



NATIONAL GEOSPATIAL-INTELLIGENCE AGENCY
OMBUDSMAN

Independent Neutral Informal Confidential

Annual Report



The NGA Office of the Ombudsman (NGAO) provides a forum for employees (civilian and military), contractors, and external stakeholders to raise concerns about NGA's mission, policies, practices, and any systemic issues that arise within the agency.

NGAO adheres to the core principles of neutrality, confidentiality, informality, and independence that form the foundation of organizational ombudsman practice. These

principles allow for a zero-barrier office where anyone can discuss any kind of workplace problem. Most importantly, this open environment allows the office to hear serious concerns from individuals who otherwise might not come forward.

January 12, 2015

Year in Review

2014

Outreach

Throughout the year, NGAO executed an extensive outreach plan to help raise awareness about the office, professional standards, and types of ombudsman services provided. NGAO provided briefings to employees (including those attending NGA's New Employee Orientation Seminar), managers, teams, executives, employee and supervisory council members, and many other groups at NGA Campuses East and West, Rivanna Station, Langley, and three Combatant Commands. Outside of NGA, Ombudsman representatives engaged with the Intelligence Community Ombuds Forum, Coalition of Federal Ombudsman, Interagency Alternative Dispute Resolution (ADR) Working Group, and DoD ADR Coordinating Committee.

Ombuds Reviews

The Ombudsman Climate Review process served an important role by identifying organizational concerns, systemic problems, and employee insights into resolution options. In fiscal year (FY) 14, this process was applied to equal opportunity and diversity programs, corporate communications, audit readiness, geospatial management, enterprise architecture and information standards, and overall leadership effectiveness.

Personnel News

In March 2014, NGAO was pleased to welcome Guy Weber, who serves as Associate Ombudsman at NGA Campus West. Mr. Weber brought significant experience in mediation, group facilitation, climate reviews, and conflict resolution training, and is a Certified Organizational Ombudsman Practitioner (CO-OP®) through the International Ombudsman Association (IOA). Mary "Mollie" Berg, Associate Ombuds, who is detailed from the Analysis Directorate, achieved her CO-OP® credential this year. Scott Deyo, NGA Ombudsman, who was the first Federal employee to achieve the CO-OP® credential, was recertified through March 2018. In addition, Mr. Deyo began serving as Chair of the IOA Professional Practices Committee, which investigates complaints of professional misconduct and ethics violations of certified ombuds.



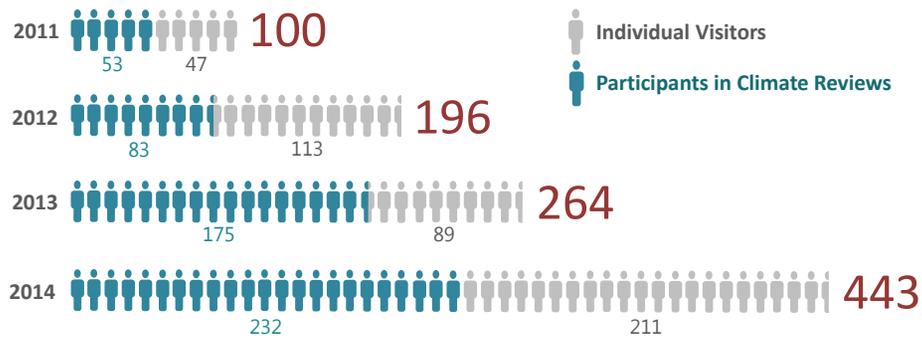
In March 2014, both Mr. Deyo and Mr. Weber were elected to serve two-year terms on the Coalition of Federal Ombudsman (CoFO) Executive Committee as Chair and Coordinator, respectively. CoFO is the principal interagency forum that promotes collaboration and provides advice and guidance on professional Ombuds standards, skills development, and program development. It works to increase the professionalism and effectiveness of Ombuds serving U.S. government agencies by sharing experiences, ideas, policies, standards, best practices, and innovative approaches to providing world-class Ombudsman services.



