U.S. General Administration

Office of Governmentwide Policy
Center of Policy and Evaluation

FY2010 Policy Review
Kick Off Meeting

March 2, 2010

Agenda

Part 1: Program Overview

- Center of Policy and Evaluation (CPE) Background
- 2008 Agency Recommendations
- 2009 Result

Part 2: Policy Review

- Methodology
- Changes for 2010
- 2010 Schedule
- CPE Website
- Policy Review Tool (PRT)
- PRT Submission Process
- PRT Emails and Reports

Background

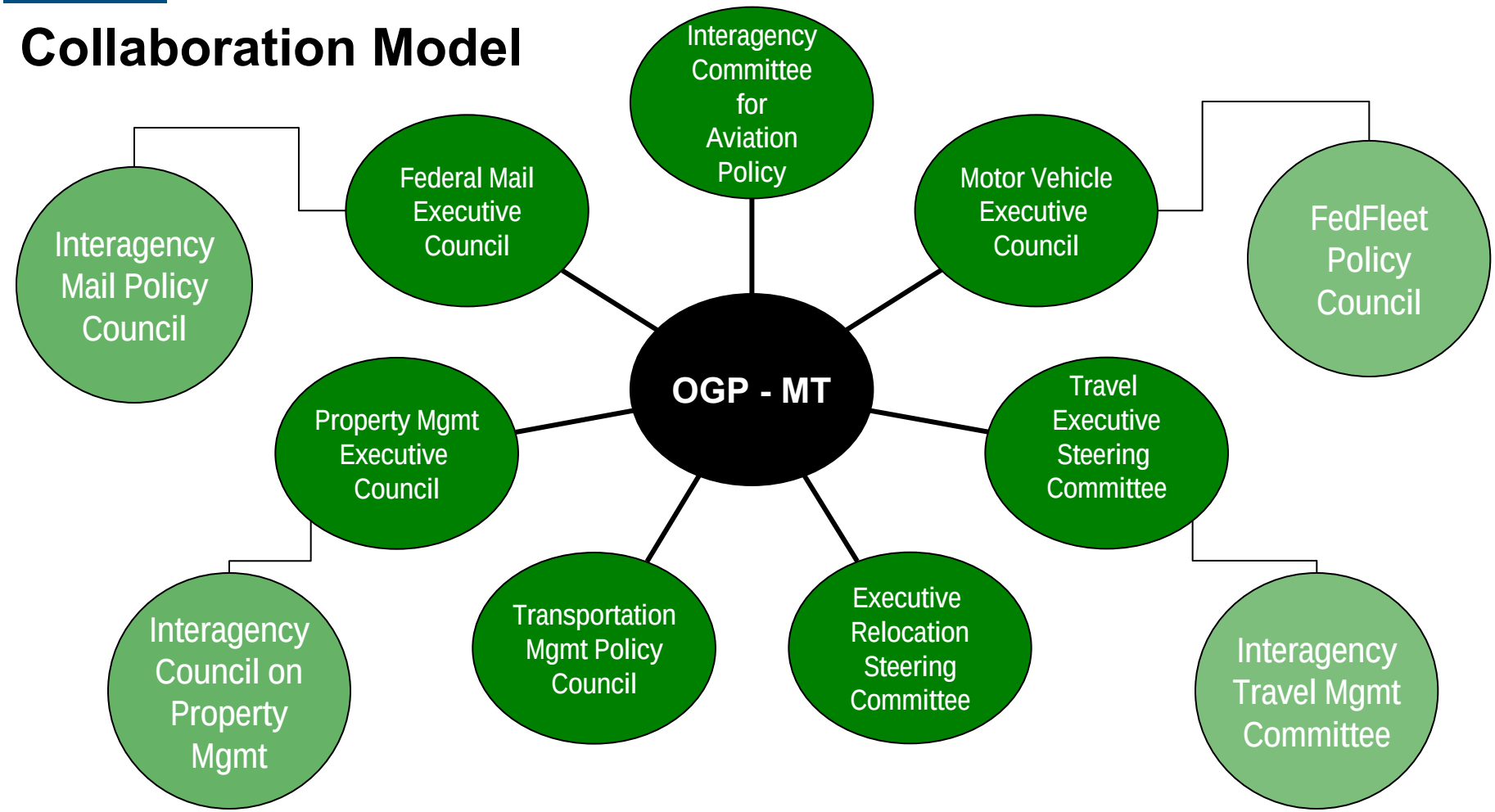
- Office of Travel, Transportation and Asset Management (MT) leads agencies in the economical and efficient management of assets and services by developing effective policies and regulations in the following program areas.
  - Aircraft
  - Mail
  - Motor Vehicles
  - Personal Property
  - Relocation
  - Transportation
  - Travel

Background

- The Center for Policy and Evaluation (CPE) was established as an outgrowth of OMB's Program Assessment Rating Tool (PART) evaluation in 2005 with the following objectives:
  - Improve the policies we establish
  - Determine compliance
  - Encourage all agencies to adopt best practices.
  - Assess how well GSA and agencies are performing to determine if improvements can be made.

