

1 FAM 200

INTERNAL FUNCTIONAL BUREAUS

1 FAM 210

BUREAU OF ADMINISTRATION (A)

(CT:ORG-165; 02-23-2007)
(Office of Origin: A/EX/MGT)

1 FAM 211 SCOPE AND AUTHORITY

1 FAM 211.1 Policy

(TL:ORG-113; 07-01-2002)

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

(CT:ORG-154; 04-10-2006)

- a. The Assistant Secretary reports directly to the Under Secretary for Management (M). Under the overall direction of the Under Secretary for Management, the Assistant Secretary directs the Bureau of Administration (A).
- b. The Assistant Secretary 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. The Assistant Secretary oversees offices providing language services, allowances, and differentials, support of overseas schools, domestic real property including asset management and facilities management services, domestic emergency management, domestic occupational safety and health, and domestic environmental protection and energy conservation.
- d. The Assistant Secretary oversees the Department's logistics functions (acquisition, supply, transportation, and unclassified pouch and mail).

- e. The Assistant Secretary manages the Department's Records Program, Multi-Media Services, Directives Management, and the Ralph Bunche Library.
- f. The Assistant Secretary 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. The Assistant Secretary oversees the Office of Small and Disadvantaged Business Utilization (A/SDBU), and reports directly to the Deputy Secretary (D) concerning its policies and activities.
- h. The Assistant Secretary directs administrative oversight and services of the Office of the Procurement Executive.
- i. The Assistant Secretary serves as Chief Acquisition Officer for the Department of State.
- j. The Assistant Secretary directs administrative oversight and services of the Office of Global Support Services and Innovation.
- k. The Assistant Secretary ensures continuing liaison with OMB and members and staffs of Congressional committees having oversight responsibilities for Department operations.
- l. The Assistant Secretary 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.
- m. The Assistant Secretary serves as Chairman of:
 - (1) Overseas Schools Policy Committee;
 - (2) Selection committee for the Leamon R. Hunt Award for Administrative Excellence;
 - (3) International Cooperative Administrative Support Services (ICASS) Executive Board; and
 - (4) The State Service Providers Steering Committee.
- n. The Assistant Secretary provides overall direction of the Department's energy conservation program. In addition, the Assistant Secretary serves as the Department of State's representative to the Federal Interagency Energy Policy Committee ("656 Committee").
- o. The Assistant Secretary 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), subchapters dealing with administrative services;
 - (3) Foreign Affairs Manual Volume 5 (Information Management), subchapter 5 FAM 400—Records Management, 5 FAM 960—Publications, 5 FAM 1300—Publications and Related Services, and 5 FAM 1400—Library Services; 5 FAH-4, Records Management Handbook; and 5 FAH-7, Graphics Standards Handbook; in their entirety;
 - (4) Foreign Affairs Manual Volume 6 (General Services); 6 FAH-1, General Services Handbook; 14 FAH-2, Contracting Officer's Representative Handbook; and 6 FAH-5, International Cooperative and Administrative Support Services (ICASS) Handbook; and
 - (5) Foreign Affairs Manual Volume 14 (Logistics Management); 14 FAH-1, Department-Wide Personal Property Management Handbook; and 14 FAH-3, Acquisition Career Management Program Handbook.
- p. The Assistant Secretary has substantive responsibility for the Overseas Contracting and Simplified Acquisition Guidebook and the Department of State Standardized Regulations (DSSR).
 - q. The Assistant Secretary 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).
 - r. The Assistant Secretary serves as a member of the Security Clearance Revocation Appeals Board.
 - s. The Assistant Secretary serves as the senior official responsible for meeting the goals and requirements of Executive Order 13123, Greening the Government through Energy Efficient Management.
 - t. The Assistant Secretary has delegated authority from the Secretary of State to oversee the establishment, maintenance, and operation of employee associations at posts. The Assistant Secretary approves employee association charters and oversees the Office of Commissary and Recreation Association Affairs.
 - u. The Assistant Secretary serves as the Competitive Sourcing Official in accordance with the Office of Management and Budget (OMB) Circular A-76.
 - v. The Assistant Secretary serves as the Department's designated Agency Environmental Executive (AEE) under Executive Order 13101 and the designated environmental compliance management official.

- w. The Assistant Secretary serves as the senior agency official for Privacy and is responsible for privacy compliance for the Department of State.
- x. The Assistant Secretary serves as the Chief Freedom of Information Act (FOIA) Officer in accordance with Executive Order 13392 (“Improving Agency Disclosure of Information”) with agency-wide responsibility for FOIA compliance.

1 FAM 211.3 Organization

(CT:ORG-147; 12-13-2005)

An organization chart of the Bureau of Administration (A) 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

(CT:ORG-154; 04-10-2006)

- a. A wide range of statutes and regulations govern the activities of the Bureau of Administration (A). These include the biennial State Department authorization acts and 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; and the Federal Managers’ Financial Integrity Act.
- b. Other authorities that govern the A Bureau include:
 - (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; the Act of 1966, 5 U.S.C. 5913; Section 3 of the Federal Civilian and Contractor Travel Expenses Act, 5 U.S.C. 5702; and the Defense Department Overseas Teachers Pay and Personnel Practices Act of 1959, as amended, 20 U.S.C. 905 - 906;
- (2) **Competitive sourcing**—Federal Activities Inventory Reform (FAIR) Act of 1998, 31 U.S.C. 501; and Office of Management and Budget (OMB) Circular A-76;
 - (3) **Diplomatic Pouch and Mail**—Vienna Convention on Diplomatic Relations, Article 27; 39 U.S.C. 413; 39 U.S.C. 406, 3401; DOD Military Postal Service Regulations; and the Economy Act, 31 U.S.C. 1535 - 1536;
 - (4) **Emergency Management Programs:**
 - (a) Federal Property and Administrative Services Act of 1949, 40 U.S.C. 471 et seq.; and The International Center Act, Public Law 90-553, as amended by Public Law 97-186;
 - (b) 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);
 - (c) E.O. 10346, Preparation by Federal Agencies of Civil Defense Emergency Plans (04/17/1952);
 - (d) NFPA 1600, National Fire Protection Association “Standard on Disaster/Emergency Management and Business Continuity Programs”; and
 - (e) 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. 3721;
 - (7) **Environmental Stewardship and Energy Conservation Management:**
 - (a) Energy Policy Act of 1992 (EPACT), Public Law 102-486;
 - (b) National Environmental Policy Act of 1969 (Public Law 91-

