

1 FAM 200

INTERNAL FUNCTIONAL BUREAUS

1 FAM 210

BUREAU OF ADMINISTRATION (A)

(TL:ORG-131; 06-17-2004)
(Office of Origin: A/EX/MGT)

1 FAM 211 SCOPE AND AUTHORITY

1 FAM 211.1 Policy

(TL:ORG-113; 07-01-2002)
(Revalidated 06-17-2004)

It is the policy of the Department of State to provide for a uniform handling of administrative programs and responsibilities.

1 FAM 211.2 Assistant Secretary Responsibilities

(TL:ORG-131; 06-17-2004)

a. Reports directly to the Under Secretary for Management (M). Under the overall direction of the Under Secretary for Management, directs the Bureau of Administration (A).

b. Establishes program priorities, oversees the preparation of budget estimates for the bureau, and supervises the use of appropriated funds for the bureau in accordance with Congressional limitations, program objectives and policies of the President and the Secretary.

c. Directs administrative oversight and services of language services, allowances, schools support abroad, domestic real property management and facilities support, *domestic emergency management*, *domestic safety*, and commissary and recreation affairs.

d. Directs administrative oversight and services of the logistics function (acquisition, supply, transportation, and unclassified *pouch and mail*).

e. Manages the Department's Records Program, Multi-Media Services, Directives Management, and the Ralph Bunche Library.

f. Establishes or otherwise ensures that a process is in place to evaluate whether proposed collections of information should be approved and certifies such proposed collections of information for OMB review and approval.

g. Directs administrative oversight and services of the Office of Small and Disadvantaged Business Utilization (A/SDBU), and reports directly to the Deputy Secretary concerning its policies and activities.

h. Directs administrative oversight of the policies and activities of the Diplomatic Telecommunications Service.

i. Directs administrative oversight and services of the Office of the Procurement Executive.

j. Directs administrative oversight and services of the Presidential/Vice Presidential Travel Support Staff.

k. Directs administrative oversight and services of the Center for Administrative Innovation.

l. Ensures continuing liaison with members and staffs of Congressional committees having oversight responsibilities for Department operations.

m. *Serves as the Executive Secretary for the Domestic Emergency Action Committee, which recommends actions to the Under Secretary for Management to prepare for and respond to security threats and other contingencies that may affect personnel and facilities.*

n. Serves as chairman of:

(1) Overseas Schools Policy Committee;

(2) Selection committee for the Leamon R. Hunt Award for Administrative Excellence; and

(3) International Cooperative Administrative Support Services (ICASS) Executive Board.

o. Approves, when appropriate, successive redelegations of authority, pursuant to the authority vested in the Secretary by 22 U.S.C. 2651a, or by other law.

p. Provides overall direction and administration of the Department's energy conservation program. In addition, *serves as the Department of State representative to the Federal Interagency Energy Policy Committee ("656 Committee").*

q. Has overall substantive responsibility for the following Department regulatory publications:

(1) *Foreign Affairs Manual* Volume 1 (Organization and Functions), subchapter 1 FAM 210—Bureau of Administration (A);

(2) *Foreign Affairs Manual* Volume 2 (*General*), subchapter 2 FAM 1290—*Certificates of Authentication and Fees for Services*;

(3) *Foreign Affairs Manual* Volume 5 (*Information Management*), subchapter 5 FAM 960—*Publications*, 5 FAH-4 (*Records Management Handbook*) and 5 FAH-7 (*Graphics Standards Handbook*) in their entirety; and

(4) *Foreign Affairs Manual* Volume 6 (*General Services*), 6 FAH-1 (*General Services Handbook*), 6 FAH-2 (*Contracting Officer's Representative Handbook*), and 6 FAH-5 (*International Cooperative and Administrative Support Services (ICASS) Handbook*).

r. Has substantive responsibility for the *Overseas Contracting and Simplified Acquisition Guidebook*.

s. Appoints the chairman, co-chairman, and members of the Department's Appeals Review Panel for the adjudication of appeals filed under the Freedom of Information Act (FOIA), Privacy Act, and Executive Order 12958 (national security).

t. Serves as the senior official responsible for meeting the goals and requirements of Executive Order 13123, *Greening the Government through Energy Efficient Management*.

1 FAM 211.3 Organization

(TL:ORG-131; 06-17-2004)

An organization chart of the "A" Bureau is found as 1 FAM Exhibit 211.3.

1 FAM 211.4 Definitions

(TL:ORG-131; 06-17-2004)

Benchmarking. The innovative adaptation of best practices with the objective of gaining competitive advantage.

Chargeback system. A system in which the recipient of a particular service or product pays for the actual cost of the service/product.

Electronic Commerce. Electronic techniques for accomplishing business transactions, including electronic mail or messaging, World Wide

Web technology, electronic bulletin boards, purchase cards, electronic funds transfers, and electronic data interchange.

Life-cycle management of records. *Refers to the creation, acquisition, maintenance, use, and disposition of those records.*

1 FAM 211.5 Authorities

(TL:ORG-131; 06-17-2004)

a. A wide range of statutes and regulations govern the activities of the A Bureau. These include the biennial State Department authorization acts, annual appropriations acts, as well as existing bodies of organic law, including the State Department Basic Authorities Act, as amended; the Budget Enforcement Act; the Foreign Service Act of 1980, as amended; and the Federal Managers' Financial Integrity Act, as amended.

b. Other authorities that govern the A Bureau are as follows:

(1) **Allowances Program**—Overseas Differentials and Allowances Act, 5 U.S.C. 5921-5928; Section 905 of the Foreign Service Act of 1980, 22 U.S.C. 4085; Advance Pay and Allotment Act of 1961, as amended by the Foreign Service Act of 1980, 5 U.S.C. 5521-5527; United Nations Participation Act, 22 U.S.C. 87; and the Defense Department Overseas Teachers Pay and Personnel Practices Act of 1959, as amended, 20 U.S.C. 905-906;

(2) **Diplomatic Pouch and Mail**—Vienna Convention on Diplomatic Relations; 39 U.S.C. 406, 3401; DOD Military Postal Service Regulations; and the Economy Act, 31 U.S.C. 1535-1536;

(3) **Diplomatic Telecommunications Service:**

(a) National Security Decision Directive 97, June 13, 1983;

(b) E.O. 12472, Assignment of National Security and Emergency Preparedness Telecommunication Functions, April 3, 1984;

(c) National Security Decision Directive 188, September 16, 1985;

(d) National Security Decision Directive 211, February 11, 1986;

(e) E.O. 12958, Classified National Security Information, April 17, 1995;

(f) E.O. 13011, Federal Information Technology, July 13, 1996;

(g) DOD Directive 4525.6-M, Volume 1, Appendix A;

(h) Public Law 102-140, Departments of Commerce, Justice, and State, the Judiciary and Related Agencies Appropriation Act, Fiscal Year 1992, October 28, 1991;

(i) Public Law 103-317, Departments of Commerce, Justice, and State, the Judiciary and Related Agencies Appropriations Act, Fiscal Year 1994, August 26, 1994;

(j) Public Law 105-277, Foreign Relations Authorization Act, Fiscal Years 1998 and 1999, October 21, 1998;

(k) Public Law 106-113, Admiral James W. Nance and Meg Donovan Foreign Relations Authorization Act, Fiscal Years 2000 and 2001, November 29, 1999;

(l) Public Law 106-567, Intelligence Authorization Act for Fiscal Year 2001, December 27, 2000; and

(m) Public Law 107-108, Intelligence Authorization Act for Fiscal Year 2002, December, 28, 2001.

(4) ***Emergency Management Programs:***

(a) *Federal Property and Administrative Services Act of 1949, as amended, 40 U.S.C. 471 et seq.; and The International Center Act, Public Law 90-553, as amended by Public Law 97-186;*

(b) *Occupational Safety and Health Act of 1970;*

(c) *Comprehensive Environmental Response, Compensation, and Liability Act of 1980;*

(d) *Resource Conservation and Recovery Act;*

(e) *Toxic Substances Control Act;*

(f) *E.O. 12196, Occupational Safety and Health Programs for Federal Employees;*

(g) *29 CFR 1960, Basic Program Elements for Federal Employee OSH Programs and Related Matters; and*

(h) *E.O. 13148, Greening the Government Through Environmental Leadership.*

(i) *40 CFR 355, Title 40—Protection of Environment, Chapter I: Part 355—Emergency Planning and Notification E.O. 12656, Assignment of Emergency Preparedness Responsibilities (11/18/1988)*

(j) *E.O. 10346, Preparation by Federal Agencies of Civil Defense Emergency Plans (04/17/1952);*

(k) *61 CFR 20943-70, Emergency Planning & Notification (SARA Title III)*

(l) *29 CFR 1910, Title 29—Labor, Chapter XVII—Occupational Safety and Health Administration, Part 1910—Occupational Safety and Health Standards.*

(m) *NFPA 1600, National Fire Protection Association “Standard on Disaster/Emergency Management and Business Continuity Programs”.*

(n) *E.O. 12656, Assignment of Emergency Preparedness Responsibilities (11/18/1988) and E.O. 10346, Preparation by Federal Agencies of Civil Defense Emergency Plans (04/17/1952).*

(5) **Employee Associations**—State Department Basic Authorities Act, Section 31 (c), 22 U.S.C. 2703; and the Vienna Convention on Diplomatic Relations;

(6) **Employee Claims**—Military Personnel and Civilian Employee Claims Act of 1964, as amended, 31 U.S.C. 372;

(7) **Energy Conservation and Management:**

(a) Energy Policy Act of 1992 (EPACT), Public Law 102-486;

(b) E.O. 12902 (03/08/1994), Energy Efficiency and Water Conservation at Federal Facilities;

(c) E.O. 13101 (1999), Greening the Government Through Waste Prevention, Recycling and Federal Acquisition;

(d) E.O. 13123 (1999), Greening the Government Through Efficient Energy Management;

(e) E.O. 13148 (2000), Greening the Government Through Leadership in Environmental Management; and

(f) E.O. 13149 (2000), Greening the Government Through Federal Fleet and Transportation Efficiency.

