



The ICASS Gazette

Volume 1, Issue 3

SUMMER EDITION

May 18, 2009

ICASS Service Center Mission Statement

Thanks to a committee headed by Gail Gulliksen the ISC now has a mission statement:

“One team, in partnership with service providers and customer agencies, providing U.S. Missions around the world with tools and expertise to build and maintain an affordable and effective shared services platform that is transparent and equitable.”

ICASS Outstanding Leadership Award



Tick Tick Tick...Time's running out

The deadline for nominations for the ICASS Outstanding Leadership Award – May 29 - is less than two weeks away. It's a freebie; \$10 grand for first place coming out of the ICASS Service Center's funds, not yours. Five thousand for second place.

Anyone in the overseas or domestic ICASS communities is eligible: both LE staff and USDH; service providers as well as customers.

This is an annual award that recognizes outstanding contributions from U.S. government employees who epitomize, through accomplishment and attitude, the spirit and intent of ICASS during the previous twelve months. The award is conferred on individuals or groups acting as agents for change in developing new and better ways of doing business at post to meet primary IEB goals (containing costs; eliminating duplication; improving ICASS service delivery through streamlining/reengineering; and implementing innovative improvements in customer service).

The forms and instructions can be found on the ICASS Website (www.icass.gov).

Please contact the ICASS Service Center (icassservicecenter@state.gov) if you have any questions.

INSIDE THIS ISSUE

- 1 ICASS Service Center Mission Statement
- 1 ICASS Outstanding Leadership Award
- 2 AVOID Budget Transmission Errors
- 2 Projections and Priorities
- 2 TDY Policy
- 3 ICASS Customer Satisfaction Survey
- 3 REMINDERS
- 3 Informative Links/Acronyms
- 4 Calendar of Events / ICASS Photo Gallery



Capetown, South Africa

AVOID BUDGET TRANSMISSION ERRORS

Don't Use Agency Code 0000.0 in Your Budget Plan



Before you submit your 2009 Final budget, make sure that obsolete agency code 0000.0 is **not** active anywhere in your budget plan.

This includes the Active Agencies list under Post Profile as well as the TDY and PYI modules. If you submit your budget and this agency code is active anywhere in your plan, the Global Database will automatically reject it.



Projections and Priorities

This is the time in the annual ICASS cycle when we begin to focus on next year. The current year final budgets are mostly completed, and agencies are reviewing and approving their final invoices. The workload count gathering process has begun, with the goal of getting customer approval by July 1. Both of these efforts emphasize the individual agency's parochial view, its own invoice and workload. But now is also a good time to take stock, and look towards next year with a broader perspective. A meeting with the Council at this time of year can be a good way to invite them to appreciate that broader perspective. What challenges confront the management platform at post? How has carryover funding been used to address some of these challenges? What unfunded priorities included in your initial budget remained unfunded at the final? Many regional bureau budget officers will engage with posts over the summer to identify funding priorities for the initial targets to be proposed by the bureaus to the Washington ICASS Working Group in September. If any of post's priorities include adding new positions, now is a good time to let customers know. If a move to a NEC is in the works, agencies should be apprised of the fact that costs will go up.

A simple agenda for such a meeting can be developed from your post's ICASS budget Narrative Summary, including the sections entitled Financial Summary and Key Issues, Cost Saving Initiatives, Unfunded Priorities, and Available Carryover. The change in the structure of ICASS Councils inaugurated a few years ago was designed to encourage a less parochial approach to ICASS. By having this meeting before the transfer season really gets going, your post can do its part.



TDY Policy

As described in several cables, the ICASS TDY policy has been changed this year. As part of that policy, posts must update their eCC pages to let agencies know whether they will use the ICASS TDY invoicing mechanism, or simply rely on direct charging, where applicable.

Below is a list of those posts that have updated their eCC sites accordingly, and that are authorized to use the TDY invoicing mechanism. This list is updated regularly and is used by agencies to identify where they will, and won't, be subject to TDY invoices in addition to any direct charges that may occur. If your post is still working to finalize its updated policy, as soon as you post it to eCC, your post's name will appear on the list.

As with the previous policy, use of the TDY invoicing mechanism is **OPTIONAL** at each post, but the option may only be exercised at those posts who are in line with the new policy.

