



**What is included in this package
and
Why it is important for Customers**

You are a customer of ICASS services. Each time you visit the health center, each time you fill out a work order for repair work at your home, or each time you obtain information from the CLO you are using ICASS Services. As a customer of ICASS you should expect good service. The definition of good service, however, varies from post to post. This is why it is important for you to be familiar with the ICASS service standards at your specific post. For example: at a post where there is a full time CLO good service means that the CLO will get back to a request for information within 2 days. Alternatively, at a post where there is a part-time CLO that response time might be extended to 3 or 4 days. The definition of “good service”, in the case of ICASS, is reflected in the service standards which are developed and agreed to by your ICASS Council at post based upon the specific needs and budget of your post. You should become familiar with these so you know what level of services you can expect.

In addition, agencies subscribe to different ICASS services at different posts. Some agencies chose to provide some services for themselves or alternatively to contract out for the services. It is important for you as a customer to know who provides what services for your particular agency at your particular post. Information on the services provided by ICASS is in your post’s MOU that is signed by all agencies participating in ICASS. This MOU is specific to your post and outlines what services each agency is subscribed to under ICASS.

It is your responsibility (and it is to your advantage) to understand what ICASS services you are entitled to and what the specific service standards are for those services.

Below, you will find a complete index of the items in this document, along with a description of each. You also have the option of using a “linked” index while viewing these files. The linked index allows you to go directly to any item by simply clicking on its title. To use the linked index, click the button in the top left portion of your screen that looks like this:



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A list of document titles will appear on the left side of your screen. To go directly to any of the items, just click on its title.

Here is a list of the documents that you will find here, along with their descriptions:

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

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

ICASS and the Evaluation of Service Providers	12
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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.

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