- 190; Title 42 Code of Federal Regulations, Chapter 55);
- (c) E.O. 12902 (03/08/1994), Energy Efficiency and Water Conservation at Federal Facilities;
 - (d) E.O. 12969: Federal Acquisition; Community Right to Know; Toxic Release Reporting;
 - (e) E.O. 13101 (1999), Greening the Government Through Waste Prevention, Recycling and Federal Acquisition;
 - (f) E.O. 13123 (1999), Greening the Government Through Efficient Energy Management;
 - (g) E.O. 13148 (2000), Greening the Government Through Leadership in Environmental Management; and
 - (h) E.O. 13149 (2000), Greening the Government Through Federal Fleet and Transportation Efficiency;
- (8) **Facilities Management (Domestic)**—Property Management sections of the Federal Property and Administrative Services Act of 1949, as amended, 40 U.S.C. 486(c) 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 Regulation (FAR), 48 CFR Chapter 1; Department of State Acquisition Regulation (DOSAR), 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) **Occupational Safety and Health Program:**

- (a) Occupational Safety and Health Act of 1970 (Public Law 91-596) and associated regulations (Title 29 Code of Federal Regulations);
- (b) Comprehensive Environmental Response, Compensation, and Liability Act of 1980;
- (c) Resource Conservation and Recovery Act and amendments;
- (d) Toxic Substances Control Act; and
- (e) E.O. 12196, Occupational Safety and Health Programs for Federal Employees;

(13) **Overseas Schools**—Section 29 of the 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;

(14) **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;

(15) **Property Management**—Property Management sections of the Federal Property and Administrative Services Act of 1949, as codified, 40 U.S.C. 486(c) et seq.;

(16) **Records Management:**

- (a) Freedom of Information Act, 5 U.S.C. 552 and eFOIA amendments;
- (b) Privacy Act, 5 U.S.C. 552a;
- (c) E.O. 12958, Classified National Security Information, as amended;
- (d) Federal Records Act, 44 U.S.C. Chapter 31;
- (e) 22 CFR 171 Subchapter R, Access to Information;
- (f) E Government Act of 2002, Public Law 107-347;
- (g) Records Disposal Act, 44 U.S.C. Chapter 33;
- (h) 22 U.S.C. 4354 (Declassification of Department of State Records);

U.S. Department of State Foreign Affairs Manual Volume 1—
Organization and Functions

- (i) OMB Circular A-130 (Management of Federal Information Resources);
 - (j) Paperwork Reduction Act (including amendments added by the Small Business Paperwork Relief Act), 44 U.S.C. 3501 - 3521;
 - (k) Government Paperwork Elimination Act, 44 U.S.C. 3504, note;
 - (l) 5 CFR Part 1320, Controlling Paperwork Burdens on the Public;
 - (m) Paperwork Reduction Act of 1995: Implementing Guidance (February 3, 1997, Preliminary Draft);
 - (n) Delegation of Authority No. 226 (Delegation of Responsibilities for the Collection of Information from the Public under the Paperwork Reduction Act);
 - (o) See also materials identified by the Office of Management and Budget's Office of Information and Regulatory Affairs (OMB/OIRA) paperwork requirements page; and
 - (p) E.O. 13392, Improving Agency Disclosure of Information (12/14/2005);
- (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;
 - (e) Public Law 106-50, Veterans Entrepreneurship and Small Business Development Act of 1999 (08/17/2000); and
 - (f) Public Law 108-183, Veterans Benefit Act of 2003 that creates a procurement set-aside program for small businesses owned and controlled by service-disabled veterans;
- (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, 49 U.S.C. 40118; and Federal Travel Regulations, 41 CFR Subtitle F; 14 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)

(CT:ORG-154; 04-10-2006)

- a. The Office of the Executive Director for the Bureau of Administration (A/EX) 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. A/EX provides Presidential and Vice Presidential travel support services for the White House for international travel. Within the bureau, A/EX 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 and the Center for Administrative Innovation. A/EX 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, the executive director serves as principal advisor to the Assistant Secretary, Deputy Assistant Secretaries and principal officers on information resources management. A/EX develops and implements information technology policies to enhance the bureau's IT program through timely, cost-effective, efficient, and secure application of information resources. A/EX 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. The executive director serves as the Bureau of Administration representative to the Department's E-Gov Advisory Board.
- d. A/EX 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)

(CT:ORG-154; 04-10-2006)

- a. The Management Staff (A/EX/MGT) provides management analysis and services to bureau offices.
- b. A/EX/MGT 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. A/EX/MGT provides advice and guidance on training and professional development and approves bureau enrollments and payments for courses and conference attendance.
- d. A/EX/MGT contributes to the Department's recruitment and development of Foreign Service management officers and Civil Service managers.
- e. A/EX/MGT 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)

(CT:ORG-154; 04-10-2006)

- a. The Financial Management Division (A/EX/FMD) formulates, presents, and executes the budget for the Bureau of Administration.
- b. A/EX/FMD performs both inter- and intra-bureau liaison and counseling activities in connection with budget functions and performs financial studies and audits, as appropriate.
- c. A/EX/FMD provides central management responsibility to the Working Capital Fund (WCF).

1 FAM 212.1-2(A) Administrative Services Staff (A/EX/FMD/AS)

(CT:ORG-154; 04-10-2006)

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

1 FAM 212.1-2(B) Working Capital Fund (A/EX/FMD/WCF)

(TL:ORG-154; 04-10-2006)

- a. The Working Capital Fund (WCF) is a chargeback system managed by the Office of the Executive Director (A/EX), exclusive of accounting services performed by the Bureau of Resource Management (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)

(CT:ORG-154; 04-10-2006)

- a. The Human Resources Division (A/EX/HRD) advises managers and employees on human resource matters including:
 - (1) Position classification;
 - (2) Recruitment and appointment;
 - (3) Assignments and transfers;
 - (4) Promotions;
 - (5) Employee and labor relations;
 - (6) Equal employment opportunity;
 - (7) Career development and training;
 - (8) Counseling;
 - (9) Performance management; and
 - (10) Incentive awards programs.
- b. A/EX/HRD processes all documents and provides technical guidance related to the bureau's human resource management programs and activities.
- c. A/EX/HRD administers all delegated authorities related to staffing, position classification, performance management and employee relations.
- d. A/EX/HRD develops human resource policies and procedures consistent with Bureau of Human Resources (HR) and Office of Personnel Management (OPM) guidance for the Bureau of Administration. A/EX/HRD periodically assesses human resource management issues throughout the bureau to meet new organizational requirements.
- e. A/EX/HRD analyzes human resource issues and programs, providing statistical and status reports for use by bureau management.
- f. A/EX/HRD manages employee benefits programs (health and life insurance, Thrift Savings Program (TSP), etc.) for bureau personnel.
- g. A/EX/HRD provides human resource support for special events such as ad hoc conferences and summits.

