

BENCHMARK POSITION EVALUATION STATEMENT
Chief of Information Management

1. REFERENCES:

- a. OPM, PCS, GS-301, Series Definition, June 1976
- b. OPM, PCS, General Schedule Supervisory Guide, April 1993, supplemented by the DOD Supplementary Guidance for the GSSG, 24 June 1993, DA Implementing Instructions for the GSSG, 30 June 1993, and HQUSACE Implementing Instructions, 1st Revision, 10 August 1995.

2. SERIES AND TITLE DETERMINATION:

Subject position serves as the district Chief of Information Management (CIM), with responsibility for managing, planning, directing, coordinating and administering through subordinate supervisors all phases of the District's Information Management Area (IMA) activities. These activities include: automation (including office automation); communications (including voice, video, and data); visual information; data, records, and mail management; publications and printing; and libraries. The primary position requirement is for general program management ability rather than specialized technical ability in any one specialized occupational area. Position is therefore allocated to the GS-301 (Miscellaneous Administration and Program) series. Since no authorized title is provided for the GS-301 series, a constructed title of Information Management Officer is judged as descriptive since it reflects the IMA program, managerial and inherent supervisory nature of the job.

3. GRADE DETERMINATION:

Since supervisory duties and responsibilities constitute at least 25% of the position's time, subject position is evaluated by the General Schedule Supervisory Guide (GSSG).

FACTOR 1 - Program Scope and Effect

Program Scope: The CIM manages a staff support office responsible for the provision of a variety of professional, administrative, technical and clerical support services. The IMA work program generally directly impacts and supports the District work program activities and district organizations and staff located at the District headquarters office and at numerous field offices located within the district geographical boundaries. The IMA activities include: automation (including office automation); communications (including voice, video, and data); visual information; data, records, and mail management; publications and printing; and libraries. Additionally, this work program is carried out by 20-25 federally employed personnel and some 8-12 contractor personnel. This scope of work superficially approaches that reflected for FL 1-3 where the program segment directed performs technical, administrative or professional work which encompasses a small region of several states. However, deeper analysis concludes that the work performed is support rather than mission work (it supports mission work performed by other district organizations in the district geographical boundaries) and fails to meet the full intent of the scope for FL 1-3. The second portion of the GSSG definition for FL 1-3 scope reflects complex administrative, technical or professional support work which affects a large, complex, multi-mission military installation. The district is not classed as, nor is it equivalent to, a large or complex multi-mission military installation (reference criteria and definitions reflected in HQUSACE GSSG Implementing Instructions, 1st Revision, 10 August 1995.) Therefore, since the scope of the work of the district fails to fully equal the FL 1-3 criteria, it is properly evaluated to FL 1-2.

Effect: The work program effect of the district IM Office (IMO) is clearly characteristic of that reflected for FL 1-2 where the organizational services/products significantly affect (support) installation level operations and objectives. It fails to equal FL 1-3 effect where the activities, services or functions significantly impact a wide range of agency (DA) activities, the work of other agencies, the operations of outside interests, or the general public. Additionally, as reflected above, the district is not classed as a large, complex multi-mission organization and therefore cannot have the work program effect typical of organizations providing support services to large, complex, multi-mission organizations/installations. The effect of the work program supervised by this position is properly evaluated at FL 1-2.

Factor 2 - Organizational Setting

The incumbent of this position reports to the District Commander or Deputy District Commander (who is the only deputy commander in the district and who is the full assistant to the Commander). The District Commander supervises several GS-15 positions and is equivalent to an SES position. FL 2-3 is assigned.

Factor 3 - Supervisory and Managerial Authority Exercised

Supervision over Federal Employees - In addition to exercising most or all of the delegated supervisory authorities and responsibilities at Level 3-2c, the CIM directs subordinate branch chiefs, who may direct subordinate section chiefs. In addition, position exercises the following under Level 3-3b: 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 13, 14, and 15. Since position exercises over eight of the authorities and responsibilities listed under Level 3-3b, FL 3-3b is assigned.

Technical Oversight of Contract Work - As comparable to FL 3-3b criteria, the incumbent supervises one or more subordinate Branch Chiefs who exercises technical oversight responsibility over work accomplished by contract personnel who are assigned to IMO. The Branch Chief is assigned as either Client Representative (CR) or Contracting Officer Representative (COR) for contracts involving work specifically accomplished in support of their Branch.

