in the event of a breach of Personally Identifiable Information (PII).
- h. The Assistant Secretary oversees the creation of privacy training and awareness to ensure that individual privacy interests are addressed and safeguards are in place to prevent the loss or misuse of personally identifiable information (PII).
- i. The Assistant Secretary oversees the Office of Small and Disadvantaged Business Utilization (A/SDBU), and reports directly to the Deputy Secretary (D) concerning its policies and activities.
- j. The Assistant Secretary directs administrative oversight and services of the Office of the Procurement Executive.
- k. The Assistant Secretary serves as Chief Acquisition Officer for the Department of State.
- l. The Assistant Secretary ensures continuing liaison with OMB and members and staffs of Congressional committees having oversight responsibilities for Department operations.
- m. The Assistant Secretary serves as the Executive Secretary for the Domestic Emergency Action Committee (DEAC).
- n. The Assistant Secretary serves as the Department's Continuity Coordinator and senior official responsible for meeting the Department's requirements of National Security Presidential Decision Directive (NSPD) 51 – Homeland Security Presidential Directive (HSPD) 20 -, National Continuity Policy, and ensures the effectiveness and survivability of the Department's continuity capability.
- o. The Assistant Secretary oversees Department efforts to accomplish its internal domestic preparedness responsibilities for critical infrastructure protection (CIP) emanating from (Homeland Security Presidential Directive) HSPD-7 - Critical Infrastructure Identification, Prioritization,

and Protections and the national infrastructure protection plan (NIPP).

- p. The Assistant Secretary oversees the Office of Emergency Management (A/OEM) and ensures the Department is prepared to respond to and recover from any domestic emergency by developing and maintaining the Department's domestic emergency management program, including objectives and multi-year budgetary requirements, except for all law enforcement/security responsibilities pursuant to the Omnibus Diplomatic Security and Antiterrorism Act of 1986, as amended (22 U.S.C. 4802 et seq.), where the Assistant Secretary for Diplomatic Security (DS) has jurisdiction and oversight authority.
- q. The Assistant Secretary represents the Department on the Inter-Agency Continuity Advisory Group (CAG), which provides continuity policy and program oversight.
- r. The Assistant Secretary coordinates the Department's roles and responsibilities in supporting a response to domestic incidents of National Significance as required in the National Response Framework (NRF), except for all law enforcement/security responsibilities as described in 1 FAM 211.2, paragraph p.
- s. The Assistant Secretary serves on Executive Office of the President Policy Coordinating Committees when directed.
- t. The Assistant Secretary serves as Chairman of:
 - (1) Overseas Schools Policy Committee;
 - (2) Selection committee for the Leamon R. Hunt Award for Administrative Excellence;
 - (3) International Cooperative Administrative Support Services (ICASS) Executive Board;
 - (4) The State Service Providers Steering Committee; and
 - (5) The Privacy Protection Governance Board (PPGB).
- u. The Assistant Secretary provides overall direction of the Department's energy conservation program. In addition, the Assistant Secretary serves as the Department of State's representative to the Federal Interagency Energy Policy Committee ("656 Committee").
- v. The Assistant Secretary has overall substantive responsibility for the following Department regulatory publications:
 - (1) Foreign Affairs Manual Volume 1 (Organization and Functions), subchapter 1 FAM 210—Bureau of Administration (A);
 - (2) Foreign Affairs Manual Volume 2 (General), subchapters dealing with administrative services;

U.S. Department of State Foreign Affairs Manual Volume 1—
Organization and Functions

- (3) Foreign Affairs Manual Volume 5 (Information Management), 5 FAM 400—Records Management, 5 FAM 1300—Publications and Related Services, and 5 FAM 1400—Library Services; 5 FAH-4, Records Management Handbook; and 5 FAH-7, Graphics Standards Handbook; in their entirety;
 - (4) Foreign Affairs Manual Volume 6 (General Services and Domestic Emergency Management); 6 FAH-1, Domestic Emergency Action Plan (DEAP - material currently being written); 6 FAH-2, bureau emergency action plan (BEAP - material currently being written); 6 FAH-3, Facility Emergency Action Plan (FEAP - material currently being written); and 6 FAH-5, International Cooperative and Administrative Support Services (ICASS) Handbook;
 - (5) Foreign Affairs Manual Volume 14 (Logistics Management); 14 FAH-1, Department-Wide Personal Property Management Handbook; 14 FAH-2, Contracting Officer's Representative Handbook; 14 FAH-3, Acquisition Career Management Program Handbook; and 14 FAH-4 Pouch and Mail Handbook; and
 - (6) Foreign Affairs Manual Volume 6 (Emergency Management), subchapter 6 FAM 400- Domestic Emergency Management Program; 6 FAH-1, Domestic Emergency Action Plan (DEAP); 6 FAH-2, Bureau Emergency Action Plan (BEAP); and 6 FAH-3, Facility Emergency Action Plan (FEAP).
- w. The Assistant Secretary has substantive responsibility for the Overseas Contracting and Simplified Acquisition Guidebook and the Department of State Standardized Regulations (DSSR).
 - x. The Assistant Secretary appoints the chair, co-chair, and members of the Department's Appeals Review Panel for the adjudication of appeals filed under the Freedom of Information Act (FOIA), Privacy Act, and Executive Order 12958 (national security).
 - y. The Assistant Secretary serves as a member of the Security Appeals Panel.
 - z. The Assistant Secretary serves as the senior official responsible for meeting the goals and requirements of Executive Order 13423, Greening the Government through Energy Efficient Management.
 - aa. The Assistant Secretary has delegated authority from the Secretary of State to oversee the establishment, maintenance, and operation of employee associations at posts. The Assistant Secretary approves and where appropriate, revokes employee association charters and oversees the Office of Commissary and Recreation Association Affairs.
 - bb. The Assistant Secretary serves as the Competitive Sourcing Official in

accordance with the Office of Management and Budget (OMB) Circular A-76.

- cc. The Assistant Secretary serves as the Department's designated Agency Environmental Executive (AEE) under Executive Order 13423 and the designated environmental compliance management official.
- dd. The Assistant Secretary serves as the designated Senior Agency Official for Privacy with overall responsibility and accountability for ensuring the Department's implementation of information privacy protections in accordance with OMB Memorandum M-07-16.
- ee. The Assistant Secretary serves as the Chief Freedom of Information Act (FOIA) Officer in accordance with Executive Order 13392 ("Improving Agency Disclosure of Information") with agency-wide responsibility for FOIA compliance.

1 FAM 211.3 Organization

(CT:ORG-210; 05-01-2009)

An organization chart of the Bureau of Administration (A) is found in 1 FAM Exhibit 211.3.

1 FAM 211.4 Definitions

(CT:ORG-210; 05-01-2009)

Benchmarking: The innovative adaptation of best practices with the objective of gaining competitive advantage.

Breach: Refers to the loss of control, compromise, unauthorized disclosure, unauthorized acquisition, unauthorized access, or any similar term referring to situations where persons other than authorized users and for an other than authorized purpose have access or potential access to personally identifiable information, whether physical or electronic.

Bureau emergency action plan (BEAP): A bureau-specific plan used to describe actions taken to ensure the safety of Department personnel and to ensure bureau readiness to continue mission essential functions (MEFs) across a wide range of domestic emergencies that impact the Department. (See the term "continuity of operations (COOP)."
A BEAP is the same as a COOP plan (i.e., a plan for continuing a single bureau's MEFs through any domestic emergency).)

Bureau emergency action team (BEAT): The designated bureau/office emergency personnel that may be required to remain at or report to work or to an alternate location to ensure bureau/office MEFs continue during emergency situations.

Chargeback system: A system in which the recipient of a particular service or product pays for the actual cost of the service/product.

Continuity coordinator: The representative of an executive branch, department, or agency at the Assistant Secretary (or equivalent) level who is responsible for ensuring the effectiveness and survivability of the organization's continuity capability.

Continuity of government (COG): A coordinated effort within the Federal Government's executive branch to ensure that National Essential Functions (NEFs) continue to be performed during a catastrophic emergency.

Continuity of operations (COOP): An effort within individual departments and agencies, as well as their sub-components, to ensure primary mission essential functions (PMEFs) continue to be performed during a wide range of emergencies, including localized acts of nature, accidents, and technological or attack-related emergencies. (See the term "bureau emergency action plan (BEAP)." A COOP plan is the same as a BEAP (i.e., a plan for continuing a single bureau's MEFs through any domestic emergency).)

Core response group: A group designated to respond promptly and appropriately in the event of a data breach involving personally identifiable information (PII).

Critical infrastructure and key resources (CIKR): CIKR includes the people, information, facilities, equipment, operations, and activities that support the Department's Primary Mission Essential Functions (PMEFs).

Critical infrastructure protection (CIP): An effort, emanating from (Homeland Security Presidential Directive) HSPD-7 and the national infrastructure protection plan (NIPP), to assure the security of vulnerable and interconnected infrastructures of the United States (i.e., CIKR). This effort recognizes certain parts of the national infrastructure as critical to the national and economic security of the United States and the well-being of its citizenry, and the required steps be taken to protect it.

Critical infrastructure protection (CIP) plan: The plan identifies and outlines protection measures for CIKR which are vital to the Department's PMEFs and to national security.

Domestic Emergency Action Committee (DEAC): Chaired by the Under Secretary for Management with membership at the Assistant Secretary or equivalent levels, the DEAC is the senior decision making body responsible for ensuring the Department is prepared for all domestic security threats, emergencies, or other events which may affect the safety or welfare of Department assets (i.e., people, information, equipment, facilities, activities, and operations).

Domestic Emergency Action Plan (DEAP): The Department's comprehensive emergency action plan for response to domestic emergencies that impact the Department, or any part of it.

Electronic commerce: Electronic techniques for accomplishing business transactions, including electronic mail or messaging, World Wide Web technology, electronic bulletin boards, purchase cards, electronic funds transfers, and electronic data interchange.

Emergency Management Center (EMC): The Department's main emergency management center, managed by A/OEM and located in the Harry S Truman Building (HST), Room B235B. A/OEM facilitates the use of the EMC to coordinate and relay information about the Department's internal emergency preparedness and response activities regarding any domestic emergency that impacts the Department.

Enduring constitutional government (ECG): A cooperative effort among the executive, legislative, and judicial branches of the U.S. Government, coordinated by the President, as a matter of comity with respect to the legislative and judicial branches and with proper respect for the constitutional separation of powers among the branches, to preserve the constitutional framework under which the nation is governed and the capability of all three branches of government to execute constitutional responsibilities and provide for orderly succession, appropriate transition of leadership, and interoperability and support of national essential functions (NEFs) during a catastrophic emergency.

Essential functions: The critical activities performed by organizations, especially after a disruption of normal activities. There are three categories of essential functions: national essential functions (NEFs), primary mission essential functions (PMEFs), and mission essential functions (MEFs).

Facility emergency action plan (FEAP): A building-specific emergency action plan used to describe actions taken, across a wide range of domestic emergencies, to ensure the safety of Department employees and protect property in buildings where the Department occupies space across a wide range of domestic emergencies. (A FEAP is sometimes known as an "occupant emergency plan (OEP).")

Life-cycle management of records: Refers to the creation, acquisition, maintenance, use, and disposition of those records.

Mission essential functions (MEFs): Those government functions that must be performed to support or implement the performance of primary mission essential functions (PMEFs) before, during, and after an emergency. MEFs are identified from the activities performed by Department's bureaus and offices.

National Continuity Coordinator (NCC): The NCC is responsible for coordinating the development and implementation of Federal continuity policies, which includes establishing national essential functions (NEFs); continuity requirements for all executive departments and agencies; and provides guidance for State, local, territorial, and tribal governments, as well as private sector organizations, to ensure a comprehensive and integrated national continuity program that will enable a more rapid and effective response to and recovery from a national emergency. The Assistant to the President for Homeland Security and Counterterrorism (APHS/CT) holds this position.

National essential functions (NEFs): Those functions and overarching responsibilities of the Federal Government that the President and national leadership will focus on to lead and sustain the nation during a catastrophic emergency and that must be supported through continuity capabilities.

National infrastructure protection plan (NIPP): The coordinated approach used to establish national priorities, goals, and requirements for CIKR protection so Federal funding and resources are applied in the most effective manner to reduce vulnerability, deter threats, and minimize the consequences of attacks and other incidents. It specifies the key initiatives, milestones, and metrics required to achieve the nation's CIKR protection mission.

National response framework (NRF): The guiding principles enabling all levels of domestic response partners to prepare for and provide a unified response to disasters and emergencies. Building on the existing National Incident Management System (NIMS), as well as Incident Command System (ICS) standardization, the NRF's coordinating structures are always in effect for implementation at any level and at any time for local, State, and national emergency or disaster response.

Personally identifiable information (PII): Refers to information which can be used to distinguish or trace an individual's identity, such as their name, social security number, biometric records, etc. alone, or when combined with other personal or identifying information, which is linked or linkable to a specific individual, such as date and place of birth, mother's maiden name, etc.

Personally identifiable information (PII) coordinator(s): PII coordinators are responsible for clearing interim policy concerning the protection of PII and submitting it to the Privacy Protection Governance Board (PPGB) for approval and adoption. Final policy must be cleared through the Department's formal clearance process. (See 2 FAH-1 H-116, FAM Clearance Process.)

Primary mission essential functions (PMEFs): Those Department and agency essential functions, validated by the NCC, which must be performed to support the performance of NEFs before, during, and after an emergency. PMEFs must be available within 12 hours of an emergency and sustainable for up to 30-days, or until operations can be resumed at either the original location or a new one. These activities include formulation and implementation of foreign policy; maintenance of diplomatic and consular relations, and essential consular functions; reporting and advising on relevant conditions overseas; and supporting other cabinet departments and agencies (e.g., Defense, Treasury, Commerce, and Justice).

Privacy Protection Governance Board (PPGB): Chaired by the Assistant Secretary for Administration, the board ensures that the Department is positioned to respond to relevant White House directives, Executive orders, and other authorities concerning the protection of personally identifiable information (PII) in a unified manner, fully integrating the requirements of all Department business operations.