(8) **Facilities Management (Domestic)**—Federal Property and Administrative Services Act of 1949, as amended, 40 U.S.C. 471 et seq.; and The International Center Act, Public Law 90-553, as amended by Public Law 97-186;

(9) **Federal Assistance**—Federal Grant and Cooperative Agreement Act, 31 U.S.C. 6301-6308 and general regulatory guidance promulgated by OMB in circulars:

(a) A-21, Cost Principles for Educational Institutions;

(b) A-87, Cost Principles for State, Local, and Indian Tribal Governments;

(c) A-102, Grants and Cooperative Agreements with State and Local Governments;

(d) A-110, Uniform Administrative Requirements for Grants and Agreements with Institutions of Higher Education, Hospitals, and Other Non-Profit Organizations;

(e) A-122, Cost Principles for Non-Profit Organizations; and

(f) A-133, Audits of States, Local Governments and Non-Profit Organizations.

(10) **Federal Acquisition and Contracting**—Federal Acquisition Regulations, 48 CFR Chapter 1; DOS Acquisition Regulations, 48 CFR Chapter 6; and Competition in Contracting Act of 1984, 41 U.S.C. 253;

(11) **Motor Vehicle Transport**—31 U.S.C. 1344 authorizes use of appropriated funds for maintenance, operation or repair of passenger carriers for official purposes and sets forth provisions on home-to-office transport;

(12) **Overseas Schools**—Section 29 of State Department Basic Authorities Act of 1956, 22 U.S.C. 2701; Section 102 of the Mutual Education and Cultural Exchange Act of 1961, 22 U.S.C. 2452 and Section 636 of the Foreign Assistance Act of 1961, as amended, 22 U.S.C. 2396; *Section 2201 of the Foreign Relations Authorization Act, Fiscal Years 1998 and 1999 enacted in Public Law 105-277*;

(13) **Procurement**—Federal Property and Administrative Services Act of 1949, as amended, 41 U.S.C. 251-260; Office of Federal Procurement Policy Act, as amended, 41 U.S.C. 401 et seq.; and Executive Order 12356;

(14) **Property Management**—Federal Property and Administrative Services Act of 1949, as amended, 40 U.S.C. 471 et seq.;

(15) **Records Management:**

(a) Freedom of Information Act, 1974, 5 U.S.C. 552;

(b) Privacy Act of 1974 as amended, 5 U.S.C. 552a;

(c) Electronic Freedom of Information Act Amendments of 1996, Public Law 104-231 (10/02/1996);

(d) E.O. 12958, Classified National Security Information (04/17/1995);

(e) Federal Records Act, 44 U.S.C. Chapter 31; and

(f) 22 CFR 171 Subchapter R, Access to Information.

(16) **Safety Program:**

(a) Occupational Safety and Health Act of 1970;

(b) Comprehensive Environmental Response, Compensation, and Liability Act of 1980;

(c) Resource Conservation and Recovery Act and amendments;

(d) Toxic Substances Control Act;

(e) E.O. 12196, Occupational Safety and Health Programs for Federal Employees;

(f) 29 CFR 1960, Basic Program Elements for Federal Employee OSH Programs and Related Matters; and

(g) E.O. 13148, Greening the Government Through Environmental Leadership.

(17) **Small and/or Disadvantaged Business Utilization:**

(a) Public Law 95-507, Section 221 and Public Law 100-656, Sections 502 and 503;

(b) Public Law 105-135 dealing with Hub zone contracting;

(c) Public Law 103-355 (10/1994) and E.O. 13157 (05/23/2000) relating to women-owned small businesses;

(d) E.O. 13170 (10/06/2000), relating to access for disadvantaged businesses; and

(e) Public Law 106-50, Veterans Entrepreneurship and Small Business Development Act of 1999 (08/17/2000);

(18) **Travel and Transportation**—Section 901 of the Foreign Service Act of 1980, 22 U.S.C. 4081; Title 5, Chapter 57; Fly America Act of 1980, as amended, 49 U.S.C. 40118; and Federal Travel Regulations, 41 CFR Subtitle F (see also 6 FAM);

(19) **Working Capital Fund**—Section 13 of the State Department Basic Authorities Act, 22 U.S.C. 2684; and

(20) Other authorities, as appropriate.

1 FAM 212 OFFICES ATTACHED DIRECTLY TO THE ASSISTANT SECRETARY (A)

1 FAM 212.1 Office of the Executive Director (A/EX)

(TL:ORG-131; 06-17-2004)

a. Assists the Assistant Secretary and the Under Secretary for Management, where appropriate, through the provision of executive management and administrative services, including management analysis and *strategic planning*, financial management, human resources management, information resources management, and general services for the Bureau of Administration. Within the bureau, provides services to the organizations under the direction of the Deputy Assistant Secretary for Operations, the Deputy Assistant Secretary for Logistics Management, the Deputy Assistant Secretary for Records and Publishing Services, the Office of the Procurement Executive, the Office of Small and Disadvantaged Business Utilization, the Presidential/Vice Presidential Travel Support Staff, the Center for Administrative Innovation, and the Diplomatic Telecommunications Service. *Also provides these services for the Office of the Curator, which reports directly to the Under Secretary for Management.*

b. *As the bureau's chief information officer, serves as principal advisor to the Assistant Secretary, Deputy Assistant Secretaries and principal officers on information resources management. Develops and implements information technology policies to enhance the bureau's IT program through timely, cost-effective, efficient, and secure application of information resources. Ensures that resource commitments are targeted to meet the bureau's performance goals, the Department's strategic goals, and Federal mandates for information technology and knowledge management.*

c. *Serves as the Bureau of Administration representative to the Department's E-Gov Advisory Board.*

d. Acts as the coordinator and communicator with the various bureau offices to provide an awareness of and assistance on overall Department and bureau policy requirements.

1 FAM 212.1-1 Management Staff (A/EX/MGT)

(TL:ORG-131; 06-17-2004)

- a. Provides management analysis and services to bureau offices.
- b. Coordinates management control issues, the *bureau* performance plan, the development of other reports and documents in partnership with other bureaus, as well as *bureau* responses to GAO audits and Inspector General inspections, audits, and hotline referrals.
- c. Provides advice and guidance on training and professional development and approves *bureau* enrollments and payments for courses and conference attendance;
- d. *Contributes to the Department's recruitment and development of Foreign Service management officers and Civil Service managers; and*
- e. Publishes *bureau* guidance, manages the A/EX intranet home page; and issues a monthly newsletter.

1 FAM 212.1-2 Financial Management Division (A/EX/FMD)

(TL:ORG-131; 06-17-2004)

- a. Formulates, presents, and executes the budget for the Bureau of Administration, with the exception of A/DTS.
- b. Performs both inter- and intra-bureau liaison and counseling activities in connection with budget functions; performs financial studies and audits, as appropriate.
- c. Provides central management responsibility to the Working Capital Fund (WCF).

(A) Administrative Services Staff (A/EX/FMD/AS)

(TL:ORG-131; 06-17-2004)

Develops or implements bureau-wide policies and procedures and carries out administrative and general services for those areas serviced by A/EX, including:

- (1) Travel support;
- (2) Procurement;
- (3) Property management;
- (4) Office space;
- (5) Equipment and furnishing;
- (6) Parking;

- (7) Security and safety;
- (8) Lock and mover requests;
- (9) *Cards, including travel and government purchase cards;*
- (10) Telephones;
- (11) Department-wide campaigns, such as savings bonds and *Combined Federal Campaign*; and
- (12) Other general services, as appropriate.

(B) Working Capital Fund (A/EX/FMD/WCF)

(TL: 131; 06-17-2004)

a. The Working Capital Fund (WCF) is a *chargeback system* managed by the Executive Office (A/EX), exclusive of accounting services performed in RM. It is a revolving fund authorized by Public Law 88-205, which is a repository for revenue from operating several income-generating activities. Supervision of each service remains with program managers.

b. Services offered through the Working Capital Fund are:

- (1) *Multi-Media Publishing Services;*
- (2) *Regional Printing Centers;*
- (3) *Freight forwarding from the despatch agencies and the European Logistical Support Office (ELSO);*
- (4) Domestic fleet management and operations (motor pool);
- (5) *Post procurements;*
- (6) *Telephone, data, and wireless systems;*
- (7) *Special services (labor/lock/cable);*
- (8) *Material Management Branch;*
- (9) Library services;
- (10) Commissary and recreation administrative staff;
- (11) Regional procurement and support offices (RPSOs);
- (12) Hagerstown, Maryland warehouse; and

(13) Administration.

1 FAM 212.1-3 Human Resources Division (A/EX/HRD)

(TL:ORG-131; 06-17-2004)

Coordinates human resources policies and services, including:

- (1) Position management and workforce analysis;
- (2) Position classification;
- (3) Recruitment and staffing;
- (4) *Career development;*
- (5) Employee benefits and incentive and performance awards;
- (6) Reporting and special projects such as the drug-free work force, alternate work schedules, and family friendly initiatives;
- (7) Performance management;
- (8) Employee and labor-management relations;
- (9) Summit and conference recruitment and staffing; and
- (10) Overarching bureau personnel policy and procedures.

1 FAM 212.1-4 Information Resources Management Division (A/EX/IRM)

(TL:ORG-131; 06-17-2004)

a. Provides information management leadership and technology representation on behalf of the:

- (1) Bureau of Administration (A);
- (2) Deputy Assistant Secretaries for Operations (A/OPR), Logistics Management (A/LM), and Records and Publishing Services (A/RPS); and
- (3) Office of the Executive Director (A/EX); Office of the Procurement Executive (A/OPE); Center for Administrative Innovation (A/CAI); Office of Small and Disadvantaged Business Utilization (A/SDBU); *and the Presidential/Vice Presidential Travel Support Staff (A/TSS).*

b. A/EX/IRM:

- (1) Provides strategic information technology planning and establishes *bureau* policies;

(2) Manages, oversees, and coordinates all configuration management for the *bureau* in support of the functions, program plans, and directions of bureau offices;

(3) Ensures that information management and technology initiatives within the bureau are consistent with the Department's strategic and tactical IRM plans and procedures. A/EX/IRM coordinates these plans and procedures with client organizations, which may develop processes consistent with the Department's strategic plan and Bureau of Administration policies;

(4) Reviews and coordinates the acquisition and management of information technology resources, including computer software and hardware, budget, and staff in support of bureau offices. A/EX/IRM reviews and coordinates bureau business process analyses and projects as they relate to information technology and information system operations of bureau offices;

(5) Carries out information technology studies, work flow and organization analyses, project planning and project management. A/EX/IRM develops, implements, and maintains new computer software and hardware systems to automate business processes and work functions carried out by bureau offices;

(6) Coordinates and assists bureau offices in conducting business process improvement and reengineering efforts in order to take maximum advantage of new and existing information technology, with a view toward streamlined, efficient, effective, and timely management and work processes;

(7) Coordinates technology directions, plans, and methods with other bureaus in accordance with Department strategic and tactical IRM plans. A/EX/IRM develops interfaces to major systems in other bureaus in support of Department-wide activities, with a view toward lower overall resource usage, improved responsiveness, timeliness, and quality;

(8) Provides operational support for systems and system users. A/EX/IRM develops, implements, and manages local area and wide area networks, servers, workstations, minicomputers, and major software applications in the United States and at multiple locations abroad. A/EX/IRM provides HELP DESK user assistance, problem solving, and troubleshooting;

(9) Develops, maintains, and manages the Department's B-Net automated multimedia employee information service. A/EX/IRM develops and implements technology to deliver B-Net services to Department annexes; and

(10) Provides consolidated *bureau* reporting in support of Department and external agency reporting requirements.

