

FOR OFFICE USE		
<input checked="" type="checkbox"/> STATE <input type="checkbox"/> USAID	DATE REC'D BY AWARDS OFFICE:	DATE RELEASED TO PERSONNEL RECORDS:



STATE - USAID

Nomination for Award

PART I - NOMINATION		
NAME OF NOMINEE (<i>Last, First, Middle</i>) Hutheram, Bupendra	SOCIAL SECURITY NO.	ORG. SYMBOL OR POST US Embassy, Pretoria, RSA
PRESENT POSITION TITLE AND GRADE Regional Financial Specialist	Position held during period covered by nomination if different than present ICASS Sub-Group Internal Reviewer	

REASON FOR AWARD			
<input checked="" type="checkbox"/> PERFORMANCE	<input type="checkbox"/> CUSTOMER SERVICE	<input type="checkbox"/> TEAMWORK	<input checked="" type="checkbox"/> OTHER: <u>ICASS</u>
<input type="checkbox"/> SPECIAL ACT	<input type="checkbox"/> INNOVATION	<input type="checkbox"/> CRISIS MANAGEMENT	

TYPE OF AWARD RECOMMENDED		
<input type="checkbox"/> THE SECRETARY'S AWARD	<input type="checkbox"/> SUPERIOR HONOR AWARD	<input type="checkbox"/> TIME OFF FROM DUTY AWARD
<input type="checkbox"/> AWARD FOR HEROISM	<input type="checkbox"/> MERITORIOUS HONOR AWARD	<input type="checkbox"/> CASH
<input type="checkbox"/> SECRETARY'S CAREER ACHIEVEMENT AWARD	<input type="checkbox"/> FRANKLIN AWARD	<input checked="" type="checkbox"/> OTHER <u>ICASS</u>
<input type="checkbox"/> DISTINGUISHED HONOR AWARD	<input type="checkbox"/> FOREIGN AFFAIRS AWARD FOR PUBLIC SERVICE	

RECOMMENDED AMOUNT: (Cash/Time Off Hours)	APPROVED AMOUNT:	APPROVED AWARD:
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JUSTIFICATION FOR AWARD (Include a concise citation to be used on the award certificate. Additional sheets may be used)

The ICASS Council highly recommends Kemp Long and Bupendra Hutheram for their outstanding vision, leadership and teamwork in developing the first ICASS Customer Service Standards for the U.S. Mission in South Africa in seven years.

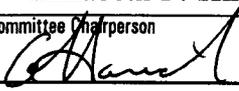
The U.S. Mission in South Africa has more than doubled in size over the past 10 years, increasing to now close to 1,000 employees, representing 26 USG agencies in four locations (Pretoria, Johannesburg, Durban and Cape Town). ICASS services, totaling \$16 million annually, have expanded to handle the growing Mission presence, but service quality has not kept pace with this expansion. The ICASS Council established Customer Service Standards as its number one goal for 2005/2006. Mr. Long volunteered to spearhead the Customer Service Standards effort and offered to develop a collaborative process that would establish teamwork and customer service as core values for all of the service providers. He and Mr. Hutheram worked tirelessly to thoroughly brief staff and Council members on their strategy to get the Service Standards completed by March 2006. This was a monumental task given the size of the U.S. Mission, the number of service providers and the physical location of the Embassy vis a vis the three consulates.

NOMINATED BY: (<i>Name, Title, Signature</i>) Denise Rollins - Deputy Director - USAID-Pretoria, South Africa ICASS Council Chairperson	DATE (<i>mm-dd-yyyy</i>) 03-10-06
APPROVED BY: (<i>Supervisor's Name, Title, Signature</i>) Applicable only if nominated by other than supervisor. James Inder - Snr. Financial Mgt. Officer US Embassy Pretoria, S.A	DATE (<i>mm-dd-yyyy</i>) 03-10-06

PART II - ACTION TAKEN/TIME OFF FROM DUTY AWARD - *Optional - For period not to exceed one work day.*

