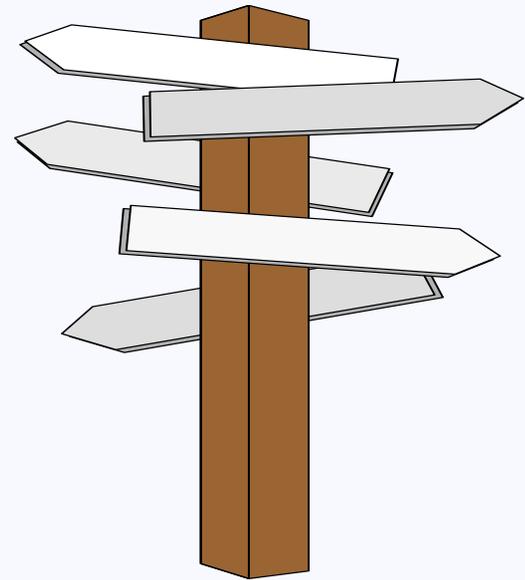


# ICASS: A Revolutionary Change

**American Embassy Moscow ICASS  
Training  
March 13-17, 2000**

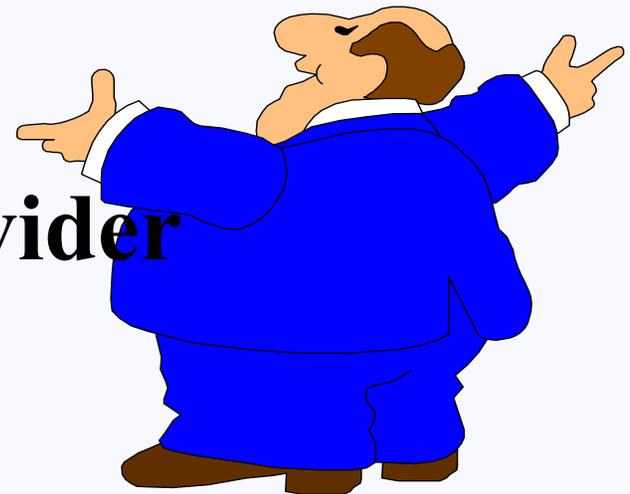
# *Working With ICASS- Session Objectives*

- **Principles of ICASS**
- **Tools of ICASS**
- **Roles & Responsibilities**



# Principles of ICASS

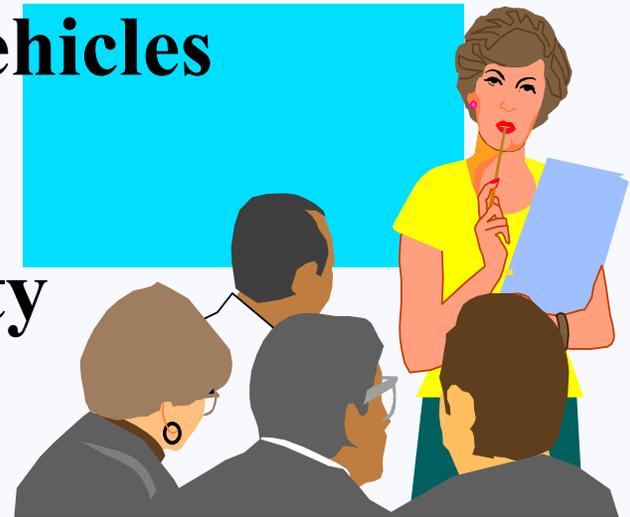
- ◆ **Local Empowerment**
- ◆ **Equity**
- ◆ **Transparency**
- ◆ **Selection of Service Provider**
- ◆ **Customer Focus**



# Local Empowerment

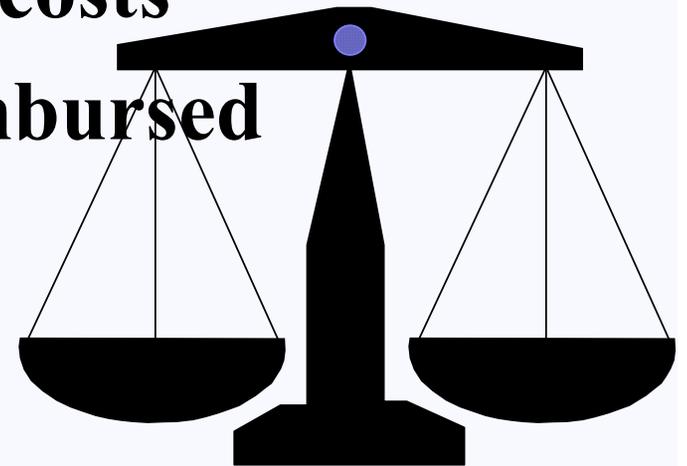
**Increased responsibility and authority to manage resources:**

