



# The ICASS Gazette

Volume 1, Issue 2

SPRING EDITION

March 23, 2009

## Partial Year Invoices Up in 2008



The number of Partial Year Invoices (PYI) in 2008 increased by 44% over 2007. More than 464 invoices were processed last year for a total of \$6.9 million. That's funding on top of post's existing target. Partial Year Invoices should

always be used to obtain funds in the current year that can be used to address short-term requirements and to project funding needs for growth.

## MAY 1<sup>st</sup> IS APPROACHING.

**MAKE IT COUNT!**



We're approaching the first of three phases in the ICASS budget and cost distribution cycle. Get this one wrong and the whole process is off on the wrong foot.

What can make such a difference? **Workload!** On May 1, ICASS headcounts, space and transactions are counted, and these counts are the basis upon which all the costs of ICASS are spread to customers.

If these counts are not accurate...if they don't represent a fair distribution of workload to agencies, then the dollars spread to them are inaccurate, as well. Get them right, and the invoices are fair. Many people think ICASS is mostly a "FMO thing", but at this time of year it is doubly important that two groups critical to the working of ICASS step up and get their job right...the service providers in other sections who take the counts, and the customer reps who must review and approve their agencies' counts.

Each section with ICASS counting responsibilities...IMO, Health Unit, RSO, GSO, HRO, and CLO, as well as the FMO shop, should be aware of what and how to count (whether it's a static snapshot on May 1, or a cumulative count). How would they know this? By linking to the following guide for Standard posts:

<http://www.icass.gov/index.cfm?fuseaction=public.display&id=cd544d4a-805a-418c-ae13-507a2378222b>

...or for Lite posts:

<http://www.icass.gov/index.cfm?fuseaction=public.display&id=b47120fc-cf07-4b0e-aae6-e6dac1c2a2a4>

Hint: look in the "Office Responsible" column on the right. If you see your section, and don't know what to do for this critical responsibility, now is the time to visit your friendly ICASS analyst in the FMO shop for guidance.

## INSIDE THIS ISSUE

- 1 Partial Year Invoices Up in 2008
- 1 May 1<sup>st</sup> APPROACHING
- 2 TIME is Money
- 2 REMINDER of Post Software Release Version 2.29
- 2 ICASS CONSULTATIONS
- 2 Have TDYers?
- 3 ICASS By the Numbers
- 3 It's 11:00 - *SOMEWHERE*
- 3 Informative Links / Acronyms / Calendar of Events



State Dept. at night

## TIME IS MONEY



You may have heard this old saying. In ICASS, it's literally true!

Question: How do the salary, benefit and other support costs of ICASS service provider personnel get spread to agency invoices?

Answer: By the percentage of time those service providers allocate to the cost centers where they work.

### Mr. Workload



Time allocation is the “kissing cousin” to workload counting for getting cost distribution right.

### Ms. Time

Last year, nearly two-thirds of the total cost of ICASS at posts was staff cost...it's a big deal, and thousands of people play a role.

If you are an ICASS service provider, you may be wondering how to get this right. First, think of your job title, and the section in which you work. Those are your primary guides, and then remember the guidance from the ICASS Handbook for each and every cost center: “Employees who directly perform or supervise the work of this service should allocate their time to this cost center”.

Your FMO section will distribute last year's time allocations. If yours is aligned with the simple guidance above, the time allocation may be left unchanged. If it doesn't, or you're not sure, work with your supervisor to get it right. One person's time may not seem all that important. But collectively, they add up to thousands of employees and more than a quarter of a billion (that's billion, with a “B”) dollars. Take the time...get it right!