Posts that need help to update their policy can contact ICASSServiceCenter@state.gov, and they may all see examples of what is required at any of the eCC pages for the posts already on the list.

Addis Ababa	Almaty	Ankara	Astana
Athens	Beirut	Bogota	Damascus
Dublin	Geneva	Islamabad	Jerusalem
Kabul	Kigali	Libreville	Lima
London	Manama	Maputo	Moscow
Muscat	Nassau	New Delhi	Niamey
Ouagadougou	Port-au-Prince	Prague	Pristina
Rangoon	Riyadh	Sarajevo	Tbilisi
Tirana	Tokyo	Tunis	



Signed Temporary Duty Invoices should be emailed to: RMTDYICASSInvoice@state.gov with a cc to your regional bureau and the respective agency billing point of contact.

<http://www.icass.gov/index.cfm?fuseaction=public.display&hortcut=CKPB> – TDY Policy Link

ICASS Customer Satisfaction Survey

- Global Results



The post-specific results from the ICASS Customer Satisfaction Survey were sent to posts several weeks ago. These reports, plus the report on the global results, can now be seen on the ICASS website: just click on the "Survey Results" button on the home page (or the link below). You may compare your post's results to others and see the global trends for the entire five years of the survey.

<http://www.icass.gov/index.cfm?fuseaction=public.display&id=31f395ab-083c-4f74-b638-cb3293b14993> –2009 Trend Report

Also included on this page are two PowerPoints. One is a presentation on the global results. The other is a simple presentation prepared by David Elmo of Nassau that graphically displays his post's results with the regional and global results for the first four years of the survey. The ISC is grateful to David for allowing us to share it. It can be easily adapted for your post's data. As with the survey results and the comments, this information is most useful at the post level.

REMINDERS



ICASS SUBMISSIONS

Signed Partial Year Invoices should be emailed to: RMPYIICASSInvoice@state.gov with a cc to your regional bureau and the respective agency billing point of contact.

ICASS Workload Counting Process

As described in the last issue <http://www.icass.gov/index.cfm?fuseaction=public.display&id=6fe58db9-126a-44fd-82ab-6b996e57c9f8>, May 1 was the start date for the ICASS workload counting process. On or about June 1, workload counts should be presented to agencies for review and approval. By July 1, agencies should get back to you with WRITTEN approval of their counts. This summer, posts will be submitting the FY 2010 budgets with just the workload and time allocations included, continuing the practice begun two years ago. Due dates will be late July into early August.

INFORMATIVE LINKS

ICASS Service Center: www.icass.gov
M/PRI: <http://mpri.m.state.gov/>
STATE News: www.state.gov
WHITE HOUSE News: www.whitehouse.gov
CMI: <http://m.state.sbu/sites/pri/cmi/default.aspx>

ACRONYMS

ICASS: Int'l Cooperative Administrative Support Services
CMI: Collaborative Management Initiative
M/PRI: Mgt Policy, Rightsizing and Innovation
IWG: Interagency Working Group
IEB: Interagency Executive Board
PST: Post Specific Training



CALENDAR OF EVENTS

POST SPECIFIC TRAINING –

COMING TO YOUR AREA IN 2009

The Hague – May 26
Mexico City – June 8 – To Be Confirmed
Khartoum/Juba – To Be Rescheduled

ICASS FY10 BUDGET WORKSHOPS – EUR

PLACE PRAGUE, CZECH REPUBLIC

DATE: OCTOBER 19-23, 2009

ICASS FY10 BUDGET WORKSHOPS - AF

PLACE NAIROBI, KENYA

DATE: OCTOBER 26-30, 2009

ICASS FY10 BUDGET WORKSHOPS – EAP

PLACE MANILA, PHILIPPINES (TENTATIVE)

DATE: NOVEMBER 2-6, 2009

ICASS FY10 BUDGET WORKSHOPS – NEA/SCA

PLACE AMMAN, JORDAN

DATE: NOVEMBER 8-12, 2009

ICASS FY10 BUDGET WORKSHOPS – WHA

PLACE SAN JOSE, COSTA RICA

DATE: NOVEMBER 16-20, 2009

ICASS Photo Gallery



Dakar PST Training 2008



Ankara PST Training 2009



Bucharest PST Training 2009