1 FAM 212.2 Office of the Procurement Executive (A/OPE)

(TL:ORG-131; 06-17-2004)

a. Pursuant to Delegation of Authority 120-5 from the Secretary, the Office of the Procurement Executive (A/OPE) evaluates, monitors and reports to the Assistant Secretary for Administration on the performance of the Department's procurement system in accordance with applicable laws and regulations.

b. Under the overall authority of 41 U.S.C. 414 and E.O. 12931, A/OPE:

(1) Prescribes the Department's acquisition and assistance policies, regulations, and procedures; determines the effect of new or proposed acquisition or assistance legislation, executive orders, or regulations on, or implements same into the Department's acquisition or assistance policy and procedures;

(2) Participates in developing U.S. Government-wide acquisition or assistance policies, regulations, and standards and represents the Department on councils, in particular, the Civilian Agency Acquisition Council, interagency task forces, and working groups;

(3) Develops and maintains a procurement career management program to ensure an adequate professional work force, to include approving Department acquisitions training curricula;

(4) Selects and designates an independent competition advocate under 41 U.S.C. 418, an acquisition ombudsman, and a task and delivery order ombudsman under 41 U.S.C. 251, who provides advice and counsel in accordance with law and regulations. A/OPE analyzes protests and standardization requests received pursuant to such programs;

(5) Selects and designates an electronic commerce program manager under 41 U.S.C. 302C who is responsible for promoting the use of electronic commerce in the Department's procurement system under applicable law;

(6) Promotes the acquisition of commercial items, the use of simplified acquisition procedures, innovation in the acquisition process, *and directs the purchase card program*;

(7) Appoints, in writing, qualified Department contracting officers and grants officers;

(8) Establishes a system for measuring the performance of contracting activities and offices, in coordination with A/LM, to ensure the quality of procurement actions;

(9) Serves as liaison with the Office of the Inspector General (OIG) for matters under the Department's acquisition system or assistance programs relating to regulations, policies, or procedures;

(10) Provides advice and guidance, in consultation with the Office of the Legal Adviser (L), as appropriate, to Department contracting activities and offices, including diplomatic and consular posts, and on matters of acquisition or assistance law, regulation, policy, and procedures, and on the General Accounting Office (GAO), judicial, and boards of contract appeal opinions or proceedings;

(11) *Evaluates and recommends disposition of solicitation and contract actions exceeding the authority limitation of contracting officers;*

(12) Conducts training and staff assistance visits to contracting offices domestically and abroad to promote quality in the acquisition process;

(13) Manages the Department's procurement reporting system, as required by 41 U.S.C. 417;

(14) Provides program management support to other assigned programs as they relate to the Department's procurement system, including the environmental program, metric program, and similar activities;

(15) Performs such actions, to include making determinations and findings or justifications and approvals, as deemed appropriate and consistent with applicable laws, regulations, policies, or procedures with respect to contracts, simplified acquisitions, assistance, and related transactions; and

(16) Promotes the use of U.S. small, disadvantaged, and women-owned businesses. In cooperation with the Office of Small and Disadvantaged Business Utilization (A/SDBU), *encourages the use of such small businesses whenever and wherever practicable.*

c. The Procurement Executive may delegate to the employees of the Department any of the above authorities or functions. Any delegation may include authority for further re-delegation.

1 FAM 212.2-1 Policy Division (A/OPE/PD)

(TL:ORG-131; 06-17-2004)

a. Determines the effect of, or implements, new or proposed legislation, executive orders, or regulations into the Department's domestic *acquisition system programs*.

b. Participates in *developing, issuing, and maintaining acquisition policy*, regulations, procedures, and guidance. *A/OPE/PD* represents the Department on the Civilian Agency Acquisition Council and other interagency bodies convened for such purposes, and is the focal point for matters involving the Department of State Acquisition Regulation (DOSAR).

c. *Manages the acquisition career management program*, including *developing* training curricula for domestic contracting activities and Foreign Service posts. *A/OPE/PD* participates in training at the Foreign Service Institute (M/DGHR/FSI), workshops abroad, and domestic contracting activities.

d. Participates in *developing, implementing, and monitoring* a Department-wide *contract reporting system (State/Federal Procurement Data System, S/FPDS)*.

e. *Manages the purchase card program, including establishing the strategic direction of the program, development of policy, and oversight of program operations.*

f. Provides expert contract advice on issues such as legal, regulatory, policy, or procedural requirements or developments; funding; method of acquisition; source selection or source competence; competition generally; and *contract terms* and conditions.

1 FAM 212.2-2 Evaluation and Assistance Division (A/OPE/EAD)

(TL:ORG-131; 06-17-2004)

a. Reviews and evaluates acquisition policies and programs and their implementation at Foreign Service posts and domestic contracting activities.

b. Implements new legislation, Executive Orders, or regulations into the Department's acquisition system *programs* that affect the acquisition *programs* for Foreign Service posts.

c. Participates in *developing, issuing, and maintaining* operational guidance on procurement matters to Foreign Service posts, including *managing the Overseas Contracting and Simplified Acquisition Guidebook*.

d. Evaluates and recommends disposition of solicitation and contract actions exceeding the authority limitation of contracting officers at Foreign Service posts.

e. Reviews applications for contracting officer appointments *and* provides recommendations to the Procurement Executive.

f. Participates in *developing* acquisition plans for Foreign Service posts.

g. Provides expert contract advice on issues such as:

(1) Legal, regulatory, policy, or procedural requirements or developments;

(2) Funding;

(3) Method of acquisition;

(4) Source selection or source competence; and

(5) Contract or assistance terms and conditions.

(8) Conducts procurement staff assistance visits to posts abroad and domestic contracting activities.

1 FAM 212.2-3 Federal Assistance Division (A/OPE/FA)

(TL:ORG-131; 06-17-2004)

a. Prescribes policies, procedures, and standards regarding the solicitation, award, and administration of all Departmental Federal assistance programs (e.g., grants, cooperative agreements, contributions, and similar instruments).

b. Establishes reporting requirements and standardizations for effective grant management and for complying with data needs promulgated by the Office of Management and Budget (OMB) *and coordinates with the Bureau of Resource Management's Office of Grants Financial Management regarding the development and administration of grants financial management policies, initiatives, studies, oversight, and training.*

c. Reviews applications for grant officer appointments and provides recommendations to the Procurement Executive.

d. Develops, implements, and manages the Department's training requirements for grants officers. A/OPE/FA designs, develops, and conducts grants workshops. A/OPE/FA participates in training at the

Foreign Service Institute, workshops abroad, and domestic grant-making activities;

e. Provides expert advice on assistance issues such as legal, regulatory, policy, or procedural requirements or developments; funding; selection of appropriate instrument; competition, and assistance terms and conditions; *and*

f. *Serves as the Department's Federal Acquisition Ombudsman handling audit appeals and other issues between a Grants Officer and a grantee.*

1 FAM 212.2-4 Competition Advocate (A/OPE/CA)

(TL:ORG-131; 06-17-2004)

As advocate for competition, and pursuant to the *Competition in Contracting Act of 1984, as amended (41 U.S.C. 401)*, the *Competition Advocate is delegated authority to:*

- (1) Challenge barriers to and promote full and open competition in the procurement of supplies and services by the Department;
- (2) Review the procurement activities of the Department;
- (3) Identify and report to the Procurement Executive opportunities and actions taken to achieve full and open competition in the procurement of supplies and services;
- (4) Identify and report to the Procurement Executive any condition or action which has the effect of unnecessarily restricting competition in the procurement actions of the Department;
- (5) Recommend to the Procurement Executive goals and plans for increasing competition on a fiscal year basis;
- (6) Recommend to the Procurement Executive a system of personal and organizational accountability for competition, which may include the use of recognition and awards to motivate program managers, contracting officers, and others in authority to promote competition in procurement programs; and
- (7) Include new initiatives required to increase competition, such as environmental programs (Greening the Government); promotion of commercial items; value engineering, and performance-based contracting.

1 FAM 212.2-5 Electronic Commerce Program Manager (A/OPE/EC)

(TL:ORG-131; 06-17-2004)

a. *Manages the Electronic Commerce program as established in 41 U.S.C. 252c;*

b. *Promotes a wide range of electronic commerce initiatives, technologies, and processes throughout the Department;*

c. *Facilitates electronic access to Department procurement opportunities for businesses and manages A/OPE's web sites and its Interactive INTERNET platform for the issuance of solicitation, receipt of offers, award, and administration of contracts. Also, A/OPE/EC will be facilitating "reverse auctions" on the INTERNET, where feasible; and*

d. *Facilitates "distance learning" initiatives within A/OPE, conducting training in the use of INTERNET technology for Foreign Service officers, locally engaged employees and businesses (particularly small businesses), and representing the Department at interagency fora which address electronic commerce initiatives, etc.*

1 FAM 212.3 Office of Small and Disadvantaged Business Utilization (A/SDBU)

(TL:ORG-131; 06-17-2004)

a. The Office of Small and Disadvantaged Business Utilization (A/SDBU) is responsible for the implementation and supervision of the Department's procurement activities related to small and disadvantaged business and women-owned businesses and other socioeconomic groups designated by law, in accordance with Public Law 95-507 and other public laws related to small business utilization.

b. The A/SDBU:

(1) Ensures that legislative mandates and executive orders regarding small and disadvantaged business utilization are carried out and formulates policies to implement such legislation; A/SDBU provides guidance to Department bureaus and offices regarding legislation and implementing regulations;

(2) Acts as an advocate within the Department for small, disadvantaged, and women-owned businesses seeking procurement opportunities; A/SDBU conducts outreach, counseling, and liaison programs for such businesses and Department staff;

(3) Establishes Department/SBA jointly negotiated goals for small businesses, disadvantaged businesses, and women-owned businesses, HUB Zone and veterans/service disabled veteran-owned business utilization. A/SDBU evaluates performance vis-à-vis goals achievements and prepares reports to Congress, SBA, and other executive agencies, as required, on the Department's performance;

(4) Is responsible for other intra- and inter-agency liaison and activities related to small, disadvantaged, and women-owned businesses and other socioeconomic groups designated by law;

(5) Initiates and oversees the annual Department of State Small Business Prime Contractor of the Year Award nomination and selection process; and

(6) Under a delegation of authority from the Small Business Administration, serves as the third-party signatory on contracts entered into under authority of the SBA's 8(a) business development program.

