



**What is included in this package
and
Why it is important for LES Service Providers**

Welcome to the Post Orientation Package. Below you will find a complete index of the items in this document, along with a description of each.

Title

What Is ICASS?

This provides a good overview of ICASS. It is a good starting point, for you as a service provider, to understanding how ICASS works.

ICASS, A Revolutionary Change

This PowerPoint presentation walks you through the principles and tools of ICASS, as well as the roles and responsibilities of the ICASS players. As a service provider it is important for you to understand how you fit into the ICASS picture, what your roll is, and what your responsibilities are.

Cost Distribution

ICASS Budget and Cost Distribution Methodology. This PowerPoint presentation helps explain how ICASS costs are distributed to customer agencies. It is important for you as a service provider to understand how the costs for you and the services that you provide are distributed to your customers.

ICASS Cost Centers and Budget Distribution Factors

These two charts, one for a standard post and one for a LITE post, are good reference tools. They display the cost centers, the workload factor to be counted for each cost center, and they indicate whether a cost center is modifiable or not.

Developing Performance Standards

Developing Performance Standards and Measuring Performance explains that performance standards and measuring performance are very important parts of ICASS and the principle of "customer focus." Developing standards in conjunctions with your customers has benefits both for your customer and for you as a service provider. This narrative walks you through the process of developing SMART standards and measuring your performance against those standards.

Measuring Performance Standards

Like the Developing Performance Standards and Measuring Performance above this PowerPoint presentation walks you through how to develop good service standards and the benefits of having good standards in place.

It's 10 O'Clock, Do You Know Where Your Service Standards Are?

This cable stresses the importance of having service standards in place. It is important for you as a service provider to be involved in developing the standards since your performance will be measured against these standards.

Title

ICASS and the Evaluation of Service Providers

This cable reminds the ICASS Council that it is their responsibility to provide an annual assessment of the service provider. The cable outlines the process for providing that assessment. The evaluation, which is provided to the Ambassador and DCM, is of the head of the 'service provider' organization - usually the administrative officer or counselor - but it is supposed to be based on the overall performance of all of those delivering ICASS services. Stated differently, how you perform will effect the evaluation that the administrative officer or counselor receives from the Council.

Call for nominations for the 2000 Interagency ICASS Awards

This cable highlights the criteria for each of the three annual ICASS awards. One of the three awards is presented to a service provider.

1999 Annual Interagency ICASS Awards

This is a copy of the cable announcing the FY 1999 ICASS Award winners.

Straight Talk On ICASS Carry Over Funds

This is a cable that explains how funds are carried over from one fiscal year to the next and it provides some guidance on how to manage carry-over funds.

New Budget Procedure

This cable explains the recent changes to the ICASS budget process, including the 1% penalty for not submitting initial budgets by the deadline. It also highlights the new timeline for the budget process which has an impact on all service providers.

Explaining ICASS Service Withdrawals

This Cable requests that when an Agency withdraws from a service that they explain why they are withdrawing from the service and to identify any alternative provider that they have found. It is hoped that this information would be helpful to the service provider, as well as other Agencies as they look for better ways of doing business.

ICASS Service Center Functional Directory

This provides the names, telephone numbers, and e-mail addresses of ICASS Service Center Personnel. It also lists the duties of each staff member to help you identify the correct person to contact with your particular question.

For additional information, such as recent policy and guidance, Inter-agency working group meeting minutes, etc., you can check the ICASS intranet site: <http://205.128.25.153/> or the ICASS internet website: www.ICASS.com.