1 FAM 211.5 Authorities

(CT:ORG-210; 05-01-2009)

- a. A wide range of statutes and regulations govern the activities of the Bureau of Administration (A). These include the biennial State Department authorization acts and annual appropriations acts, as well as existing bodies of organic law, including the State Department Basic Authorities Act, as amended; the Budget Enforcement Act; the Foreign Service Act of 1980; and the Federal Managers' Financial Integrity Act.
- b. Other authorities that govern the A Bureau include:
 - (1) **Allowances Program:**
 - (a) Overseas Differentials and Allowances Act, 5 U.S.C. 5921 - 5928;
 - (b) Section 905 of the Foreign Service Act of 1980, 22 U.S.C. 4085;
 - (c) Advance Pay and Allotment Act of 1961, as amended by the Foreign Service Act of 1980, 5 U.S.C. 5521 - 5527;
 - (d) United Nations Participation Act, 22 U.S.C. 87;
 - (e) The Act of 1966, 5 U.S.C. 5913;
 - (f) Section 3 of the Federal Civilian and Contractor Travel Expenses Act, 5 U.S.C. 5702; and

- (g) The Defense Department Overseas Teachers Pay and Personnel Practices Act of 1959, as amended, 20 U.S.C. 905 - 906;
- (2) **Competitive sourcing:**
- (a) Federal Activities Inventory Reform (FAIR) Act of 1998, 31 U.S.C. 501; and
- (b) Office of Management and Budget (OMB) Circular A-76;
- (3) **Diplomatic pouch and mail:**
- (a) Vienna Convention on Diplomatic Relations, Article 27;
- (b) 39 U.S.C. 413, 39 U.S.C. 406, and 39 U.S.C. 3401;
- (c) DOD Military Postal Service Regulations; and
- (d) The Economy Act, 31 U.S.C. 1535 - 1536;
- (4) **Emergency management efforts:**
- (a) United States Code (U.S.C.):
- Federal Property and Administrative Services Act of 1949, 40 U.S.C. 101 et seq.; and
 - The International Center Act, Public Law 90-553, as amended by Public Law 97-186;
- (b) Code of Federal Regulations (CFR):
- 36 - Part 1236, Management of Vital Records, revised as of July 1, 2000;
 - 40 - Part 355, Protection of Environment, Chapter I: Part 355—Emergency Planning and Notification; and
 - 41- 102-74.230-260, Occupant Emergency Program, revised as of January 1, 2007;
- (c) Executive Orders (EOs):
- 12472, Assignment of National Security and Emergency Preparedness Telecommunications Functions, dated April 3, 1984;
 - 12656, Assignment of Emergency Preparedness Responsibilities, dated November 18, 1988;
 - 13251, Providing an Order of Succession within the Department of State, dated December 18, 2001; and amended (Section 3(b)) by EO 13261, dated March 19, 2002; and

U.S. Department of State Foreign Affairs Manual Volume 1—
Organization and Functions

- 13347, Individuals with Disabilities in Emergency Preparedness, dated July 22, 2004;
- (d) Federal Continuity Directives (FCDs):
- Federal Executive Branch National Continuity Program and Requirement, dated February 2008;
 - Federal Executive Branch Mission Essential Function and Primary Mission Essential Function Identification and Submission Process, dated February 2008; and
 - Federal Executive Branch Continuity Plan Template, dated 2009;
- (e) Presidential Decision Directive (PDD):
- 62 – Protection Against Unconventional Threats to the Homeland and Americans Overseas, dated May 22, 1998;
- (f) National Security Presidential Directive (NSPD):
- 51 – National Continuity Policy, dated May 9, 2007;
- (g) Homeland Security Presidential Directives (HSPDs):
- 1 – Organization and Operation of the Homeland Security Council, dated October 29, 2001;
 - 3 – Homeland Security Advisory System, dated March 11, 2002;
 - 5 – Management of Domestic Incidents, dated February 28, 2003;
 - 7 – Critical Infrastructure Identification, Prioritization, and Protections, dated December 17, 2003;
 - 8 – National Preparedness, dated December 17, 2003; and
 - 20 – National Continuity Policy, dated May 9, 2007;
- (h) National initiatives:
- National Response Framework of March 2008;
 - National Communications System (NCS) Directive 3-10, Minimum Requirements for Continuity Communications Capabilities, dated July 25, 2007;
 - Critical Infrastructure Protection, the National Infrastructure Protection Plan (NIPP) of 2006;
 - National Incident Management System (NIMS), dated March 1, 2004; and

- National Fire Protection Association 1600, “Standard on Disaster/Emergency Management and Business Continuity Programs”;

(5) **Employee associations:**

- (a) State Department Basic Authorities Act, Section 31(c), 22 U.S.C. 2703; and
- (b) The Vienna Convention on Diplomatic Relations;

(6) **Employee claims:** Military Personnel and Civilian Employee Claims Act of 1964, as amended, 31 U.S.C. 3721;

(7) **Environmental stewardship and energy conservation management:**

- (a) Energy Policy Act of 1992 (EPACT), Public Law 102-486;
- (b) National Environmental Policy Act of 1969, Public Law 91-190;
- (c) Title 42 Code of Federal Regulations, Chapter 55;
- (d) E.O. 13423, Strengthening Federal Environmental, Energy, and Transportation Management;
- (e) E.O. 12902 (03/08/1994), Energy Efficiency and Water Conservation at Federal Facilities;
- (f) E.O. 12969: Federal Acquisition;
- (g) Community Right-to-Know; and
- (h) Toxic Release Reporting;

(8) **Facilities management (domestic):**

- (a) Property Management sections of the Federal Property and Administrative Services Act of 1949, as amended, 40 U.S.C. 486(c) et seq.; and
- (b) The International Center Act, Public Law 90-553, as amended by Public Law 97-186;

(9) **Federal assistance:**

- (a) Federal Grant and Cooperative Agreement Act, 31 U.S.C. 6301 – 6308;
- (b) General regulatory guidance promulgated by OMB;
- (c) A-21, Cost Principles for Educational Institutions;
- (d) A-87, Cost Principles for State, Local, and Indian Tribal Governments;

- (e) A-102, Grants and Cooperative Agreements with State and Local Governments;
 - (f) A-110, Uniform Administrative Requirements for Grants and Agreements with Institutions of Higher Education, Hospitals, and Other Non-Profit Organizations;
 - (g) A-122, Cost Principles for Non-Profit Organizations; and
 - (h) A-133, Audits of States, Local Governments and Non-Profit Organizations;
- (10) **Federal acquisition and contracting:**
- (a) Federal Acquisition Regulation (FAR), 48 CFR Chapter 1;
 - (b) Department of State Acquisition Regulation (DOSAR), 48 CFR Chapter 6; and
 - (c) Competition in Contracting Act of 1984, 41 U.S.C. 253;
- (11) **Motor vehicle transport:** 31 U.S.C. 1344 authorizes use of appropriated funds for maintenance, operation or repair of passenger carriers for official purposes and sets forth provisions on home-to-office transport;
- (12) **Occupational Safety and Health Program:**
- (a) Occupational Safety and Health Act of 1970 (Public Law 91-596) and associated regulations (Title 29 Code of Federal Regulations);
 - (b) Comprehensive Environmental Response, Compensation, and Liability Act of 1980;
 - (c) Resource Conservation and Recovery Act and amendments;
 - (d) Toxic Substances Control Act; and
 - (e) E.O. 12196, Occupational Safety and Health Programs for Federal Employees;
- (13) **Overseas schools:**
- (a) Section 29 of the State Department Basic Authorities Act of 1956, 22 U.S.C. 2701;
 - (b) Section 102 of the Mutual Education and Cultural Exchange Act of 1961, 22 U.S.C. 2452;
 - (c) Section 636 of the Foreign Assistance Act of 1961, as amended, 22 U.S.C. 2396; and
 - (d) Section 2201 of the Foreign Relations Authorization Act, Fiscal Years 1998 and 1999 enacted in Public Law 105-277;

- (14) **Procurement:**
- (a) Federal Property and Administrative Services Act of 1949, as amended, 41 U.S.C. 251 - 260; and
 - (b) Office of Federal Procurement Policy Act, as amended, 41 U.S.C. 401 et seq.;
- (15) **Property management:** Property Management sections of Public Law 107-217, as codified, 40 U.S.C. 540 U.S.C. 486(c) et seq.;
- (16) **Information management:**
- (a) Freedom of Information Act, 5 U.S.C. 552 and eFOIA amendments;
 - (b) Privacy Act, 5 U.S.C. 552a;
 - (c) E.O. 12958, Classified National Security Information, as amended;
 - (d) Federal Records Act, 44 U.S.C. Chapter 31;
 - (e) 22 CFR 171 Subchapter R, Access to Information;
 - (f) E Government Act of 2002, Public Law 107-347;
 - (g) Relevant sections of the Federal Information Management Security Act;
 - (h) Records Disposal Act, 44 U.S.C. Chapter 33;
 - (i) 22 U.S.C. 4354 (Declassification of Department of State Records);
 - (j) OMB Circular A-130 (Management of Federal Information Resources);
 - (k) OMB directives M-07-16, Safeguarding Against and Responding to the Breach of Personally Identifiable Information, and M-06-16, Safeguarding Personally Identifiable Information;
 - (l) Paperwork Reduction Act (including amendments added by the Small Business Paperwork Relief Act), 44 U.S.C. 3501 - 3521;
 - (m) Government Paperwork Elimination Act, 44 U.S.C. 3504, note;
 - (n) 5 CFR Part 1320, Controlling Paperwork Burdens on the Public;
 - (o) Paperwork Reduction Act of 1995: Implementing Guidance (February 3, 1997, Preliminary Draft);

- (p) Delegation of Authority No. 226 (Delegation of Responsibilities for the Collection of Information from the Public under the Paperwork Reduction Act);
 - (q) Also materials identified by the Office of Management and Budget's Office of Information and Regulatory Affairs (OMB/OIRA) paperwork requirements page; and
 - (r) E.O. 13392, Improving Agency Disclosure of Information (12/14/2005);
- (17) **Small and/or disadvantaged business utilization:**
- (a) Public Law 95-507, Section 221, The Small Business Act;
 - (b) Public Law 100-656, Sections 502 and 503, The Business Opportunity Development Reform Act of 1988;
 - (c) Public Law 105-135, The HUBZone Act of 1997;
 - (d) Public Law 103-355 (10/1994);
 - (e) Executive Order 13157 (05/23/2000), Increasing Opportunities for Women-Owned Small Business;
 - (f) Executive Order 13170 (10/06/2000), Increasing Opportunities and Access for Disadvantaged Businesses;
 - (g) Public Law 106-50, Veterans Entrepreneurship and Small Business Development Act of 1999 (08/17/1999); and
 - (h) Public Law 108-183, Veterans Benefit Act of 2003, that creates a procurement set-aside program for small businesses owned and controlled by service-disabled veterans (12/16/2003);
- (18) **Travel and transportation:**
- (a) Section 901 of the Foreign Service Act of 1980, 22 U.S.C. 4081;
 - (b) Title 5, Chapter 57; Fly America Act of 1980, 49 U.S.C. 40118; and
 - (c) Federal Travel Regulations, 41 CFR Subtitle F; and
 - (d) 14 FAM;
- (19) **Working Capital Fund:** Section 13 of the State Department Basic Authorities Act, 22 U.S.C. 2684;
- (20) **Printing and related activities:**
- (a) Title 44, U.S.C.;
 - (b) Government Printing and Binding Regulations;

- (c) OMB Circular No. A-130;
 - (d) 48 CFR 8.8; and
 - (e) See also 5 FAM 1313; and
- (21) **Other authorities as appropriate.**

1 FAM 212 OFFICES ATTACHED DIRECTLY TO THE ASSISTANT SECRETARY (A)

1 FAM 212.1 Office of the Executive Director (A/EX)

(CT:ORG-210; 05-01-2009)

- a. The Office of the Executive Director for the Bureau of Administration (A/EX) assists the Assistant Secretary and the Under Secretary for Management, where appropriate, through the provision of executive management and administrative services, including management analysis and strategic planning, financial management, human resources management, information resources management, and general services for the Bureau of Administration. A/EX provides Presidential and Vice Presidential travel support services for the White House for international travel. Within the bureau, A/EX provides services to the organizations under the direction of the Deputy Assistant Secretary for Operations (A/OPR), the Deputy Assistant Secretary for Logistics Management (A/LM), the Deputy Assistant Secretary for Global Information Services (A/GIS), the Office of the Procurement Executive (A/OPE), the Office of Small and Disadvantaged Business Utilization (A/SDBU), the Office of Emergency Management (A/OEM), and the Office of Commercial Services Management (A/CSM). A/EX also supports the Office of the Curator that reports directly to the Under Secretary for Management. In addition, A/EX provides a menu of these services to other bureaus and offices in the Department.
- b. A/EX has adopted the tenets of shared services best practices for its provision of services. The office provides a strong customer focus through the utilization of service-level agreements, metrics, processing mapping, and the use of IT tools to capture standardized, automated processes. Through the use of these foundational elements, customers, stakeholders and employees benefit from greater transparency, visibility and accountability.
- c. The Executive Director, A/EX, serves as principal advisor to the Bureau of

Administration's Assistant Secretary, deputy assistant secretaries and principal officers on information resources management. A/EX develops and implements information technology policies to enhance the bureau's IT program through timely, cost-effective, efficient, and secure application of information resources. A/EX ensures that resource commitments are targeted to meet the bureau's performance goals, the Department's strategic goals, and Federal mandates for information technology and knowledge management.

- d. A/EX acts as coordinator and communicator with its customer bureaus and offices to provide an awareness of and assistance on overall Department and bureau policy requirements.

1 FAM 212.1-1 Management and Planning Division (A/EX/MGT)

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- a. The Management and Planning Division (A/EX/MGT) provides management analysis, policy guidance and advisory services to the executive director and Assistant Secretary for Administration. It also provides these services to client bureaus and offices through shared services agreements.
- b. A/EX/MGT coordinates management control issues for the Bureau of Administration, as well as development of the Bureau Strategic Plan (BSP) and other planning documents, various reports and documents in partnership with other bureaus, bureau responses to recommendations and hotline referrals from the Office of the Inspector General (OIG).
- c. A/EX/MGT coordinates the preparation of the annual FAIR Act inventory and the domestic staffing model (DSM) for all client bureaus.
- d. A/EX/MGT provides advice and guidance on training and professional development to all client bureaus by assisting managers and employees in the preparation of the Individual Development Plan (IDP), counseling supervisors and employees on the availability of training opportunities, scheduling/approving enrollment at internal and external courses and conferences, and processing invoices for payment from a variety of vendors.
- e. A/EX/MGT manages the content of the Bureau of Administration's Web portal; issues informative monthly newsletters; coordinates the bureau's changes to volume 1 of the Foreign Affairs Manual (FAM) and all changes to volume 6 of the FAM; and coordinates clearance within the bureau of all FAM changes that are referred to A/EX.
- f. A/EX/MGT manages the Bureau of Administration's emergency

preparedness program, which includes updating and distributing the bureau emergency action plan (BEAP), maintaining information on the bureau's emergency personnel and mission critical team, and assisting in the coordination of emergency drills affecting the bureau's organizations.

- g. A/EX/MGT provides oversight of the policies affecting official travel and the use of the official Travel Card. It also supports the travel manager program for the Bureau of Administration and for other client bureaus under shared services.

1 FAM 212.1-2 Financial Management Division (A/EX/FMD)

(CT:ORG-210; 05-01-2009)

- a. The Financial Management Division (A/EX/FMD) formulates, presents, and executes the budget for the Bureau of Administration and other serviced bureaus, as appropriate, through the shared services model.
- b. A/EX/FMD performs both inter- and intra-bureau liaison and counseling activities in connection with budget functions and performs financial studies and audits, as appropriate.

1 FAM 212.1-3 Working Capital Fund Division (A/EX/WCF)

(CT:ORG-210; 05-01-2009)

- a. The Working Capital Fund Division's Working Capital Fund (WCF) is a chargeback system managed by the Office of the Executive Director (A/EX), exclusive of accounting services performed by the Bureau of Resource Management (RM). It is a revolving fund, authorized by Public Law 88-205, which is a repository for revenue collected from operating several income-generating activities. Supervision of each service remains with program managers in the A and IRM bureaus.
- b. Services offered through the Working Capital Fund are:
 - (1) Global Publishing Solutions;
 - (2) Freight forwarding from the Despatch Agencies and the European Logistical Support Office (ELSO);
 - (3) Domestic fleet management and operations (motor pool);
 - (4) Overseas procurements;
 - (5) Telephone, data, and wireless systems;
 - (6) Special services (labor/lock/cable);
 - (7) Material and supplies management;

- (8) Library services;
- (9) Commissary and recreation administration;
- (10) Domestic and overseas procurement support services (AQM and RPSOs);
- (11) Information technology (IT) desktop service support;
- (12) Hagerstown, MD warehouse; and
- (13) WCF administration.

1 FAM 212.1-4 Human Resources Division (A/EX/HRD)

(CT:ORG-210; 05-01-2009)

- a. The Human Resources Division (A/EX/HRD) is a shared services provider for the Bureau of Administration and other client bureaus within the Department of State. In addition to providing advice and guidance on human resource matters to managers and employees, A/EX/HRD provides a full range of services in the areas of:
 - (1) Assignments and transfers;
 - (2) Compensation and benefits;
 - (3) Counseling;
 - (4) Employee and labor relations;
 - (5) Equal employment opportunity;
 - (6) Incentive awards programs;
 - (7) Performance management;
 - (8) Position classification;
 - (9) Promotions; and
 - (10) Recruitment and staffing.
- b. A/EX/HRD administers all delegated authorities related to staffing, position classification, performance management and employee relations, including delegated examining unit (DEU) authority.
- c. A/EX/HRD provides technical and consultative guidance for human resource management programs and activities.
- d. A/EX/HRD provides advice to client offices and employees selected for competitive sourcing studies. A/EX/HRD closely monitors competitive sourcing activities and serves as liaison with the Commercial Services Management Office (A/CSM).
- e. A/EX/HRD develops human resource policies and procedures consistent

with Bureau of Human Resources (M/DGHR) and Office of Personnel Management (OPM) guidance. A/EX/HRD periodically assesses human resource management issues in order to meet new organizational requirements.

