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NATIONAL SECURITY POSITIONS	As defined in 5 CFR 732.102: (1) Those positions that involve activities of the Government that are concerned with the protection of the Nation from foreign aggression or espionage, including development of defense plans or policies, intelligence or counterintelligence activities, and related activities concerned with the preservation of the military strength of the United States; and (2) Positions that require regular use of, or access to, classified information. (See Q&A for further discussion.)
DAMAGE TO THE NATIONAL SECURITY	As defined in E.O. 12958: Harm to the national defense or foreign relations of the United States from the unauthorized disclosure of information, taking into consideration such aspects of the information as the sensitivity, value, utility, and provenance of that information.
INESTIMABLE DAMAGE	The capacity to cause harm too severe to be computed or measured.
EXCEPTIONALLY GRAVE DAMAGE	The capacity to cause extremely serious harm.
CRITICAL AND EXTREMELY IMPORTANT ITEMS OF WAR	Those items vital to success in war, or without which success would be unlikely.
AGENCY	An Executive agency, which is defined by 5 U.S.C. 105 as an Executive department, a Government corporation, and an independent establishment.
SIGNIFICANT PERSONAL GAIN	Noticeably or measurably benefiting an individual's interests in a substantial way (e.g. a large monetary or other valuable personal benefit, benefit to one's family or friends, etc; providing a level of affluence or a lifestyle otherwise not justifiable).

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CUSTOMER SERVICE	Customer care duties that support the delivery of an agency's services. The scope of the word "customer" would be defined based upon the duties outlined in the position description. For example, one agency's customers might be other Government agencies, but a different agency may primarily serve non-Government entities or the general public (e.g. the duties of employees with the General Services Administration vs. those of a Social Security Administration employee); however, that is not to suggest every employee of those agencies would be assumed to have customer service responsibilities; that is defined by the specific duties of the job.
INFORMATION TECHNOLOGY SYSTEM	As defined in OMB Circular A-130. Any equipment or interconnected system or subsystem of equipment, that is used in the automatic acquisition, storage, manipulation, management, movement, control, display, switching, interchange, transmission, or reception of data or information.
<p>Broad glossarial meanings for the terms <i>automatic high-risk conditions</i>, <i>severe impact</i>, <i>moderate impact</i>, and <i>limited impact</i> are to follow; however, to recognize their complete meaning in the chart in Step 2, each term should be evaluated against each of the other terms as defined by the associated bulleted examples/clarifying remarks in each duty's column. In other words, look at the particular duty, then evaluate the entire row of information to establish the scope of these terms within the context of the row. In so doing, you will determine the potential damage to the integrity and efficiency of the service and the public's trust.</p>	
AUTOMATIC HIGH-RISK CONDITIONS	These conditions are duties that present the possibility of grave impact, likely to produce inestimable harm or danger – exceptionally serious damage that is devastating in scope or effect.
SEVERE IMPACT	Likely to produce a substantial degree of harm or danger – very serious damage that is extensive in scope or effect.
MODERATE IMPACT	Likely to produce a fair amount of harm or danger – serious damage that is fairly wide-ranging in scope or effect.
LIMITED IMPACT	Likely to produce some harm or danger – discernable damage that is narrow in scope or effect.

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The following provides further explanation for levels of supervisory control. These explanations have been supplemented by information found in the Introduction to the Position Classification Standards at <http://www.opm.gov/fedclass/gsinintro.pdf>. Although the document only applies to General Schedule positions, the assessment of supervisory controls discussed in the document, and broken down into levels, seems well suited as a guide to simplify the adjustment for supervision in Step 3 of the Position Designation System. Specifically, Levels 2-1 and 2-2 would indicate "close technical supervision," Levels 2-3 and 2-4 would indicate "periodic, ongoing review," and Level 2-5 would indicate "limited or no supervision." In the following meanings, a general explanation is provided in bold italics, followed by a supplemental explanation adapted from information in the Introduction to the Position Classification Standards.

LIMITED OR NO SUPERVISION

Occasional review from a perspective of major policy issues by a superior who likely has no relevant expertise in the technical aspects of the duties performed.

The supervisor provides administrative direction with assignments in terms of broadly defined missions or functions. The employee has responsibility for independently planning, designing, and carrying out programs, projects, studies, or other work. Results of the work are considered technically authoritative and are normally accepted without significant change. If the work should be reviewed, the review concerns such matters as fulfillment of program objectives, effect of advice and influence on the overall program, or the contribution to the advancement of technology. Recommendations for new projects and alteration of objectives usually are evaluated for such considerations as availability of funds and other resources, broad program goals, or national priorities.

PERIODIC REVIEW

Ongoing spot review from a perspective of policy and organizational concerns by a superior with expertise in the technical aspects of the duties performed.

The supervisor sets the overall objectives and resources available. The employee and supervisor, in consultation, develop deadlines, projects, and work to be done. The employee, having developed expertise in the line of work, is responsible for planning and carrying out the assignment, resolving most of the conflicts that arise, coordinating the work with others as necessary, and interpreting policy on own initiative in terms of established objectives. In some assignments, the employee also determines the

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	<p>approach to be taken and the methodology to be used. The employee keeps the supervisor informed of progress and potentially controversial matters. Completed work is reviewed only from an overall standpoint in terms of feasibility, compatibility with other work, or effectiveness in meeting requirements or expected results.</p> <p style="text-align: center;"><u>OR</u></p> <p>The supervisor makes assignments by defining objectives, priorities, and deadlines and assists the employee with unusual situations that do not have clear precedents. The employee plans and carries out the successive steps and handles problems and deviations in the work assignments in accordance with instructions, policies, previous training, or accepted practices in the occupation. Completed work is usually evaluated for technical soundness, appropriateness, and conformity to policy and requirements. The methods used in arriving at the end results are not usually reviewed in detail.</p>
CLOSE TECHNICAL SUPERVISION	<p><i>Continuing review of all work by a technical expert.</i></p> <p>The supervisor provides continuing or individual assignments by indicating generally what is to be done, limitations, quality and quantity expected, deadlines, and priority of assignments. The supervisor provides additional, specific instructions for new, difficult, or unusual assignments, including suggested work methods or advice on source material available. The employee uses initiative in carrying out recurring assignments independently without specific instructions, but refers deviations, problems, and unfamiliar situations not covered by instructions to the supervisor for decision or help. The supervisor assures that finished work and methods used are technically accurate and in compliance with instructions or established procedures. Review of the work increases with more difficult assignments if the employee has not previously performed similar assignments.</p> <p style="text-align: center;"><u>OR</u></p>

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	<p>For both one-of-a-kind and repetitive tasks, the supervisor makes specific assignments accompanied by clear, detailed, and specific instructions. The employee works as instructed and consults with the supervisor as needed on all matters not specifically covered in the original instructions or guidelines. For all positions the work is closely controlled. For some positions, the control is through the structured nature of the work; for others, it may be controlled by the circumstances in which it is performed. In some situations, the supervisor maintains control through review of the work. This may include checking progress or reviewing completed work for accuracy, adequacy, and adherence to instructions and established procedures.</p>
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