(7) Conducts an annual review of the Department's domestic contracting activity to assure that small businesses are receiving a fair share of the Department's domestic procurements; to assure the adequacy of contract-bundling documentation and justifications; and to determine the actions taken to mitigate the effects of necessary and justified contract bundling on small businesses. Provides a written copy of the assessment to the Secretary and to the Administrator of the Small Business Administration.

1 FAM 212.4 Presidential/Vice Presidential Travel Support Staff (A/TSS)

(TL:ORG-131; 06-17-2004)

a. Serves as the principal liaison with the White House and is responsible for all logistical and administrative arrangements in support of trips abroad (occasionally, domestic trips internationally related) by the President, Vice President, or First Lady; and

b. Also serves as the principal liaison office with a mission at the time of a visit with regard to this support. A/TSS coordinates mission personnel support and sends advance representatives to work with the White House advance personnel.

1 FAM 212.5 Center for Administrative Innovation (A/CAI)

(TL:ORG-131; 06-17-2004)

The Center for Administrative Innovation (A/CAI) is responsible to the Assistant Secretary for identifying, evaluating, and expanding best practices and new innovative techniques that will make the Department of State a “best-in-class” provider of administrative support services. The Center seeks best practices within Department of State organizations, other government agencies, and not-for-profit and private-sector entities. A/CAI also promotes *using* technology to increase the effectiveness, efficiency, and quality of administrative support for the service recipient. *The Director of the Center serves as State representative on the International Cooperative Administrative Support Services (ICASS) Interagency Working Group (IWG).*

1 FAM 213 DEPUTY ASSISTANT SECRETARY FOR OPERATIONS (A/OPR)

(TL:ORG-131; 06-17-2004)

a. Formulates and carries out policy and determines and develops program priorities on a broad range of administrative support and managerial activities for the organizations and employees of the Department and the Foreign Service, other Federal agencies, and the public.

b. Manages and establishes policies for domestic real property and facility management, energy and other conservation programs, conference facilities and services, video production, authentications, employee services, technical support services, the diplomatic reception rooms, assistance to schools abroad, language services, the administration of foreign allowances, the oversight of employee associations, and the provision of various services to employees of the Department.

c. Develops, prepares, and defends Office of Operations appropriations and authorization requests in the Department and before the Office of Management and Budget and Congressional committees.

d. Serves as Chairman of the Board of Directors of the Central Commissary and Recreation Fund (see 6 FAM 515);

e. As one of two Deputy Designated Agency Safety and Health Officials (the other Deputy resides in OBO/OM; see 1 FAM 280), reports to the Medical Director in his *or her* capacity as the Designated Agency Safety

and Health Official to develop and implement all domestic safety, health, fire, and environmental policies and programs; *and*

f. Oversees the operation of the domestic emergency management program, which is responsible for promoting unified planning and coordination of disaster mitigation, preparedness, and response and recovery against natural and man-made incidents that pose a threat to Department personnel and Department properties before, during, and after a major emergency or disaster.

1 FAM 213.1 Commissary and Recreation Staff (A/OPR/CR)

(TL:ORG-131; 06-17-2004)

a. Develops and implements policies and procedures for the operation of employee associations at posts abroad; provides logistical support and management oversight to employee associations; reviews and recommends the approval, revocation, or changes of association charters.

b. Responsible for operating the Central Commissary and Recreation Fund and implementing the policy decisions made by the Board of Directors of the Fund (see 6 FAM 515).

1 FAM 213.2 Office of Support Planning (A/OPR/SP)

(TL:ORG-131; 06-17-2004)

a. Serves as director of operations, supervising the day-to-day activities of and providing program direction to the office directors of Real Property Management, Facility Management Services, and General Services Management, and the Chief of the Special Projects Staff.

b. Conducts studies and evaluates and coordinates the implementation of projects on the entire range of functions performed by the Office of the Deputy Assistant Secretary for Operations.

c. Assists A/OPR offices in articulating goals, identifying and acquiring resources, and formulating action plans for the achievement of objectives.

d. Coordinates A/OPR responses to requests from the Office of Inspector General, General Accounting Office, committees of Congress, General Services Administration, Office of Management and Budget, and appropriate State Department management offices.

e. The Office of Support Planning's Special Projects Staff (A/OPR/SP/P):

(1) Manages the long-range planning and implementation of major design and construction projects, as assigned;

(2) Assists the director of operations in articulating goals, identifying and acquiring resources, formulating action plans, and conducting special studies and tasks for the Deputy Assistant Secretary; and

(3) Monitors compliance with Office of the Inspector General report recommendations, and conducts reviews of internal controls for the Deputy Assistant Secretary.

1 FAM 213.3 Office of Allowances (A/OPR/ALS)

(TL:ORG-131; 06-17-2004)

a. Develops and coordinates policies, regulations, standards, and procedures for the administration of the U.S. Government-wide allowances and benefits program abroad, administered through the Standardized Regulations (U.S. Government civilians, foreign areas).

b. *Establishes post cost of living, post hardship differential, danger pay, education, living quarters, and separate maintenance and evacuation allowances.*

c. Establishes maximum per diem rates for U.S. Government civilian *and uniformed services travelers* in foreign areas;

d. Exercises the Secretary's authority to:

(1) Authorize special allowances; and

(2) Designate principal representatives of the United States for all U.S. Government agencies for eligibility for payment of official residence expenses.

e. *Determines which posts are eligible for the consumables shipment allowance.*

1 FAM 213.4 Office of Language Services (A/OPR/LS)

(TL:ORG-131; 06-17-2004)

a. Provides interpreting, translating, and other language services for the Department and the White House and also provides such services, by special arrangement, for other U.S. Government agencies where the services requested have a direct and substantial relationship to the conduct of foreign affairs.

b. Compares all multilingual texts of international agreements and treaties to which the United States is a party and certifies that all language versions are in substantive conformity.

c. Develops and implements standards and testing procedures for candidates for staff positions as interpreters *and* translators and carries out such examinations under delegated examining authority from the U.S. Office of Personnel Management. A/OPR/LS develops and implements policies, standards, and procedures for the testing, hiring, training, and work of contract interpreters, contract translators, and other language support personnel.

1 FAM 213.5 Office of Overseas Schools (A/OPR/OS)

(TL:ORG-131; 06-17-2004)

a. Is responsible for meeting the educational needs of dependent children of U.S. Government employees assigned abroad under chief of mission authority, providing educational opportunities for children that match the standards available in quality U.S. public schools.

b. Establishes policy, develops programs, conducts long-range planning, and provides guidance and assistance for the establishment and operation of U.S. schools abroad, and for the development of educational programs, facilities, materials, and curriculums at foreign posts.

c. Manages the Consolidated Overseas Schools Assistance Program, implementing the assistance and grant activities of the participating agencies.

d. Assesses the quality of educational opportunity available at Foreign Service posts and advises the Office of Allowances (A/OPR/ALS) as to whether available schools are “adequate” for the purpose of implementing the educational allowance provisions of the Standardized Regulations.

e. Advises and assists students and parents with regard to boarding schools, college entrance, special education needs, and the adequacy of foreign schools for U.S. children.

f. Coordinates the work of the Overseas Schools Advisory Council that involves U.S. business firms and foundations in support of schools abroad and encourages the involvement of the U.S. educational community in support of schools abroad.

g. The Director of the Office of Overseas Schools is the Executive Secretary of the Overseas Schools Policy Committee. The Committee is chaired by the Assistant Secretary for Administration and is composed of members, appointed by the Assistant Secretary from the foreign affairs agencies that participate in the Consolidated Overseas Schools Assistance Program.

1 FAM 213.6 Office of Real Property Management (A/OPR/RPM)

(TL:ORG-131; 06-17-2004)

a. Manages the Master Real Estate Plan for the Department's domestic real property.

b. Develops, prepares, and coordinates facility acquisition, design, construction, and utilization planning.

c. Coordinates project work with affected Department bureaus and various offices concerned with issues of safety, maintenance, finance, security, and the disabled.

d. Acts as the Department's liaison with the General Services Administration on space and building matters, including the assignment of space under the Randolph-Sheppard Act, *which requires utilizing firms under the Society for the Blind to operate concessions and small-scale food services.*

e. Coordinates projects with the National Capital Planning Commission and the Fine Arts Commission on exterior architectural design and with various local authorities on facility regulatory matters, including zoning and building codes.

f. The Director of the Office of Real Property Management (A/OPR/RPM) is the Department's representative on the Historical Preservation Committee, the Federal Real Property Council, the GSA Real Property Executives Interagency Advisory Committee, and the Federal Administrative Managers Association.

g. The Director of A/OPR/RPM manages the International Center Project that provides land for the establishment of foreign missions in the District of Columbia as well as the non-appropriated trust fund for development of the Center.

**1 FAM 213.6-1 Assignment and Utilization Division
(A/OPR/RPM/AU)**

(TL:ORG-73; 03-12-1999)
(Revalidated 06-17-2004)

The Assignment and Utilization Division (A/OPR/RPM/AU) is responsible for the acquisition, planning, and allocation of space, and the building rental program to reimburse the General Services Administration for space utilized by the Department. This division analyzes future space needs and budget projections.