- f. A/EX/HRD analyzes human resource issues and programs and provides statistical and status reports on findings.
- g. A/EX/HRD manages employee benefits programs (health and life insurance, Thrift Savings Program (TSP), etc.).
- h. A/EX/HRD provides human resource support for special events such as ad hoc conferences and summits.

1 FAM 212.1-5 Information Resources Management Division (A/EX/IRM)

(CT:ORG-210; 05-01-2009)

- a. The Information Resources Management Division (A/EX/IRM) provides information management leadership and technology representation on behalf of the:
 - (1) Assistant Secretary for Administration (A);
 - (2) Deputy assistant secretaries for Operations (A/OPR), Logistics Management (A/LM), and Global Information Services (A/GIS); and
 - (3) Office of the Executive Director (A/EX); Office of the Procurement Executive (A/OPE); Office of Emergency Management (A/OEM); the Office of Small and Disadvantaged Business Utilization (A/SDBU) and the Office of Commercial Services Management (A/CSM).
- b. A/EX/IRM:
 - (1) Provides strategic information technology planning and establishes bureau policies;
 - (2) Manages, oversees, and coordinates all configuration management for the bureau in support of the functions, program plans, and directions of bureau offices;
 - (3) Ensures that information management and technology initiatives within the bureau are consistent with the Department's strategic and tactical Bureau of Information Resource Management (IRM) plans and procedures. A/EX/IRM coordinates these plans and procedures with client organizations, which may develop processes consistent with the Department's strategic plan and Bureau of Administration policies;
 - (4) Reviews and coordinates the acquisition and management of

computer software;

- (5) Carries out information technology studies, work flow and organization analyses, project planning and project management. A/EX/IRM develops, implements, and maintains Web-based systems, custom applications and Web sites to automate business processes and work functions carried out by bureau offices;
- (6) Coordinates and assists bureau offices in conducting business process improvement and reengineering efforts in order to take maximum advantage of new and existing information technology, with a view toward streamlined, efficient, effective, and timely management and work processes;
- (7) Coordinates technology directions, plans, and methods with other bureaus in accordance with Department strategic and tactical IRM plans. A/EX/IRM develops interfaces to major systems in other bureaus in support of Department-wide activities, with a view toward lower overall resource usage, improved responsiveness, timeliness, and quality;
- (8) Develops, maintains, and manages the Department's B-Net automated multimedia employee information service. A/EX/IRM develops and implements technology to deliver B-Net services to the Department worldwide;
- (9) Provides consolidated bureau reporting in support of Department and external agency reporting requirements; and
- (10) Designates a bureau information systems security officer (ISSO) in accordance with 12 FAM 622.1-1, responsible for the security oversight and monitoring of bureau information systems.

1 FAM 212.1-6 Presidential Travel Support Division (A/EX/PTS)

(CT:ORG-210; 05-01-2009)

- a. The Presidential Travel Support Division (A/EX/PTS) serves as the principal liaison with the White House and is responsible for all logistical and administrative arrangements in support of trips abroad (occasionally, internationally related domestic trips) by the President, Vice President and their spouses.
- b. A/EX/PTS also serves as the principal liaison office with a mission at the time of a visit with regard to this support. A/EX/PTS coordinates mission personnel support and sends advance representatives to work with White House advance personnel.

1 FAM 212.1-7 Procurement and Administrative Services Division (A/EX/PAS)

(CT:ORG-210; 05-01-2009)

The Procurement and Administrative Services Division (A/EX/PAS) develops or implements bureau-wide policies and procedures and carries out comprehensive pre- and post-award procurement support and administrative services to all domestic A and IRM bureau personnel. Support includes:

- (1) Assisting in the planning and development of pre- and post-award procurement actions and assist in the administrative oversight of contracts;
- (2) Administration and oversight of the Department's SMART Pay purchase card programs;
- (3) Oversight of property management and inventory, including management of personal property programs;
- (4) Providing general services support including equipment and furnishing needs, parking, lock and mover requests, telephones, and Department-wide campaigns such as savings bonds, and the Department-wide Combined Federal Campaign;
- (5) Establishing and monitoring internal administrative controls; and
- (6) Administering Department security programs and safety and health programs.

1 FAM 212.2 Office of the Procurement Executive (A/OPE)

(CT:ORG-210; 05-01-2009)

- a. Pursuant to Delegation of Authority 120-5 from the Secretary of State, the Office of the Procurement Executive (A/OPE) evaluates, monitors and reports to the Assistant Secretary for Administration on the performance of the Department's procurement system in accordance with applicable laws and regulations.
- b. Under the overall authority of 41 U.S.C. 414 and E.O. 12931, A/OPE:
 - (1) Prescribes the Department's acquisition and assistance policies, regulations, and procedures; determines the effect of new or proposed acquisition or assistance legislation, Executive orders, or regulations on, or implements same, into the Department's acquisition or assistance policy and procedures;
 - (2) Participates in developing U.S. Government-wide acquisition or

- assistance policies, regulations, and standards and represents the Department on councils, in particular, the Civilian Agency Acquisition Council, interagency task forces, and working groups;
- (3) Develops and maintains a procurement career management program to ensure an adequate professional work force, to include approving Department acquisitions training curricula;
 - (4) Selects and designates an independent competition advocate under 41 U.S.C. 418, an acquisition ombudsman, and a task and delivery order ombudsman under 41 U.S.C. 251, who provides advice and counsel in accordance with law and regulations. A/OPE analyzes protests and standardization requests received pursuant to such programs;
 - (5) Selects and designates an electronic commerce program manager under 41 U.S.C. 302C who is responsible for promoting the use of electronic commerce in the Department's procurement system under applicable law;
 - (6) Promotes the acquisition of commercial items, the use of simplified acquisition procedures, innovation in the acquisition process, and directs the purchase card program;
 - (7) Appoints, in writing, qualified Department contracting officers and grants officers;
 - (8) Establishes a system for measuring the performance of contracting activities and offices, in coordination with the Office of Logistics Management (A/LM), to ensure the quality of procurement actions;
 - (9) Serves as liaison with the Office of the Inspector General (OIG) for matters under the Department's acquisition system or assistance programs relating to regulations, policies, or procedures;
 - (10) Provides advice and guidance, in consultation with the Office of the Legal Adviser (L), as appropriate, to Department contracting activities and offices, including diplomatic and consular posts, and on matters of acquisition or assistance law, regulation, policy, and procedures, and on the General Accountability Office (GAO), judicial, and boards-of-contract appeal opinions or proceedings;
 - (11) Evaluates and recommends disposition of solicitation and contract actions exceeding the authority limitation of contracting officers;
 - (12) Conducts training and staff assistance visits to contracting offices domestically and abroad to promote quality in the acquisition process;
 - (13) Manages the Department's procurement reporting system, as

required by 41 U.S.C. 417;

- (14) Provides program management support to other assigned programs as they relate to the Department's procurement system, including the environmental program, metric program, and similar activities;
 - (15) Performs such actions, to include making determinations and findings or justifications and approvals, as deemed appropriate and consistent with applicable laws, regulations, policies, or procedures with respect to contracts, simplified acquisitions, assistance, and related transactions; and
 - (16) Promotes the use of U.S. small, disadvantaged, and women-owned businesses. In cooperation with the Office of Small and Disadvantaged Business Utilization (A/SDBU), A/OPE encourages the use of such small businesses whenever and wherever practicable.
- c. The Procurement Executive may delegate to the employees of the Department any of the above authorities or functions. Any delegation may include authority for further re-delegation.

1 FAM 212.2-1 Policy Division (A/OPE/PD)

(CT:ORG-210; 05-01-2009)

- a. The Policy Division (A/OPE/PD) determines the effect of, or implements, new or proposed legislation, Executive orders, or regulations into the Department's domestic acquisition system programs.
- b. A/OPE/PD participates in developing, issuing, and maintaining acquisition policy, regulations, procedures, and guidance. A/OPE/PD represents the Department on the Civilian Agency Acquisition Council and other interagency bodies convened for such purposes, and is the focal point for matters involving the Department of State Acquisition Regulation (DOSAR).
- c. A/OPE/PD manages the acquisition career management program. A/OPE/PD participates in training at the Foreign Service Institute (FSI), workshops abroad, and domestic contracting activities.
- d. A/OPE/PD participates in developing, implementing, and monitoring a Department-wide contract reporting system (State/Federal Procurement Data System, S/FPDS).
- e. A/OPE/PD manages the purchase card program, including establishing the strategic direction of the program, development of policy, and oversight of program operations.
- f. A/OPE/PD provides expert contract advice on issues such as legal,

regulatory, policy, or procedural requirements or developments; funding; method of acquisition; source selection or source competence; competition generally; and contract terms and conditions.

- g. A/OPE/PD manages the electronic commerce program as established in 41 U.S.C. 252c. The program includes promoting and enhancing electronic commerce initiatives, technologies and processes throughout the Department; monitoring procurement, development, deployment and use of procurement automation tools and systems; and facilitating reverse auctions. A/OPE/PD represents the Department on the Acquisition Committee on E-Government (ACE), and is the departmental focal point for implementation of various government computer systems that comprise the integrated acquisition environment.
- h. Pursuant to the Competition in Contracting Act of 1984, as amended (41 U.S.C. 401), A/OPE/PD serves as the competition advocate and is delegated authority to:
 - (1) Challenge barriers to promote full and open competition in the procurement of supplies and services by the Department;
 - (2) Review the procurement activities of the Department;
 - (3) Identify and report to the Procurement Executive opportunities and actions taken to achieve full and open competition in the procurement of supplies and services;
 - (4) Identify and report to the Procurement Executive any condition or action which has the effect of unnecessarily restricting competition in the procurement actions of the Department;
 - (5) Recommend to the Procurement Executive goals and plans for increasing competition on a fiscal year basis;
 - (6) Recommend to the Procurement Executive a system of personal and organizational accountability for competition, which may include the use of recognition and awards to motivate program managers, contracting officers, and others in authority to promote competition in procurement programs; and
 - (7) Introduce new initiatives required to increase competition, such as environmental programs (Greening the Government); promotion of commercial items; value engineering, and performance-based contracting.

1 FAM 212.2-2 Evaluation and Assistance Division (A/OPE/EAD)

(CT:ORG-210; 05-01-2009)

- a. The Evaluation and Assistance Division (A/OPE/EAD) reviews and evaluates acquisition policies and programs and their implementation at Foreign Service posts and domestic contracting activities.
- b. A/OPE/EAD implements new legislation, Executive orders, or regulations into the Department's acquisition system programs that affect the acquisition programs for Foreign Service posts.
- c. A/OPE/EAD participates in developing, issuing, and maintaining operational guidance on procurement matters to Foreign Service posts, including managing the "Ask Contracts" Web site, maintaining and creating model solicitations, and sample contract documents.
- d. A/OPE/EAD evaluates and recommends disposition of solicitation and contract actions exceeding the authority limitation of contracting officers at Foreign Service posts.
- e. A/OPE/EAD reviews applications for contracting officer appointments and provides recommendations to the Procurement Executive.
- f. A/OPE/EAD participates in developing acquisition plans for Foreign Service posts.
- g. A/OPE/EAD provides expert contract advice on issues such as:
 - (1) Legal, regulatory, policy, or procedural requirements or developments;
 - (2) Funding;
 - (3) Method of acquisition;
 - (4) Source selection or source competence;
 - (5) Contract or assistance terms and conditions; and
 - (6) Conducts procurement staff assistance visits to posts abroad and domestic contracting activities.
- h. A/OPE/EAD reviews and processes unauthorized commitments submitted on behalf of contracting activities domestically and abroad.

1 FAM 212.2-3 Federal Assistance Division (A/OPE/FA)

(CT:ORG-210; 05-01-2009)

- a. The Federal Assistance Division (A/OPE/FA) is responsible for developing, issuing and maintaining operational guidance, procedures, and policy for all Department of State Federal assistance programs domestically and abroad (e.g., grants, cooperative agreements, contributions, and similar instruments).
- b. A/OPE/FA establishes standardization requirements consistent with

statutory, regulatory and other government-wide streamlining efforts related to simplifying grant management by implanting the goals of the Office of Management and Budget (OMB). A/OPE/FA also coordinates with the Office of Grants Financial Management of the Bureau of Resource Management regarding the development and administration of grants financial management policies, initiatives, studies, oversight, and training.

- c. A/OPE/FA provides expert advice on assistance issues in response to administrative initiatives, as well as proposed and newly enacted legislation, regulations and policies relating to all grant activities including competition, selection of the appropriate instrument, and assistance terms and conditions.
- d. A/OPE/FA facilitates conformance with applicable departmental and Federal award requirements through outreach and communication with program staff, grants professionals and the recipient community.
- e. A/OPE/FA reviews applications for grants officer appointments and provides recommendations to the Procurement Executive for approval and issuance of the Certificate of Appointment for a warranted grants officer.
- f. A/OPE/FA develops, implements, and manages the Department's Federal assistance training requirements for grants management professionals. A/OPE/FA designs, updates and conducts Federal assistance training. A/OPE/FA collaborates with grant-making bureaus, program offices domestically and abroad, and the Foreign Service Institute, to customize grant workshops and distance learning that build knowledge and skills to support successful departmental programs.
- g. A/OPE/FA evaluates and seeks improvement of the business processes used to administer and manage assistance awards, including implementing innovative initiatives and Web-based solutions.
- h. A/OPE/FA serves as the Department's Federal Assistance Ombudsman handling audit appeals and other issues between a grants officer and recipients.

1 FAM 212.3 Office of Small and Disadvantaged Business Utilization (A/SDBU)

(CT:ORG-210; 05-01-2009)

- a. The Office of Small and Disadvantaged Business Utilization (A/SDBU) is responsible for the implementation and supervision of the Department's procurement activities related to small and disadvantaged business and women-owned businesses and other socio-economic groups designated

by law, in accordance with Public Law 95-507 and other public laws related to small business utilization (see 1 FAM 211.5, subparagraph b(17)).

b. The A/SDBU:

- (1) Ensures that legislative mandates and Executive orders regarding small and disadvantaged business utilization are carried out, and formulates policies to implement such legislation; A/SDBU provides guidance to Department bureaus and offices regarding legislation and implementing regulations;
- (2) Acts as an advocate within the Department for small, disadvantaged, women-owned, HUBZone and service-disabled veteran-owned businesses seeking acquisition opportunities. A/SDBU conducts outreach, counseling, and liaison programs for such businesses and Department staff;
- (3) Establishes Department/SBA jointly negotiated goals for small businesses, disadvantaged businesses, women-owned businesses, HUBZone and service disabled veteran-owned business utilization. A/SDBU evaluates performance vis-à-vis goals achievements and prepares reports to Congress, SBA, and other executive agencies, as required, on the Department's performance;
- (4) Is responsible for other intra- and inter-agency liaison and activities related to small, disadvantaged, and women-owned businesses and other socioeconomic groups designated by law;
- (5) Oversees the Department's Prime Subcontracting and Mentor-Protégé Programs and initiates the annual Department of State Small Business Prime Contractor of the Year Award nomination and selection process;
- (6) Under the Partnership Agreement between the Small Business Administration and the Department of State, serve as the third-party signatory on contracts entered into under authority of the SBA's 8(a) business development program; and
- (7) Conducts an annual review of the Department's domestic contracting activity to ensure that small businesses are receiving a fair share of the Department's domestic procurements; to ensure the adequacy of contract-bundling documentation and justifications; and to determine the actions taken to mitigate the effects of necessary and justified contract bundling on small businesses. A/SDBU provides a written copy of the assessment to the Secretary and to the Administrator of the Small Business Administration.