The "A" Branch employs 8-12 contractor employees who are assigned to the IMO and who perform LAN administration, software support, and data entry work. As CR or COR, the Branch Chief exercises authorities and responsibilities over the contract work equal to that reflected in paragraphs 1, 3, 5 and 12 for FL 3-3b (These are the only paragraphs provided in Level 3-3b criteria that reflect authorities and responsibilities over contract work.) Therefore, the CIM is considered to have authorities over the contract work performed specifically for the IMO branches which are equal to that reflected for FL 3-3b.

Summary - The assigned managerial and supervisory authorities for both the federal employee performed work and the contractor performed work fully equal that reflected for FL 3-3b.

The IMO's organizational location does not provide an opportunity to exercise all the managerial authorities characteristic of Level 3-3a. For example, the incumbent establishes local IM program requirements and objectives; develops general operating policies and procedures; and oversees and coordinates the formulations and preparation of the District's IM Master Plan as well as other short- and long-range plans for improving the accuracy, completeness, availability, timeliness, and usefulness of local information systems.

Among FL 3-3a's requirements are that a position deal extensively with high level program officials (or comparable agency level (DA) staff personnel) in developing its own organization's program goals and objectives. There is no indication that the incumbent significantly participates with high level IM program officials in establishing the overall goals and objectives for the

District IM program.

Managers at Level 3-3a typically direct the development of data to track program goals, secure legal opinions, prepare position papers or legislative proposals, and execute comparable activities. This position lacks significant responsibility in supporting the development of goals and objectives related to high levels of IM program management and development or formulation, as required at Level 3-3a.

Before considering FL 3-4b, all of the delegated authorities in both FL 3-3a and 3-3b must be met. Since position does not meet FL 3-3a, but does have sufficient personnel authority to fully satisfy Level 3-3b, FL 3-3b is assigned.

Factor 4 - Personal Contacts

Subfactor 4A - Nature of Contacts

The personal work contacts required to carry out the supervisory functions of this position are clearly characteristic of those reflected for SFL 4A-2; i.e., contacts with the business community; high ranking managers, supervisors and staff of organizations throughout the installation/field activity. Also typical of this level, such contacts occur over the telephone, person-to-person meetings, or in conferences or meetings. The predominate contacts of this job fail to equal the high level type which characterize SFL 4A-3; i.e., contacts with high ranking military or civilian managers at bureau or major organizational levels of the agency. Some higher level contacts (SFL 4A-3) are required in this job, but such contacts do not occur with the frequency intended for SFL 4A-3.

Subfactor 4B - Purpose of Contacts

The predominate supervisory work contacts of this job are internal to the District and with MSC headquarters officials, and require the incumbent to justify, defend and negotiate in obtaining and committing District IMO resources. This is characteristic of SFL 4B-3. The less frequent contacts with high ranking civilian managers at the bureau and major organizational levels of the agency (DA) are to obtain, provide and coordinate in resolving problem areas, obtain information about new or changed IM equipment and systems, etc. The purpose of these less frequent contacts is characteristic of those reflected for SFL 4A-2. Since SFL 4A was evaluated at level 2 (since that level represents the predominate contacts), the corresponding purpose of contacts with those individuals is characteristic of that reflected at SFL 4B-3.

Factor 5 - Difficulty of Work Directed

Technical and administrative supervision of the work of Federal employees
Subject position technically and administratively directs a GS-12 Engineer; GS-11 Computer Specialists; GS-09 Visual Information Specialists; a GS-09 Librarian; Wage Grade employees performing the equivalent of GS-09 level electronics work; and employees in a variety of work at the GS-04 through GS-07 grade level. There are 25 employees in IMO that are performing nonsupervisory work. Of that total, there are 21 manyears of the nonsupervisory substantive work performed in the organization annually. Of this total (21 manyears), 1 manyear (3%) involves GS-12 level work, 3 manyears (9.7%) involve GS-11 level work, and 8 manyears (26%) involves GS-09 level work. When combined, the GS-09, GS-11 and GS-12 nonsupervisory workload of IMO represents 12 manyears of effort (38.7%). Therefore, the highest level of nonsupervisory federal employee accomplished substantive work of the organization, which represents 25% or more of the total workload, is GS-09 and above.