- ◆ **FSN PSA Authority**
- ◆ **Authority to buy & sell vehicles**
- ◆ **No fiscal year limitation**
- ◆ **Proceeds of Sale Flexibility**



# Equity

- ◆ All agencies pay their fair share
- ◆ True cost of operating abroad
- ◆ Vested interest in reducing costs
- ◆ Service providers fully reimbursed



# Transparency

**Openness of administrative services:**

- ◆ **Understanding by all of basis for costs**
- ◆ **Consensus decision-making**
- ◆ **No “side deals”**



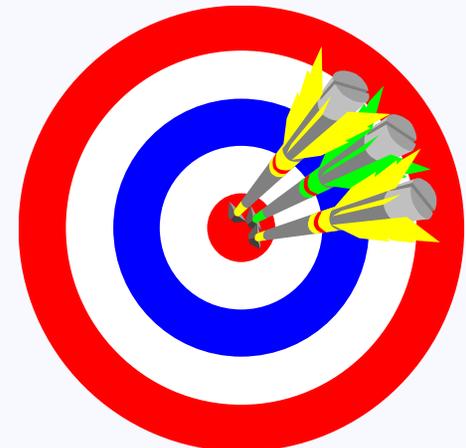
# Selection of Service Provider

- ◆ **Who is the best for the money**
- ◆ **Competition encouraged**
- ◆ **Other agencies/private contractors**
- ◆ **New technology/methods**



# Customer Focus

- ◆ **Identify customers and determine their needs**
- ◆ **Establish performance standards**
- ◆ **Ensure accountability for performance**



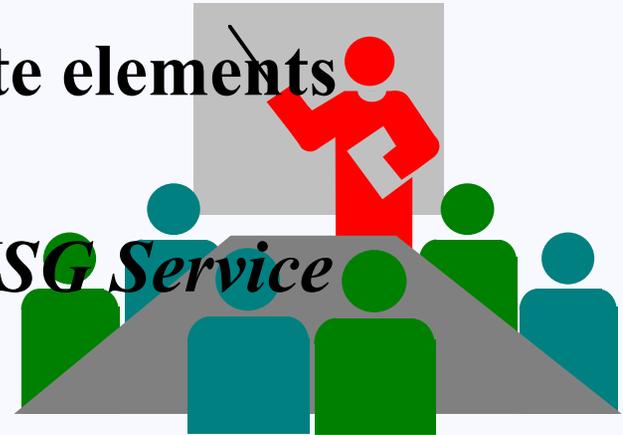
# ICASS “Tools”

- ◆ **Post ICASS Council**
- ◆ **Charter and MOU**
- ◆ **Cost Distribution Software**
- ◆ **Working Capital Fund**