1 FAM 212.4 Commercial Services Management Office (A/CSM)

(CT:ORG-210; 05-01-2009)

The Commercial Services Management Office (A/CSM) directs, plans, and facilitates the implementation of the Office of Management and Budget's (OMB) Commercial Services Management program. The Commercial Services Management Office:

- (1) Facilitates business process reengineering (BPR) efforts that rely on disciplined management practices such as the base-lining of performance and costs, and the establishment of performance agreements;
- (2) Identifies where the agency intends to consider public-private competition, including the potential in-sourcing of contracted activities;
- (3) Acts on behalf of the Competitive Sourcing Official (CSO) and executes delegable CSO responsibilities as outlined in OMB Circular A-76;
- (4) Facilitates Department efforts in the design, development, and completion of competitions, and its alternatives; manages projects and may perform special studies or analyses to identify and resolve operational deficiencies; and applies best practices in business improvement;
- (5) Advises the CSO on commercial services management policy to ensure compliance with OMB guidance and procedures, and researches and evaluates the impact of U.S. Government-wide changes in directives or legislation and provides technical assistance and recommendations on potential areas for competitive sourcing and/or alternatives for enhancing organizational performance or savings;
- (6) Serves as the primary interface with OMB on all matters related to commercial services management;
- (7) Provides oversight to ensure compliance and coordination for the annual submission of the FAIR Act inventory; and
- (8) Develops and implements guidance to substantiate that savings are achieved and performance is improved through public-private competition or business process reengineering. A/CSM provides post competition oversight to ensure that taxpayers receive the expected benefits from competition.

1 FAM 212.5 Office of Emergency Management (A/OEM)

(CT:ORG-210; 05-01-2009)

- a. The Office of Emergency Management (A/OEM) supports the Assistant Secretary for Administration, as the Domestic Emergency Action Committee (DEAC) Executive Secretary, in emergency management tasks outlined by the DEAC and in the personnel management of DEAC working groups.
- b. A/OEM supports the Assistant Secretary as Continuity Coordinator to coordinate domestic emergency management and continuity activities throughout the Department.
- c. A/OEM receives and coordinates requirements for implementing all-hazards incident management, as required in the national response framework (NRF), and ensures the Department adapts and applies its roles and responsibilities in the NRF to support an effective, unified response to domestic incidents impacting the United States.
- d. A/OEM facilitates Department coordination with local, State, and Federal emergency management centers (EMCs) and emergency operations centers (EOCs) with respect to the Department's internal emergency response activities during any emergency that impacts the Department, except for all law enforcement/security responsibilities as described in 1 FAM 211.2, paragraph o.
- e. A/OEM advises and makes recommendations to the DEAC regarding policies and procedures to ensure emergency preparedness of the Department is attained and maintained and that a Department-wide domestic continuity capability exists.
- f. A/OEM, through planning, preparedness, training, and coordination, ensures the Department's primary mission essential functions (PMEFs) continue to be performed during a wide range of emergencies (e.g., localized acts of nature, accidents, technological incidents, or attack-related emergencies).
- g. A/OEM develops plans for identifying and performing the Department's PMEFs in support of or to implement the performance of national essential functions (NEFs) before, during, and in the aftermath of an emergency.
- h. A/OEM ensures the Department's succession programs are maintained. This responsibility includes maintaining the succession plan for the Secretary, as well as succession plans for the leadership of all bureaus and offices in the Department.
- i. A/OEM ensures the Department accomplishes its internal domestic

preparedness responsibilities for critical infrastructure protection (CIP) emanating from (Homeland Security Presidential Directive) HSPD-7 and the national infrastructure protection plan (NIPP). This is accomplished by identifying, prioritizing, and protecting the Department's critical infrastructure and key resources (CIKR) that support its MEFs and PMEFS; maintaining a viable CIP plan for the Department; and coordinating response to domestic tasks emanating from the NIPP.

- j. A/OEM receives and coordinates all inquiries and tasks concerning domestic emergency management and continuity issues received from the Homeland Security Council (HSC), the Department of Homeland Security (DHS), or other outside departments and agencies and responds to such inquiries or directs them to appropriate Department officials to respond.
- k. A/OEM interacts and coordinates with local, State, and Federal departments and agencies regarding emergency preparedness activities, except for all law enforcement/security responsibilities as described in 1 FAM 211.2, paragraph o.
- l. A/OEM chairs both DEAC working groups (departmental protective functions working group and national response framework-related working group) and coordinates with DEAC member bureaus and offices, the Operations Center, and others in the Department to:
 - (1) Develop and implement consistent and effective plans, policies, procedures, and capabilities to ensure that the Department can respond to and recover from a domestic emergency;
 - (2) Schedule DEAC meetings at least semi-annually and, as required, DEAC working group meetings; and
 - (3) Ensure the Department meets the requirements of national preparedness and emergency management and continuity policy programs, embodied in presidential and national directives.
- m. A/OEM provides domestic emergency management, coordination, and support to interagency committees, working groups, and task forces when designated, to ensure interagency agreements support Department domestic emergency management and continuity policies and objectives, except for all law enforcement/security responsibilities as described in 1 FAM 211.2, paragraph o.
- n. A/OEM maintains and operates the EMC to coordinate emergency response following Homeland Security Presidential Directive HSPD-5, and coordinates with appropriate Department elements to develop and implement EMC operating policies.
- o. A/OEM coordinates and manages domestic continuity and emergency

management program support capabilities.

- p. A/OEM conducts mandatory bureau and office preparedness drills and exercises to ensure the Department is prepared to operate in domestic emergency situations. Drill and exercise results, including participation levels, are reported to the DEAC.
- q. A/OEM conducts and participates in Department-sponsored exercises and national readiness exercises designed to prepare selected Department employees (usually those involved in PMEFS) to operate in domestic emergency situations.
- r. A/OEM, in coordination with the Foreign Service Institute (FSI), develops training for Department personnel in emergency procedures to ensure they know what to do before, during, and after a major domestic emergency.
- s. A/OEM ensures each bureau and office has identified mission essential functions (MEFs) that support the Department's primary mission essential functions (PMEFS) and that each bureau and office develops, maintains, and exercises on an annual basis a bureau emergency action plan (BEAP); and, as appropriate, a facility emergency action plan (FEAP).
- t. A/OEM, working with the designated DEAC working group, submits an annual status report of the Department's domestic emergency management and continuity programs to the DEAC Chairperson.

1 FAM 212.5-1 Planning and Preparedness Division (A/OEM/PPD)

(CT:ORG-210; 05-01-2009)

- a. The Planning and Preparedness Division (A/OEM/PPD) coordinates the domestic emergency management planning and preparedness efforts of the DEAC to ensure an effective and unified response to domestic incidents that impact the Department.
- b. A/OEM/PPD provides emergency management planning, preparedness coordination, and technical expertise to the Department before, during, and after a domestic emergency, except for all law enforcement/security responsibilities as described in 1 FAM 211.2, paragraph o.
- c. A/OEM/PPD facilitates planning, preparedness, and response efforts of all domestic emergencies that impact any Department domestic facility, including coordinating with first responders in such emergencies, except for all law enforcement/security responsibilities as described in 1 FAM 211.2, paragraph o, A/OEM/PPD:
 - (1) Facilitates domestic emergency response activities through the EMC

- with senior Department officials and the Operations Center. In most localized emergencies, A/OEM and its partners (i.e., A/OPR, A/OPR/FMS, and DS) ensure sufficient personnel are available to respond to the Emergency Management Center (EMC) to coordinate a plan of action. This includes support to the Diplomatic Continuity Programs Division (A/OEM/DCP) to carry out, when necessary, its responsibilities for the mission critical team (MCT) and its activation;
- (2) Acts as a central communications point to relay information pertaining to the emergency, except for law enforcement sensitive information, to all appropriate parties; coordinates activities among the various responders; and provides information to the Department's public affairs personnel.
- d. A/OEM/PPD ensures EMC command staff and floor warden team members (e.g., floor wardens, assembly point coordinators, etc.) are trained and provided the necessary guidance to be able to conduct operations during domestic emergency management events per Homeland Security Presidential Directive HSPD-5.
- e. A/OEM/PPD provides technical guidance, templates, and assistance to bureaus and offices for the development of required bureau/office continuity of operations (COOP) and emergency action plans (i.e., bureau (BEAPs) and Federal (FEAPs)). A/OEM/PPD also:
- (1) Develops and maintains the Department's Domestic Emergency Action Plan (DEAP);
 - (2) Advises bureaus and offices in developing, maintaining, and exercising their BEAP on an annual basis;
 - (3) Advises facility occupants in developing, maintaining, and exercising their FEAPs;
 - (4) Assists bureaus and offices with identifying mission essential functions (MEFs) within their BEAPs in support of the Department's primary mission essential functions (PMEFs);
 - (5) Advises bureaus and offices to designate sufficient numbers of personnel in their BEAPs to be bureau emergency action team (BEAT) members; and
 - (6) Advises bureaus and offices to designate sufficient numbers of personnel in their domestic facilities to be floor warden team members (e.g., floor wardens, assembly point coordinators, etc.).
- f. A/OEM/PPD coordinates with the Department of Homeland Security to assist bureaus and offices in meeting the Department's internal domestic preparedness responsibilities for critical infrastructure protection (CIP)

emanating from Homeland Security Presidential Directive HSPD-7 and the national infrastructure protection plan (NIPP). This is accomplished by assisting bureaus and offices in identifying their critical infrastructure and key resources (CIKR) that support their MEFs and the Department's PMEFs, and ensuring these CIKR are protected, through a viable CIP plan, and a primary focus of planning in preparing for domestic emergencies.

- g. A/OEM/PPD assists in the development of comprehensive risk assessments for domestic CIKR per the NIPP. A/OEM/PPD calculates risk by listing likely undesirable events that would impact CIKR and identifies vulnerabilities that would facilitate such events. For risks that are unacceptably high, A/OEM/PPD recommends mitigation strategies to the DEAC, impacted bureau, or office, as appropriate.
- h. A/OEM/PPD attends meetings, conferences, and working groups with local, State, and Federal emergency management organizations in support of the Department's domestic emergency management program and continuity efforts and coordinates with appropriate bureaus and offices in response to any applicable Department actions suggested and/or required by these entities, except for all law enforcement/security responsibilities as described in 1 FAM 211.2, paragraph o.
- i. A/OEM/PPD coordinates with DEAC working group member bureaus and offices to ensure the Department meets the requirements of national preparedness and emergency management programs (which include national continuity policy, bureau/office COOP, critical infrastructure protection (CIP) planning, business continuity planning (BCP), disaster preparedness planning (DPP), information technology disaster recovery planning (ITDRP), and other emergency management activities) to ensure the Department's ability to conduct its mission.

1 FAM 212.5-2 Diplomatic Continuity Program Division (A/OEM/DCP)

(CT:ORG-210; 05-01-2009)

- a. The Diplomatic Continuity Programs Division (A/OEM/DCP) is responsible for planning, coordinating, implementing, and managing the Department's continuity of operations (COOP), continuity of government (COG), enduring constitutional government (ECG), and other national security emergency continuity programs designed to ensure continuity of the Department's primary mission essential functions (PMEFs) as part of the Department's national continuity program effort.
- b. A/OEM/DCP develops unclassified and classified emergency preparedness continuity policy recommendations for national continuity policy, COOP, COG, ECG, and other national security emergency continuity programs;

develops the emergency response system for national continuity deployable teams; identifies and meets organizational continuity-related information technology (IT) requirements; coordinates all mission critical team (MCT) administrative and support services with bureau executive directors; serves as interagency liaison as required; and provides continuity preparedness program evaluation. A/OEM/DCP also:

- (1) Coordinates with bureaus and offices to ensure the Department meets the requirements of COOP, COG, ECG, and other national security emergency continuity programs;
 - (2) In coordination with executive directors, serves as the overall coordinator of the Department's MCT and staffing for national security emergency continuity programs, to include orientation and training, alert and notification, and team activation and recall;
 - (3) Acts as the communication conduit to relay information pertaining to COOP, COG, ECG, and other national security emergency continuity activities to the MCT and other dispersed Department elements, both domestically and abroad. A/OEM/DCP coordinates appropriate public announcements with the Department's Bureau of Public Affairs (PA) on all matters pertaining to COOP, COG, and other national security emergency continuity activities;
 - (4) Provides technical guidance, templates, and assistance to bureaus and offices in the development of continuity planning strategies that support the Department's COOP, COG, and ECG programs;
 - (5) Identifies, acquires, prepares, and maintains emergency relocation facilities that support the Department's COOP, COG, ECG, and other national security continuity activities; and
 - (6) Oversees the Department's participation in all presidential successor programs in coordination with the White House Military Office and the Secretary's Protective Detail.
- c. A/OEM/DCP assists in the design of the Department's worldwide emergency communications systems;
- d. A/OEM/DCP develops and implements operational plans and coordinates the Department's participation in other U.S. Government contingency and continuity activities that support the Department's COOP, COG, ECG, and other national security emergency continuity efforts;
- e. A/OEM/DCP coordinates management of efforts throughout the Department related to domestic incidents impacting the United States that pertain to COOP, COG, ECG, and other national security emergency continuity activities, in order to provide an effective and unified response to such incidents and ensure Department efforts meet the changing

national security emergency continuity requirements as outlined in the national response framework (NRF).

- f. A/OEM/DCP identifies, orients, trains, and exercises selected Department personnel in COOP, COG, ECG, and/or continuity roles, responsibilities, and operations.
- g. A/OEM/DCP develops and implements the regional embassy support team (REST) program in coordination with regional bureaus and the Bureau of International Organizations (IO).

1 FAM 213 DEPUTY ASSISTANT SECRETARY FOR OPERATIONS (A/OPR)

(CT:ORG-210; 05-01-2009)

- a. The Deputy Assistant Secretary for Operations (A/OPR) formulates and carries out policy and determines and develops program priorities on a broad range of administrative support and managerial activities for the organizations and employees of the Department and the Foreign Service, other Federal agencies, and the public.
- b. A/OPR manages and establishes policies for domestic real property and facility management, domestic energy conservation domestic construction and space utilization, environmental, and fire-protection and prevention programs, conference facilities and services, video production, authentications, employee services, fleet management, technical support services, the diplomatic reception rooms, assistance to schools abroad, language services, the administration of foreign allowances and differentials, the oversight of employee associations, and the provision of various services to employees of the Department.
- c. A/OPR develops, prepares, and defends Office of Operations appropriations and authorization requests in the Department and before the Office of Management and Budget and Congressional committees.
- d. The Deputy Assistant Secretary for Operations serves as Chairman of the Board of Directors of the Central Commissary and Recreation Fund (see 6 FAM 515).
- e. The Deputy Assistant Secretary for Operations as one of two deputy designated agency safety and health officials (the other deputy resides in OBO/OPS; see 1 FAM 280), develops and implements all domestic occupational health and safety programs for the Department and advises and coordinates with the Designated Agency Safety and Health Official (DASHO), currently the Medical Director (M/MED), to ensure integration with other related programs and the Department's occupational health

and safety programs in coordination with the Domestic Emergency Action Committee's (DEAC) national preparedness and emergency management and continuity policy program efforts (see 1 FAM 212.5).

1 FAM 213.1 Commissary and Recreation Affairs (A/OPR/CR)

(CT:ORG-154; 04-10-2006)

- a. Commissary and Recreation Affairs (A/OPR/CR) develops and implements policies and procedures for the operation of employee associations at posts abroad; provides logistical support and management oversight to employee associations; and reviews and recommends the approval, revocation, or changes of association charters.
- b. A/OPR/CR is responsible for operating the Central Commissary and Recreation Fund and implementing the policy decisions made by the Board of Directors of the Fund (see 6 FAM 515).

1 FAM 213.2 Office of Allowances (A/OPR/ALS)

(CT:ORG-210; 05-01-2009)

- a. The Office of Allowances (A/OPR/ALS) develops and coordinates policies, regulations, standards, and procedures for the administration of the U.S. Government-wide allowances and differentials program abroad, administered through the Department of State Standardized Regulations (U.S. Government Civilians, Foreign Areas).
- b. A/OPR/ALS establishes post cost-of-living, post hardship differential, danger pay, education, living quarters, foreign and home service transfer, separate maintenance allowances, and evacuation payments.
- c. A/OPR/ALS establishes maximum per diem rates for U.S. Government civilian and uniformed services travelers in foreign areas.
- d. A/OPR/ALS exercises the Secretary's authority to:
 - (1) Authorize special allowances; and
 - (2) Designate principal representatives of the United States for all U.S. Government agencies for eligibility for payment of official residence expenses.
- e. A/OPR/ALS determines which posts are eligible for the consumables shipment allowance.