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

(CT:ORG-165; 02-23-2007)

- a. The Information Resources Management Division (A/EX/IRM) 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 *Information Sharing Services* (A/ISS); and
 - (3) Office of the Executive Director (A/EX); Office of the Procurement Executive (A/OPE); Office of Global Support Services and Innovation (A/GSSI); and the Office of Small and Disadvantaged Business Utilization (A/SDBU).
- 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 212.1-5 Presidential Travel Support Division (A/EX/PTS)

(CT:ORG-154; 04-10-2006)

- a. The Presidential Travel Support Division (A/EX/PTS) serves as the principal liaison with the White House and is responsible for all logistical and administrative arrangements in support of trips abroad (occasionally, internationally related domestic trips) by the President, Vice President or First Lady.
- b. A/EX/PTS also serves as the principal liaison office with a mission at the time of a visit with regard to this support. A/EX/PTS coordinates mission personnel support and sends advance representatives to work with White House advance personnel.

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

(CT:ORG-154; 04-10-2006)

- 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 the Office of Logistics Management (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;
 - (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), A/OPE encourages the use of such small businesses whenever and wherever practicable; and
 - (17) Administers the annual development and submission of the FAIR Act inventory, in accordance with the Federal Activities Inventory Reform (FAIR) Act of 1998 (31 U.S.C. 501) and Office of Management and Budget (OMB) Circular A-76. A/OPE uses the FAIR Act inventory to identify opportunities for competitive sourcing.
- 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-154; 04-10-2006)

- a. The Policy Division (A/OPE/PD) determines the effect of, or implements, new or proposed legislation, executive orders, or regulations into the Department's domestic acquisition system programs.
- b. A/OPE/PD 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. A/OPE/PD 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 (FSI), workshops abroad, and domestic contracting activities.
- d. A/OPE/PD participates in developing, implementing, and monitoring a Department-wide contract reporting system (State/Federal Procurement Data System, S/FPDS).
- e. A/OPE/PD manages the purchase card program, including establishing the strategic direction of the program, development of policy, and oversight of program operations.
- f. A/OPE/PD 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-154; 04-10-2006)

- a. The Evaluation and Assistance Division (A/OPE/EAD) reviews and evaluates acquisition policies and programs and their implementation at Foreign Service posts and domestic contracting activities.
- b. A/OPE/EAD implements new legislation, Executive Orders, or regulations into the Department's acquisition system programs that affect the acquisition programs for Foreign Service posts.
- c. A/OPE/EAD 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. A/OPE/EAD evaluates and recommends disposition of solicitation and contract actions exceeding the authority limitation of contracting officers at Foreign Service posts.
- e. A/OPE/EAD reviews applications for contracting officer appointments and provides recommendations to the Procurement Executive.

- f. A/OPE/EAD participates in developing acquisition plans for Foreign Service posts.
- g. A/OPE/EAD 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;
 - (5) Contract or assistance terms and conditions; and
 - (6) 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-154; 04-10-2006)

- a. The Federal Assistance Division (A/OPE/FA) 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. A/OPE/FA 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. A/OPE/FA reviews applications for grant officer appointments and provides recommendations to the Procurement Executive.
- d. A/OPE/FA 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. A/OPE/FA 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.
- f. A/OPE/FA 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 Competitive Sourcing Program (A/OPE/CS)

(CT:ORG-154; 04-10-2006)

The Competitive Sourcing Program (A/OPE/CS) directs, plans, and facilitates the implementation of Office of Management and Budget (OMB) Circular A-76 (May 2003) within the Department. The Competitive Sourcing Program:

- (1) Provides oversight to ensure compliance and coordination for the annual submission of the FAIR Act inventory. Inventory guidance and training is prepared and provided to each bureau's representatives by A/OPE/CS staff;
- (2) Develops, facilitates, and issues competitive sourcing policy to ensure compliance with OMB guidance and procedures. A/OPE/CS researches and evaluates the impact of U.S. Government-wide changes in directives, legislation, or administrative decisions;
- (3) Provides technical assistance and recommendations to the Competitive Sourcing Official (CSO) on potential areas for competitive sourcing and/or other techniques to enhance performance or savings;
- (4) Serves as the primary interface with OMB on competitive sourcing activities; and
- (5) Facilitates Department efforts in the design, development, and completion of standard and streamlined competitions. A/OPE/CS performs special studies or analyses to identify and resolve operational deficiencies and applies best practices in business improvement.

1 FAM 212.2-5 Competition Advocate (A/OPE/CA)

(CT:ORG-154; 04-10-2006)

As advocate for competition, and pursuant to the Competition in Contracting Act of 1984, as amended (41 U.S.C. 401), the Competition Advocate (A/OPE/CA) 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 212.2-6 Electronic Commerce Program Manager (A/OPE/EC)

(CT:ORG-154; 04-10-2006)

- a. The Electronic Commerce Program Manager (A/OPE/EC) manages the Electronic Commerce program as established in 41 U.S.C. 252c.
- b. A/OPE/EC promotes a wide range of electronic commerce initiatives, technologies, and processes throughout the Department.
- c. A/OPE/EC 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.
- d. A/OPE/EC 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)

(CT:ORG-154; 04-10-2006)

- 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, women-owned, HUBZone and service-disabled veteran-owned businesses seeking acquisition 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;
- (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; and
- (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. A/SDBU provides a written copy of the assessment to the Secretary and to the Administrator of the Small Business Administration.

1 FAM 212.4 Office of Global Support Services and Innovation (A/GSSI)

(CT:ORG-147; 12-13-2005)

The Office of Global Support Services and Innovation (A/GSSI) is responsible to the Assistant Secretary for Administration for assisting current and future service providers in delivering regional or centralized shared services which enable customers to complete their mission, provide customer-focused quality services, and right-size U.S. presence abroad by moving work to safer and lower-cost locations. A/GSSI coordinates implementation in the Department as opportunities emerge to increase efficiency, standardization, and performance measurement in the provision of support services. A/GSSI also identifies best practices of shared services operations in the private, public, and not-for-profit sectors, as well as at posts or in domestic offices to encourage widespread change.

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

(CT:ORG-154; 04-10-2006)

- a. The Deputy Assistant Secretary for Operations (A/OPR) 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. A/OPR manages and establishes policies for domestic real property and facility management, domestic energy conservation domestic construction and space utilization, environmental, and fire-protection and prevention programs, conference facilities and services, video production, authentications, employee services, fleet management, technical support services, the diplomatic reception rooms, assistance to schools abroad, language services, the administration of foreign allowances and differentials, the oversight of employee associations, and the provision of various services to employees of the Department.
- c. A/OPR 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. The Deputy Assistant Secretary for Operations serves as Chairman of the Board of Directors of the Central Commissary and Recreation Fund (see 6 FAM 515).