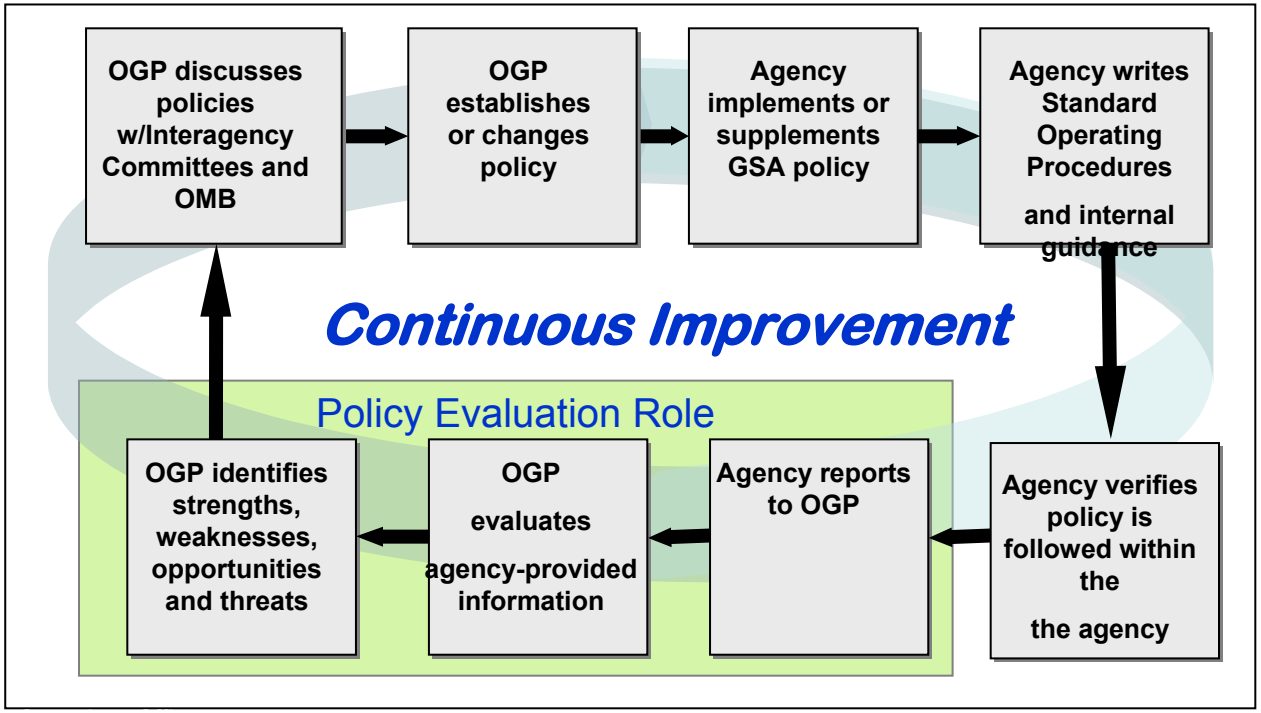
Background

Collaboration Model



Background

Overall Process



2008 Agency Recommendations

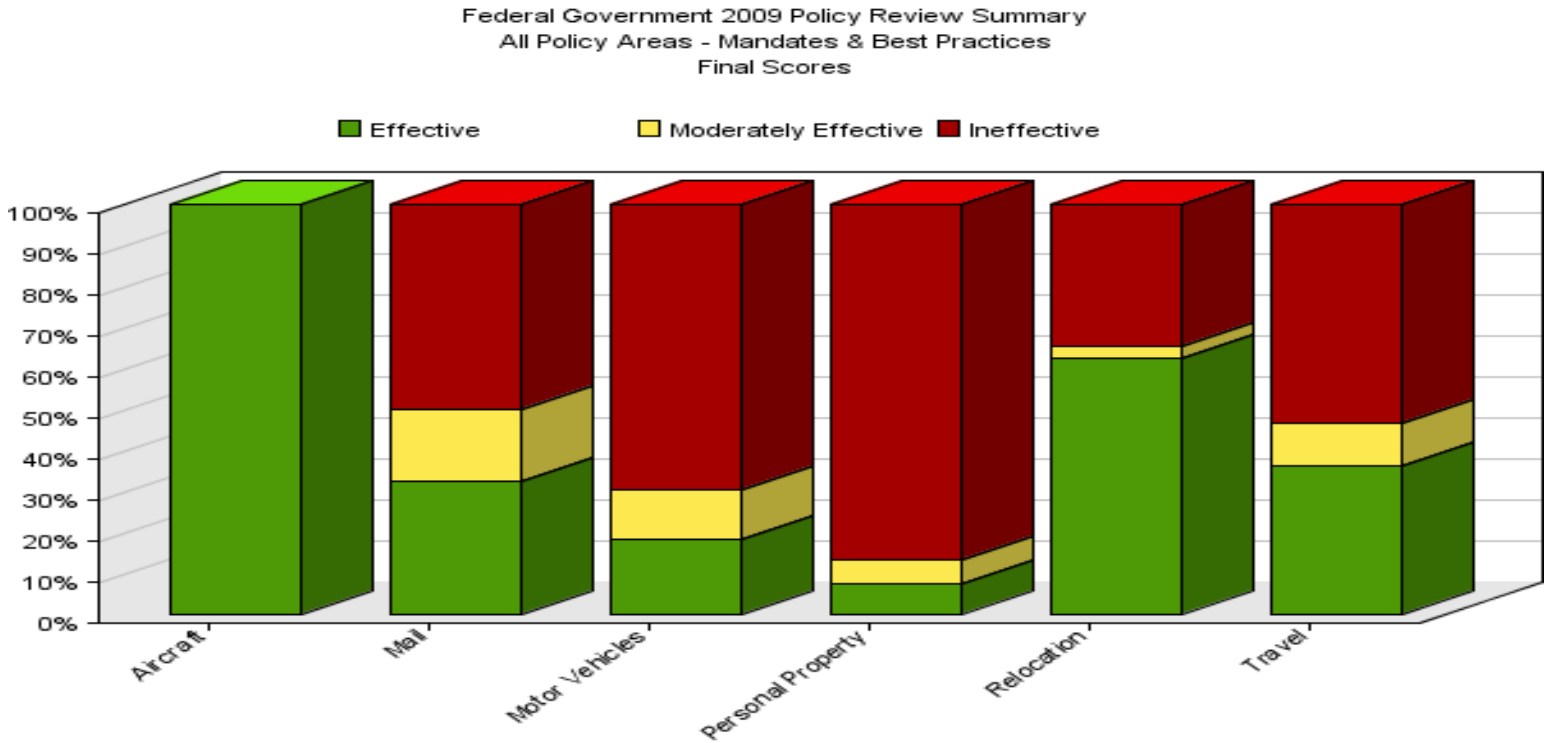
Recommendations enhance GSA's ability to create and implement effective governmentwide policies.

- Received 26 Agency Recommendations
- Initiated actions in response to the issues presented
- Agency recommendations and GSA actions included in the FY 2009 Policy Evaluation Report

2009 Results

- 6 programs areas were evaluated
  - Aircraft
  - Mail
  - Motor Vehicles
  - Personal Property
  - Relocation
  - Travel
- 24 executive agencies
- 88% of those surveyed completed the evaluation
- Final assessments provided to agencies
- Published the 2009 Policy Evaluation Report
  - (www.gsa.gov.cpe))
  - Note: Transportation was not included in the 2009 review

2009 Results



This chart shows the percentage of mandates and best practices in all six policy areas that were scored effective, moderately effective, or ineffective

2009 Results

Strengths

- **Strong Collaboration/Policy Development:** There are strong working relationships between GSA and executive agencies through various interagency councils/committees convened to develop and implement government-wide policies.

- **Strong Mechanisms for Collecting Agency Information:** GSA's mechanisms for collecting agency's information (forms, systems, tools) helped agencies' respond to mandatory requirements.

- **Adherence Supports Agency Missions:** Seventy-two percent of the participating stakeholders concur that participating in the policy evaluation process increased the agency's attention to policy area(s).