## REMINDER

**Don't forget to update your post software in April. Version 2.29 will be available at the end of March.**



## ICASS CONSULTATIONS

The ICASS Service Center invites transferring ICASS Service Provider personnel, Post Council, and Budget Committee Chairs for consultation visits while in Washington. This invite is extended to all Chiefs of Mission, DCMs, ICASS Service Provider Personnel (MO, FMO, GSO, FM, IMO, RMO, RSO, OMS, ASP EXO's) and Council and Budget Committee Chairs to include a briefing at the Service Center on their Washington consultation lists. We also encourage senior ICASS FSNs and CLOs who may be in Washington on training to meet with us as well

This consultation will be tailored to your post, with a focus on information relevant to your role in ICASS. We've been told it's like taking a “virtual TDY” to post with all the useful info gleaned from the consultation.

It helps us in two ways. We learn from you about your post, your past experience with ICASS, and ways we might improve our training and outreach efforts. And, we learn a lot about the post where you are assigned by the “deep dive” we take into its ICASS data in preparation for the consult.

An ICASS Service Center consultation...don't arrive at post without it.

To schedule a consultation with the ISC, please contact – via email: Susie Phillips ([phillipssk@state.gov](mailto:phillipssk@state.gov)).

We look forward to seeing you this Summer.



## Have TDYers?

**You Need a TDY Policy on eCC!**

Please get your TDY policy updated and posted on eCC. Remember that use of the ICASS TDY Module is *optional*, but if you do plan to use it, it must be appropriately reflected on eCC. Even if you do not use the TDY module, you must update your posted policy and provide information on any direct costs TDYers can anticipate. The goal is to make the eCC information a one-stop shop for all information TDYers need to know regarding any expected costs related to visiting your post. Remember: if you do not have an up-to-date policy posted on eCC, it will be assumed that you do not use the TDY module and no TDY invoices will be accepted from your post. See the new ICASS Handbook guidelines on [www.ICASS.gov](http://www.ICASS.gov) which are now in final clearance.



## ICASS By The Numbers

*Everything you ever wanted to know . . .*

The ICASS Service Center has added the FY09 data to its signature presentation on “ICASS By The Numbers.” The slideshow (with explanatory speaker notes) walks you through basic information on the cost and size of ICASS over the past ten years. It breaks down the numbers in a variety of ways to give you a clearer picture of both the cost components and size of the customer base. Click on [www.ICASS.gov](http://www.ICASS.gov) and go to “Hot Topics” and select “NEW: ICASS By The Numbers.”



## It’s 11:00 (somewhere)

*Have you seen your customer survey results?*

The 2009 customer satisfaction survey results went out to posts the week of March 2<sup>nd</sup>. The comments followed soon after.

Have you seen them??

As stated in the last issue of The Gazette, survey results provide a wealth of information about how ICASS is performing at post. The comments are sent to management officers and ICASS council chairs for their review and dissemination. They also get the scores, but we post them on the ICASS website, as well.

If you haven’t seen the scores for your post, access them at:

<http://www.icass.gov/index.cfm?fuseaction=public.display&id=30b39f69-36ce-41e7-8d08-998df0a2c284>

## INFORMATIVE LINKS

- ICASS Service Center: [www.icass.gov](http://www.icass.gov)
- M/PRI: <http://mpri.m.state.gov/>
- STATE News: [www.state.gov](http://www.state.gov)
- WHITE HOUSE News: [www.whitehouse.gov](http://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



## CALENDAR OF EVENTS

### ICASS FY09 FINAL BUDGET HEARINGS

- PLACE ICASS SERVICE CENTER
- DATE: APRIL 15<sup>TH</sup>, 2009 – 10:00AM

### VERSION 2.29 SOFTWARE RELEASE – END MARCH

REMINDER: UPDATE YOUR POST SOFTWARE IN APRIL



Victoria Falls

### POST SPECIFIC TRAINING –

#### COMING TO YOUR AREA IN 2009

- Bratislava – March 23
- Belgrade – March 30
- Dar es Salaam - April 20
- Monrovia – April 27
- Podgorica – May 1
- Berlin/Frankfurt – May 11
- The Hague – May 26
- Khartoum/Juba – To Be Rescheduled
- Mexico City – To Be Rescheduled