- e. The Deputy Assistant Secretary for Operations as one of two deputy designated agency safety and health officials (the other deputy resides in OBO/OM; see 1 FAM 280), develops and implements all domestic occupational health and safety programs for the Department and advises and coordinates with the Designated Agency Safety and Health Official (DASHO), currently the Medical Director (M/MED), to ensure integration with other related programs.
- f. A/OPR 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 Affairs (A/OPR/CR)

(CT:ORG-154; 04-10-2006)

- a. Commissary and Recreation Affairs (A/OPR/CR) 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. A/OPR/CR is 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)

(CT:ORG-154; 04-10-2006)

- a. The Director of the Office of Support Planning (A/OPR/SP) serves as managing director of domestic operations, supervising the day-to-day activities of and providing program direction to the office directors of Real Property Management, Facility Management Services, Office of Emergency Management and General Services Management, and the Chief of the Special Projects Staff.
- b. A/OPR/SP 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. A/OPR/SP assists A/OPR offices in articulating goals, identifying and

acquiring resources, and formulating action plans for the achievement of objectives.

- d. A/OPR/SP coordinates A/OPR responses to requests from the Office of Inspector General, Government Accountability 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 managing director of domestic 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)

(CT:ORG-154; 04-10-2006)

- a. The Office of Allowances (A/OPR/ALS) develops and coordinates policies, regulations, standards, and procedures for the administration of the U.S. Government-wide allowances and differentials program abroad, administered through the Department of State Standardized Regulations (U.S. Government Civilians, Foreign Areas).
- b. A/OPR/ALS establishes post cost of living, post hardship differential, danger pay, education, living quarters, transfer, separate maintenance, and evacuation allowances.
- c. A/OPR/ALS establishes maximum per diem rates for U.S. Government civilian and uniformed services travelers in foreign areas.
- d. A/OPR/ALS 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. A/OPR/ALS determines which posts are eligible for the consumables shipment allowance.

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

(TL:ORG-154; 04-10-2006)

- a. The Office of Language Services (A/OPR/LS) 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. A/OPR/LS 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. A/OPR/LS 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-154; 04-10-2006)

- a. The Office of Overseas Schools (A/OPR/OS) 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. A/OPR/OS 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. A/OPR/OS manages the Consolidated Overseas Schools Assistance Program, implementing the assistance and grant activities of the participating agencies.
- d. A/OPR/OS 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. A/OPR/OS 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. A/OPR/OS 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)

(CT:ORG-154; 04-10-2006)

- a. The Office of Real Property Management (A/OPR/RPM) manages the Master Real Estate and Asset Management Plan for the Department's domestic real property.
- b. A/OPR/RPM develops, prepares, and coordinates facility acquisition, design, construction, and utilization planning.
- c. A/OPR/RPM coordinates project work with affected Department bureaus and various offices concerned with issues of safety, maintenance, finance, security, and the disabled.
- d. A/OPR/RPM 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. A/OPR/RPM 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 nonappropriated trust fund for development of the Center.

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

(CT:ORG-147; 12-13-2005)

The Assignment and Utilization Division (A/OPR/RPM/AU) is responsible for asset management and works to provide adequate and appropriate office space to all employees. It leases and allocates domestic space for the Department and ensures that assignments are consistent with General Services Administration (GSA) Federal Management Regulations and Department of State guidelines and policies. The staff conducts space utilization surveys and studies, develops floor plans, assists in move logistics, and provides construction/renovation management for leased buildings, and assists with tenant build-outs, including the selection of finishes, furniture and other necessary real property services.

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

(CT:ORG-147; 12-13-2005)

The Design and Construction Division (A/OPR/RPM/DC) is responsible for the development and oversight of architectural and engineering designs and cost estimates for the construction and/or alteration of the Department's facilities. This division ensures that construction and alteration work complies with applicable life safety building codes, energy efficiency, air quality, handicapped accessibility, and other appropriate standards and guidelines.

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

(CT:ORG-154; 04-10-2006)

- a. The Office of Facilities Management Services (A/OPR/FMS) 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, DC metropolitan area. A/OPR/FMS coordinates with GSA on other domestic locations maintained by GSA or commercial building owners.

- b. A/OPR/FMS operates and oversees the maintenance of all building systems including heating, ventilation, air-conditioning, plumbing, lighting, electrical, fire protection and suppression systems, elevators, and escalators; operates and oversees building services including custodial, pest control, grounds maintenance, trash removal, recycling, waste management, snow removal, and the loading dock.
- c. A/OPR/FMS provides engineering and technical expertise required for the operation, maintenance, reliability, repair, and minor construction necessary to retain or restore functionality to domestic facilities: collaborates with the Real Property and Special Projects divisions, as appropriate.
- d. A/OPR/FMS provides maintainability, reliability, and operational requirements and reviews the planning, design, construction, and acceptance of new or renovated facilities domestically.
- e. A/OPR/FMS develops and manages the domestic energy, environmental management and occupational safety and health programs.

1 FAM 213.7-1 Technical Support Division (A/OPR/FMS/TSD)

(CT:ORG-154; 04-10-2006)

- a. The Technical Support Division (A/OPR/FMS/TSD) provides engineering and technical expertise in all building trades in support of all FMS activities.
- b. A/OPR/FMS/TSD manages and oversees design and construction of minor alterations and renovations within the buildings.
- c. A/OPR/FMS/TSD participates in the analysis of facility requirements, including the identification of major renovation and new construction needs, master plans of buildings, and their utility infrastructure.

1 FAM 213.7-2 Regional Area Manager Division (A/OPR/FMS/RAM)

(CT:ORG-154; 04-10-2006)

- a. The Regional Area Manager Division (A/OPR/FMS/RAM) operates and maintains all facility-related infrastructure at the Beltsville Information Management Center and regional centers in Florida, Charleston, SC, Kentucky, and Portsmouth, NH. A/OPR/FMS/RAM oversees the operation

by the General Services Administration (GSA) of a number of leased facility annexes throughout the Washington, DC metropolitan area.

- b. A/OPR/FMS/RAM develops policies, procedures, and maintenance staffing requirements for the efficient operation, maintenance, reliability, repair, and minor construction efforts in the facilities portfolio.
- c. A/OPR/FMS/RAM investigates operational failures, facility system failures, or other emergencies or system malfunctions affecting mission capability or producing unexpected repair or remediation.