2009 Results

Weaknesses

- **Policy Implementation:** Agencies continue to struggle to implement some policies. Agencies' self-disclosed reasons for not adhering to mandates included lack of personnel, lack of funding, other priorities, or adherence planned at a future date.

- **Policy Evaluation Effort:** Some Federal agencies struggle to see the benefits of GSA's policy evaluation program.

- **Dissemination of Information:** GSA should develop mechanisms to disseminate information more quickly and widely.

- **Awareness of Best Practices:** Agencies continue to struggle to identify, adopt, and implement best practices.

2009 Results

Opportunities

- **Web-Based Reporting Tools:** GSA should develop tools for agencies to provide standardized annual reports using on-line collaboration tools.

- **Increased Training and Policy Awareness:** Agencies identified that GSA should expand and strengthen efforts to the Policy Evaluatio n Program by providing training and education to executive agencies.

2009 Results

Threats

- **Program-Specific Policy Implementation** : The failure to implement government-wide mandates poses a potential threat to the effective and efficient management of government-wide programs leading to agency's inability to meet its strategic objectives.

  OGP, in collaboration with our st akeholders and agency users, applies this information to improve policies and stimulate more efficient operations and effective management practices. However, with shrinking budgets and resources, agencies will continue to face challenges when implementing these policies.