**1 FAM 213.6-2 Design and Construction Division
(A/OPR/RPM/DC)**

(TL:ORG-131; 06-17-2004)

The Design and Construction Division (A/OPR/RPM/DC) is responsible for *developing* the review and approval of architectural designs and cost estimates for the construction and/or alteration of the Department's facilities. This division ensures that *designs and construction incorporate energy-efficient standards and adhere to Americans With Disability Act (ADA) standards.*

**1 FAM 213.7 Office of Facility Management Services
(A/OPR/FMS)**

(TL:ORG-131; 06-17-2004)

a. Operates and maintains domestic facilities, including the Harry S Truman *Building*, Blair House, Beltsville Information Management Center, International Chancery Center, *George P. Shultz Center (National Foreign Affairs Training Center)*, Portsmouth Consular Center, Charleston Financial Center, Florida Regional Center, Kentucky Consular Center, *and a number of the State annexes in the Washington, D.C. metropolitan area. Coordinates with GSA on other domestic locations maintained by GSA or commercial building owners.*

b. Operates and oversees the maintenance of all building systems including heating, ventilation, air-conditioning, plumbing, lighting, electrical, fire alarms, elevators, and escalators; A/OPR/FMS operates and oversees

building services including custodial, pest control, grounds maintenance, trash removal, recycling, snow removal, and the loading dock.

c. A/OPR/FMS is responsible for an engineering program to identify problems and take corrective action to repair or replace obsolete equipment and systems or to improve the buildings and grounds—all in collaboration with A/OPR/RPM.

d. A/OPR/FMS develops and manages *the domestic environmental and safety program*. This includes energy and water conservation policies and programs for domestic facilities and establishes guidelines for the asbestos identification and hazardous materials abatement programs.

1 FAM 213.8 Office of General Services Management (A/OPR/GSM)

(TL:ORG-131; 06-17-2004)

a. Manages a diverse array of professional and support services provided for the Department domestically.

b. Manages and schedules the use of the Department's Conference Center and the Diplomatic Reception Rooms.

c. Coordinates and supervises services required for diplomatic conferences, diplomatic events, and official meetings, and, as required, for visits to the Harry S Truman building by the President and Vice President of the United States, foreign heads of state and government, and other high-level visitors.

1 FAM 213.8-1 Special Services Division (A/OPR/GSM/SS)

(TL:ORG-131; 06-17-2004)

a. Administers conference facilities and a variety of support services, as assigned, including the Art Bank Program, flag program, parking program, tours of the Diplomatic Reception Rooms, contract receptionist services, contract labor services, disposal of classified waste material, public information boards, door signage, and lock and safe repair and installation.

b. Administers the Department's professional audio and visual technical services, including photography, State cable television system, simultaneous interpreting, and projection, recording, and public address equipment.

c. Serves as the Deputy Assistant Secretary's liaison with designated retail establishments within the Harry S Truman building, and also serves as the Chairperson of the Food Services Patrons Committee.

1 FAM 213.8-2 Fleet Management Operations Division (A/OPR/GSM/FMO)

(TL:ORG-131; 06-17-2004)

a. Administers domestic motor vehicle services for the Department and conducts motor vehicle accident investigations, making recommendations to the Office of the Legal Adviser in connection with resultant tort claims.

b. Manages the Department's energy conservation program for domestic vehicles, and coordinates the GSA ride-sharing program for Department employees.

1 FAM 213.8-3 Authentications Staff (A/OPR/GSM/AUTH)

(TL:ORG-131; 06-17-2004)

a. The Authentications Staff, *Office of Operations, General Services Management*, issues certificates of authentication to use in foreign countries under the seal of the Department of State for and in the name of the Secretary of State, certifying to the genuineness of a seal or to the position of an official. *Such documents may include but are not limited to the following:*

(1) *Documents certified by American consular officers;*

(2) *All files or documents from the Department of State, generated on Department letterhead and certified by a Department of State official.*

b. *Provides the impressed seal of the Department of State for documents executed by the U.S. Secretary of State.*

c. *The Authentications Staff issues apostilles in compliance with the 1961 Hague Convention.*

1 FAM 213.8-4 Employee Services Center (A/OPR/GSM/ESC)

(TL:ORG-131; 06-17-2004)

a. Provides a variety of services to transiting employees assigned to diplomatic missions such as mail forwarding, counseling, and guidance.

b. Administers the emergency locator records program for employees assigned to diplomatic missions and notifies next-of-kin in the

event of a death in service or in the event of the death of an employee's dependent or eligible family member. A/OPR/GSM/ESC assists employees and families with related administrative matters.

c. Prepares leave verification forms for Foreign Service personnel transferring to and from domestic assignments and maintains and certifies time and leave data for Foreign Service personnel on various details, e.g., the Pearson Program.

d. *Provides assistance during emergency management operations.*

1 FAM 213.8-5 Video Production Unit (A/OPR/GSM/VPU)

(TL:ORG-131; 06-17-2004)

Provides videotape coverage of official events. A/OPR/GSM/VPU directs, edits, shoots, and writes original video-taped programs on a variety of issues for domestic offices and U.S. missions.

1 FAM 213.8-6 Diplomatic Reception Rooms Staff (A/OPR/GSM/DRR)

(TL:ORG-131; 06-17-2004)

Administers the diplomatic reception rooms. A/OPR/GSM/DRR coordinates support and catering services for functions held in the Diplomatic Reception Rooms.

1 FAM 213.9 Office of Emergency Management (A/OPR/OEM)

(TL:ORG-131; 06-17-2004)

a. *The Office of Emergency Management (A/OPR/OEM) supports the Domestic Emergency Action Committee and coordinates activities with its member bureaus to:*

(1) *Develop consistent and effective policies, plans, procedures and capabilities to ensure the Department of State can respond to and recover from any domestic emergency at its Headquarters or other major owned or leased facility; and*

(2) *Ensure the continuity of the Department of State's worldwide operations in the event of a national security emergency.*

b. *Expands the Department's emergency management awareness, education, and formal training, in coordination and consistent with FSI's crisis management program and other training activities, to ensure that*

Department personnel know what to do before, during, and after a major emergency or disaster occurs.

c. The Office also provides effective oversight of guiding principles and processes for Department-wide emergency response. It ensures that a desired state of emergency preparedness is maintained, by advising and making recommendations to the Department's Emergency Action Committee, the Operations Center, and other Departments and Agencies and individuals in the development and the coordination of the Department's emergency response.

1 FAM 213.9-1 Planning and Preparedness Division (A/OPR/OEM/PPD)

(TL:ORG-131; 06-17-2004)

a. Coordinates the activities of the Department's domestic emergency team, including the DASHO and representatives from other functional bureaus, with emergency management responsibilities, including DS, MED, A/OPR/FMS, RM, IRM, HR, OBO, and PA.

b. Provides planning, coordination, resource management, and technical expertise before, during, and after emergencies.

c. Develops and maintains, in cooperation with internal partners, a Comprehensive Emergency Plan for DOS-owned and -leased domestic facilities.

d. Provides technical guidance and assistance to bureaus in the development of their individual emergency action plans. Assistance relates to describing program objectives, developing plans to test emergency response guidelines, reviewing systems and capabilities, and exercising their adequacy and readiness.

e. In cooperation with the DEAC partner bureaus and offices, coordinates the development and performance of comprehensive hazard identification and vulnerability assessments for major DOS domestic facilities. Identifies, categorizes, and subdivides the variety of hazards and threats tailored to local conditions and suggests activities to remediate weaknesses.

f. Attends meetings, conferences, and working groups with local, state, and Federal emergency management organizations and coordinates applicable DOS activities suggested and/or required by these entities.

1 FAM 213.9-2 Operations Division (A/OPR/OEM/DCP)

(TL:ORG-131; 06-17-2004)

Responsible for planning, operating, and managing programs designed to ensure continuity of operations of the Department's essential functions. It does this by:

(1) Developing emergency preparedness policy recommendations and security for programs; preparing budget requests; developing the emergency response system and identifying organizational IT requirements; coordinating all administrative and support services with A/EX; serving as interagency liaison; and providing preparedness program evaluation;

(2) Assisting the Department in the design of a worldwide emergency communications systems;

(3) Developing and implementing operational plans and coordinating the Department's participation in other U.S. Government contingency activities;

(4) Identifying, orienting, training, and exercising selected Department personnel both abroad and domestically in emergency preparedness roles, responsibilities, and operations;

(5) Monitoring and supporting elements of the DOS preparedness programs abroad; and

(6) Developing and implementing the Regional Embassy Support Team (REST) Program in coordination with A/EX, the regional bureaus, OBO's Emergency Action Committee, and IO.

1 FAM 214 DEPUTY ASSISTANT SECRETARY FOR RECORDS AND PUBLISHING SERVICES (A/RPS)

(TL:ORG-131; 06-17-2004)

a. Provides A/RPS resources to support overall liaison, interface, and outreach functions within the Department.

b. Provides executive direction and policy guidance on substantive activities in A/RPS to ensure that the Department and other Foreign Affairs agencies receive the full range of classified and unclassified information and multi-media publishing services in a cost-effective customer service oriented manner.

c. Manages the Department's Directives, Forms Management, Information Collection (with IRM) and Reports Programs. He or she maintains delegations of authority and performs external liaison functions

with the Office of the Federal Register, the Office of Management and Budget, and the General Services Administration in these matters.

d. Implements U.S. Government records management laws and regulations. He or she provides A/RPS products and support services to the Department and to other Foreign Affairs agencies, ensuring that records management programs are implemented under Department inter-bureau and U.S. Government interagency agreements, as appropriate.

e. Implements program policies and guidance for records life-cycle management, access to information, classification and declassification, privacy research, and corporate records archives.

f. Provides advice and guidance in the development and maintenance of IRM tactical and derivative plans to ensure compliance with statutory and other mandated records requirements.

g. Provides guidance, consonant with the Department's IRM strategic plan, to bureaus and offices, so that they can implement appropriate information technology operations while satisfying statutory and other mandated records requirements.

h. Administers the Department's Information Access Program, both for the need-to-know foreign affairs and national security community in executive agencies and the Congress and for the public, in response to the FOIA, the Privacy Act, the Ethics in Government Act, E.O. 12958, 22 U.S.C. 4354, discovery orders, subpoenas, and other special document production demands. He or she ensures that responses to such requests are timely, accurate, and complete.

i. Ensures that people with disabilities have access to information.

j. Manages the Department's centralized editorial, graphics, multi-media publishing and distribution services *as well as* the Department's photocopier program.

k. Ensures compliance with Federal and Department graphics, editorial, printing, and photocopier standards and regulations.