1 FAM 213.3 Office of Language Services

(A/OPR/LS)

(CT:ORG-210; 05-01-2009)

- a. The Office of Language Services (A/OPR/LS) provides interpreting, translating, and other language services for the Department and the White House and also provides such services, by special arrangement, for other U.S. Government agencies where the services requested have a direct and substantial relationship to the conduct of foreign affairs.
- b. A/OPR/LS compares all multilingual texts of international agreements and treaties to which the United States is a party and certifies that all language versions are in substantive conformity.
- c. A/OPR/LS develops and implements standards and testing procedures for candidates for staff positions as interpreters and translators and carries out such examinations under delegated examining authority from the U.S. Office of Personnel Management (OPM). A/OPR/LS develops and implements policies, standards, and procedures for the testing, hiring, training, and work of contract interpreters, contract translators, and other language support personnel.

1 FAM 213.4 Office of Overseas Schools (A/OPR/OS)

(CT:ORG-210; 05-01-2009)

- a. The Office of Overseas Schools (A/OPR/OS) is responsible for meeting the educational needs of dependent children of U.S. Government employees assigned abroad under chief of mission authority, providing educational opportunities for children that match the standards available in quality U.S. public schools.
- b. A/OPR/OS establishes policy, develops programs, conducts long-range planning, and provides guidance and assistance for the establishment and operation of U.S. schools abroad, and for the development of educational programs, facilities, materials, and curriculums at foreign posts.
- c. A/OPR/OS manages the Consolidated Overseas Schools Assistance Program, implementing the assistance and grant activities of the participating agencies.
- d. A/OPR/OS assesses the quality of educational opportunity available at Foreign Service posts and advises the Office of Allowances (A/OPR/ALS) as to whether available schools are “adequate” for the purpose of implementing the educational allowance provisions of the Standardized Regulations.
- e. A/OPR/OS advises and assists students and parents with regard to

boarding schools, college entrance, special education needs, and the adequacy of foreign schools for U.S. children.

- f. A/OPR/OS coordinates the work of the Overseas Schools Advisory Council that involves U.S. business firms and foundations in support of schools abroad and encourages the involvement of the U.S. educational community in support of schools abroad.
- g. The Director of the Office of Overseas Schools is the Executive Secretary of the Overseas Schools Policy Committee. The committee is chaired by the Assistant Secretary for Administration and is composed of members, appointed by the Assistant Secretary from the foreign affairs agencies that participate in the Consolidated Overseas Schools Assistance Program.

1 FAM 213.5 Office of Real Property Management (A/OPR/RPM)

(CT:ORG-210; 05-01-2009)

- a. The Office of Real Property Management (A/OPR/RPM) manages the master real estate and asset management plan for the Department's domestic real property.
- b. A/OPR/RPM develops, prepares, and coordinates facility acquisition, design, construction, and utilization planning.
- c. A/OPR/RPM coordinates project work with affected Department bureaus and various offices concerned with issues of safety, maintenance, finance, security, and the disabled.
- d. A/OPR/RPM acts as the Department's liaison with the General Services Administration on space and building matters, including the assignment of space under the Randolph-Sheppard Act, which requires utilizing firms under the Society for the Blind to operate concessions and small-scale food services.
- e. A/OPR/RPM coordinates projects with the National Capital Planning Commission and the Fine Arts Commission on exterior architectural design and with various local authorities on facility regulatory matters, including zoning and building codes.
- f. The Director of the Office of Real Property Management (A/OPR/RPM) is the Department's representative on the Historical Preservation Committee, the Federal Real Property Council, the GSA Real Property Executives Interagency Advisory Committee, and the Federal Administrative Managers Association.
- g. The Director of A/OPR/RPM manages the International Chancery Center

Project that provides land for the establishment of foreign missions in the District of Columbia as well as the nonappropriated trust fund for development of the center.

1 FAM 213.5-1 Assignment and Utilization Division (A/OPR/RPM/AU)

(CT:ORG-210; 05-01-2009)

- a. The Assignment and Utilization Division (A/OPR/RPM/AU) is responsible for asset management of real property and works to provide adequate and appropriate office space to all employees.
- b. The Division leases and allocates domestic space for the Department and ensures that assignments are consistent with General Services Administration (GSA) Federal Management Regulations and Department of State guidelines and policies.
- c. The staff conducts space utilization surveys and studies, develops strategic housing plans and floor plans, assists in move logistics, provides construction/renovation management for leased buildings, and assists with tenant build-outs, including the selection of finishes, furniture and other necessary real property services.

1 FAM 213.5-2 Design and Construction Division (A/OPR/RPM/DC)

(CT:ORG-210; 05-01-2009)

- a. The Design and Construction Division (A/OPR/RPM/DC) is responsible for the development and oversight of architectural and engineering designs and cost estimates for the construction and/or alteration of the Department's facilities.
- b. This division ensures that construction and alteration work complies with applicable life safety building codes, energy efficiency, air quality, handicapped accessibility, and other appropriate standards and guidelines.

1 FAM 213.5-3 Project Management and Support Services Division (A/OPR/RPM/PMSS)

(CT:ORG-210; 05-01-2009)

- a. The Project Management and Support Services Division (A/OPR/RPM/PMSS) assists the Director of Real Property Management in articulating goals, identifying and acquiring resources, managing projects, formulating action plans and conducting special studies for the

achievement of objectives.

- b. The division coordinates all project-related support activities in managing the technical, administrative and design operations within the office including maintaining the master tracking schedule for all domestic projects and for all domestic leasing activity at the Department.
- c. The division provides furniture selection and design recommendations and formulates furniture acquisition plans and contracts.
- d. The division is responsible for overseeing the computer-aided design (CAD) unit, the computer-aided facilities management (CAFM) programs, and the Integrated Real Property Management System (IRPMS), that is designed to provide automated tracking of projects, buildings, leases and all relevant financial data.

1 FAM 213.5-4 Special Projects Division (A/OPR/RPM/SP)

(CT:ORG-210; 05-01-2009)

- a. The Special Projects Division (A/OPR/RPM/SP) manages long-range planning and implementation of specific major design and construction projects as assigned. The staff advises the director in articulating goals, identifying and acquiring resources, formatting action plans, and conducting special studies and tasks for the deputy assistant secretary.
- b. The division monitors compliance with the inspection and audit recommendations made by the Office of the Inspector General, and conducts reviews of internal controls for the deputy assistant secretary.

1 FAM 213.6 Office of Facilities Management Services (A/OPR/FMS)

(CT:ORG-210; 05-01-2009)

- a. The Office of Facilities Management Services (A/OPR/FMS) operates and maintains domestic facilities, including the Harry S Truman Building, Columbia Plaza (SA-1), Blair House, Beltsville Information Management Center, International Chancery Center, George P. Shultz (National Foreign Affairs Training Center), Portsmouth Consular Center, Charleston Regional Center, Florida Regional Center, Kentucky Consular Center, and a number of the Department annexes in the Washington, DC metropolitan area. A/OPR/FMS coordinates with GSA on other domestic locations maintained by GSA or commercial building owners.
- b. A/OPR/FMS operates and oversees the maintenance of all building systems including heating, ventilation, air-conditioning, plumbing, lighting, electrical, fire protection and suppression systems, elevators, and escalators; operates and oversees building services including

custodial, pest control, grounds maintenance, trash removal, recycling, waste management, snow removal, and the loading dock.

- c. A/OPR/FMS provides engineering and technical expertise required for the operation, maintenance, reliability, repair, and minor construction necessary to retain or restore functionality to domestic facilities, collaborates with the Real Property and Special Projects divisions, as appropriate.
- d. A/OPR/FMS provides maintainability, reliability, and operational requirements and reviews the planning, design, construction, and acceptance of new or renovated facilities domestically.
- e. A/OPR/FMS develops and manages the domestic energy, environmental management and occupational safety and health programs.

1 FAM 213.6-1 Facilities Maintenance Services Division (A/OPR/FMS/FMSD)

(CT:ORG-210; 05-01-2009)

- a. The Facilities Maintenance Services Division (A/OPR/FMS/FMSD) provides engineering and technical expertise in all building trades in support of all FMS activities.
- b. A/OPR/FMS/FMSD manages and oversees design and construction of minor alterations and renovations within the buildings.
- c. A/OPR/FMS/FMSD participates in the analysis of facility requirements, including the identification of major renovation and new construction needs, master plans of buildings, and their utility infrastructure.
- d. A/OPR/FMS/FMSD operates and maintains the facility-related infrastructure at a number of domestic facilities, including the Harry S Truman Building, Columbia Plaza (SA-1), Blair House, Beltsville Information Management Center, International Chancery Center, George P. Shultz National Foreign Affairs Training Center, the Portsmouth Consular Center, Charleston Regional Center, Kentucky Consular Center, and Florida Regional Center. A/OPR/FMS/FMSD oversees the operation by the General Services Administration (GSA) of a number of leased facility annexes throughout the Washington, DC metropolitan area.
- e. A/OPR/FMS/FMSD develops policies, procedures, and maintenance staffing requirements for the efficient operation, maintenance, reliability, repair, and minor construction efforts in the facilities portfolio.
- f. A/OPR/FMS/FMSD investigates operational failures, facility system failures, or other emergencies or system malfunctions affecting mission capability or producing unexpected repair or remediation.

- g. A/OPR/FMS/FMSD provides management and oversight of facility maintenance support contracts, conducts contract compliance and quality control audits, and provides exterior and interior building infrastructure assessments, including electrical, structural, plumbing, and heating, ventilation, and air conditioning systems.

1 FAM 213.6-2 Domestic Environmental and Safety Division (A/OPR/FMS/DESD)

(CT:ORG-210; 05-01-2009)

- a. The Domestic Environmental and Safety Division (A/OPR/FMS/DESD) plans, directs, and implements the Department's occupational health and safety, environmental management, and fire prevention programs at all domestic sites, consistent with Federal laws and regulations.
- b. A/OPR/FMS/DESD supports the deputy designated agency safety and health official (DASHO), who is the Deputy Assistant Secretary for Operations (A/OPR), in meeting his or her safety and health responsibilities for the Department.
- c. A/OPR/FMS/DESD supports the Assistant Secretary for Administration in meeting his or her responsibilities as the Environmental, Energy, and Transportation Management Official, designated under E.O. 13423.
- d. A/OPR/FMS/DESD develops and issues occupational safety and health and environmental management policies and procedures for the Department's domestic operations, consistent with appropriate law and regulations.
- e. A/OPR/FMS/DESD manages a fire protection program for all domestic facilities, coordinating with the General Services Administration (GSA) where appropriate. A/OPR/FMS/DESD develops, in conjunction with GSA, real property, and special projects, fire protection criteria, standards, and policies affecting the design, installation, operation, and maintenance of fire suppression and detection systems. A/OPR/FMS/DESD is the jurisdiction in interpreting fire/life safety code issues (e.g., National Fire Protection Association (NFPA), International Building Code (IBC)) in domestic Department-owned facilities.
- f. A/OPR/FMS/DESD conducts reviews and audits of occupational health and safety and environmental management programs within the Department. A/OPR/FMS/DESD investigates, or appoints independent boards to investigate significant accidents, mishaps, or incidents occurring in the Department's domestic facilities.
- g. A/OPR/FMS/DESD provides technical expertise and support necessary to abate major facilities-related hazardous materials contamination and other consequence-management activities domestically.

1 FAM 213.6-3 Regional Area Manager Division (A/OPR/FMS/RAM)

(CT:ORG-210; 05-01-2009)

- a. The Regional Area Manager Division (A/OPR/FMS/RAM) operates and maintains all facility-related infrastructure at the Beltsville Information Management Center and regional centers in Florida, Charleston, SC, Kentucky, and Portsmouth, NH. A/OPR/FMS/RAM oversees the operation by the General Services Administration (GSA) of a number of leased facility annexes throughout the Washington, DC metropolitan area.
- b. A/OPR/FMS/RAM develops policies, procedures, and maintenance staffing requirements for the efficient operation, maintenance, reliability, repair, and minor construction efforts in the facilities portfolio.
- c. A/OPR/FMS/RAM investigates operational failures, facility system failures, or other emergencies or system malfunctions affecting mission capability or producing unexpected repair or remediation.

1 FAM 213.6-4 Headquarters Area Manager Division (A/OPR/FMS/HQM)

(CT:ORG-210; 05-01-2009)

- a. The Headquarters Area Manager Division (A/OPR/FMS/HQM) operates and maintains all facility-related infrastructure at the Harry S Truman Building, International Chancery Center, and Blair House.
- b. A/OPR/FMS/HQM develops policies, procedures and maintenance staffing requirements for the efficient operation, maintenance, reliability, repair, and minor construction efforts in the facilities portfolio.
- c. A/OPR/FMS/HQM investigates operational failures, facility system failures, or other emergencies or system malfunctions affecting mission capability or producing unexpected repair or remediation.
- d. A/OPR/FMS/HQM provides contract management, oversight and quality control auditing of facility maintenance support contracts.

1 FAM 213.7 Office of General Services Management (A/OPR/GSM)

(CT:ORG-210; 05-01-2009)

- a. The Office of General Services Management (A/OPR/GSM) manages a diverse array of professional and support services provided for the Department domestically.

- b. A/OPR/GSM manages and schedules the use of the Department's Conference Center and the Diplomatic Reception Rooms.
- c. A/OPR/GSM coordinates and supervises services required for diplomatic conferences, diplomatic events, and official meetings, and, as required, for visits to the Harry S Truman Building by the President and Vice President of the United States, foreign heads of state and government, and other high-level visitors.

1 FAM 213.7-1 Special Services Division (A/OPR/GSM/SS)

(CT:ORG-210; 05-01-2009)

- a. The Special Services Division (A/OPR/GSM/SS) administers conference facilities and a variety of support services, as assigned, including the Art Bank Program, flag program, parking program, tours of the Diplomatic Reception Rooms, contract receptionist services, contract labor services, disposal of classified waste material, public information boards, door signage, and lock and safe repair and installation.
- b. A/OPR/GSM/SS administers the Department's professional audio and visual technical services, including photography, State cable television system, simultaneous interpreting, projection, recording, and public address equipment.
- c. A/OPR/GSM/SS serves as the deputy assistant secretary's liaison with designated retail establishments within the Harry S Truman Building and also serves as the Chairperson of the Food Services Patrons Committee.

1 FAM 213.7-2 Fleet Management Operations Division (A/OPR/GSM/FMO)

(CT:ORG-210; 05-01-2009)

- a. The Fleet Management and Operations Division (A/OPR/GSM/FMO) is responsible for the development, implementation and oversight of policy and regulations governing the Department's motor vehicle fleet. In this capacity, A/OPR/GSM/FMO assumes the lead role in the research, development and implementation of the Department's fleet management information system (FMIS) as required by the Federal Management Regulation (FMR).
- b. As the Department's leading authority on motor vehicle management, A/OPR/GSM/FMO serves as the principal advisor to the Deputy Assistant Secretary for Operations (A/OPR) via the General Services Management (A/OPR/GSM) Office Director, on all aspects affecting the Department's fleet management, and formulates Department-wide fleet management policies and guidance governing the acquisition, use, inventory,

accountability and disposition of motor vehicles. In addition, A/OPR/GSM/FMO acts as the Department's representative on interagency committees, such as the Federal Fleet Policy Council (FEDFLEET) and the Interagency Committee on Alternative Fuels (INTERFUEL), and is the primary Department liaison with State and local government entities and private-sector organizations on fleet program issues.