Bureau/Post Approval <i>(Name, Title)</i>	Date <i>(mm-dd-yyyy)</i>
Bureau/Post Approval <i>(Signature)</i>	

PART III - ACTION TAKEN BY JOINT COUNTRY AWARDS COMMITTEE

<input checked="" type="checkbox"/> Approve	Date <i>(mm-dd-yyyy)</i>	Remarks The Inter Agency Award Committee has received the nomination and approved it for submission to the ICASS Awards Program for consideration.
<input type="checkbox"/> Disapprove	04-26-2006	
Cash Awards Only - Approved Amount		
Typed Name of Committee Chairperson Elizabeth P. Hinson		
Signature of Committee Chairperson 		

PART IV - ACTION TAKEN BY CHIEF OF MISSION

<input type="checkbox"/> Approve	Date <i>(mm-dd-yyyy)</i>	Remarks
<input type="checkbox"/> Disapprove	04-26-2006	
Cash Awards Only - Approved Amount		
Typed Name of Chief of Mission Donald G. Teitelbaum		
Signature of Chief of Mission 		

PART V - ACTION TAKEN BY AREA AWARDS COMMITTEE

<input type="checkbox"/> Approve	Date <i>(mm-dd-yyyy)</i>	Remarks Certification: All Committee members reviewing this nomination have attended Diversity Awareness Training for awards committee members.
<input type="checkbox"/> Disapprove		
Cash Awards Only - Approved Amount		
Typed Name of Committee Chairperson		
Signature of Committee Chairperson		

PART VI - ACTION TAKEN BY DEPARTMENT AWARDS COMMITTEE

<input type="checkbox"/> Approve	Date <i>(mm-dd-yyyy)</i>	Remarks
<input type="checkbox"/> Disapprove		
Cash Awards Only - Approved Amount		
Typed Name and Title		
Signature		

PART VII - FISCAL DATA

Bureau/Post Budget Officer <i>(Name, Signature)</i>	Date <i>(mm-dd-yyyy)</i>								
Accounting Classification <i>(Completed by Bureau/Post Budget Officer)</i>									
Agency	Appropriation	Allotment	Obligation No.	Org. Code	Function	Object	Award Amount	For Gift Cheque Use Only	
								Obligation	Net

PART VIII - PAYROLL OFFICE INFORMATION - FOR GIFT CHEQUE USE ONLY

Bureau/Post Awards Officer <i>(Name, Signature)</i>	Date <i>(mm-dd-yyyy)</i>				
Payroll Information <i>(Completed by FMP)</i>					
Gross Amount	Federal Tax Withheld	State Tax Withheld	OASDI Tax Withheld	FHI Tax Withheld	Net Amount

Nomination for Award

NAME OF NOMINEE (Last, First, Middle)