1 FAM 214.1 Directives Management Office (A/RPS/DIR)

(TL:ORG-131; 06-17-2004)

a. Manages the Department's Directives Program, the articulation and collection of Department organizational and functional policies, standards, and procedures (often referred to as regulations). In cooperation with program offices, A/RPS/DIR incorporates statutes, executive orders, and other agency directives into Department policy and procedures. The

Office serves as the single comprehensive source for issued policies and procedures that govern the operations of the Department.

b. Administers the Department's Forms Management Program (Forms Management Officer). This includes the approval, design, and publication of all official Department-wide forms.

c. Administers the Department's Reports Management Program (Reports Management Officer). This includes approval and recording of all Department regular reports.

d. Manages the Department's information collection program, including the Department's Information Collection coordinator.

e. Performs external liaison functional responsibilities, ranging from review and technical editing to complete report compilation and drafting, for the following areas:

(1) Publication of Department material in the Federal Register;

(2) Office of Management and Budget (OMB) regarding the collection of information from the public in accordance with the Paperwork Reduction Act, Information Collection Budget, and other such issues; and

(3) General Services Administration (GSA) regarding the Department-generated interagency reports, and the Interagency Reports Management Program.

f. Manages the Department's numbered delegations of authority and maintains the collected delegations.

1 FAM 214.2 Office of Information Programs and Services (A/RPS/IPS)

(TL:ORG-131; 06-17-2004)

a. Serves as the primary point of contact and principal advisor on all matters concerning the management of information as a critical resource, specifically relating to records life-cycle management, public and need-to-know access to information, classification management and declassification, privacy, research of official record and public information resources, and corporate records archives.

A/RPS/IPS plans, develops, implements, and evaluates programs, policies, rules, regulations, practices, and procedures on behalf of the Secretary to ensure compliance with the letter and spirit of relevant statutes, Executive orders, and guidelines. These include the Federal Records Act, the Freedom of Information Act (FOIA) and the Electronic FOIA (EFOIA)

provisions, the Privacy Act, 22 U.S.C. 4354 (pertaining to document production for the Congress and the Foreign Relations of the United States (FRUS) series acceleration), Executive Order (E.O.) 12958 concerning national security information, Office of Management and Budget (OMB) Circular A-130 covering information resources management, and pertinent successor mandates in this area.

b. Serves as the Secretary's delegated Records Officer with responsibility for the U.S. Government foreign policy archives, a unique collection of international significance. In this capacity, A/RPS/IPS exercises program management responsibility for all records Department-wide throughout their life cycle (creation, acquisition, maintenance, use, and disposition).

A/RPS/IPS exercises primary responsibility for the official corporate records archives (the Central Foreign Policy Records), which includes the State Archiving System (SAS), in addition to office, post, and lot files. A/RPS/IPS serves as the Secretary's representative to the Archivist of the United States and the National Archives and Records Administration (NARA), as well as with other Federal and regulatory agencies, on all records issues. The office ensures Department-wide compliance with life-cycle management of Department records, including the documentation and preservation of the execution of the foreign relations of the United States. They promote the integration of life-cycle management principles in the Department's business and operations, particularly in the development and application of new technology.

c. Administers the Department's Information Access Program, both for the need-to-know foreign affairs and national security community in Executive agencies and the Congress and for the public, in response to the FOIA, the Privacy Act, the Ethics in Government Act, E.O. 12958, 22 U.S.C. 4354, discovery orders, subpoenas, and other special document production demands. A/RPS/IPS ensures that responses to such requests are timely, accurate, and complete.

d. As delegated by the Secretary through the Under Secretary for Management, A/RPS/IPS ensures implementation of and compliance with the classification management and declassification requirements of Executive Order 12958.

e. Serves as the Secretary's representative in legal proceedings against the Department dealing with records issues. A/RPS/DIR responds to administrative appeals, as required, under statutory and executive order requirements. They execute affidavits and provide supporting evidence to the Department of Justice in defense of the Department in records-related lawsuits.

f. Administers the Department's Privacy Program to ensure compliance with the Privacy Act and the safeguarding of the privacy of U.S. citizens and aliens admitted for permanent residence to the United States in their interaction with the Department.

g. Manages the Department's Library, a unique foreign policy collection. They develop, administer, and promote a desktop electronic capability for accessing this collection and numerous other data sources and services.

h. Coordinates special document production efforts to ensure the Secretary's compliance with court orders, Congressional subpoenas, and other similarly mandated demands.

i. Develops, operates, maintains, evaluates, and enhances those systems that archive the corporate records archives and for the information access and declassification programs, as well as unique business applications related to the Office's mission.

j. Promotes customer service principles within the Office and institutes initiatives to comply with applicable laws, regulations, and policies regarding customer service standards.

1 FAM 214.2-1 Requester Liaison Division (A/RPS/IPS/RL)

(TL:ORG-131; 06-17-2004)

a. Serves as the primary point of contact for customers in matters pertaining to records life-cycle management, public and need-to-know access to information, classification management and declassification, privacy, research of official records and public information resources, and corporate records archives.

b. Evaluates all customers' inquiries and initiates the processing of all actions pertaining to records life-cycle management, public and need-to-know access to information, classification management and declassification, privacy, research of official records and public information resources, and corporate records archives. *The Division monitors* the progress of all inquiries to ensure that all actions taken are timely, accurate, complete, and responsive.

c. Evaluates and ensures compliance with applicable laws, regulations, and policies regarding customer service standards and the "Government Performance and Results Act" (GPRA), and actively promotes efforts for customer service.

1 FAM 214.2-2 Programs and Policies Division (A/RPS/IPS/PP)

(TL:ORG-131; 06-17-2004)

a. Implements programs for information life-cycle management, classification management, declassification, review of historical records and transfer to NARA, access to information by former Presidential appointees, and the protection of individuals' rights vis-à-vis U.S. Government records through ensuring the Department's compliance with and implementation of the Federal Records Act, E.O. 12958, the Freedom of Information Act (FOIA) and the Electronic FOIA amendments (EFOIA), the Privacy Act, and relevant sections of 22 U.S.C. 4354. In this capacity, performs the functions enumerated in paragraphs *b.* and *c.* below.

b. Analyzes, evaluates, and oversees programs, activities, and operations. *A/RPS/IPS/PP provides* expert advice and counsel to officials at all levels. Institutes policies, practices, procedures, guidelines, and regulations while ensuring the integration of requirements in operations and activities, especially in *developing and applying* new technology. *It conducts* comprehensive and extensive education and outreach initiatives. *It coordinates* issues with other agencies, particularly with NARA, OMB, the Department of Justice, and the national security community. *It develops* position papers on a range of information topics, including proposed legislative and regulatory changes. *A/RPS/IPS/PP represents the bureau* and the Department at inter-agency and public fora and working groups.

c. Ensures, through outreach and coordination, that the operations and activities of the Statutory Compliance and Research Division are consistent with the program management requirements.

d. Coordinates the Department's responses to amendment requests under the Privacy Act. *It ensures* that such responses comply with the pertinent legal mandates, regulations, oversight agency guidelines, and judicial precedents;

e. Fulfills official requests from Congress, former presidential appointees, judicial authorities, and other U.S. Government agencies for document production; and

f. Coordinates the Department's responses to appeals of denial of access to information under provisions of the FOIA, Privacy Act, or E.O. 12958, or the refusal to amend records under the Privacy Act.

1 FAM 214.2-3 Statutory Compliance and Research Division (A/RPS/IPS/CR)

(TL:ORG-131; 06-17-2004)

a. Implements statutes and other records, classification review, and access responsibilities through multifunctional and inter-disciplinary team-

oriented branches organized geographically and functionally, as described in paragraphs *b* through *h* below.

b. Implements policies and procedures to carry out the Department's statutory responsibilities to manage official information and records of the Department and foreign posts, residing in all media. *A/RPS/IPS/CR provides* technical assistance and guidance to the Department and posts on information life cycle of records to improve operations and protect information resources. The Division develops and updates disposition authorities to ensure appropriate preservation of records.

c. Performs systematic, comprehensive, and complex searches for information based on the entire range of document production and research requests. *A/RPS/IPS/CR* analyzes content of requests to determine appropriate sources of records from the corporate records archives and those records under the purview of the Executive Secretariat, retired office and post files, and transferred records located in the National Archives.

d. Administers the Department's statutory responsibilities in providing public access to information under the FOIA, Privacy Act, E.O. 12958, and the Ethics in Government Act. It coordinates with regional and functional bureaus to respond to public requests for records maintained in the Department and at posts.

e. Provides briefings and training to all employees on their responsibilities for the creation, maintenance, use, and disposition of records. In addition, *A/RPS/IPS/CR provides* briefings on research capabilities of the corporate records archives, including the State Archives System (SAS).

f. Develops and oversees plans for review and transfer of 25-year-old records to NARA.

g. Conducts outreach programs to Department bureaus and Foreign Service posts to implement statutory and related public access requirements and laws and regulations on the life cycle of records program.

h. Operates the Records Service Center (*A/RPS/IPS/CR/RSC*) for all office, post, and lot files and portions of the corporate records archives. *It screens* non-archival material and *prepares* records for immediate and final disposition in accordance with disposition schedules and eventual transfer to NARA, National Personnel Records Center and other Federal records centers.

i. Implements, administers, and operates the Department's Vital Records Program as required by Executive Order 10346.

1 FAM 214.2-4 The Library Division (A/RPS/IPS/LIBR)

(TL:ORG-131; 06-17-2004)

a. Develops, administers, and operates the Department's central library, the Ralph E. Bunche Library. As the premier library resource in the foreign affairs area, the Library serves as the principal source of external research materials for both the Department and the entire Foreign Service community.

b. Serves as project manager to provide electronic desktop access to the Library's collection and numerous other digital sources and services. The Library promotes this initiative as a prototype for other Federal community digital library projects. *It analyzes and evaluates* this initiative to ensure that it complies with Department standards and meets customer needs.

c. Implements outreach programs and public relations initiatives.

d. Represents the Department on government and private-sector cooperative library service bodies and at professional meetings.

e. Plans and manages branch automated systems and coordinates their integration with other library functions.