1 FAM 213.7-3 Domestic Environmental and Safety Division (A/OPR/FMS/DESD)

(CT:ORG-154; 04-10-2006)

- a. The Domestic Environmental and Safety Division (A/OPR/FMS/DESD) plans, directs, and implements the Department's occupational health and safety, environmental management, and fire prevention programs at all domestic sites, consistent with Federal laws and regulations.
- b. A/OPR/FMS/DESD supports the deputy designated agency safety and health official (DASHO), who is the Deputy Assistant Secretary for Operations (A/OPR), in meeting his or her safety and health responsibilities for the Department.
- c. A/OPR/FMS/DESD supports the Assistant Secretary for Administration in meeting his or her responsibilities as Agency Environmental Executive, designated under E.O. 13101.
- d. A/OPR/FMS/DESD develops and issues occupational safety and health and environmental management policies and procedures for the Department's domestic operations, consistent with appropriate law and regulations.
- e. A/OPR/FMS/DESD manages a fire protection program for all domestic facilities, coordinating with the General Services Administration (GSA) where appropriate. A/OPR/FMS/DESD develops, in conjunction with GSA, Real Property, and Special Projects, fire protection criteria, standards, and policies affecting the design, installation, operation, and maintenance of fire suppression and detection systems. A/OPR/FMS/DESD is the "authority having jurisdiction" in interpreting fire/life-safety code issues (e.g., NFPA, IBC) in domestic Department-owned facilities.
- f. A/OPR/FMS/DESD conducts reviews and audits of occupational health and safety and environmental management programs within the Department. A/OPR/FMS/DESD investigates, or appoints independent boards to investigate significant accidents, mishaps, or incidents occurring in the Department's domestic facilities.

- g. A/OPR/FMS/DESD provides technical expertise and support necessary to abate major facilities-related hazardous materials contamination and other consequence-management activities domestically.

1 FAM 213.7-4 Headquarters Area Manager Division (A/OPR/FMS/HQM)

(CT:ORG-154; 04-10-2006)

- a. The Headquarters Area Manager Division (A/OPR/FMS/HQM) operates and maintains all facility-related infrastructure at the Harry S Truman building, International Chancery Center, and Blair House.
- b. A/OPR/FMS/HQM develops policies, procedures and maintenance staffing requirements for the efficient operation, maintenance, reliability, repair, and minor construction efforts in the facilities portfolio.
- c. A/OPR/FMS/HQM investigates operational failures, facility system failures, or other emergencies or system malfunctions affecting mission capability or producing unexpected repair or remediation.
- d. A/OPR/FMS/HQM provides contract management, oversight and quality control auditing of facility maintenance support contracts.

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

(TL:ORG-154; 04-10-2006)

- a. The Office of General Services Management (A/OPR/GSM) manages a diverse array of professional and support services provided for the Department domestically.
- b. A/OPR/GSM manages and schedules the use of the Department's Conference Center and the Diplomatic Reception Rooms.
- c. A/OPR/GSM 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-154; 04-10-2006)

- a. The Special Services Division (A/OPR/GSM/SS) 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. A/OPR/GSM/SS 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. A/OPR/GSM/SS 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-154; 04-10-2006)

- a. The Fleet Management Operations Division (A/OPR/GSM/FMO) 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. A/OPR/GSM/FMO 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-154; 04-10-2006)

- 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 U.S. 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. A/OPR/GSM/AUTH 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)

(CT:ORG-154; 04-10-2006)

- a. The Employee Services Center (A/OPR/GSM/ESC) provides a variety of services to transiting employees assigned to diplomatic missions such as mail forwarding, counseling, and guidance.
- b. A/OPR/GSM/ESC administers the emergency locator records program for employees assigned to diplomatic missions.
- c. A/OPR/GSM/ESC 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. A/OPR/GSM/ESC provides assistance during emergency management operations.

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

(TL:ORG-154; 04-10-2006)

The Video Production Unit (A/OPR/GSM/VPU) 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-154; 04-10-2006)

The Diplomatic Reception Rooms Staff (A/OPR/GSM/DRR) 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)

(CT:ORG-154; 04-10-2006)

- 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. A/OPR/OEM provides overall policy coordination in the formulation and execution of domestic continuity of government, continuity of operations, and other national security emergency preparedness activities that could affect the Department's ability to conduct its foreign relations mission. The office identifies functions that would have to be performed during a national security emergency and develops plans for performing those functions in such a manner as to meet foreign policy objectives and comply with existing Federal statutes or international agreements. The office conducts and/or participates in national readiness exercises designed to prepare selected Department employees to operate in domestic emergency situations.
- c. A/OPR/OEM 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.
- d. 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-154; 04-10-2006)

- a. The Planning and Preparedness Division (A/OPR/OEM/PPD) 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. A/OPR/OEM/PPD provides planning, coordination, resource management, and technical expertise before, during, and after emergencies.
- c. A/OPR/OEM/PPD develops and maintains, in cooperation with internal partners, a Comprehensive Emergency Plan for Department of State-

owned and -leased domestic facilities.

- d. A/OPR/OEM/PPD 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, A/OPR/OEM/PPD coordinates the development and performance of comprehensive hazard identification and vulnerability assessments for major Department of State domestic facilities. A/OPR/OEM/PPD identifies, categorizes, and subdivides the variety of hazards and threats tailored to local conditions and suggests activities to remediate weaknesses.
- f. A/OPR/OEM/PPD attends meetings, conferences, and working groups with local, state, and Federal emergency management organizations and coordinates applicable Department of State activities suggested and/or required by these entities.

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

(TL:ORG-154; 04-10-2006)

The Operations Division (A/OPR/OEM/DCP) is 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 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 Department of State 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 *INFORMATION SHARING SERVICES* (A/*ISS*)

(CT:ORG-165; 02-23-2007)

- a. The Deputy Assistant Secretary for *Information Sharing Services* (A/*ISS*) provides A/*ISS* resources to support overall liaison, interface, and outreach functions within the Department.
- b. A/*ISS* provides executive direction and policy guidance on substantive activities in A/*ISS* 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. A/*ISS* manages the Department's directives, forms management, information collection (in accordance with the CIO's delegation of Paperwork Reduction Act functions to the Bureau of Administration) and reports programs. The office 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. A/*ISS* implements U.S. Government records management laws and regulations. A/*ISS* products and support services are provided 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. A/*ISS* implements program policies and guidance for records life-cycle management, access to information, classification and declassification, privacy research, and corporate records archives.
- f. A/*ISS* 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. A/*ISS* 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. A/*ISS* administers the Department's Information Access Program.
- i. A/*ISS* ensures that people with disabilities have access to information.
- j. A/*ISS* manages the Department's centralized editorial, graphics, multi-media publishing and distribution services as well as the Department's photocopier program.
- k. A/*ISS* ensures compliance with Federal and Department graphics, editorial, printing, and photocopier standards and regulations.