2009 Results

Reported Challenges to Non-Adherence to Policy

- Priorities precluded compliance
- Lack of funding
- Lack of personnel
- Compliance planned for later date
- Unaware of policy requirement
- GSA waiver or extension
- Other

Methodology

CPE's Approach

- Conduct agency policy evaluations via Internet
- Provide initial and final assessment of mandates
  - Evaluate Best Practices
  - Capture OGP feedback from customers
- Final written evaluation and score
- Evaluate and post government-wide data

Methodology

- Linking: Policies, Goals & Measures

- Mandates & Best Practices linked to
  - Policy, guidance, industry best practices
  - Suggested performance measures
  - Strategic goals
    - Efficiency/Effectiveness
    - Accountability
    - Safety & Environment

Methodology

Evaluation Criteria

- Written Policy:
  Address the mandate, and provide evidence of current policy implementation

- Awareness:
  Evidence of communicating with affected agency personnel about the mandate, including policy or implementation changes

- Verification:
  Check adherence with applicable documented performance measures

Changes for 2010

- Fewer questions
- Less time built into schedule
- Collect trend data in the 6 policy areas

2010 CPE Schedule

Action Required from...	Process Description	Approximate Dates
CPE	Kick-Off Meeting; PRT available for use	March 2, 2010
Customer Agency	Agencies complete initial response	March 2 - April 13, 2010
CPE	Provide agency feedback	April 14 – May 25, 2010
Customer Agency	Agencies complete final responses	May 26 – June 16, 2010
CPE	Respond to final submission	June 17 – July 9, 2010
CPE	Complete policy area reports	July 12 – August 23, 2010
CPE	Complete and post report	August 24 – December 3, 2010

Website (www.gsa.gov/cpe)

GSA - Center for Policy Evaluation (CPE) Travel, Transportation, and Asset Management - Windows Internet Explorer

http://www.gsa.gov/Portal/gsa/ep/contentView.do?contentType=GSA_OVERVIEW&contentId=22331

File Edit View Favorites Tools Help

GSA - Center for Policy Evaluation (CPE) Travel, Tran...

Page Tools

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Center for Policy Evaluation

- Overview
- PRT Changes
- Background Information
- CPE Annual Schedule
- DCF Parts & Instructions
- Evaluation Criteria and Scoring
- Feedback from Policy Review Tool (PRT)
- Frequently Asked Questions
- PRT Process Flow
- Reasons for Non-Adherence

Home > Policy & Regulations > Center for Policy Evaluation > Center for Policy Evaluation

Center for Policy Evaluation (CPE) Travel, Transportation, and Asset Management

GSA facilitates governmentwide reform by providing effective and efficient policies, identifying and disseminating information on best practices, and implementing innovative tools that enable federal managers to prudently manage their assets.

Experts evaluate agency adherence with existing policy, best practices and tools, and identify policies, regulations, and guidance that hinder an agency's mission or operation. Together with agency experts, GSA establishes performance measures to assess the impact of new policies in the areas of travel, transportation, and asset management.

GSA is currently working with policy experts to document the intent of the policy or project, establish performance measures, and determine a baseline of governmentwide policy adherence.

View the 2009 CPE Governmentwide report

Policy Questions, References, Measures, Strategic Goal Category	Response Examples	Point of Contact
Aircraft [Excel]	[Word]	Jay Spurr (202) 208-0519

CONTACTS

Joddy Perkins Garner
(202) 501-4857
joddy.garner@gsa.gov
View Contact Details

GOVERNMENT LINKS

- GSA Policy Review Tool
- GAO Report - Reexamining Regulations
- Prime Minister's Strategy Unit

NONGOVERNMENT LINKS

- Evaluating Public Policy
- Effective Regulatory Consultations

Policy Review Tool (PRT)

4 Parts: Forms, Reports, Tools and Help

- Data Collection Forms (DCF): Data input
- Reports: Output
- Tools: Define users & approvers
- Help: Detailed instructions, FAQs

Login to PRT

PRT
GSA Policy Review Tool

PRT: GSA Policy Review Tool - Windows Internet Explorer

https://gsa.inl.gov/prt/

File Edit View Favorites Tools Help

PRT: GSA Policy Review Tool

Page Tools

PRT
GSA Policy Review Tool

Sign In

PRT Sign In

Username:

Password:

Sign In

Forgot your password?

About This Site

GSA's Center for Policy Evaluation (CPE) facilitates governmentwide reform by providing effective and efficient policies, identifying and disseminating information on best practices, and implementing innovative tools that enable federal managers to prudently manage their assets.

Experts evaluate agency adherence with existing policy, best practices and tools, and identify policies, regulations, and guidance that hinder an agency's mission or operation. Together with agency experts, CPE establishes performance measures to assess the impact of new policies in the areas of travel, transportation, and asset management.

GSA CPE is currently working with policy experts to document the intent of the policy or project, establish performance measures, and determine a

Documents Available

2009 Policy Evaluation Report
Adobe PDF format; 1 MB download

2009 Policy Review Kick-off Briefing
Microsoft PowerPoint format; 2.5 MB download

PRT - What's New Screen

PRT: GSA Policy Review Tool - Windows Internet Explorer

https://gsa.inl.gov/prt/index.cfm?FuseAction=whatsnew.new

File Edit View Favorites Tools Help

PRT: GSA Policy Review Tool

Page Tools

PRT
GSA Policy Review Tool

User: Joddy Garner
Data Call: 2009
Logout

Forms | Reports | Tools | Help

PRT Help

- What's New?
- FAQ
- Policy Area POCs
- E-mail Archive
- Other Resources
- Usage Agreement

What's New?

