

Outstanding Leadership Award
Nomination

1) Name, position, and agency of the nominee.

Mirela Kacevac, ICASS Administrative Assistant, USAID Bosnia and Herzegovina

2) Name, position, and agency of the nominator(s).

Ann Posner May 10, 2005
Ann Posner, Supervisory Executive Officer, USAID Bosnia and Herzegovina

3) Name of the Chief of Mission/Bureau Head who approved this nomination and the date of approval.

[Signature]

May 10, 2005

4) If appropriate, was this individual's contribution documented using measurements or surveys? If so, please describe the measurement and the result. N/A

5. Description of the outstanding leadership contribution(s) of the nominee, including the impact on your post. Link this contribution to one or more of the award criteria. You may add an additional page if necessary. (*Award criteria: a) Leadership in implementation of the ICASS process, characterized by foresight, persistence, and persuasiveness; b) Successful actions as a change agent in developing new and better ways of doing business at post to improve the quality of services or reduce costs; c) Proactive contributions to the development of consensus at post on ICASS issues; d) Performance in a manner that is clearly instrumental in the achievement of major post ICASS goals and objectives, and without which success would have been uncertain or seriously delayed.*)

Although ostensibly a USAID ICASS Administrative Management Assistant, Ms. Kacevac is more than that, much more. Mirela Kacevac is recognized as a leader, worldwide in development of Alternate Service Provision methodology for ICASS. This is particularly important as US Government Agencies administrative budgets are being hammered worldwide, by declining funding for operations and the decline in dollar values in foreign exchange rates.

In Sarajevo, Ms. Kacevac led the USAID Office's efforts to compile and analyze its support services costs and compare those with Embassy ICASS services. She provided the leadership and technical knowledge to point the way toward potential ICASS cost savings and avoidance of duplicated services. Using her adaptations of ASP ICASS software for cost calculations and becoming a facilitator, Ms. Kacevac engaged USAID's support staff in cost analyses of their administrative support services. The results indicated that in some services USAID independent service provision made sense, in others combined services was the better choice. The analysis results pointed the way to action. Using Travel services as an example, USAID realized that it saved \$24,000 by providing services independently. However, USAID noticed that Embassy ICASS could provide shipping and customs services more efficiently. So USAID now is seeking to subscribe to the more efficient Embassy ICASS shipping and custom services and is studying provision, as an ASP/ICASS provider, of other services to ICASS Agencies at Post.

US Embassy ICASS is also undertaking cost/benefit comparisons. As a result of both analyses, by adapting the more efficient models and by minimizing costs, the Post ICASS Council will now have competitive choices. Without Ms. Kacevac's enthusiasm, competence and strong analytical skills, the Embassy community would not have cost savings options.

Ms. Kacevac's expertise and her congeniality and training skills benefited other USAID Missions as well as Sarajevo. She guided USAID in Cambodia and Armenia to enable others to gain from her knowledge. As awareness of her analytical skills and knowledge of ASP ICASS software spread, Ms. Kacevac's services were in demand by the Posts selected to be Pilots for assessment of administrative support services and combined ICASS services.

Ms. Kacevac was also tasked by the ICASS Service Center (ISC) to help de-bug a new version of the ASP/ICASS software. Working in tandem with the ISC specialists, she suggested general areas for improvements, noted glitches and helped to develop an improved software product that is easier to use, increases Alternate Service Provider transparency and enables Posts worldwide to consider more options to improve ASP ICASS service delivery while reducing costs.

She demonstrated her excellent presentation skills at the State Department Budget Conference in Berlin in 2004. A Conference organizer said "Mirela created an excellent ASP power point presentation for the Conference. She was amazing with her knowledge of ASP ICASS. She became the contact person for the USAID Europe and Eurasia Region. There was no request too difficult for her."

At USAID/ICASS/Washington Ms. Kacevac assisted professionals in the ICASS Service Center and USAID Budget offices to design and conduct a two-day training session for all ASP provider missions - - in the use (and intricacies) of the new ASP ICASS software.

Ms. Kacevac traveled to, assessed and trained USAID Cambodia, Tanzania, Armenia and Kazakhstan Mission staffs (all new to the ASP ICASS process) in the intricacies of becoming an Alternative Service Provider and prepared USAID Cambodia and Tanzania for immediate ASP implementation. Feedback from these USAID Missions confirmed the quality of her assistance: "It has been EXTREMELY valuable to have her here. Questions we have been struggling with and spending considerable time discussing are being resolved in a few minutes." The USAID Cambodia Mission exclaimed that she provided "tremendous value" since she actually provided hands-on assistance in helping them to set up the ASP system. "It was because of Mirela that we (USAID/Cambodia) were the first pilot post to implement our pilots."

Ms. Kacevac's efforts over the past year have been critical to successfully bringing USAID/ICASS/ASPs up to par - - and for assisting new ASP ICASS operations (both the Shared Service Pilots and others)

In fact, it is doubtful that in recent years any single person, worldwide, has played a more important role than Mirela Kacevac in helping ASP ICASS to become the truly efficient system that it was originally intended to be.