1 FAM 214.2-5 Archiving and Access Systems Management Division (A/RPS/IPS/AAS)

(TL:ORG-131; 06-17-2004)

a. Designs, develops, implements, enhances, and manages the Department's official automated corporate archives (SAS) to maintain the authoritative records of official correspondence, communications, and documentation related to *conducting* the foreign relations of the United States.

b. Compiles and analyzes user requirements for access to, and use of, SAS to ensure that state-of-the-art methodologies are available to facilitate timely and expeditious location and production of information to fulfill customer needs and legal requirements.

c. Serves as the technical expert for using technology in the design and development of archival systems to ensure the capture of all official documentation, in any media form.

d. Ensures the integrity, security, and integration of SAS, the Department's Freedom of Information Document Management System (FREEDOMS), and other business applications.

f. Designs, develops, implements, enhances, and manages the Department's FREEDOMS to maintain the authoritative record of requests for information, document review and declassification, and public access and controls workflow.

g. Serves as the technical expert on the application of state-of-the-art methodologies technology to the U.S. Government public access and document declassification/production business processes as required by FOIA (especially EFOIA), E.O. 12958, and other applicable laws, regulations, and policies.

h. Compiles and analyzes user requirements for access to, and use of, FREEDOMS to ensure that state-of-the-art methodologies are available to facilitate timely and expeditious location and production of information to fulfill customer needs and legal requirements.

i. Designs, develops, implements, enhances, and maintains the Department's virtual and physical Reading Room as called for in the Electronic FOIA.

j. Develops business applications that support and enhance the workflow of A/RPS/IPS and facilitates connectivity or interface between A/RPS/IPS systems in conformance with established Department architecture and security standards and policies.

1 FAM 214.2-6 Program Support Division (A/RPS/IPS/PSD)

(TL:ORG-131; 06-17-2004)

a. Serves as principal advisor on administrative, management, and resource issues pertinent to the Director of the Office of Information Programs and Services.

b. Develops A/RPS/IPS program and workforce plans, working with the office managers in coordination with A/EX. The Division identifies employee training needs and works with A/EX to develop a professional development program and to ensure that employees are appropriately trained for their responsibilities.

c. With A/EX, A/RPS/IPS/PP coordinates the management of assets (personnel, funds, and facilities) utilized by A/RPS/IPS; *it ensures* that proper internal controls are exercised and that resources are adequate to meet the mission and goals of A/RPS/IPS.

d. With A/EX, directs and manages the delivery of administrative, budget, and personnel support to A/RPS/IPS employees.

e. Establishes and monitors performance measures and tracks the accomplishment of goals and objectives; A/RPS/IPS/PP keeps the Office Director informed of progress toward achieving the programs' mission.

f. Coordinates function code resources and serves as liaison to A/EX for all office program administrative issues such as budget, staffing, training, internal controls, facilities management, equipment, inventory, planning, and contract services.

g. Provides centralized clerical support to all divisions within A/RPS/IPS, including oversight, direction, and quality assurance, including support for special projects that may include a variety of duties in a short time frame, under time constraints. They distribute incoming correspondence within A/RPS/IPS and prepare outgoing correspondence and packages.

1 FAM 214.3 Office of Multi-Media Services (A/RPS/MMS)

(TL:ORG-131; 06-17-2004)

a. Provides centralized editorial, graphics, multi-media publishing, and distribution services, and prescribes standards for Department editorial, printing, and photocopier activities throughout the Department, having substantive responsibility for 5 FAM 960.

b. Serves as the Publishing Management Officer for the Department.

c. Approves the acquisition of any desktop publishing equipment that has large volume printing, graphics, and duplicating capabilities.

1 FAM 214.3-1 Multi-Media Production Division (A/RPS/MMS/PRD)

(TL:ORG-131; 06-17-2004)

a. Coordinates all Department publication printing, duplicating, and CD-ROM reproduction requests and assures compliance with Federal law and regulations.

b. Establishes policies for the following activities:

(1) The effective and efficient production of CD-ROMs or printed and duplicated matter either in-house, by GPO, or by other sources; and

(2) The consistent presentation of Department of State identification in publications.

c. Manages the Department's photocopier program and maintains control over the use of large volume photocopier equipment.

d. Provides dissemination of publications or other materials based on information provided by the requesting office.

e. Ensures that the Bureau of Public Affairs (PA) reviews for approval all information disseminated for public release in printed, duplicated, or electronic form.

**1 FAM 214.3-2 Multi-Media Creation Division
(A/RPS/MMS/CRE)**

(TL:ORG-131; 06-17-2004)

a. Plans, designs, produces, and procures camera-ready art for publications, exhibits, posters, charts, certificates, 35mm slides, and other graphics for Department publications.

b. Ensures conformity to the Department's *Graphics Standards Handbook* (5 FAH-7).

c. Edits manuscripts for readability and conformity to the U.S. Government Printing Office standards.

d. Plans and designs CD-ROM publications.

1 FAM 214.3-3 Overseas Printing Division (A/RPS/MMS/OPD)

(TL:ORG-131; 06-17-2004)

The Overseas Printing Division (A/RPS/MMS/OPD) is comprised of two regional centers, one located in Vienna and the other in Manila.

(1) A/RPS/MMS/OPD:

(a) Provides editorial, graphics, printing, and distribution services; and

(b) Produces materials such as magazines, pamphlets, books, and miscellaneous printed materials in approximately 45 languages in print runs from 100 to over 1,000,000 copies.

**1 FAM 215 DEPUTY ASSISTANT SECRETARY
FOR LOGISTICS MANAGEMENT (A/LM)**

(TL:ORG-131; 06-17-2004)

a. Directs and coordinates the activities of A/LM, which includes acquisition, transportation, travel management, distribution, claims, diplomatic pouch and mail, and personal property management processes on a worldwide basis.

b. Develops and implements logistics policies and procedures.

c. Defines business requirements for information technology in support of the logistics process.

d. Ensures customer service as a priority in determining logistics decisions based upon their requirements.

e. Oversees the quality of the Department's logistics operations and the implementation of new logistics processes.

f. Ensures Bureau of Administration coordination on logistics issues with other Department organizations and/or initiatives such as the International Cooperative Administrative Support Services Office (RM/ICASS).

g. Supports the Department's efforts to train employees worldwide on logistics policies and procedures.

h. Working with A/EX/FMD, develops, prepares, and defends Logistics Management appropriations and authorization requests in the Department.

i. Oversees the execution of exemptions and waivers to facilitate the logistics process.

j. Chairs the Committee on Exceptions to Foreign Service Travel Regulations, which reviews, evaluates, and adjudicates individual requests for relief from strict application of existing regulations which impose hardships on employees.

k. Provides input to the Procurement Executive (A/OPE) on procurement policy as it affects logistics management.

l. Supports the Department's energy conservation program for equipment acquisition and management, in accordance with relevant laws, statutes, and Executive orders.

1 FAM 215.1 Senior Advisor (A/LM/ADV)

(TL:ORG-131; 06-17-2004)

a. *Serves as a Customer Advocate for all A/LM customers throughout the Department of State, assigned to domestic and international locations. Also supports other Federal agencies that utilize A/LM services. The incumbent reports directly to the Deputy Assistant Secretary for Logistics Management.*

b. Develops and maintains customer focus for A/LM and advocates the needs of internal and external customers, including end-users of goods or services provided by A/LM, as well as its employees and managers.

c. Monitors and evaluates customer satisfaction with existing logistics support and plans for methods to meet the evolving logistics needs of customers.

d. Serves as liaison with administrative officers and General Services Officers worldwide on logistics issues *and leads and participates in projects and prepares reports related to A/LM's worldwide logistics operations.*

1 FAM 215.2 Office of Acquisitions Management (A/LM/AQM)

(TL:ORG-131; 06-17-2004)

(1) Manages, plans, and directs the Department's acquisition programs and conducts contract operations in support of activities worldwide. They provide a full range of professional contract management services including acquisition planning, contract negotiations, cost and price analysis, and contract administration;

(2) Provides administrative support and managerial activities, many of which are mandated by statute, regulation or executive order for the organizations and employees of the Department and other Federal agencies;

(3) *Ensures* that a fair proportion of those acquisitions are awarded to small, disadvantaged, and women-owned businesses in cooperation with the Office of Small and Disadvantaged Business Utilization (A/SDBU). The proportion is negotiated annually by A/SDBU with the Small Business Administration;

(4) Provides the Department of State and A/LM with acquisition expertise, acquisition training assistance, and assistance in the development of acquisition training materials in conjunction with the Foreign Service Institute (M/FSI) for the professional development of Department employees;

(5) Provides A/LM with acquisition expertise to develop policies, standards, and procedures for the implementation of worldwide contracting and business agreement activities;

(6) *Designates a procurement activity competition advocate* who is responsible for handling alternate dispute resolutions applicable to logistics operations *as required by Section 20 of the Office of Federal Procurement Policy Act;*

(7) *Has oversight and management responsibilities for the Department's Regional Procurement Support Offices (RPSOs) currently located in Frankfurt, Germany and Fort Lauderdale, Florida;*

**1 FAM 215.2-1 Facilities, Design, and Construction Division
(A/LM/AQM/FDCD)**

(TL:ORG-131; 06-17-2004)

Establishes acquisition agreements for logistics requirements abroad and Overseas Buildings Operations construction requirements (except information technology) with the private and public sectors. Agreements include contracts, financial assistance, and interagency agreements.

**1 FAM 215.2-2 Worldwide Operations Division
(A/LM/AQM/WWD)**

(TL:ORG-131; 06-17-2004)

Responsible for establishing acquisition agreements that include contracts, financial assistance, and interagency agreements (but that exclude information technology) for the functional bureaus within the Department.

**1 FAM 215.2-3 Information Technology Division
(A/LM/AQM/ITD)**

(TL:ORG-131; 06-17-2004)

a. Maintains acquisition agreements that include contracts, financial assistance, and interagency agreements for information technology, including domestic telecommunications and related services for bureaus and customers in the Department.

b. Ensures that information systems and equipment are energy efficient, and for Department participation in the “Energy Star” equipment purchase program.

**1 FAM 215.2-4 International Programs Division
(A/LM/AQM/IPD)**

(TL: ORG-131; 06-17-2004)

a. Establishes acquisition agreements that include contracts and assistance (grants and cooperative agreements) in support of program requirements for any bureau of the Department.

b. Provides full administrative contract and grant support for such programs as the American Institute of Taiwan and the National Endowment for Democracy.

