

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

Mission Statement

To set the highest standard of quality, timeliness, and customer satisfaction in compliance with legal mandates, in the management of information resources programs, and in the delivery of information services.

About Us

The Office of Information Programs and Services (IPS) is the primary point of contact for anyone seeking access to Department of State records.

Records Management

IPS serves as the Records Manager for the Department of State and represents the Secretary to the Archivist of the United States and the National Archives and Records Administration (NARA), as well as other Federal and regulatory agencies, on all records issues. IPS also carries out the Secretary's responsibilities for the Department's foreign policy archives, a unique collection of international significance.

Compliance Issues

IPS is responsible for ensuring that the Department of State is in compliance with a wide range of statutory and administrative requirements, including the Federal Records Act, FOIA and EFOIA laws, the Privacy Act, Executive Orders 13526, and certain provisions of the Ethics in Government Act.

Information Access Programs

IPS administers the Department of State's information access programs and responds to requests from an extremely wide and diverse group of customers, including the foreign affairs and national security community, the Congress, the courts, foreign governments, and the public.

Requester Liaison Division (A/GIS/IPS/RL)

The Requester Liaison Division serves as the primary point of contact for customers in matters pertaining to access to Department of State information. RL initiates the processing of requests for information, coordinates processing of information access requests directed to the decentralized offices, monitors the progress of all such inquiries, and provides status reports to customers upon request.

Statutory Compliance and Research Division (A/GIS/IPS/CR)

The Statutory Compliance and Research Division performs systematic, comprehensive, and complex searches for information in response to information access requests and coordinates with regional and functional bureaus to search records maintained in the Department and at U.S. Embassies, Consulates, and Missions abroad. CR provides for the review of records containing classified or other information protected by statute, regulation, or court decision in order to determine what information may be released to the requester and coordinates document review with other agencies, as needed.

Privacy Division (A/GIS/IPS/PRV)

The Privacy Division is responsible for the implementation of privacy policies and legal requirements to ensure privacy protection. PRV conducts reviews of privacy impact assessments (PIAs) to ensure that privacy requirements are fully integrated into the Department's information technology systems and works with Department business owners to assist with the development or alteration of Systems of Records Notices (SORNS). 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.

Systematic Review Program Division (A/GIS/IPS/SRP)

The Systematic Review Program Division reviews for classification/declassification 25-year old State Department textual (paper) and special media (electronic, microform, and other media) U.S. Department of State documents determined to have permanent historical value under Title 44 of the United States Code. SRP also 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.

Programs and Policies Division (A/GIS/IPS/PP)

The Programs and Policies Division develops policies and procedures to ensure the maintenance and preservation of the official records of the Department and U.S. Embassies, Consulates, and Missions abroad. PP develops, reviews, and updates disposition authorities and disposition schedules and develops and implements programs for information life cycle management, and classification and declassification management. PP is also responsible for the review and transfer of permanent historical records to NARA and access to information by former Presidential appointees.

Records and Archives Management Division (A/GIS/IPS/RA)

The Records and Archives Management Division 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 non-electronic records; National Archives and Records Administration regulations, standards and guidance; and appropriate national and international professional records/information management standards. RA operates the records disposition scheduling project for all Department records and reviews, develops and updates disposition authorities to ensure appropriate preservation of records. RA also operates the Records Service Center (RSC) for all office, post, and lot files and portions of the corporate records archives. RSC screens non-archival material and prepares records for immediate and final disposition in accordance with disposition schedules and eventual transfer to NARA, the National Personnel Records Center, and other Federal records centers.

Archiving and Access Systems Management Division (A/GIS/IPS/AAS)

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.

Resource Management Staff (A/GIS/IPS/RM)

The Resource Management Staff (RM) provides budget, procurement, facility, security, and supply management and administrative and clerical support to the Office of Information Programs and Services. RM also performs human resources functions, including the oversight and management of employment opportunities for retired foreign service officers and student education programs.

Executive Order 13392

On December 14, 2005 the President issued Executive Order 13392, entitled "Improving Agency Disclosure of Information." This Executive Order furthers the goals of section 552 of title 5, United States Code, by establishing a "citizen-centered and results-oriented approach" to the Freedom of Information Act (FOIA). The Order requires the following actions:

- The designation of a Chief FOIA Officer at the Assistant Secretary level or equivalent. The Secretary has designated the Assistant Secretary for Administration as the Department's Chief FOIA Officer. Among the responsibilities of the Chief FOIA Officer is to ensure compliance with the

FOIA, including implementation of the Department's comprehensive **Report & FOIA Improvement Plan under E.O. 13392.**

- The creation of a **FOIA Requester Service Center (FRSC)** to enable FOIA requesters to inquire about the status of their requests and obtain information about the Department's FOIA program.
- The designation of a Public Liaison with whom FOIA requesters can raise concerns about the service they receive from the Department's FRSC, following an initial response from the Center's staff. To read Executive Order 13392, go to the **FOIA/Privacy Act Reference Material** page.
- In the May 30, 2008 Attorney General's Report to the President on agency progress under Executive Order 13,392, one of the recommendations required agency Chief FOIA Officers to certify to the Department of Justice and OMB that their agency Reading Rooms were in compliance with the FOIA. The Department of State's Reading Room Certification was signed on October 30, 2008.

Information Technology

IPS is leading the way in developing and applying new information technology to records management and information access programs in support of U.S. diplomacy.

Contact Information

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(202) 261-8484

FOIA Public Liaison:
Marianne Manheim – (202) 261-8484.

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If you would like to email the Department of State with a question or concern, go to: <http://contact-us.state.gov>.