Hutheram, ,Bupendra

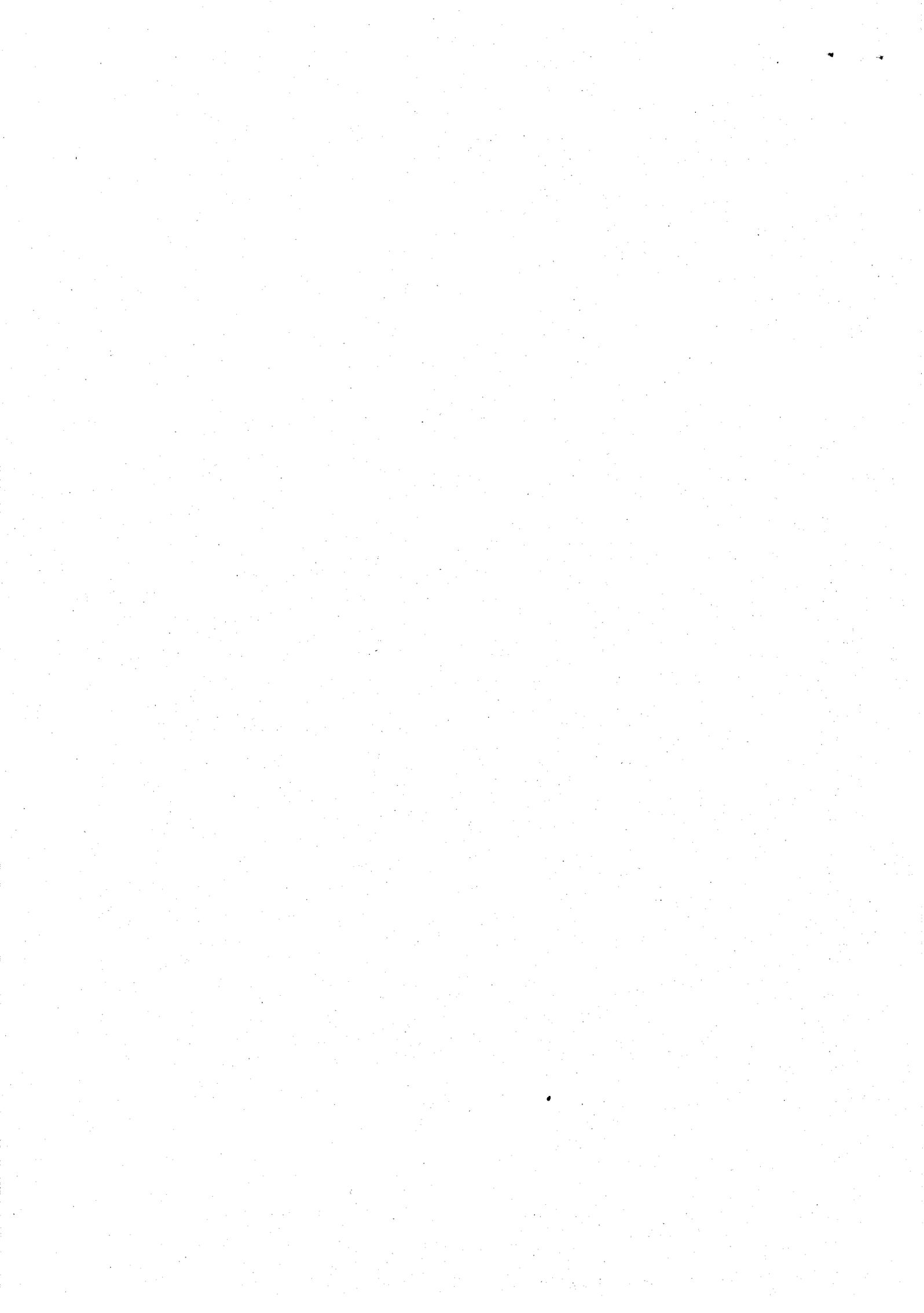
JUSTIFICATION FOR AWARD (Include a concise citation to be used on the award certificate. Continuation Sheet

Mr. Long and Mr. Hutheram worked hand-in-glove to ensure that the ICASS committees - ICASS Council, Working Group and Standards Sub-Working Group were well informed about meetings and their purposes by providing well-written documents and clear agendas. Mr. Long volunteered to establish and chair the ICASS Standards Sub-group committee at all four locations and began the process by conducting a series of off-sites for ICASS employees and their FSN and American supervisors. During these sessions employees and supervisors identified barriers and bottlenecks to service delivery and developed action plans to overcome these problems. As a result, Mr. Long and Mr. Hutheram led 120 (FSN and USDH staff from 4 locations) of the service providers in clearly identifying responsibilities for each unit and establishing objective and identifiable metrics that would allow customers to measure the quality of the services provided. Mr. Long and Mr. Hutheram conducted team building exercises to improve working relationships between service provider sections. As a result, service provider staff identified four projects to improve ICASS service delivery and a project implementation work plan.