Welcome to the GSA Policy Review Tool (PRT). You are signed in as Joddy Garner. You last signed into the system on February 26, 2010 at 2:22 PM.

This page presents information about new features, changes, and other timely items related to the PRT system. You will see this page whenever new information is published. If you no longer wish to see a particular news item when you return to this page, you can dismiss that item by clicking the "Dismiss Item" icon at the bottom of that news item.

Headlines

- 3. Sample Policy Questions with responses and scoring
- 4. Policy Mandates and Best Practices Statements with References
- 5. Attaching Supporting Documentation
- 6. FY2009 Evaluation Criteria and Scoring Standard
- 7. Feedback for OGP/MT and CPE

Data Collection Form (DCF)

PRT
GSA Policy Review Tool

User: Joe Data
Data Call: 2010
Logout

Forms | Reports | Tools | Help

Policy Areas

Mail

Switch To:

Year: 2010

Status: Open

Open: 02/02/09

Close: 07/09/10

Policy Review Tool Data Collection Forms

Agency: ZZ Test

Each of the data collection forms (DCFs) listed below are/were to be completed by the ZZ Test as part of the 2010 evaluation cycle conducted by GSA's Center for Policy Evaluation (CPE). The instructions for the DCFs, as well as the questions comprising each section within DCFs, can be viewed by clicking on the corresponding DCF title, below (or within the list of DCFs appearing the to left).

The status of each form, including when it was last updated and by whom, is denoted below. In addition, a "read-only" version of the entire form is also available; this read-only version of the form can't be used to submit responses but provides a complete list of all of the form's questions (and the corresponding responses, if entered) for your convenience.

Mail

Status: Not Yet Started
GSA CPE Contact: Patrick McConnell 202-501-2362
View the entire form...

URL: http://localhost/prt/
Contact: Joddy Garner

Execution time: ~0.063 seconds

General Services Administration
Office of Governmentwide Policy

DCF Sections

- Mandates
  - Scored
- Best Practices
  - Not Scored
- MT and CPE Feedback
  - Not Scored
  - Agency Respondents and Approvers provide feedback to both MT and CPE
  - Help identify what works & needs improvement

Submission Process

- Agency Responder completes four sections:
  - Mandates, Best Practices, MT and CPE feedback
- Agency Approver reviews completed form, completes MT & CPE feedback & submits to CPE
- CPE provides agency interim scores
- Agency adds info and resubmits
- CPE provides final agency evaluation scores for Mandates, government wide scores for Best Practice questions, and analyzes MT and CPE Feedback

Navigation Screen

PRT
GSA Policy Review Tool

User: Joe Data
Data Call: 2010
Logout

Forms | Reports | Tools | Help

Policy Areas

- Mail
  - Instructions
  - View Entire Form
  - Mandates
  - Best Practices
  - Other Program Information
  - Agency Respondent OGP/MT Feedback
  - Submit Form

Switch To:

Year: 2010
Status: Open
Open: 02/02/09
Close: 07/09/10

Mail Management Policy Review Tool

Agency: ZZ Test

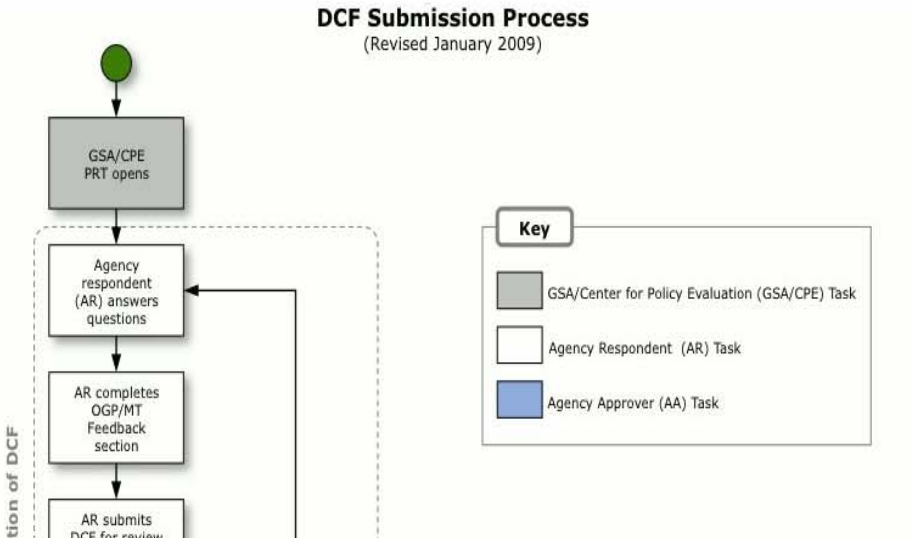
Overall Progress: 0%
0 of 13 Complete

Instructions

Data Collection Form (DCF) Submission Process

Submitting the DCF for each policy area will follow this series of steps, as shown in the figure below:

