

SECTION 3 - GENERAL AWS PROGRAM ADMINISTRATION

3.1 Program Review and Evaluation

- Each manager and supervisor is responsible for evaluating the impact of the AWS Program.
- If in the respective Program Office organizational unit at the Office level, it is determined that the operations have been substantially disrupted; the productivity or level of service provided to the public has significantly diminished; or the operating costs have increased; a recommendation including analysis and supporting information must be provided through the appropriate management channel to the Assistant Secretary for Administration, who will make the final determination on suspension/termination of the AWS Program in either the organizational unit or the Department, as appropriate.

3.2 Office Coverage During Official Business Hours:

To ensure that the mission of the Department is carried out effectively, all Departmental offices must maintain adequate office coverage during all official business hours.

3.3 Determining Office Coverage Requirements:

Supervisors and managers are responsible for determining office coverage requirements in terms of the number of employees needed, types of employees needed, and types of skills required. There should also be adequate management staff available at all times.

3.4 Types of Coverage:

Office coverage includes, but is not limited to answering telephones; expeditious handling of inquiries from the public; maintaining clerical, technical, and professional support of the office functions; providing office representation at essential meetings; handling occasional or recurring peak workload periods; meeting deadlines; and meeting other program needs. These types of office coverage can be required for certain hours each day, week, and/or month of the year or for specific times of the year in order to meet specific office workload or operational requirements.