



U.S. ELECTION ASSISTANCE COMMISSION
1201 New York Ave. NW – Suite 300
Washington, DC 20005

November 5, 2010

Memorandum

To: Curtis W. Crider
Inspector General

From: Donetta Davidson
Chair, U.S. Election Assistance Commission *Donetta Davidson*

Subject: Election Assistance Commission Response to the Inspector General's
Statements Summarizing the Major Management and Performance
Challenges

The Election Assistance Commission (EAC) over the past year pursued its mission to assist the effective administration of Federal Elections. This response to the Inspector General's Statement Summarizing the Major Management and Performance Challenges highlights efforts to strengthen the management of its programs and operations. Specifics associated with each of the identified major management challenges are discussed below.

Performance Management and Accountability

As recognized by the summary report, EAC has made progress in this area by developing, finalizing and implementing policies and procedures that flow from the strategic plan that was adopted in March 2009. In addition to the adoption of the Roles and Responsibilities between the commissioners and the executive director, the development and completed manual for grants, EAC has finalized the travel handbook and the administrative manual. As indicated, these documents provide a broad overview of the statues, regulations, policies and procedures as well as other requirements Commissioners and staff follow when conducting the work of EAC.

EAC is working on the completion of policy and procedure handbooks as follows:

1. Personnel/Human Resources; this handbook has been completed and is currently under review with the Office of the General Counsel.
2. Communications/Clearinghouse; This handbook, which contains policy that is needed for approval by the Commissioners is scheduled to be presented for tally vote. It will subsequently be released for public comments.
3. Property Management and Mail Management handbooks are presently under development. Target date for completion of these handbooks is within the next 90 days.
4. The Occupant Emergency Handbook, which also contains process and procedures for Physical Security, was completed in July 2010 and has been made available to EAC Staff.

Information Technology Management and Security

With respect to Information Technology, subsequent to hiring an experienced Chief Information Officer in mid-May of this calendar year, EAC has made significant progress and has reached substantial compliance in the areas of:

- Access Control
- Awareness and Training
- Audit and Accountability
- Certification, Accreditation, and Security Assessments
- Configuration Management
- Identification and Authentication
- Incident Response
- Maintenance
- Media Protection
- Physical and Environmental Protection
- Planning
- Risk Assessment
- System and Services Acquisition
- System and Communication Protection
- System and Information Integrity

EAC has begun testing its Contingency Plan working in coordination with GSA. The EAC has developed various scenarios for testing. EAC anticipates it will complete all testing requirements within the next 90 days.

EAC has identified a Chief Privacy Officer. Further, policies are in place for the PII Agreement. PII information is housed at EAC 's offices in fire retardant file cabinets which are maintained by the PII Officer in locked offices. In addition, Personal Impact Assessments have begun. EAC anticipates it will publish its Plan in the Federal Register within the next 90 days.

Human Capital Management

EAC was pleased with the outcome of the independent investigation conducted by the Inspector General through the Department of Interior (DOI) (IG) which concluded that there was not any evidence of retaliation or a hostile work environment at the EAC. EAC continues to seek ways to maintain Human Capital Management. 80 % of EAC Managers have successfully completed Supervisory Training and the HR Director is seeking resources for managers to participate with ongoing training through e-learning methods.

Currently, EAC is conducting its annual employee survey, and on November 19th, the Executive Director has scheduled a workshop entitled "Four Generations: One Workplace" for EAC personnel. A facilitator will explore the communication gap created by multiple generations in the workplace. Although not mandatory, EAC employees are strongly encouraged to attend.

Records Management

Through NARA, a member of the EAC staff has completed the required training to be certified as a records manager. Subsequent to successfully completing the tests required for certification within the next ten days, this individual will be charged with the responsibility to work with managers to bring the EAC in full compliance with OMB Circular A-130.