1 FAM 215.2-5 Business Operations Division (A/LM/AQM/BOD)

(TL:ORG-131; 06-17-2004)

a. *Manages* contracts, vendor evaluation, and vendor sourcing processes.

b. Maximizes the Department's commercial buying power leverage, establishes partnering agreements with vendors (both public and private); assists customer service teams with source information and vendor performance issues; and provides analysis of Department-wide activities to achieve maximum use of valuable resources.

c. *Provides* support for cost and price analysis, quality assurance programs, and internal control procedures.

1 FAM 215.3 Office of Logistics Operations (A/LM/OPS)

(TL:ORG-131; 06-17-2004)

a. Assists Department units and offices worldwide with *logistics customer service support*.

b. Provides professional and technical guidance on transportation and travel practices.

c. Manages official travel services.

d. Manages the transportation of household effects and personally owned vehicles between headquarters and posts abroad.

e. Manages the storage of household effects and personally owned vehicles.

f. Provides material management services, including receipt, storage, stock management, and packing.

g. *Provides funding and control of the Department of State motor vehicle program at posts abroad.*

1 FAM 215.3-1 Washington Logistics Center (A/LM/OPS/WLC)

(TL:ORG-131; 06-17-2004)

a. Provides headquarters logistics support to bureaus and offices in the Washington, DC metropolitan area and to domestic field offices.

b. Is responsible for the funding and control of the Department of State motor vehicle program at posts abroad and for providing guidance for three fleets abroad, including the DS, ICASS, and Program fleets.

c. Coordinates, for centrally managed domestic programs, delivery of materials to locations abroad.

d. Performs materials management functions for headquarters activities, including receipt and inspection, inventory management, packing, and preparation for shipment.

1 FAM 215.3-2 Transportation and Travel Management Division (A/LM/OPS/TTM)

(TL:ORG-131; 06-17-2004)

a. Provides overall direction on the Department's travel and transportation practices and is the primary point of contact with industry and other U.S. Government agencies on travel and transportation at the Department of State.

b. Arranges the packing, storage, shipment, and delivery of employees' personal and household effects. A/LM/OPS/TTM provides transportation counseling services to Department of State offices and employees, and by agreement, other Federal offices and employees.

c. Provides professional and technical guidance on transportation matters within the A/LM organization.

d. Directs and provides emergency transportation management and special charters and advises senior Department officials on travel and transportation operational support for international crisis management.

e. Manages facilities for the permanent storage of household effects for State Department personnel assigned to diplomatic missions.

f. Administers the Military Personnel and Civilian Employee Claims Act of 1964, as amended.

1 FAM 215.3-3 Regional Logistics Centers Division (A/LM/OPS/RLC)

(TL:ORG-131; 06-17-2004)

The Regional Logistics Centers Division (A/LM/OPS/RLC) consists of a headquarters staff in Washington and transportation field operations managed by Despatch Agents located in New York, Miami, Seattle, Brownsville, Antwerp, and Pretoria. It:

(1) Provides overall direction on the Department's regional logistics operations and is the primary point of contact with the commercial transportation industry outside the Washington, D.C. area;

(2) Arranges the packing, storage, shipment, and delivery of official supplies and employees' personal and household effects;

(3) Provides professional and technical guidance on transportation matters to a wide range of stakeholders and customers worldwide;

(4) Directs and provides emergency transportation management and special charters and advises senior Department officials on transportation operational support for international crisis management;

(5) Manages the receipt and consolidation of supplies and household effects at consolidated receiving points (CRPs), currently located in Seattle, Washington; Miami, Florida; Iselin, New Jersey; Brownsville, Texas; Pretoria, South Africa; and Antwerp, Belgium for on-forwarding to posts worldwide;

(6) Assists customers with filing claims for items missing and or damaged during transit;

(7) Provides Customs clearance services at ports throughout the U.S. and abroad as required;

(8) Provides a formal customer service support function to assist both domestic and international customers with logistics management services;

(9) Manages regional logistics programs that focus on specific niche needs of customers (e.g., Expedited Logistics Program, Rapid Deployment Program, Representational Logistics, etc.); and

(10) Develops and manages commercial mini-hubs and partnerships that extend RLC scope and control of logistics operations abroad.

1 FAM 215.4 Office of Program Management and Policy (A/LM/PMP)

(TL:ORG-131; 06-17-2004)

a. Provides management oversight to the Logistics Policy, Business Analysis, Logistic Systems, and the Diplomatic Pouch and Mail Divisions.

b. Drafts, reviews, and administers logistics policies for procurement, transportation, personal property, pouch and mail, and the purchase card program. A/LM/PMP coordinates integrated policy teams composed of functional experts within and external to Logistics Management. The Office develops professional development standards for logistic professionals worldwide.

c. Oversees the performance of professional business analysis in support of worldwide A/LM activities and programs. *Plans and coordinates* process and improvement initiatives. *Develops and implements* a comprehensive performance management strategy for A/LM. *Oversees* the Department's personal property management program.

d. *Develops and implements* a logistic system strategy. *Develops* detailed business requirements, *performs* system selection, implementation, and integration of logistic systems.

e. Oversees the scheduling and arrangement of transportation of unaccompanied diplomatic pouches. *Conducts* audits and traces as needed. A/LM/PMP dispatches and receives all unclassified diplomatic pouches, and administers domestic and international classified pouch and mail operations.

1 FAM 215.4-1 Logistics Policy and Professional Development Division (A/LM/PMP/P)

(TL:ORG-131; 06-17-2004)

a. Provides assistance and guidance for logistics policy issues. *Coordinates* with all operational entities of the A/LM organization, Department bureaus on externally related activities (i.e., A/OPE, RM, DS, IRM), and customer representatives to draft logistics policies and procedures that are easy for customers to use.

b. Operates a logistics policy help desk to provide guidance, determinations, and interpretations of Department of State and other Federal policy.

c. Assists in training logistics support providers worldwide; develops professional development standards for logistics disciplines; recommends

job-related training for A/LM personnel, General Services Officers, and locally engaged staff abroad; and coordinates on-the-job training programs for logistics personnel.

d. Implements the Department's purchase card program (see 6 FAM 200, Appendix E, Subpart 613.6-70).

e. Drafts logistics publications; reviews and updates statutory authorities; and is responsible for Department reporting related to logistics.

f. Reviews and implements Federal logistics regulations. *Seeks* waivers to existing policies and regulations to improve logistics business processes. *A/LM/PMP/P* coordinates responses to A/LM inspection reports (i.e., GAO, OIG).

1 FAM 215.4-2 Business Analysis Division (A/LM/PMP/BA)

(TL:ORG-131; 06-17-2004)

a. *Works* with all A/LM managers and coordinates with A/EX staff on resource management needs related to personnel, budget, training, administrative services, and management analysis.

b. Develops and implements a comprehensive performance management strategy for A/LM. *Conducts, coordinates, and evaluates* performance measurement and activity-based costing activities. *Works* with the operational units to develop business plans in support of operational activities. *A/LM/PMP/BA* coordinates and oversees compliance with the Government Performance and Results Act (GPRA) of 1993.

c. Performs benchmarking and evaluates the applicability of best practices for A/LM. *Coordinates* activities to evaluate, redesign, and improve logistic processes. *Develops and oversees* quality management programs; coordinates on-going reengineering efforts; and performs and coordinates strategic and tactical planning.

d. Researches alternative fee-for-services programs that may support customers and providers more efficiently. *Works* closely with RM on ICASS issues.

e. Sets the internal control standards and approves systems that account for fixed asset personal property for the Department worldwide, including general-use administrative property and specialized program property. *Provides* guidance on property management operations and systems. The *division* monitors compliance with the annual inventory certification process. *A/LM/PMP/BA* manages property utilization and disposal programs for headquarters offices in the Department.

1 FAM 215.4-3 Logistics Systems Division (A/LM/PMP/SYS)

(TL:ORG-131; 06-17-2004)

a. Designs and develops logistics information systems consistent with appropriate strategic and tactical plans to include the Integrated Logistics Management System (ILMS).

b. Provides agency-wide logistics system support related to acquisition/procurement, transportation, warehouse management, property management, and diplomatic pouch and mail and provides subject matter expertise for systems applications.

c. Develops, implements, installs, and maintains web-based applications, tools, and web sites. Works with the operational units to develop content for the organization's web sites.

d. Provides technical expertise in analyzing, diagnosing, and resolving problems in support of web platforms and applications and logistics management systems.

e. Supports the Department's IRM Strategic Plan, IRM Tactical Plan, and IRM Architectural Framework.

f. Provides information technology project management support.

1 FAM 215.4-4 Diplomatic Pouch and Mail Division (A/LM/PMP/DPM)

(TL:ORG-131; 06-17-2004)

a. Is responsible for the Department's unclassified pouch and mail services.

b. Administers the domestic classified pouch and mail operations for the Department of State and prepares classified pouches for delivery abroad. (See 12 FAM 100 for DS/CIS/DC responsibilities for administering the worldwide program for delivery of classified pouches via diplomatic couriers.)

c. Is responsible for the worldwide scheduling, dispatch, transportation, auditing, and tracing of unaccompanied diplomatic pouches.

d. Provides liaison with commercial carriers and coordinates tariffs and routing proposals for unclassified pouches. Selects originating carriers for unclassified pouch dispatches and provides advice to posts on routing unclassified pouches to the Department.

e. Surveys the flow of mail in the system and serves as a liaison to the U.S. Postal Service and Military Postal Service Agency.

f. Provides information and policy guidance to the foreign affairs community on effective use of both the classified and unclassified pouch and mail systems.

g. Acts as the contracting officer's representative for the Department's internal messenger system contract and the Department's mail labor contract.

h. Dispatches and receives all classified and unclassified diplomatic pouches for the Department of State.

i. Manages the Department's mail processing system, which segregates mail by type (i.e., flat, parcel, or envelope, registered or unregistered), and sorts and delivers it to its final destination.

j. Serves as the Department's liaison to other Federal agencies and Foreign Service posts regarding the preparation and accountability of the materials that are entered into the classified pouch system prior to dispatch to the Diplomatic Courier Service for delivery. *Maintains* liaison with the Diplomatic and Defense Courier services to ensure that the classified pouch dispatch coincides with scheduled courier services for delivery to Foreign Service posts worldwide.

k. Develops and coordinates plans within the Department and other U.S. Government agencies that address the requirements for routing classified mail to Department posts and offices worldwide.

1 FAM 216 THROUGH 219 UNASSIGNED

1 FAM Exhibit 211.3

BUREAU OF ADMINISTRATION (A)

(TL:ORG-131; 06-17-2004)