1 FAM 214.1 Office of Directives Management (A/*ISS*/DIR)

(CT:ORG-165; 02-23-2007)

- a. The Office of Directives Management (A/*ISS*/DIR) manages the Department's Directives Program, the articulation and collection of Department organizational and functional policies, standards, and procedures. In cooperation with program offices, A/*ISS*/DIR ensures that statutes, executive orders, and other agencies' directives are reflected appropriately in Department policy and procedures as set forth in the Foreign Affairs Manual and Foreign Affairs Handbooks.
- b. A/*ISS*/DIR administers the Department's forms management program (forms management officer). This includes the approval, design, and publication of all official Department-wide forms.
- c. A/*ISS*/DIR manages the Department's information collection program, including the Department's information collection coordinator.
- d. A/*ISS*/DIR 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) Manages the Department's numbered delegations of authority and maintains the collected delegations.

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

(CT:ORG-165; 02-23-2007)

- a. The Office of Information Programs and Services (A/*ISS*/IPS) 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.
- b. A/*ISS*/IPS plans, develops, implements, and evaluates information and records-related 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.
- c. The Director of A/*ISS*/IPS 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/*ISS*/IPS exercises program management responsibility for all records Department-wide throughout their life cycle (creation, acquisition, maintenance, use, and disposition).
- d. A/*ISS*/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. The Director of A/*ISS*/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. A/*ISS*/IPS promotes the integration of life-cycle management principles in the Department's business and operations, particularly in the development and application of new technology.
- e. A/*ISS*/IPS 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/*ISS*/IPS ensures that responses to such requests are timely, accurate, and complete.

- f. As delegated by the Secretary through the Under Secretary for Management, A/*ISS*/IPS ensures implementation of and compliance with the classification management and declassification requirements of Executive Order 12958.
- g. A/*ISS*/IPS responds to administrative appeals, as required, under statutory, regulatory, and executive order requirements. A/*ISS*/IPS executes affidavits and provides supporting evidence to the Department of Justice in defense of the Department in records-related lawsuits.
- h. A/*ISS*/IPS administers the Department's Privacy Program as the Privacy Coordinator 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.
- i. A/*ISS*/IPS manages the Department's Library, a unique foreign policy collection. The Library develops, administers, and promotes a desktop electronic capability for accessing this collection and numerous other data sources and services.
- j. A/*ISS*/IPS coordinates special document production efforts to ensure the Secretary's compliance with court orders, Congressional subpoenas, and other similarly mandated demands.
- k. A/*ISS*/IPS 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.
- l. A/*ISS*/IPS 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/*ISS*/IPS/RL)

(CT:ORG-165; 02-23-2007)

- a. The Requester Liaison Division (A/*ISS*/IPS/RL) 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. A/*ISS*/IPS/RL 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. A/*ISS*/IPS/RL 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/*ISS*/IPS/PP)

(CT:ORG-165; 02-23-2007)

- a. The Programs and Policies Division (A/*ISS*/IPS/PP) 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, A/*ISS*/IPS/PP performs the functions enumerated in paragraphs b and c of this section.
- b. A/*ISS*/IPS/PP analyzes, evaluates, and oversees programs, activities, and operations. A/*ISS*/IPS/PP provides expert advice and counsel to officials at all levels. A/*ISS*/IPS/PP 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/*ISS*/IPS/PP represents the bureau and the Department at inter-agency and public fora and working groups.
- c. A/*ISS*/IPS/PP 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. A/*ISS*/IPS/PP 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. A/*ISS*/IPS/PP fulfills official requests from Congress, former presidential appointees, judicial authorities, and other U.S. Government agencies for document production.
- f. A/*ISS*/IPS/PP 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/*ISS*/IPS/CR)

(CT:ORG-165; 02-23-2007)

- a. The Statutory Compliance and Research Division (A/*ISS*/IPS/CR) 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 of this section.
- b. A/*ISS*/IPS/CR 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/*ISS*/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. A/*ISS*/IPS/CR performs systematic, comprehensive, and complex searches for information based on the entire range of document production and research requests. A/*ISS*/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. A/*ISS*/IPS/CR 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. A/*ISS*/IPS/CR provides briefings and training to all employees on their responsibilities for the creation, maintenance, use, and disposition of

records. In addition, A/*ISS*/IPS/CR provides briefings on research capabilities of the corporate records archives, including the State Archives System (SAS).

- f. A/*ISS*/IPS/CR develops and oversees plans for review and transfer of 25-year-old records to NARA.
- g. A/*ISS*/IPS/CR 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. A/*ISS*/IPS/CR operates the Records Service Center (A/*ISS*/IPS/CR/RSC) for all office, post, and lot files and portions of the corporate records archives. It screens nonarchival 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. A/*ISS*/IPS/CR 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/*ISS*/IPS/LIBR)

(CT:ORG-165; 02-23-2007)

- a. The Library Division (A/*ISS*/IPS/LIBR) 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. A/*ISS*/IPS/LIBR 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. A/*ISS*/IPS/LIBR implements outreach programs and public relations initiatives.
- d. A/*ISS*/IPS/LIBR represents the Department on government and private-sector cooperative library service bodies and at professional meetings.
- e. A/*ISS*/IPS/LIBR 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/ISS/IPS/AAS)

(CT:ORG-165; 02-23-2007)

- a. The Archiving and Access Systems Management Division (A/ISS/IPS/AAS) 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. A/ISS/IPS/AAS 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. A/ISS/IPS/AAS 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. A/ISS/IPS/AAS ensures the integrity, security, and integration of SAS, the Department's Freedom of Information Document Management System (FREEDOMS), and other business applications.
- e. A/ISS/IPS/AAS 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.
- f. A/ISS/IPS/AAS 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.
- g. A/ISS/IPS/AAS 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.
- h. A/ISS/IPS/AAS designs, develops, implements, enhances, and maintains the Department's virtual and physical Reading Room as called for in the Electronic FOIA.
- i. A/ISS/IPS/AAS develops business applications that support and enhance the workflow of A/ISS/IPS and facilitates connectivity or interface between A/ISS/IPS systems in conformance with established Department architecture and security standards and policies.

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

(CT:ORG-165; 02-23-2007)

- a. The Program Support Division (A/ISS/IPS/PSD) serves as principal advisor on administrative, management, and resource issues pertinent to the Director of the Office of Information Programs and Services.
- b. A/ISS/IPS/PSD develops A/ISS/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/ISS/IPS/PSD coordinates the management of assets (personnel, funds, and facilities) utilized by A/ISS/IPS; it ensures that proper internal controls are exercised and that resources are adequate to meet the mission and goals of A/ISS/IPS.
- d. With A/EX, A/ISS/IPS/PSD directs and manages the delivery of administrative, budget, and personnel support to A/ISS/IPS employees.
- e. A/ISS/IPS/PSD establishes and monitors performance measures and tracks the accomplishment of goals and objectives; A/ISS/IPS/PP keeps the office director informed of progress toward achieving the programs' mission.
- f. A/ISS/IPS/PSD 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. A/ISS/IPS/PSD provides centralized clerical support to all divisions within A/ISS/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. A/ISS/IPS/PSD distributes incoming correspondence within A/ISS/IPS and prepares outgoing correspondence and packages.