- c. A/OPR/GSM/FMO is the primary point of contact for all fleet-related inquiries from non-Department entities (e.g., OMB, GSA, DOE, EPA, etc.). As such, A/OPR/GSM/FMO serves as the primary liaison between Department stakeholders and non-Department entities, maintains working relationships with these entities to assist in development of motor vehicle management policies, and to resolve issues arising from implementation of those policies.
- d. A/OPR/GSM/FMO holds primary responsibility for preparing formal Federal reports and responses to fleet-related inquiries, conducting special studies, and reviewing/critiquing proposed changes to legislation, Executive orders and Federal regulations. In this regard, A/OPR/GSM/FMO:
 - (1) Distributes pertinent information to, and seeks input from, Department fleet stakeholders;
 - (2) Consolidates stakeholder input;
 - (3) Prepares draft responses, reports and correspondence for higher level Department review, clearance and formal submission; and
 - (4) Tracks tasks through to completion and ensures submission of required input on behalf of the Department by stated deadlines.
- e. A/OPR/GSM/FMO holds primary responsibility for Department implementation of new/revised public laws, Executive orders, Congressional mandates, and Federal policies/regulations related to fleet management.
- f. On behalf of the Department, A/OPR/GSM/FMO maintains authority to enter into formal fleet-related agreements with other Federal agencies or State municipalities that impact all Department vehicles.
- g. A/OPR/GSM/FMO is responsible for the provision and oversight of motor vehicle operational services throughout the United States, including vehicle rental, lease, and procurement, scheduled and unscheduled group transportation, executive car and driver service, and motor pool operations.
- h. A/OPR/GSM/FMO manages the Department's energy conservation program for domestic vehicles. In this regard, A/OPR/GSM/FMO assumes the lead-role in developing and implementing plans, tracking progress

and preparing periodic reports to Congress, DOE, GSA and OMB (including fleet scorecards) on compliance to fleet energy mandates contained in the Energy Policy Act (EPAAct), standing Executive orders and other Federal regulations.

- i. A/OPR/GSM/FMO oversees domestic accident investigations involving Department official vehicles, providing pertinent documentation and making recommendations to the Office of the Legal Adviser (L) in connection with resultant tort claims.

1 FAM 213.7-3 Authentications Staff (A/OPR/GSM/AUTH)

(CT:ORG-210; 05-01-2009)

- a. The Authentications Staff, Office of Operations, General Services Management, issues certificates of authentication to use in foreign countries under the seal of the Department of State for and in the name of the Secretary of State, certifying to the genuineness of a seal or to the position of an official. Such documents may include but are not limited to the following:
 - (1) Documents certified by U.S. consular officers; and
 - (2) All files or documents from the Department of State, generated on Department letterhead and certified by a Department of State official.
- b. A/OPR/GSM/AUTH provides the impressed seal of the Department of State for documents executed by the U.S. Secretary of State.
- c. The Authentications Staff issues apostilles in compliance with the 1961 Hague Convention.

1 FAM 213.7-4 Employee Services Center (A/OPR/GSM/ESC)

(CT:ORG-210; 05-01-2009)

- a. The Employee Services Center (A/OPR/GSM/ESC) provides a variety of services to transiting employees assigned to diplomatic missions such as mail forwarding, counseling, and guidance.
- b. A/OPR/GSM/ESC administers the emergency locator records program for employees assigned to diplomatic missions.
- c. A/OPR/GSM/ESC prepares leave verification forms for Foreign Service personnel transferring to and from domestic assignments and maintains and certifies time and leave data for Foreign Service personnel on various details, e.g., the Pearson Program.

- d. A/OPR/GSM/ESC provides assistance during emergency management operations.

1 FAM 213.7-5 Video Production Unit (A/OPR/GSM/VPU)

(CT:ORG-210; 05-01-2009)

The Video Production Unit (A/OPR/GSM/VPU) provides live and videotape coverage of official internal events. A/OPR/GSM/VPU writes, directs, shoots and edits original video-taped programs on a variety of issues for domestic offices and U.S. missions to a variety of audiences, both public and private.

1 FAM 213.7-6 Diplomatic Reception Rooms Staff (A/OPR/GSM/DRR)

(CT:ORG-210; 05-01-2009)

The Diplomatic Reception Rooms Staff (A/OPR/GSM/DRR) administers the Diplomatic Reception Rooms. A/OPR/GSM/DRR coordinates support and catering services for functions held in the Diplomatic Reception Rooms.

1 FAM 214 DEPUTY ASSISTANT SECRETARY FOR GLOBAL INFORMATION SERVICES (A/GIS)

(CT:ORG-210; 05-01-2009)

- a. The Deputy Assistant Secretary for Global Information Services (A/GIS) provides its resources to support overall liaison, interface, and outreach functions within the Department.
- b. A/GIS provides executive direction and policy guidance on substantive activities in A/GIS to ensure that the Department and other foreign affairs agencies receive the full range of classified and unclassified information and pre-media publishing services in a cost-effective customer service oriented manner.
- c. A/GIS manages the Department's directives, forms management, information collection (in accordance with the Chief Information Officer's (CIO) delegation of Paperwork Reduction Act functions to the Bureau of Administration) and reports programs. The office maintains delegations of authority and performs external liaison functions with the Office of the Federal Register, the Office of Management and Budget, and the General Services Administration in these matters.
- d. A/GIS implements U.S. Government records management laws and

regulations. A/GIS products and support services are provided to the Department and to other foreign affairs agencies, ensuring that records management programs are implemented under Department inter-bureau and U.S. Government interagency agreements, as appropriate.

- e. A/GIS advises the Assistant Secretary, as the Department's Chief Freedom of Information Act (FOIA) Officer, on issues concerning the Department's compliance with the requirements of the FOIA.
- f. A/GIS implements program policies and guidance for records life-cycle management, access to information, classification and declassification, privacy research, and corporate records archives.
- g. A/GIS provides advice and guidance in the development and maintenance of IRM tactical and derivative plans to ensure compliance with statutory and other mandated records requirements.
- h. A/GIS provides guidance, consonant with the Department's IRM strategic plan, to bureaus and offices so that they can implement appropriate information technology operations while satisfying statutory and other mandated records requirements.
- i. A/GIS administers the Department's Information Access Program.
- j. A/GIS directs the creation of Department privacy policy concerning personally identifiable information (PII) collected, processed or maintained by the U.S. Department of State.
- k. A/GIS serves as the Personally Identifiable Information (PII) Coordinator for the Bureau of Administration providing privacy policies for adoption by the Privacy Protection Governance Board (PPGB) and overseeing activities of the Core Response Group (CRG).
- l. A/GIS oversees the delivery of privacy training and awareness to ensure that employees understand their responsibilities in protecting PII.
- m. A/GIS ensures that people with disabilities have access to information.
- n. A/GIS manages the Department's centralized editorial, graphics and pre-media publishing and distribution services as well as the Department's photocopier program.
- o. A/GIS ensures compliance with Federal and Department graphics, editorial, printing, and photocopier standards and regulations.

1 FAM 214.1 Office of Directives Management (A/GIS/DIR)

(CT:ORG-210; 05-01-2009)

- a. The Office of Directives Management (A/GIS/DIR) manages the

Department's Directives Program, the articulation and collection of Department organizational and functional policies, standards, and procedures. In cooperation with program offices, A/GIS/DIR ensures that statutes, Executive orders, and other agencies' directives are reflected appropriately in Department policy and procedures as set forth in the Foreign Affairs Manual and Foreign Affairs Handbooks.

- b. A/GIS/DIR, through the forms management officer, administers the Department's forms management program. This includes the approval, design, and publication of all official Department-wide forms.
- c. A/GIS/DIR, through the information collection coordinator, manages the Department's information collection program under the Paperwork Reduction Act (PRA).
- d. A/GIS/DIR serves as the Department's regulatory coordinator by:
 - (1) Liaising on behalf of the Department with the Office of Management and Budget on rulemaking issues; and
 - (2) Providing regulatory review of rules prior to their issuance in the Federal Register.
- e. A/GIS/DIR, through the Federal Register liaison officer, reviews and processes all Department submissions for the Federal Register as well as Presidential Determinations and Presidential memoranda.
- f. A/GIS/DIR manages the Department's numbered Delegations of Authority Web site and maintains the Department's master copies of all submitted delegations.

1 FAM 214.2 Office of Information Programs and Services (A/GIS/IPS)

(CT:ORG-210; 05-01-2009)

- a. The Office of Information Programs and Services (A/GIS/IPS) serves as the primary point of contact and principal advisor on all matters concerning the management of information as a critical resource specifically relating to records life-cycle management, public and need-to-know access to information, classification management and declassification, privacy, research of official record and public information resources, and corporate records archives.
- b. A/GIS/IPS plans, develops, implements and evaluates information and records-related programs, policies, rules, regulations, practices, and procedures on behalf of the Secretary to ensure compliance with the letter and spirit of relevant statutes, Executive orders, and guidelines. These include the Federal Records Act (FRA), the Freedom of Information

Act (FOIA) and electronic FOIA (EFOIA) provisions, the Privacy Act, 22 U.S.C. 4354 (pertaining to document production for the Congress and the Foreign Relations of the United States (FRUS) series acceleration), Executive Order (E.O.) 12958 concerning national security information, relevant portions of the E-Government Act of 2002, Office of Management and Budget (OMB) Circular A-130, covering information resources management, pertinent successor mandates in this area and E.O. 13392 concerning improving agency disclosure of information.

- c. A/GIS/IPS advises A/GIS on issues concerning the Department's compliance with the requirements of the FOIA.
- d. A/GIS/IPS serves as the Secretary's delegated records authority with responsibility for implementing all aspects of the Federal Records Act. As such, A/GIS/IPS ensures Department-wide compliance with the life-cycle management of all Department records. This includes Department-wide documentation and preservation of the execution of the foreign relations of the United States.
- e. A/GIS/IPS exercises primary responsibility for the official corporate records archives (Central Foreign Policy Records), which includes the State archiving system (SAS), in addition to office, post, and lot files.
- f. A/GIS/IPS serves as the Secretary's representative to the Archivist of the United States and the National Archives and Records Administration (NARA), as well as to other Federal and regulatory agencies on all records issues.
- g. A/GIS/IPS promotes the integration of life-cycle management principles in the Department's business and operations, particularly in the development and application of new technology.
- h. A/GIS/IPS administers the Department's Information Access Program, both for the need-to-know foreign affairs and national security community in executive agencies and the Congress and for the public, in response to the FOIA, Privacy Act, Ethics in Government Act, E.O. 12958, 22 U.S.C. 4354, discovery orders, subpoenas, and other special document production demands. A/GIS/IPS ensures that responses to such requests are timely, accurate, and complete.
- i. As delegated by the Secretary through the Under Secretary for Management, A/GIS/IPS ensures implementation of and compliance with the classification management and declassification requirements of Executive Order 12958.
- j. A/GIS/IPS responds to administrative appeals, as required, under statutory, regulatory, and Executive order requirements. A/GIS/IPS executes affidavits and provides supporting evidence to the Department of Justice in defense of the Department in records-related lawsuits.

- k. A/GIS/IPS administers the Department's Privacy Program as the Privacy Coordinator to ensure compliance with the Privacy Act and the safeguarding of the privacy of U.S. citizens and aliens admitted for permanent residence to the United States in their interaction with the Department and adherence to established privacy policies and procedures.
- l. A/GIS/IPS provides technical support and expertise to the Privacy Protection Governance Board in its development of Department-wide privacy policy.
- m. A/GIS/IPS manages the Department's Library, a unique foreign policy collection. The library develops, administers, and promotes a desktop electronic capability for accessing this collection and numerous other data sources and services.
- n. A/GIS/IPS coordinates special document production efforts to ensure the Secretary's compliance with court orders, Congressional subpoenas, and other similarly mandated demands.
- o. A/GIS/IPS develops, operates, maintains, evaluates, and enhances those systems that archive the corporate records archives and for the information access and declassification programs, as well as unique business applications related to the office's mission.
- p. A/GIS/IPS promotes customer service principles within the office and institutes initiatives to comply with applicable laws, regulations, and policies regarding customer service standards.

1 FAM 214.2-1 Requester Liaison Division (A/GIS/IPS/RL)

(CT:ORG-210; 05-01-2009)

- a. The Requester Liaison Division (A/GIS/IPS/RL) serves as the primary point-of-contact for customers in matters pertaining to records life-cycle management, public and need-to-know access to information, classification management and declassification, privacy, research of official records and public information resources, and corporate records archives.
- b. A/GIS/IPS/RL evaluates all customers' inquiries and initiates the processing of all actions pertaining to records life-cycle management, public and need-to-know access to information, classification management and declassification, privacy, research of official records and public information resources, and corporate records archives. The division monitors the progress of all inquiries to ensure that all actions taken are timely, accurate, complete, and responsive.
- c. A/GIS/IPS/RL evaluates and ensures compliance with applicable laws,

regulations, and policies regarding customer service standards and the Government Performance and Results Act (GPRA), and actively promotes efforts for customer service.

1 FAM 214.2-2 Programs and Policies Division (A/GIS/IPS/PP)

(CT:ORG-210; 05-01-2009)

- a. The Programs and Policies Division (A/GIS/IPS/PP) implements the E.O. 12958 classification management program, including access to information by former presidential appointees, and the information access program for documents requested pursuant to the Freedom of Information Act (FOIA). In this capacity, A/GIS/IPS/PP performs the functions enumerated in paragraphs b through e of this section.
- b. A/GIS/IPS/PP analyzes, evaluates, and oversees programs, activities, and operations. A/GIS/IPS/PP provides expert advice and counsel to officials at all levels. A/GIS/IPS/PP institutes policies, practices, procedures, guidelines, and regulations while ensuring the integration of requirements in operations and activities. It conducts comprehensive and extensive education and outreach initiatives. It coordinates issues with other agencies, particularly with the Department of Justice, and the national security community. It develops position papers on a range of information topics, including proposed legislative and regulatory changes. A/GIS/IPS/PP represents the bureau and the Department at inter-agency and public forum and working groups.
- c. A/GIS/IPS/PP ensures, through outreach and coordination, that the operations and activities of the Statutory Compliance and Research Division are consistent with program management requirements.
- d. A/GIS/IPS/PP fulfills official requests from Congress, former presidential appointees, judicial authorities, and other U.S. Government agencies for document production.
- e. A/GIS/IPS/PP coordinates the Department's responses to appeals of denial of access to information under provisions of the FOIA, Privacy Act, or E.O. 12958, or the refusal to amend records under the Privacy Act.

1 FAM 214.2-3 Statutory Compliance and Research Division (A/GIS/IPS/CR)

(CT:ORG-210; 05-01-2009)

- a. The Statutory Compliance and Research Division (A/GIS/IPS/CR) implements statutes, access responsibilities and classification review

through multifunctional and inter-disciplinary team-oriented branches organized geographically and functionally, as described in paragraphs b and c of this section.

- b. A/GIS/IPS/CR performs systematic, comprehensive, and complex searches for information based on the entire range of document production and research requests. A/GIS/IPS/CR analyzes content of requests to determine appropriate sources of records from the corporate records archives and those records under the purview of the Executive Secretariat, retired office and post files, and transferred records located in the National Archives.
- c. A/GIS/IPS/CR administers the Department's statutory responsibilities in providing public access to information under the FOIA, Privacy Act, E.O. 12958, and the Ethics in Government Act. It coordinates with regional and functional bureaus to respond to public requests for records maintained in the Department and at posts.

1 FAM 214.2-4 The Library Division (A/GIS/IPS/LIBR)

(CT:ORG-210; 05-01-2009)

- a. The Library Division (A/GIS/IPS/LIBR) develops, administers, and operates the Department's central library, the Ralph E. Bunche Library. As the premier library resource in the foreign affairs area, this library serves as the principal source of external research materials for both the Department and the entire Foreign Service community.
- b. A/GIS/IPS/LIBR serves as project manager to provide electronic desktop access to the library's collection and numerous other digital sources and services. The library promotes this initiative as a prototype for other Federal community digital library projects. It analyzes and evaluates this initiative to ensure that it complies with Department standards and meets customer needs.
- c. A/GIS/IPS/LIBR implements outreach programs and public relations initiatives.
- d. A/GIS/IPS/LIBR represents the Department on government and private-sector cooperative library service bodies and at professional meetings.
- e. A/GIS/IPS/LIBR plans and manages branch automated systems and coordinates their integration with other library functions.