In the exacting process of defining the service standards in each location and connecting these into one integrated service network Mr. Hutheram was invaluable. As a talented and long serving FSN member of the ICASS team he drew upon his experience and insight to bridge the gap between local service providers and their American and local customers. This proved critically important at each stage of defining the new standards. Another important part of this entire process was the backroom sessions between Mr. Long and Mr. Hutheram in which they designed the implementation program and bounced ideas, potential metrics and possible solutions between themselves and the leading FSN and American service providers. This was truly a joint effort by Mr. Long and Mr. Hutheram to bring this program into existence and guide it to its successful conclusion

In addition to working with the ICASS staff, Mr. Long trained the ICASS Council, Working Group and Sub-Working Group in ICASS methodology and made himself and Mr. Hutheram available for a constant stream of questions and clarifications. The Sub-Working Group met weekly for several hours with each service provide to discuss the services and standards. Mr. Long and Mr. Hutheram ensured that service providers were prepared to meeting with ICASS members and to adequately explain their responsibilities and the metrics. This process has increased the level of trust between ICASS members and service providers and established a more positive working relationship.

This was a long arduous process that took six months to accomplish, given that Mr. Long and Mr. Hutheram worked with service providers at the Embassy and then scheduled visits to each consulate to deploy the same training and team building. The ICASS Council takes great pride in now having a completed set of Service Standards that have been developed collaboratively and through an extensive consultation process that ensured buy-in and support and completed sooner than expected! This would not have happened without Mr. Long's leadership and Mr. Hutheram's insight into service provision. The mere thought of taking on an assignment of this nature generated considerable at the beginning, but it is a direct result of Mr. Long's commitment to excellent and teamwork that he was able to make this a reality and an example for other U.S. missions world-wide. As ICASS Chair and with 18 years in the USAID Foreign Service, I commend Mr. Long for his extraordinary commitment and his willingness to take on difficult tasks and for his mentoring of Mr. Hutheram. He is certainly one of the best Budget and Finance officers I've ever worked with at a U.S. Embassy in my career.



3/16/06

FOR OFFICE USE

STATE USAID

DATE REC'D BY AWARDS OFFICE:

DATE RELEASED TO PERSONNEL RECORDS:

STATE - USAID



Nomination for Award

PART I - NOMINATION

NAME OF NOMINEE (Last, First, Middle) Long Kemp		SOCIAL SECURITY NO.	ORG. SYMBOL OR POST US Embassy Pretoria, RSA
PRESENT POSITION TITLE AND GRADE Regional Financial Management Officer		Position held during period covered by nomination if different than present ICASS Sub-Group Chairman	

REASON FOR AWARD

PERFORMANCE CUSTOMER SERVICE TEAMWORK OTHER: ICASS
 SPECIAL ACT INNOVATION CRISIS MANAGEMENT

TYPE OF AWARD RECOMMENDED

THE SECRETARY'S AWARD SUPERIOR HONOR AWARD TIME OFF FROM DUTY AWARD
 AWARD FOR HEROISM MERITORIOUS HONOR AWARD CASH
 SECRETARY'S CAREER ACHIEVEMENT AWARD FRANKLIN AWARD
 DISTINGUISHED HONOR AWARD FOREIGN AFFAIRS AWARD FOR PUBLIC SERVICE OTHER ICASS

RECOMMENDED AMOUNT: (Cash/Time Off Hours)	APPROVED AMOUNT:	APPROVED AWARD:
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APPROVED BY: (Supervisor's Name, Title, Signature) Applicable only if nominated by other than supervisor. James Inder - Sr. Financial Mgt. Officer U.S. Embassy South Africa		DATE (mm-dd-yyyy) 03-10-06

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Bureau/Post Approval (Name, Title)					Date (mm-dd-yyyy)				
Bureau/Post Approval (Signature)									
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<input checked="" type="checkbox"/> Approve <input type="checkbox"/> Disapprove		Date (mm-dd-yyyy) 04-26-2006		Remarks The Inter Agency Award Committee has reviewed the nomination and approved it for submission to the ICASS Awards Program for consideration.					
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Long ,Kemp

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