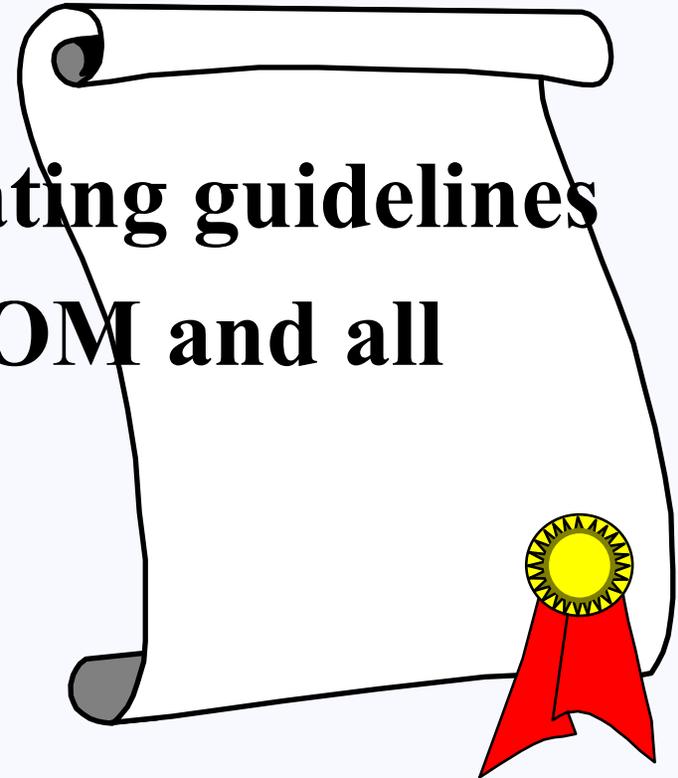
# Post ICASS Council

- ◆ Falls under COM authority
- ◆ Acts as *Agent for Change*
- ◆ Head of each funded entity represented at post
- ◆ Multiple representatives from different entities within same agency
- ◆ Representatives of various State elements (*FBO, INL, IO*)
- ◆ Ex-Officio Members (*DCM, USG Service Provider representative*)



# ICASS Charter

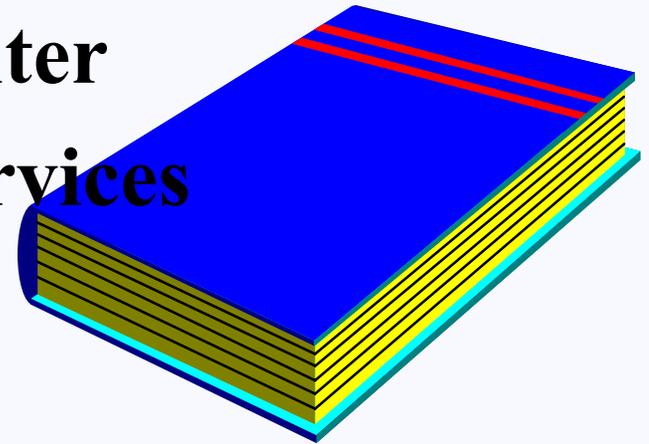
- ◆ **Outlines authority and purpose of Council**
- ◆ **Establishes post operating guidelines**
- ◆ **Has been signed by COM and all participating agencies**



# ICASS

## Memorandum of Understanding

- ◆ **“Contract” between agencies and service providers**
- ◆ **Specifies services to be provided**
- ◆ **States performance standards and measures for each cost center**
- ◆ **Specifies subscribers of services**



# Cost Distribution Software

- ◆ **Two versions: Standard and “Lite”**
- ◆ **Divided by Cost Centers**  
*(32 in Standard, 16 in Lite)*
- ◆ **Basic Package (the “*condo fee*”)**
- ◆ **Total cost by cost center or agency**



# Working Capital Fund

- ◆ Provides flexibility in financial management with “no-year” appropriation
- ◆ Allows for retention of savings (within certain limits)
- ◆ Enables investment planning





# ICASS Roles and Responsibilities

# Chief of Mission

- ◆ **Supports ICASS**
- ◆ **Encourages communication and consensus building**
- ◆ **Maintains NSDD-38 Authority**
- ◆ **Mediates disputes**



# Role of the Post ICASS Council

- ◆ **Reviews and approves MOUs**
- ◆ **Selects service provider(s) and collaborates on performance standards**
- ◆ **Reviews and approves budget**
- ◆ **Monitors and evaluates services**



# Deputy Chief of Mission

- ◆ *Ex-officio* member of ICASS Council
- ◆ Provides policy perspective to resource decisions
- ◆ Keeps COM informed on ICASS matters



# Administrative Counselor/Officer

- 
- ◆ **Non-voting member**
  - ◆ **Assists Council in streamlining and cost reduction efforts**
  - ◆ **Implements service standards and principles**
  - ◆ **Maintains quality services at reasonable cost**

# Post ICASS Working Group

- ◆ **Optional organization**
- ◆ **Studies proposals and makes recommendations to Council**
- ◆ **Proposes meeting agendas for Council**
- ◆ **FSNs may be members**



# Washington ICASS Support

- ◆ **Interagency Executive Board**
- ◆ **Interagency Working Group**
- ◆ **ICASS Service Center**