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

(CT:ORG-165; 02-23-2007)

- a. The Office of Multi-Media Services (A/ISS/MMS) 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. A/*ISS*/MMS serves as the Publishing Management Officer for the Department.
- c. A/*ISS*/MMS 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/*ISS*/MMS/PRD)

(CT:ORG-165; 02-23-2007)

- a. The Multi-Media Production Division (A/*ISS*/MMS/PRD) coordinates all Department publication printing, duplicating, and CD-ROM reproduction requests and assures compliance with Federal law and regulations.
- b. A/*ISS*/MMS/PRD 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. A/*ISS*/MMS/PRD manages the Department's photocopier program and maintains control over the use of large volume photocopier equipment.
- d. A/*ISS*/MMS/PRD provides dissemination of publications or other materials based on information provided by the requesting office.
- e. A/*ISS*/MMS/PRD 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/*ISS*/MMS/CRE)

(CT:ORG-165; 02-23-2007)

- a. The Multi-Media Creation Division (A/*ISS*/MMS/CRE) plans, designs, produces, and procures camera-ready art for publications, exhibits, posters, charts, certificates, 35mm slides, and other graphics for Department publications.
- b. A/*ISS*/MMS/CRE ensures conformity to the Department's Graphics Standards Handbook (5 FAH-7).
- c. A/*ISS*/MMS/CRE edits manuscripts for readability and conformity to the U.S. Government Printing Office standards.
- d. A/*ISS*/MMS/CRE plans and designs CD-ROM publications.

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

(CT:ORG-165; 02-23-2007)

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

A/ISS/MMS/OPD:

- (1) Provides editorial, graphics, printing, and distribution services; and
- (2) 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-154; 04-10-2006)

- a. The Deputy Assistant Secretary for Logistics Management (A/LM) 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. A/LM develops and implements logistics policies and procedures.
- c. A/LM defines business requirements for information technology in support of the logistics process.
- d. A/LM ensures customer service as a priority in determining logistics decisions based upon their requirements.
- e. A/LM oversees the quality of the Department's logistics operations and the implementation of new logistics processes.
- f. A/LM 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. A/LM supports the Department's efforts to train employees worldwide on logistics policies and procedures.
- h. Working with A/EX/FMD, A/LM develops, prepares, and defends Logistics Management appropriations and authorization requests in the Department.
- i. A/LM oversees the execution of exemptions and waivers to facilitate the

logistics process.

- j. A/LM 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. A/LM provides input to the Procurement Executive (A/OPE) on procurement policy as it affects logistics management.
- l. A/LM 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)

(CT:ORG-154; 04-10-2006)

- a. The Senior Advisor (A/LM/ADV) serves as a customer advocate for all A/LM customers throughout the Department of State, assigned to domestic and international locations. A/LM/ADV also supports other Federal agencies that utilize A/LM services. The incumbent reports directly to the Deputy Assistant Secretary for Logistics Management.
- b. A/LM/ADV 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. A/LM/ADV monitors and evaluates customer satisfaction with existing logistics support and plans for methods to meet the evolving logistics needs of customers.
- d. A/LM/ADV serves as liaison with management 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)

(CT:ORG-154; 04-10-2006)

- a. The Office of Acquisitions Management (A/LM/AQM) manages, plans, and directs the Department's acquisition programs and conducts contract operations in support of activities worldwide. A/LM/AQM provides a full range of professional contract management services including acquisition planning, contract negotiations, cost and price analysis, and contract

administration.

- b. A/LM/AQM 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.
- c. A/LM/AQM 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.
- d. A/LM/AQM 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.
- e. A/LM/AQM provides A/LM with acquisition expertise to develop policies, standards, and procedures for the implementation of worldwide contracting and business agreement activities.
- f. A/LM/AQM 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.
- g. A/LM/AQM 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-154; 04-10-2006)

The Facilities, Design, and Construction Division (A/LM/AQM/FDCD) establishes acquisition agreements for logistics requirements abroad and Bureau of 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-154; 04-10-2006)

The Worldwide Operations Division (A/LM/AQM/WWD) is 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-154; 04-10-2006)

- a. The Information Technology Division (A/LM/AQM/ITD) 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. A/LM/AQM/ITD 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-154; 04-10-2006)

- a. The International Programs Division (A/LM/AQM/IPD) establishes acquisition agreements that include contracts and assistance (grants and cooperative agreements) in support of program requirements for any bureau of the Department.
- b. A/LM/AQM/IPD 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)

(CT:ORG-154; 04-10-2006)

- a. The Business Operations Division (A/LM/AQM/BOD) manages contracts, vendor evaluation, and vendor sourcing processes.
- b. A/LM/AQM/BOD maximizes the Department’s commercial buying power, 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 leverage of valuable resources.
- c. A/LM/AQM/BOD 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-154; 04-10-2006)

- a. The Office of Logistics Operations (A/LM/OPS) assists Department units and offices worldwide with logistics customer service support.
- b. A/LM/OPS provides professional and technical guidance on transportation and travel practices.
- c. A/LM/OPS manages official travel services.
- d. A/LM/OPS manages the transportation of household effects and personally owned vehicles between headquarters and posts abroad.
- e. A/LM/OPS manages the storage of household effects and personally owned vehicles.
- f. A/LM/OPS provides material management services, including receipt, storage, stock management, and packing.
- g. A/LM/OPS 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)

(CT:ORG-154; 04-10-2006)

- a. The Washington Logistics Center (A/LM/OPS/WLC) provides headquarters logistics support to bureaus and offices in the Washington, DC metropolitan area and to domestic field offices.
- b. A/LM/OPS/WLC 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. A/LM/OPS/WLC coordinates delivery of materials to locations abroad for centrally managed domestic programs.
- d. A/LM/OPS/WLC 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)

(CT:ORG-154; 04-10-2006)