1. Your agency completes the "Mandates", "Best Practices", "Other Program Information" (if applicable; not all DCFs will include this section), and "OGP/MT Feedback" sections.
2. Your agency approving official reviews the completed form, completes their portion of the "OGP/MT Feedback" section, and submits the DCF to GSA for review and scoring.
3. GSA provides interim and/or final scores based on the agency's responses and returns the form to your agency.
4. Where GSA has assigned interim scores, your agency will have an opportunity to provide additional information. When your agency has done that and completed the "CPE Feedback" section, the updated DCF is re-submitted to GSA for final scoring through the agency approving official.
5. GSA provides final scoring on all questions within the "Mandates" sections, and acknowledges feedback provided by the agency in the other sections.



Mandate Question: Data Input

Mail Management Policy Review Tool - Mandates

Responses successfully saved.

Agency: ZZ Test

Overall Progress: 8%
1 of 13 Complete

1 2 3

Completed question Incomplete question

Mandates - Question 2 Ref: 102-192.130

A. An agency mail manager should: (a) Establish written policies and procedures to provide timely and cost effective dispatch and delivery of mail; (b) Ensure agency-wide awareness and compliance with standards and operational procedures established by all service providers used by the agency; (c) Set policies for expedited mail, mass mailings, mailing lists, and couriers; (d) Seek opportunities to implement cost-effective improvements and to enhance performance of the agency's mission; (e) Develop and direct agency programs and plans for proper and cost-effective use of transportation equipment, and supplies used for mail; (f) Ensure that facility and program level mail personnel receive appropriate certifications and training in order to successfully perform their assigned duties; (g) Promote professional certification for mail managers and mail center employees; (h) Ensure that expedited mail and couriers are used only when authorized by the Private Express Statutes and when necessary and cost-effective; (i) Establish written policies and procedures to minimize incoming and outgoing personal mail; (j) Provide guidance to agency correspondence managers on correspondence management decisions such as development and design of mailing materials including Business Reply Mail, letterhead, and mail piece design; and (k) Represent the agency in its relations with mail service providers, other agency mail managers, and the GSA Office of Governmentwide Policy.

Do you have a documented agency policy enforcing this mandate? Yes No
Do you ensure your employees are aware of the mandate? Yes No
Do you verify adherence with the mandate, e.g., via performance measures? Yes No

How familiar are you with this mandate? -- Select Response --

What is the biggest challenge to adherence? -- Select Response --
Please provide evidence and an explanation f

- -- Select Response --
- Other priorities precluded adherence
- Lack of resources - funding
- Lack of resources - personnel
- Adherence planned for later date
- Unaware of requirement
- Received waiver/Implementation extension
- Other - explain below
- None

Attachments (0 files)

B. GSA interim response (if necessary)

(Not yet applicable)

C. Agency follow-up response (if necessary)

(Not yet applicable)

D. GSA final response

(Not yet applicable)

Save

Question Status: Not Yet Saved

Best Practice questions have same format

Other Program Information: Data Input

Policy Areas

- Mail
  - Instructions
  - View Entire Form
  - Mandates
  - Best Practices
  - Other Program Information
  - Agency Respondent
  - OGP/MT Feedback
  - Submit Form

Switch To:

Year: 2010

Status: **Open**

Open: 02/02/09

Close: 07/09/10

Mail Management Policy Review Tool - Other Program Information

Responses successfully saved.

Agency: ZZ Test

Overall Progress: 38%

5 of 13 Complete

1

Completed question Incomplete question

Other Program Information - Question 1 Ref: 102-192.70(e)

A. Based on your agency's number of mail facilities, identify the number that have a written/revised security plan within the past 2 years.

Save

Question Status: Not Yet Saved

GSA Feedback

Policy Areas

- Mail
  - Instructions
  - View Entire Form
  - Mandates
  - Best Practices
  - Other Program Information
  - Agency Respondent OGP/MT Feedback
  - Submit Form

Switch To:

Year: 2010

Status: **Open**

Open: 02/02/09

Close: 07/09/10

Mail Management Policy Review Tool - Agency Respondent OGP/MT Feedback

Responses successfully saved.

Agency: ZZ Test

Overall Progress: 46%

6 of 13 Complete

1 2 3 4 5 6 7

Completed question Incomplete question

Agency Respondent OGP/MT Feedback - Question 1 **Ref:** n/a

A. Do GSA's mechanisms for collecting your agency's information (forms, systems, tools) help your agency respond to mandatory requirements?