"A" Branch technical oversight of contract work - The "A" Branch contract work

was reviewed through analysis and comparison of contract skill level definitions and contract scopes of work with OPM PCS for Computer Specialist, the Administrative Analysis Grade Evaluation Guide, and the Computer Assistant. An analysis of the hours of work of each contract employee was also conducted. The work performed by contract employees included approximately 10 total manyears of effort. The Branch Chief was assigned as the CR for that work and was involved in making decisions on work problems presented by subordinate contract employees. This work was a functional responsibility of that Branch and was considered in the base level computation. It was determined that the nonsupervisory substantive contract performed work (i.e., that substantive work performed by contract employees assigned to IMO) was equivalent to the following manyears and grade values of substantive work effort: two GS-12s, six GS-11's, and two GS-05s. Separately considered, the highest level of contractor work which represented 25% or more of the total contractor workload was the GS-11 level (60%).

Combined Federal employee and contractor workload - When the volume of all contractor work was considered with the volume of federal employee work, the end result was that the GS-12 level represented only 10% of the work of the IMO and the GS-11 and higher levels represented 39% (12 manyears of GS-11 level and higher substantive work divided by a total of 31 manyears) of the total combined workload. Therefore GS-11 is finally concluded as the highest level of work technically supervised or technically overseen which represents 25% or more of the total nonsupervisory substantive workload of IMO (see Attachment A).

Summary - Reference to the Factor 5 conversion chart reflects that a base work level of GS-11 converts to a factor credit of FL 5-6.

Factor 6 - Other Conditions

The incumbent supervises two subordinate Branch Chiefs, one of which (Chief, "A" Branch) supervises and provides technical oversight to a substantial volume of federal employee and contractor performed GS-11 and GS-12 level work. The Chief, "B" Branch, supervises and provides technical oversight to a substantial volume of GS-09 and above level work (47%). Based on this, the GS-11 level workload does not appear to be substantial enough in one of the two branches ("B" Branch) to warrant FL 6-5c credit.

The DOD Supplementary Guidance states "the phrase 'who each' means that 'all' of the subordinate supervisors direct workloads at the referenced grade level. However, if the factor 5 basic work level could be obtained in each subordinate unit by judicious redirection of the workload among other supervisors to yield the factor 5 work level, then credit for the factor 5 basic work level is warranted."

It is possible that management could judiciously reassign 5 additional manyears of GS-11 level contract work from the "A" Branch to the "B" Branch. This would result in a total of 17 substantive manyears of work performed in the "B" Branch. This would result in 25% of the workload at the GS-11 level, which meets the GSSG intent of substantial. This actual or hypothetical reassignment would not adversely impact the GS-11 base level of the Chief, "A" Branch, would result in both Branch Chiefs being given credit for technically supervising/overseeing substantial GS-11 level workload, and would fulfill the basic work level requirements of FL 6-5c (see Attachment B).

Supervision of the work of both branches requires substantial integration and coordination of federal employee performed as well as contractor performed work within each of the two branches, between the two branches, and externally with the line and support organizations supported by the IMO. Frequently the contractor performed work impacts or represents an integral part of work being performed by IMO employees requiring close coordination between the two groups

of employees. Likewise, the work of IMO employees as well as contractor employees has to be coordinated with and/or integrated into the work performed by the District line and support organizations supported by IMO. The work performed in each of the two branches has to be coordinated to insure compatibility and consistency of overall IMO policy and program plan application, interpretation, judgment and logic. Each of the two subordinate Branch Chiefs are in supervisory positions that are credited with a FL 6-4 evaluation. Accordingly, this position is fully creditable as requiring FL 6-5c coordination requirements for GS-11 level workload performed in both branches. FL 6-5c is assigned.

Factor Level Point Summary:

Level 1-2	350 points
Level 2-3	350 points
Level 3-3b	775 points
Level 4A-2	50 points
Level 4B-3	100 points
Level 5-6	800 points
Level 6-5c	1225 points
Total	3650 points

A total of 3,650 points falls in the GS-14 (3,605 - 4,050) point range.

4. FINAL DETERMINATION: Information Management Officer, GS-0301-14