1 FAM 214.2-5 Archiving and Access Systems Management Division (A/GIS/IPS/AAS)

(CT:ORG-210; 05-01-2009)

- a. The Archiving and Access Systems Management Division (A/GIS/IPS/AAS) designs, develops, implements, enhances, and manages the Department's official automated corporate archives (SAS) to maintain the authoritative records of official correspondence, communications, and documentation related to conducting the foreign relations of the United States.
- b. A/GIS/IPS/AAS compiles and analyzes user requirements for access to, and use of, SAS to ensure that state-of-the-art methodologies are available to facilitate timely and expeditious location and production of information to fulfill customer needs and legal requirements.
- c. A/GIS/IPS/AAS serves as the technical expert for using technology in the design and development of archival systems to ensure the capture of all official documentation, in any media form.
- d. A/GIS/IPS/AAS ensures the integrity, security, and integration of SAS, the Department's Freedom of Information Document Management System (FREEDOMS), and other business applications.
- e. A/GIS/IPS/AAS designs, develops, implements, enhances, and manages the Department's FREEDOMS to maintain the authoritative record of requests for information, document review and declassification, and public access and controls workflow.
- f. A/GIS/IPS/AAS serves as the technical expert on the application of state-of-the-art methodologies technology to the U.S. Government public access and document declassification/production business processes as required by FOIA (especially EFOIA), E.O. 12958, and other applicable laws, regulations, and policies.
- g. A/GIS/IPS/AAS compiles and analyzes user requirements for access to, and use of, FREEDOMS to ensure that state-of-the-art methodologies are available to facilitate timely and expeditious location and production of information to fulfill customer needs and legal requirements.
- h. A/GIS/IPS/AAS designs, develops, implements, enhances, and maintains the Department's FOIA Internet Web site.
- i. A/GIS/IPS/AAS develops business applications that support and enhance the workflow of A/GIS/IPS and facilitates connectivity or interface between A/GIS/IPS systems in conformance with established Department architecture and security standards and policies.

1 FAM 214.2-6 Resource Management Staff (A/GIS/IPS-RM)

(CT:ORG-210; 05-01-2009)

- a. The Program Support Division (A/GIS/IPS-RM) serves as principal advisor on administrative, management, and resource issues pertinent to the Director of the Office of Information Programs and Services.
- b. A/GIS/IPS-RM develops A/GIS/IPS program and workforce plans, working with office managers in coordination with A/EX. The division identifies employee training needs and works with A/EX to develop a professional development program and to ensure that employees are appropriately trained for their responsibilities.
- c. With A/EX, A/GIS/IPS-RM coordinates the management of assets (personnel, funds, and facilities) utilized by A/GIS/IPS; it ensures that proper internal controls are exercised and that resources are adequate to meet the mission and goals of A/GIS/IPS.
- d. With A/EX, A/GIS/IPS-RM directs and manages the delivery of administrative, budget, and personnel support to A/GIS/IPS employees.
- e. A/GIS/IPS-RM establishes and monitors performance measures and tracks the accomplishment of goals and objectives; A/GIS/IPS-RM keeps the office director informed of progress toward achieving the programs' mission.
- f. A/GIS/IPS-RM coordinates function code resources and serves as liaison to A/EX for all office program administrative issues such as budget, staffing, training, internal controls, facilities management, equipment, inventory, planning, and contract services.
- g. A/GIS/IPS-RM provides centralized administrative support to all divisions within A/GIS/IPS, including oversight, direction, and quality assurance, including support for special projects that may include a variety of duties in a short time frame, under time constraints. A/GIS/IPS-RM distributes incoming correspondence within A/GIS/IPS and prepares outgoing correspondence and packages.

1 FAM 214.2-7 Systematic Review Programs Division (A/GIS/IPS/SRP)

(CT:ORG-210; 05-01-2009)

- a. The Systematic Review Program Division (A/GIS/IPS/SRP) is responsible for executing the Department of State's compliance with Executive Order 12958, as amended, on "Classified National Security Information" as well as for implementing Public Law-102-138 (22 U.S.C. 4351), the statutory charter of the Foreign Relations of the United States (FRUS) series.
- b. As required under E.O. 12958, A/GIS/IPS/SRP reviews for classification/declassification 25-year old State Department textual (paper) and special media (electronic, microform, and other media)

documents determined to have permanent historical value under Title 44 of the United States Code. Only those records meeting specific criteria with respect to national security are exempted from declassification; records containing sensitive privacy information are also withheld. In addition to reviewing all Department of State material prior to declassification, A/GIS/IPS/SRP refers to the appropriate Federal agencies all records which contain those agencies' equities and reviews all equities referred to State from other agencies.

- c. Additionally, A/GIS/IPS/SRP performs declassification review of records for inclusion in the "Foreign Relations of the United States" series, which constitutes the official historical documentary record of U.S. foreign policy decisions and significant diplomatic activity. Under E.O. 12958, A/GIS/IPS/SRP also reviews for declassification mandatory and other referral requests for documents 25 years of age or older. Most such referral cases originate in presidential libraries, agencies such as Defense and CIA, and foreign governments.
- d. A/GIS/IPS/SRP actively participates in interagency training and meetings, policy formation and coordination activities related to its mission.

1 FAM 214.2-8 Records and Archives Management Division (A/GIS/IPS/RA)

(CT:ORG-210; 05-01-2009)

- a. The Agency Records Officer in the Records and Archives Management Division serves as the Secretary's delegated records officer with responsibility for the U.S. Government's foreign policy archives, a unique collection of international significance. In this capacity, the Agency Records Officer exercises program management responsibility for all records Department-wide throughout their life cycle (creation, acquisition, maintenance, use, and disposition).
- b. A/GIS/IPS/RA formulates and oversees the implementation of Department policy and guidance for record keeping in accordance with the Department's strategic plan; Congressional mandates for all electronic and nonelectronic records; National Archives and Records Administration regulations, standards and guidance; and appropriate national and international professional records/information management standards.
- c. GIS/IPS/RA analyzes, evaluates, and oversees the records management program, activities, and operations. A/GIS/IPS/RA institutes policies, practices, procedures, guidelines, and regulations while ensuring the integration of requirements in operations and activities, especially in developing and applying to new technology. It coordinates records management issues with other agencies, particularly with the National

Archives and Records Administration (NARA). A/GIS/IPS/RA represents the bureau and the Department at inter-agency and public fora and working groups.

- d. A/GIS/IPS/RA provides expert advice and counsel to officials at all levels on agency-wide electronic and nonelectronic records management issues. A/GIS/IPS/RA advises senior program managers, the CIO and the Office of the Legal Adviser on adequacy of documentation and creation and management of agency records.
- e. A/GIS/IPS/RA participates in the Department's capital planning process for all major information systems to ensure that records management functionality appropriate to the records/information assets they support is included in system design. A/GIS/IPS/RA advises program managers and IT managers on metadata requirements necessary to achieve this functionality.
- f. A/GIS/IPS/RA works with the CIO to build records management functionality into the Department's enterprise architecture and to ensure all Department information systems incorporate records management functionality appropriate to the records/information assets.
- g. A/GIS/IPS/RA provides technical assistance and guidance to the Department and posts on information life-cycle of records to improve operations and protect information resources.
- h. The division operates the records disposition scheduling project for all Department records, regardless of media. The division reviews, develops and updates disposition authorities to ensure appropriate preservation of records. This includes the requirement to schedule all records, including electronic records, and any other media.
- i. A/GIS/IPS/RA works closely with Department offices ensuring compliance with the FRA, E-Government Act, and NARA directives.
- j. A/GIS/IPS/RA provides briefings, training and outreach to all employees on their responsibilities for the creation, maintenance, use, and disposition of records.
- k. A/GIS/IPS/RA administers the records liaison program to Department bureaus and Foreign Service posts to implement the laws and regulations on the life-cycle of records program.
- l. A/GIS/IPS/RA conducts records management compliance reviews.
- m. A/GIS/IPS/RA operates the Records Service Center (A/GIS/IPS/RA/RSC) for all office, post, and lot files and portions of the corporate records archives. It screens nonarchival material and prepares records for immediate and final disposition in accordance with disposition schedules and eventual transfer to NARA, National Personnel Records Center, and

other Federal records centers.

- n. A/GIS/IPS/RA implements, administers, and operates the Department's Vital Records Program as required by Executive Order 10346.
- o. The Agency Records Officer has delegated authority to certify copies of records as true and accurate copies of Department of State official records (excluding passport records) for legal purposes.

1 FAM 214.2-9 Privacy Division (A/GIS/IPS/PRV)

(CT:ORG-210; 05-01-2009)

- a. The Privacy Division (A/GIS/IPS/PRV) provides a focal point for the many complex and diverse inter-functional activities relating to privacy protection, promoting consistent implementation of privacy policies and legal requirements.
- b. A/GIS/IPS/PRV coordinates responses to, and implementation of, White House directives, and leads the Department's responses to OMB and GAO data calls and inquiries relating to privacy policy.
- c. A/GIS/IPS/PRV leads and coordinates multi-functional projects, studies and research activities to identify and address privacy issues, and participates in various inter- and intra-agency boards, committees and groups.
- d. A/GIS/IPS/PRV reviews legislative and other initiatives proposed by Congress, other agencies and the public, and formulates Department privacy policy.
- e. A/GIS/IPS/PRV provides technical expertise to the Department's Privacy Protection Governance Board (PPGB) and the PPGB's personally identifiable information (PII) coordinators.
- f. A/GIS/IPS/PRV directs the assembly of the core response groups to address data breaches.
- g. A/GIS/IPS/PRV conducts reviews of privacy impact assessments (PIAs) to ensure that privacy requirements are fully integrated into the Department's information technology systems.
- h. A/GIS/IPS/PRV supports implementation of the E-Government Act of 2002 and relevant portions of the Federal Information Management Security Act (FISMA).
- i. A/GIS/IPS/PRV serves as the Department's technical expert on the Privacy Act and, as such, responds to inquiries concerning privacy issues/concerns, conducting follow-up as necessary.
- j. A/GIS/IPS/PRV works with Department business owners to assist with the

development or alteration of Systems of Records Notices (SORNS).

- k. A/GIS/IPS/PRV coordinates Department responses regarding breach notifications to affected bureaus/individuals.
- l. A/GIS/IPS/PRV develops training tools to increase privacy awareness within the Department.
- m. A/GIS/IPS/PRV provides support to the Information Sharing Committee in the development of guidelines to address privacy in the information sharing environment.

1 FAM 214.3 Office of Global Publishing Solutions (A/GIS/GPS)

(CT:ORG-210; 05-01-2009)

- a. The Office of Global Publishing Solutions (A/GIS/GPS) is the Department of State's worldwide source for centralized editorial, graphics, CDR-ROM/DVD reproduction, pre-media publishing and distribution services, and assures compliance with Federal law and regulations.
- b. A/GIS/GPS is composed of four regional centers (Main State, Cairo, Manila, and Vienna) and is headed by the GPS Office Director who resides at Main State. The GPS Office Director also serves as the Department's Publishing Management Officer.
- c. A/GIS/GPS has substantive responsibility for 5 FAM 1300, and prescribes standards for editorial, graphics, and printing activities throughout the Department.
- d. A/GIS/GPS manages the Department's photocopier program, maintains control over the use of large-volume photocopier equipment, and approves the acquisition of any publishing equipment that has large volume printing, graphics, and duplicating capabilities.
- e. A/GIS/GPS also:
 - (1) Designs, compiles, edits, reproduces, and distributes magazines, pamphlets, books, CD-ROMs/DVDs, and miscellaneous printed materials;
 - (2) Produces publications in 45 languages and large-volume print runs exceeding 1 million copies (at its regional centers abroad);
 - (3) Plans, designs, produces, and/or procures camera-ready or electronic-based art and images for publications, exhibits, posters, charts, certificates, and other graphics-related products for Department presentations and publications;
 - (4) Plans and designs digital video presentations;

- (5) Establishes policies for consistent visual identification of the Department of State in all presentations and publications (see 5 FAH-7 H-120);
- (6) Ensures conformity with the Department's 5 FAH-7, Graphics Standards Handbook;
- (7) Ensures that the Bureau of Public Affairs (PA) reviews for approval all information disseminated for public release in printed, visual, or electronic form; and
- (8) Maintains liaison services with the Government Printing Office (GPO).

1 FAM 215 DEPUTY ASSISTANT SECRETARY FOR LOGISTICS MANAGEMENT (A/LM)

(TL:ORG-154; 04-10-2006)

- a. The Deputy Assistant Secretary for Logistics Management (A/LM) directs and coordinates the activities of A/LM, which include acquisition, transportation, travel management, distribution, claims, diplomatic pouch and mail, and personal property management processes on a worldwide basis.
- b. A/LM develops and implements logistics policies and procedures.
- c. A/LM defines business requirements for information technology in support of the logistics process.
- d. A/LM ensures customer service as a priority in determining logistics decisions based upon their requirements.
- e. A/LM oversees the quality of the Department's logistics operations and the implementation of new logistics processes.
- f. A/LM ensures Bureau of Administration coordination on logistics issues with other Department organizations and/or initiatives such as the International Cooperative Administrative Support Services Office (RM/ICASS).
- g. A/LM supports the Department's efforts to train employees worldwide on logistics policies and procedures.
- h. Working with A/EX/FMD, A/LM develops, prepares, and defends logistics management appropriations and authorization requests in the Department.
- i. A/LM oversees the execution of exemptions and waivers to facilitate the logistics process.

- j. A/LM chairs the Committee on Exceptions to Foreign Service Travel Regulations, which reviews, evaluates, and adjudicates individual requests for relief from strict application of existing regulations which impose hardships on employees.
- k. A/LM provides input to the Procurement Executive (A/OPE) on procurement policy as it affects logistics management.
- l. A/LM supports the Department's energy conservation program for equipment acquisition and management, in accordance with relevant laws, statutes, and Executive orders.

1 FAM 215.1 Senior Advisor (A/LM/ADV)

(CT:ORG-154; 04-10-2006)

- a. The Senior Advisor (A/LM/ADV) serves as a customer advocate for all A/LM customers throughout the Department of State, assigned to domestic and international locations. A/LM/ADV also supports other Federal agencies that utilize A/LM services. The incumbent reports directly to the Deputy Assistant Secretary for Logistics Management.
- b. A/LM/ADV develops and maintains customer focus for A/LM and advocates the needs of internal and external customers, including end-users of goods or services provided by A/LM, as well as its employees and managers.
- c. A/LM/ADV monitors and evaluates customer satisfaction with existing logistics support and plans for methods to meet the evolving logistics needs of customers.
- d. A/LM/ADV serves as liaison with management officers and general services officers worldwide on logistics issues and leads and participates in projects and prepares reports related to A/LM's worldwide logistics operations.

1 FAM 215.2 Office of Acquisitions Management (A/LM/AQM)

(CT:ORG-210; 05-01-2009)

- a. The Office of Acquisitions Management (A/LM/AQM) manages, plans, and directs the Department's acquisition programs and conducts contract operations in support of activities worldwide. A/LM/AQM provides a full range of professional contract management services including acquisition planning, contract negotiations, cost and price analysis, and contract administration.

- b. A/LM/AQM provides administrative support and managerial activities, many of which are mandated by statute, regulation or Executive order for the organizations and employees of the Department and other Federal agencies.
- c. A/LM/AQM ensures that a fair proportion of those acquisitions are awarded to small, disadvantaged, and women-owned businesses in cooperation with the Office of Small and Disadvantaged Business Utilization (A/SDBU). The proportion is negotiated annually by A/SDBU with the Small Business Administration (SBA).
- d. A/LM/AQM provides the Department of State and A/LM with acquisition expertise, acquisition training assistance, and assistance in the development of acquisition training materials in conjunction with the Foreign Service Institute (M/FSI) for the professional development of Department employees.
- e. A/LM/AQM provides A/LM with acquisition expertise to develop policies, standards, and procedures for the implementation of worldwide contracting and business agreement activities.
- f. A/LM/AQM designates a procurement activity competition advocate who is responsible for handling alternate dispute resolutions applicable to logistics operations as required by Section 20 of the Office of Federal Procurement Policy Act.
- g. A/LM/AQM has oversight and management responsibilities for the Department's regional procurement support offices (RPSOs) currently located in Frankfurt, Germany and Fort Lauderdale, Florida.

1 FAM 215.2-1 Facilities, Design, and Construction Division (A/LM/AQM/FDCD)

(TL:ORG-154; 04-10-2006)

The Facilities, Design, and Construction Division (A/LM/AQM/FDCD) establishes acquisition agreements for logistics requirements abroad and Bureau of Overseas Buildings Operations construction requirements (except information technology) with the private and public sectors. Agreements include contracts, financial assistance, and interagency agreements.