Yes No

B. If YES, please briefly list. If NO, please provide specific reasons and any suggestions on ways we can improve.

Attachments (0 files)

C. GSA response/acknowledgement

(Not yet applicable)

Save

Question Status: Not Yet Saved

Send for Agency Approval

Policy Areas

- Mail
  - Instructions
  - View Entire Form
  - Mandates
  - Best Practices
  - Other Program Information
  - Agency Respondent
  - OGP/MT Feedback
  - Submit Form

Switch To:

Year: 2010

Status: Open

Open: 02/02/09

Close: 07/09/10

Mail Management Policy Review Tool

Responses successfully saved.

Agency: ZZ Test

Overall Progress: 100%

13 of 13 Complete

Submit Form

In Progress

The initial agency response for this form has been completed and is ready to be submitted to this agency's designated reviewer(s) for approval. Click the "Send for Agency Approval" button below to submit this form for review and approval by your Agency Approver. Note that you will not be able to update the information on the form after you have submitted it for review unless your Agency Approver rejects the form.

Send for Agency Approval

Awaiting Initial Agency Review

Policy Areas

Mail

Instructions

View Entire Form

Submit/Reject Form

Switch To:

Year: 2010

Status: Open

Open: 02/02/09

Close: 07/09/10

Mail Management Policy Review Tool

Agency: ZZ Test

Overall Progress: 100%

Awaiting Initial Agency Review

Submit or Reject Form

Awaiting Initial Agency Review

This form is under review by the agency's designated approver(s). You are not authorized to change the status of this form at this time, based on the roles you have been granted in this system and/or your organizational affiliation.

Status for Agency Approver

Policy Areas

- Aircraft
- Mail
- Motor Vehicles
- Personal Property
- Relocation
- Travel

Switch To:

Year: 2010

Status: **Open**

Open: 02/02/09

Close: 07/09/10

Policy Review Tool Data Collection Forms

Agency: ZZ Test

Each of the data collection forms (DCFs) listed below are/were to be completed by the ZZ Test as part of the 2010 evaluation cycle conducted by GSA's Center for Policy Evaluation (CPE). The instructions for the DCFs, as well as the questions comprising each section within DCFs, can be viewed by clicking on the corresponding DCF title, below (or within the list of DCFs appearing the to left).

The status of each form, including when it was last updated and by whom, is denoted below. In addition, a "read-only" version of the entire form is also available; this read-only version of the form can't be used to submit responses but provides a complete list of all of the form's questions (and the corresponding responses, if entered) for your convenience.

Aircraft

Status: **Not Yet Started**
GSA CPE Contact: Jay Spurr (202) 208-0519
View the entire form...

Mail

Status: **Awaiting Initial Agency Review**
Last Updated: 02/24/2010 by Joe Data
GSA CPE Contact: Patrick McConnell 202-501-2362
View the entire form...

Motor Vehicles

Status: **Not Yet Started**
GSA CPE Contact: Ed Lawler 202-501-3354
View the entire form...

Personal Property

Status: **Not Yet Started**
GSA CPE Contact: Rick Bender 202-501-3448
View the entire form...

Relocation

Status: **Not Yet Started**
GSA CPE Contact: Patrick McConnell 202-501-2362
View the entire form...

Travel

Status: **Not Yet Started**
GSA CPE Contact: Cy Greenidge (202) 219-2349

Agency Approver Reviews & Provides MT Feedback

Program Areas

- Aircraft
- Mail
- Motor Vehicles
- Personal Property
- Relocation
- Travel
  - Instructions
  - View Entire Form
  - Agency Approver OGP/MT Feedback
  - Submit/Reject Form

Switch To:

Year: 2009

Status: **Open**

Open: 01/09/09

Close: 07/29/09

Travel Management Policy Review Tool - Agency Approver OGP/MT Feedback

Responses successfully saved.

Agency: ZZ Test

Overall Progress: 86%

6 of 7 Complete

1 2 3 4 5 6 7

Completed question Incomplete question

GSA Approver Feedback - Question 7 **Ref:** n/a

A. If you have had any corrective actions/recommendations from evaluations (IG, OMB, GAO, internal, etc.) within the last 3 years, what were they and have you implemented corrective actions?

Yes No

B. If YES, please explain how that has improved your program.

GSA is wonderful!

Attachments (0 files)

C. GSA response/acknowledgement

(Not yet applicable)

Save

Question Status: Not Yet Saved

Comments from Agency Approver

Policy Areas

- Aircraft
- Mail
  - Instructions
  - View Entire Form
  - Agency Approver
  - OGP/MT Feedback
  - Submit/Reject Form
- Motor Vehicles
- Personal Property
- Relocation
- Travel

Switch To:

Year: 2010

Status: Open

Open: 02/02/09

Close: 07/09/10

Mail Management Policy Review Tool

Responses successfully saved.

Agency: ZZ Test

Overall Progress: 100%

7 of 7 Complete

Submit or Reject Form

Awaiting Initial Agency Review

The initial agency response for this form has been completed and is awaiting review. Clicking the "Disapprove Agency Responses" button will re-open the form for further modification by the appropriate users within this agency; if you choose to disapprove the form, you should include comments below, indicating what needs to be addressed before the form can be re-submitted.