- a. The Transportation and Travel Management Division (A/LM/OPS/TTM) 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. A/LM/OPS/TTM 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. A/LM/OPS/TTM manages the receipt and consolidation of household effects at the consolidated receiving point (CRP), located in Baltimore, Maryland, for forwarding to posts worldwide.
- d. A/LM/OPS/TTM provides Customs clearance services at the Port of Baltimore for shipments inbound to the United States as required. Serves as the consolidated receiving point (CRP) for worldwide import, export, and customs clearance of privately owned vehicles (POVs), personal effects, cargo and official vehicles (OFVs), through the Despatch Agent, Baltimore, Maryland.
- e. A/LM/OPS/TTM provides professional and technical guidance on transportation matters within the A/LM organization.
- f. A/LM/OPS/TTM directs and provides emergency transportation management and special charters and advises senior Department officials on travel and transportation operational support for international crisis management.
- g. A/LM/OPS/TTM manages facilities for the permanent storage of household effects for State Department personnel assigned to diplomatic missions. A warehouse facility for long-term personal effects is located in Hagerstown, Maryland.
- h. A/LM/OPS/TTM administers the Military Personnel and Civilian Employee Claims Act of 1964, as amended. A/LM/OPS/TTM assists customers with filing claims for items missing and/or damaged during transit.
- i. A/LM/OPS/TTM manages controlled shipments through the Secure Transportation Section at Dulles International Airport. A/LM/OPS/TTM provides Customs clearance services for noncontrolled inbound personal effects shipments of unaccompanied air baggage (UAB) for Department and other agencies' employees.

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

(CT:ORG-147; 12-13-2005)

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, Frankfurt, and Pretoria. It:

- (1) Provides overall direction to 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) Manages the receipt and consolidation of supplies and household effects at consolidated receiving points (CRPs), currently located in Baltimore, Maryland; Seattle, Washington; Miami, Florida; Iselin, New Jersey; Brownsville, Texas; Pretoria, South Africa; and Antwerp, Belgium for on-forwarding to posts worldwide;
- (5) Provides Customs clearance services at ports throughout the United States and abroad as required;
- (6) Provides a formal customer service support function to assist both domestic and international customers with logistics management services;
- (7) Manages regional logistics programs that focus on specific niche needs of customers (e.g., Expedited Logistics Program, Rapid Deployment Program, Representational Logistics, etc.); and
- (8) 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-154; 04-10-2006)

- a. The Office of Program Management and Policy (A/LM/PMP) provides management oversight to the Logistics Policy, Business Analysis, Logistic Systems, and the Diplomatic Pouch and Mail Divisions.
- b. A/LM/PMP 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. A/LM/PMP oversees the performance of professional business analysis in support of worldwide A/LM activities and programs. A/LM/PMP plans and coordinates process and improvement initiatives. A/LM/PMP develops and implements a comprehensive performance management strategy for A/LM. A/LM/PMP oversees the Department's personal property management program.
- d. A/LM/PMP develops and implements a logistic system strategy. A/LM/PMP develops detailed business requirements, performs system selection, implementation, and integration of logistic systems.
- e. A/LM/PMP oversees the scheduling and arrangement of transportation of unaccompanied diplomatic pouches. A/LM/PMP 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-154; 04-10-2006)

- a. The Logistics Policy and Professional Development Division (A/LM/PMP/P) provides assistance and guidance for logistics policy issues. A/LM/PMP/P 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. A/LM/PMP/P operates a logistics policy help desk to provide guidance, determinations, and interpretations of Department of State and other Federal policy.
- c. A/LM/PMP/P 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. A/LM/PMP/P implements the Department's purchase card program (see 6 FAM 200, Appendix E, Subpart 613.6-70).
- e. A/LM/PMP/P drafts logistics publications; reviews and updates statutory authorities; and is responsible for Department reporting related to logistics.

- f. A/LM/PMP/P reviews and implements Federal logistics regulations. A/LM/PMP/P 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)

(CT:ORG-154; 04-10-2006)

- a. The Business Analysis Division (A/LM/PMP/BA) 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. A/LM/PMP/BA develops and implements a comprehensive performance management strategy for A/LM. A/LM/PMP/BA conducts, coordinates, and evaluates performance measurement and activity-based costing activities. A/LM/PMP/BA 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. A/LM/PMP/BA performs benchmarking and evaluates the applicability of best practices for A/LM. A/LM/PMP/BA coordinates activities to evaluate, redesign, and improve logistic processes. A/LM/PMP/BA develops and oversees quality management programs; coordinates on-going reengineering efforts; and performs and coordinates strategic and tactical planning.
- d. A/LM/PMP/BA researches alternative fee-for-services programs that may support customers and providers more efficiently. A/LM/PMP/BA works closely with the Bureau of Resource Management (RM) on ICASS issues.
- e. A/LM/PMP/BA 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. A/LM/PMP/BA 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-154; 04-10-2006)

- a. The Logistics Systems Division (A/LM/PMP/SYS) designs and develops logistics information systems consistent with appropriate strategic and tactical plans to include the Integrated Logistics Management System (ILMS).
- b. A/LM/PMP/SYS 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. A/LM/PMP/SYS develops, implements, installs, and maintains web-based applications, tools, and web sites. A/LM/PMP/SYS works with the operational units to develop content for the organization's web sites.
- d. A/LM/PMP/SYS provides technical expertise in analyzing, diagnosing, and resolving problems in support of web platforms and applications and logistics management systems.
- e. A/LM/PMP/SYS supports the Department's IRM Strategic Plan, IRM Tactical Plan, and IRM Architectural Framework.
- f. A/LM/PMP/SYS provides information technology project management support.

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

(CT:ORG-154; 04-10-2006)

- a. The Diplomatic Pouch and Mail Division (A/LM/PMP/DPM) provides unclassified pouch and mail services to the Department.
- b. A/LM/PMP/DPM 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/C/DC responsibilities for administering the worldwide program for delivery of classified pouches via diplomatic couriers.)
- c. A/LM/PMP/DPM is responsible for the worldwide scheduling, dispatch, transportation, auditing, and tracing of unaccompanied diplomatic pouches.
- d. A/LM/PMP/DPM provides liaison with commercial carriers and coordinates tariffs and routing proposals for unclassified pouches. A/LM/PMP/DPM selects originating carriers for unclassified pouch dispatches and provides advice to posts on routing unclassified pouches to the Department.
- e. A/LM/PMP/DPM surveys the flow of mail in the system and serves as liaison to the U.S. Postal Service and Military Postal Service Agency.

- f. A/LM/PMP/DPM provides information and policy guidance to the foreign affairs community on effective use of both the classified and unclassified pouch and mail systems.
- g. A/LM/PMP/DPM acts as the contracting officer's representative for the Department's internal messenger system contract and the Department's mail labor contract.
- h. A/LM/PMP/DPM dispatches and receives all classified and unclassified diplomatic pouches for the Department of State.
- i. A/LM/PMP/DPM 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. A/LM/PMP/DPM 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. A/LM/PMP/DPM 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. A/LM/PMP/DPM 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)

(CT:ORG-147; 12-13-2005)