1 FAM 215.2-2 Worldwide Operations Division (A/LM/AQM/WWD)

(TL:ORG-154; 04-10-2006)

The Worldwide Operations Division (A/LM/AQM/WWD) is responsible for establishing acquisition agreements that include contracts, financial

assistance, and interagency agreements (but that exclude information technology) for the functional bureaus within the Department.

1 FAM 215.2-3 Information Technology Division (A/LM/AQM/ITD)

(CT:ORG-210; 05-01-2009)

- a. The Information Technology Division (A/LM/AQM/ITD) maintains acquisition agreements that include contracts, financial assistance, and interagency agreements for information technology, including domestic telecommunications and related services for bureaus and customers in the Department.
- b. A/LM/AQM/ITD ensures that information systems and equipment are energy efficient, and that the Department participates in the “Energy Star” equipment purchase program.

1 FAM 215.2-4 International Programs Division (A/LM/AQM/IPD)

(TL:ORG-154; 04-10-2006)

- a. The International Programs Division (A/LM/AQM/IPD) establishes acquisition agreements that include contracts and assistance (grants and cooperative agreements) in support of program requirements for any bureau of the Department.
- b. A/LM/AQM/IPD provides full administrative contract and grant support for such programs as the American Institute of Taiwan and the National Endowment for Democracy.

1 FAM 215.2-5 Business Operations Division (A/LM/AQM/BOD)

(CT:ORG-154; 04-10-2006)

- a. The Business Operations Division (A/LM/AQM/BOD) manages contracts, vendor evaluation, and vendor sourcing processes.
- b. A/LM/AQM/BOD maximizes the Department’s commercial buying power; establishes partnering agreements with vendors (both public and private); assists customer service teams with source information and vendor performance issues; and provides analysis of Department-wide activities to achieve maximum leverage of valuable resources.
- c. A/LM/AQM/BOD provides support for cost and price analysis, quality assurance programs, and internal control procedures.

1 FAM 215.3 Office of Logistics Operations (A/LM/OPS)

(TL:ORG-154; 04-10-2006)

- a. The Office of Logistics Operations (A/LM/OPS) assists Department units and offices worldwide with logistics customer service support.
- b. A/LM/OPS provides professional and technical guidance on transportation and travel practices.
- c. A/LM/OPS manages official travel services.
- d. A/LM/OPS manages the transportation of household effects and personally owned vehicles between headquarters and posts abroad.
- e. A/LM/OPS manages the storage of household effects and personally owned vehicles.
- f. A/LM/OPS provides logistics services for classified and unclassified purchase orders, including receipt, storage, stock management, and packing.
- g. A/LM/OPS provides funding and control of the Department of State motor vehicle program at posts abroad.

1 FAM 215.3-1 Secure Logistics Division (A/LM/OPS/SL)

(CT:ORG-210; 05-01-2009)

- a. The Secure Logistics Division (A/LM/OPS/SL) provides headquarters-secure logistics support to bureaus and offices in the Washington, DC metropolitan area and to domestic field offices.
- b. A/LM/OPS/SL is responsible for the funding and control of the Department of State motor vehicle program at posts abroad and for providing guidance for three fleets abroad, including the DS, ICASS, and Program fleets.
- c. A/LM/OPS/SL coordinates delivery of classified purchase orders to locations abroad for centrally managed domestic programs.
- d. A/LM/OPS/SL performs secure logistics functions for headquarters activities, including receipt and inspection, inventory management, packing, and preparation for shipment.

1 FAM 215.3-2 Transportation and Travel Management Division (A/LM/OPS/TTM)

(CT:ORG-210; 05-01-2009)

- a. The Transportation and Travel Management Division (A/LM/OPS/TTM) provides overall direction on the Department's travel and transportation practices and is the primary point-of-contact with industry and other U.S. Government agencies on travel and transportation at the Department of State.
- b. A/LM/OPS/TTM arranges the packing, storage, shipment, and delivery of employees' personal and household effects. A/LM/OPS/TTM provides transportation counseling services to Department of State offices and employees, and by agreement, other Federal offices and employees.
- c. A/LM/OPS/TTM manages the receipt and consolidation of household effects at the consolidated receiving point (CRP), located in Baltimore, MD, for forwarding to posts worldwide.
- d. A/LM/OPS/TTM provides Customs clearance services at the Port of Baltimore for shipments inbound to the United States as required. The division, through the Despatch Agent, Baltimore, serves as the consolidated receiving point (CRP) for worldwide import, export, and Customs clearance of privately owned vehicles (POVs), personal effects, cargo and official vehicles (OFVs).
- e. A/LM/OPS/TTM provides professional and technical guidance on transportation and travel matters within the A/LM organization.
- f. A/LM/OPS/TTM directs and provides emergency transportation management and special charters and advises senior Department officials on travel and transportation operational support for international crisis management.
- g. A/LM/OPS/TTM manages facilities for the permanent storage of household effects for State Department personnel assigned to diplomatic missions. A warehouse facility for long-term personal effects is located in Hagerstown, MD.
- h. A/LM/OPS/TTM administers the Military Personnel and Civilian Employee Claims Act of 1964, as amended. A/LM/OPS/TTM assists customers with filing claims for items missing and/or damaged during transit.
- i. A/LM/OPS/TTM manages controlled shipments through the Secure Transportation Section at Dulles International Airport. A/LM/OPS/TTM provides Customs clearance services for noncontrolled inbound personal effects shipments of unaccompanied air baggage (UAB) for Department and other agencies' employees.

1 FAM 215.3-3 Regional Logistics Centers Division (A/LM/OPS/RLC)

(CT:ORG-210; 05-01-2009)

The Regional Logistics Centers Division (A/LM/OPS/RLC) consists of a headquarters staff in Washington and transportation field operations managed by Despatch Agents located in New York, Miami, Seattle, Brownsville, Antwerp, and Frankfurt. It:

- (1) Provides overall direction to the Department's regional logistics operations and is the primary point-of-contact with the commercial transportation industry outside the Washington, DC area;
- (2) Arranges the packing, storage, shipment, and delivery of official supplies and employees' personal and household effects;
- (3) Provides professional and technical guidance on transportation matters to a wide range of stakeholders and customers worldwide;
- (4) Manages the receipt and consolidation of supplies and household effects at consolidated receiving points (CRPs), currently located in Baltimore, MD, Seattle, WA, Miami, FL, Iselin, NJ, Brownsville, TX, Pretoria, South Africa, and Antwerp, Belgium, for on-forwarding to posts worldwide;
- (5) Provides Customs clearance services at ports throughout the United States and abroad as required;
- (6) Provides a formal customer service support function to assist both domestic and international customers with logistics management services;
- (7) Manages regional logistics programs that focus on specific niche needs of customers (e.g., expedited logistics program, personal and bulk, consumables (CNS) and GSA supplies from European sources representational logistics, etc.); and
- (8) Develops and manages commercial mini-hubs and partnerships that extend regional logistics center scope and control of logistics operations abroad.

1 FAM 215.4 Office of Program Management and Policy (A/LM/PMP)

(CT:ORG-210; 05-01-2009)

- a. The Office of Program Management and Policy (A/LM/PMP) provides management oversight to the logistics policy and professional development, business analysis, logistic systems, and the diplomatic pouch and mail divisions.
- b. A/LM/PMP drafts, reviews, and administers logistics policies for transportation, personal property, and diplomatic pouch and mail, and

coordinates the clearance process and publication for procurement policies and the purchase card program. A/LM/PMP coordinates integrated policy teams composed of functional experts within and external to logistics management.

- c. A/LM/PMP establishes professional development standards for logistic professionals worldwide, and arranges for continuing education and training.
- d. A/LM/PMP participates in the performance of professional business analysis in support of worldwide A/LM activities and programs. A/LM/PMP engages in planning and coordinating world-wide logistics business process and improvement initiatives. A/LM/PMP assists with developing and implementing a comprehensive performance management strategy for A/LM.
- e. A/LM/PMP oversees the Department's personal property management program and is the designated Asset Management Officer for the U.S. Department of State worldwide. A/LM/PMP establishes policy for the management and control of the Department's asset management program.
- f. A/LM/PMP serves as the chairperson of the domestic property survey board along with other domestic bureau representatives to review and take action on reported instances of loss, damage, or destruction of U.S. Government-owned personal property.
- g. A/LM/PMP develops and implements a logistics system strategy. A/LM/PMP develops detailed business requirements, performs system selection, implementation, and integration of worldwide logistics systems.
- h. A/LM/PMP oversees the scheduling and arrangement of transportation of unaccompanied diplomatic pouches. A/LM/PMP conducts audits and traces as needed. A/LM/PMP dispatches and receives all unclassified diplomatic pouches, and administers domestic and international classified pouch and mail operations.

1 FAM 215.4-1 Logistics Policy and Professional Development Division (A/LM/PMP/P)

(CT:ORG-210; 05-01-2009)

- a. The Logistics Policy and Professional Development Division (A/LM/PMP/P) provides assistance and guidance for logistics policy issues. A/LM/PMP/P coordinates with all operational entities of the A/LM organization, Department bureaus on externally related activities (i.e., A/OPE, RM, DS, IRM), and customer representatives to develop and publish logistics policies and procedures that are easy for customers to use.

- b. A/LM/PMP/P operates a logistics policy help desk that coordinates with operational subject matter experts to provide guidance, determinations, and interpretations of Department of State and other Federal policy.
- c. A/LM/PMP/P coordinates the departmental clearance process and publication of logistics policy for the Foreign Affairs Manual and logistics procedures for the associated Foreign Affairs Handbooks.
- d. A/LM/PMP/P reviews Federal logistics regulations. A/LM/PMP/P seeks waivers to existing policies and regulations to improve logistics business processes. A/LM/PMP/P coordinates responses to A/LM inspection reports (e.g., GAO, OIG).
- e. A/LM/PMP/P assists in training logistics support providers worldwide; establishes professional development standards for logistics disciplines; recommends job-related training for A/LM personnel, general services officers, and locally engaged staff abroad; and coordinates on-the-job training programs for logistics personnel.
- f. A/LM/PMP/P provides operational and program oversight for the Department's Worldwide Purchase Card Program. The purchase card management team coordinates with both A/OPE and RM to ensure that all purchase card accounts meet accountability requirements with respect to internal controls and risk factors associated with fraud, misuse and abuse. A/LM/PMP/P provides assistance to program participants on purchase card training, the annual review process and the development of internal operating procedures for both domestic bureaus and posts abroad.

1 FAM 215.4-2 Business Analysis Division (A/LM/PMP/BA)

(CT:ORG-210; 05-01-2009)

- a. The Business Analysis Division (A/LM/PMP/BA) promotes performance management tools in compliance with both the Government Performance and Results Act (GPRA) of 1993 and the President's Management Agenda to better enable A/LM to provide its customers with effective and efficient logistics services at locations domestically and abroad.
- b. A/LM/PMP/BA coordinates the development and implementation of comprehensive performance management strategy for A/LM. A/LM/PMP/BA conducts, coordinates, and evaluates performance measurement activities, in compliance with both the Government Performance and Results Act (GPRA) of 1993 and the President's Management Agenda.
- c. A/LM/PMP/BA performs benchmarking and promotes the implementation

of commercial and government best practices throughout A/LM. A/LM/PMP/BA coordinates activities to evaluate, redesign, and improve logistic processes. A/LM/PMP/BA develops and oversees quality management programs; assists with on-going reengineering efforts; performs and coordinates strategic and tactical planning; and oversees systems offering access to supply chain data for improving management controls.

- d. A/LM/PMP/BA sets the internal control standards and approves systems that account for assets for the Department worldwide, including general-use administrative assets and specialized program assets. A/LM/PMP/BA provides worldwide oversight, guidance, and training on property management operations and identifies and approves business requirements for the Department's asset management systems. The division monitors compliance with the annual inventory certification process. A/LM/PMP/BA manages asset utilization and disposal programs for the Department including the asset portion of the E-Gov Federal asset sales program.

1 FAM 215.4-3 Logistics Systems Division (A/LM/PMP/SYS)

(CT:ORG-210; 05-01-2009)

- a. The Logistics Systems Division (A/LM/PMP/SYS) designs and develops logistics information systems consistent with appropriate strategic and tactical plans to include the integrated logistics management system (ILMS).
- b. A/LM/PMP/SYS provides agency-wide logistics system support related to acquisition/procurement, transportation, warehouse management, property management, and diplomatic pouch and mail and provides subject matter expertise for systems applications.
- c. A/LM/PMP/SYS provides support to a global user base by operating a 24-hour a day/5 days a week ILMS Customer Support Desk and by facilitating ILMS user group meetings.
- d. A/LM/PMP/SYS develops, implements, installs, and maintains Web-based applications, tools, and Web sites. A/LM/PMP/SYS works with the operational units to develop content for A/LM's Web sites.
- e. A/LM/PMP/SYS provides technical expertise in analyzing, diagnosing, and resolving problems in support of Web platforms and applications for logistics management systems.
- f. A/LM/PMP/SYS supports the Department's IRM strategic plan, IRM tactical plan, and IRM architectural framework.

- g. A/LM/PMP/SYS provides information technology project management support for worldwide logistics systems.

1 FAM 215.4-4 Diplomatic Pouch and Mail Division (A/LM/PMP/DPM)

(CT:ORG-210; 05-01-2009)

a. Division-wide responsibilities:

- (1) The Diplomatic Pouch and Mail Division (A/LM/PMP/DPM) provides domestic mail, Diplomatic Post Office (DPO) mail, and unclassified and classified pouch service to the Department and other members of the foreign affairs community;
- (2) A/LM/PMP/DPM surveys the flow of mail through all systems used and serves as liaison to the U.S. Postal Service, Military Postal Service Agency and commercial airline industry to optimize customer service;
- (3) A/LM/PMP/DPM provides information and policy guidance to the foreign affairs community on effective and efficient use of domestic, DPO, and classified and unclassified pouch and mail systems;
- (4) A/LM/PMP/DPM serves as the Department's liaison with other Federal agencies and customers abroad regarding the preparation, routing and accountability of materials entered into the classified and unclassified pouch systems and DPO mail stream worldwide;
- (5) A/LM/PMP/DPM serves as the contracting officer's representative for the Department's consolidated mail and pouch handling labor contract; and
- (6) A/LM/PMP/DPM provides subject-matter expertise for Department of State mail policies and procedures found in 14 FAM 700 and 14 FAH-4.

b. Classified pouch:

- (1) A/LM/PMP/DPM administers the domestic handling portion of the classified pouch and mail function for the Department and prepares classified pouches for delivery abroad (see 12 FAM 100 for DS/C/DC responsibilities for administering the worldwide program for delivery of classified pouches via diplomatic couriers);
- (2) A/LM/PMP/DPM maintains liaison with the Diplomatic Courier and Defense Courier services to ensure that classified pouch dispatches coincide with scheduled courier services for delivery to Foreign Service posts.

- c. Unclassified pouch:
 - (1) A/LM/PMP/DPM is responsible for the worldwide scheduling, dispatch, transportation, auditing, and tracing of unclassified diplomatic pouches;
 - (2) A/LM/PMP/DPM provides liaison with commercial carriers and coordinates tariffs and routing proposals for unclassified pouches. A/LM/PMP/DPM selects originating carriers for unclassified pouch dispatches and provides advice to posts on routing unclassified pouches to the Department.
- d. Domestic mail and message system:
 - (1) A/LM/PMP/DPM manages the Department's domestic mail processing and distribution system, which segregates mail by type (i.e., flat, parcel, or envelope, registered or unregistered), and sorts and delivers it to its final destination;
 - (2) A/LM/PMP/DPM manages the Department's domestic postage and official mail meter programs.
- e. Diplomatic Post Office (DPO): A/LM/PMP/DPM manages the worldwide DPO mail system for the foreign affairs community.

1 FAM 216 THROUGH 219 UNASSIGNED

1 FAM EXHIBIT 211.3 BUREAU OF ADMINISTRATION (A)

(CT:ORG-210; 05-01-2009)