Clicking the "Submit to GSA for Review" button will submit this form to GSA's reviewers for initial review and scoring.)

Agency Reviewer Comments:

Joe Data: Please revise your responses to mandate #4 and best practice #2 as discussed yesterday. Thank you, Jim Approver

Disapprove Agency Responses | Submit to GSA for Review

Agency Responder Resubmits to Agency Approver

Policy Areas

- Mail
  - Instructions
  - View Entire Form
  - Mandates
  - Best Practices
  - Other Program Information
  - Agency Respondent
  - OGP/MT Feedback
  - Submit Form

Switch To:

Year: 2010

Status: Open

Open: 02/02/09

Close: 07/09/10

Mail Management Policy Review Tool

Agency: ZZ Test

Overall Progress: 100%

13 of 13 Complete

Submit Form

In Progress

The initial agency response for this form has been completed and is ready to be submitted to this agency's designated reviewer(s) for approval. Click the "Send for Agency Approval" button below to submit this form for review and approval by your Agency Approver. Note that you will not be able to update the information on the form after you have submitted it for review unless your Agency Approver rejects the form.

Send for Agency Approval

Agency Approver Submits

Policy Areas

- Aircraft
- Mail
  - Instructions
  - View Entire Form
  - Agency Approver
  - OGP/MT Feedback
  - Submit/Reject Form
- Motor Vehicles
- Personal Property
- Relocation
- Travel

Switch To:

Year: 2010

Status: Open

Open: 02/02/09

Close: 07/09/10

Mail Management Policy Review Tool

Agency: ZZ Test

Overall Progress: 100%

7 of 7 Complete

Submit or Reject Form

Awaiting Initial Agency Review

The initial agency response for this form has been completed and is awaiting review. Clicking the "Disapprove Agency Responses" button will re-open the form for further modification by the appropriate users within this agency; if you choose to disapprove the form, you should include comments below, indicating what needs to be addressed before the form can be re-submitted.

Clicking the "Submit to GSA for Review" button will submit this form to GSA's reviewers for initial review and scoring.)

Agency Reviewer Comments:

Thanks Joe. This now looks great to me!

Disapprove Agency Responses | Submit to GSA for Review

Awaiting GSA Review

Policy Areas

- Aircraft
- Mail
  - Instructions
  - View Entire Form
  - Mandates
  - Best Practices
  - Agency Approver
  - OGP/MT Feedback
  - Submit Form
- Motor Vehicles
- Personal Property
- Relocation
- Travel

Switch To:

Year: 2010

Status: Open

Open: 02/02/09

Close: 07/09/10

Mail Management Policy Review Tool

Agency: ZZ Test

Overall Progress: 58%

Awaiting GSA Review

Submit Form

Awaiting GSA Review

This form is currently under review by GSA for initial scoring. You are not authorized to change the status of this form at this time, based on the roles you have been granted in this system and/or your organizational affiliation.

CPE Review-Mandates

Mandates - Question 1 Ref: 102-192-70(e)

A. All mail facility managers should report annually the status of their facility mail security plans to agency headquarters.

Do you have a documented agency policy enforcing this mandate? (•) Yes ( ) No
Do you ensure your employees are aware of the mandate? (•) Yes ( ) No
Do you verify adherence with the mandate, e.g., via performance measures? (•) Yes ( ) No
How familiar are you with this mandate? Unfamiliar
What is the biggest challenge to adherence? Other priorities precluded adherence
Please provide evidence and an explanation for each criteria.

asdf

Attachments (0 files)

B. GSA interim response (if necessary)

Written Policy (•) Yes ( ) No
Awareness (•) Yes ( ) No
Verification (•) Yes ( ) No

Overall Score:
(•) Effective
( ) Moderately Effective
( ) Ineffective
View details...

Thank you for providing detailed supporting evidence and narrative that addresses our criteria.

C. Agency follow-up response (if necessary)

(Not yet applicable)

D. GSA final response

(Not yet applicable)

Save

Question Status: Last Saved 02/24/2010 10:38 AM

Best Practice questions have same format

Emails from the PRT

- New users or passwords reset
- Document Control Form status changes
- System messages

Reports & Analytical Tools

- Quick Reports show performance by:
  - MT & CPE Feedback Summary
  - Performance by Program Area & Strategic Goal
  - Performance Comparison by Program Area & Strategic Goal, Across all areas
  - Performance by Question
  - Adherence Challenges
  - Performance Summary by Question
- Create or use saved queries

Additional Information

Policy Area	GSA/CPE POC	
CPE Director	Steve.Rosen@gsa.gov	(202)208-6601
CPE Deputy Director	Joddy.Garner@gsa.gov	(202)501-4857
Aircraft	Joseph.Spurr@gsa.gov	(202)208-0519
Mail	Patrick.McConnell@gsa.gov	(202)501-2362
Motor Vehicle	Ed.Lawler@gsa.gov	(202)501-3354
Personal Property	Rick.Bender@gsa.gov	(202)501-3448
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Questions?