People

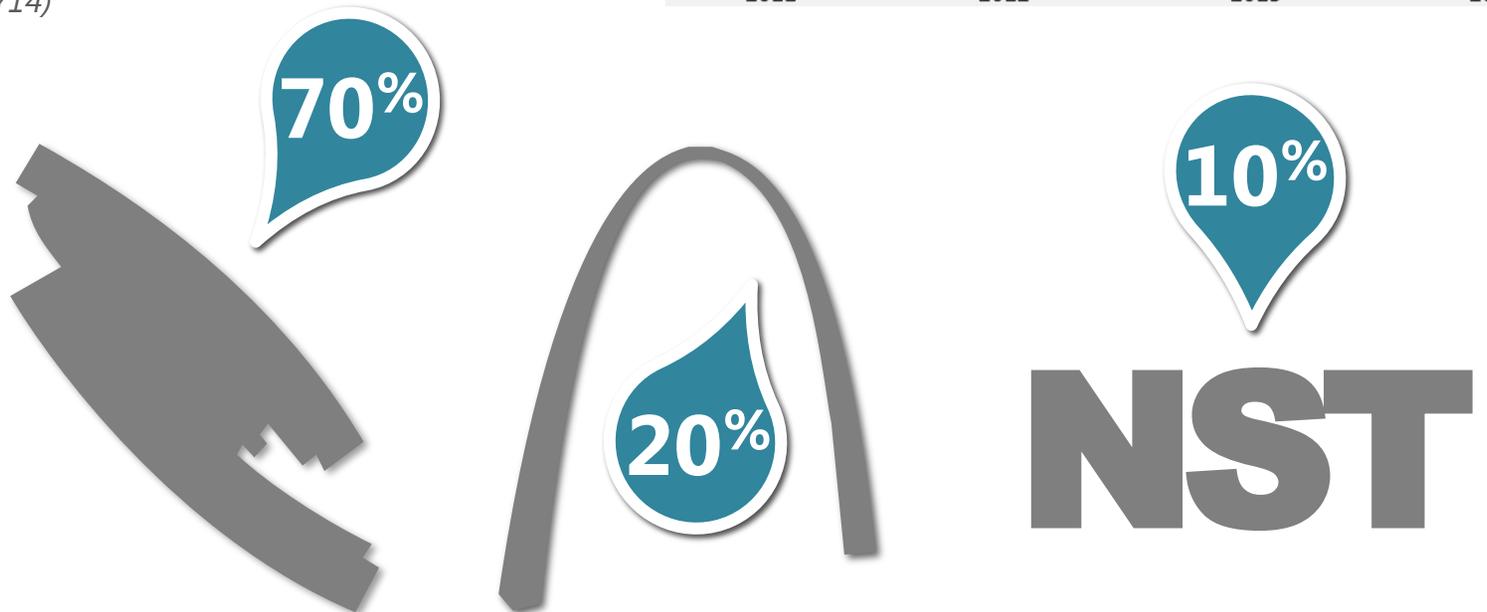
From 1 October 2013 to 30 September 2014, NGAO met with 443 visitors—179 more visitors (68 percent) than in FY13. There were 211 employees who shared individual concerns (48 percent above FY13) and 232 employees who voluntarily participated in seven ombudsman climate reviews (52 percent higher than FY13).

Number of Visitors (FY11 - FY14)



Visitors by Location (FY14)

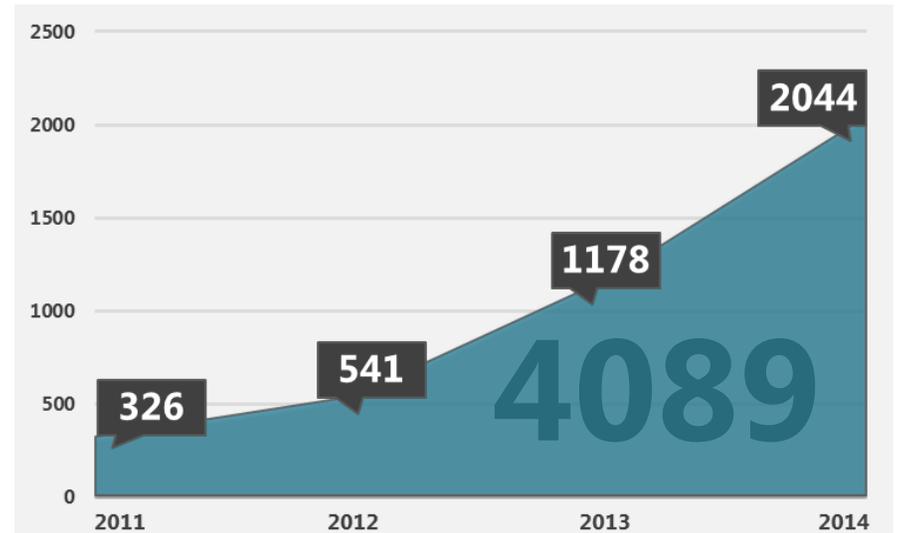
Seventy percent of cases (148) originated from NGA Campus East in Springfield, Virginia. There were 41 (20 percent) cases at NGA Campus West in St. Louis, Missouri, and 22 (10 percent) cases from NGA Support Teams around the world.



Issues

In FY14, the 443 visitors shared 2,044 issues with the Ombudsman—866 more issues than in FY13, an increase of 74 percent. In the past four years (FY11 through FY14), NGAO met with 1,003 employees who shared 4,089 issues.

Number of Issues (FY11 - FY14)



Major Issue Categories and Descriptions with Numbers and Percent (FY14)

Questions, concerns, issues, or inquiries about:

Supervisors

Relationships with people in evaluative relationships (*supervisor-employee, team leader*) related to respect, trust, integrity, and communication

Mission

Principles, strategies, scope, actions, priorities, and other related issues about where and how the organization is moving

Career

Job application and recruitment processes, changes in assignment, career development and progression, job security, and separation

Colleagues

Working relationships with non-supervisory peers or colleagues as related to respect, trust, integrity, and communication

Admin

The quality, accuracy, thoroughness of information, responsiveness, and timeliness of administrative and customer services

Values

Standards of conduct, professionalism, fairness, honesty, integrity, and other matters related to organizational values and ethics

Policy

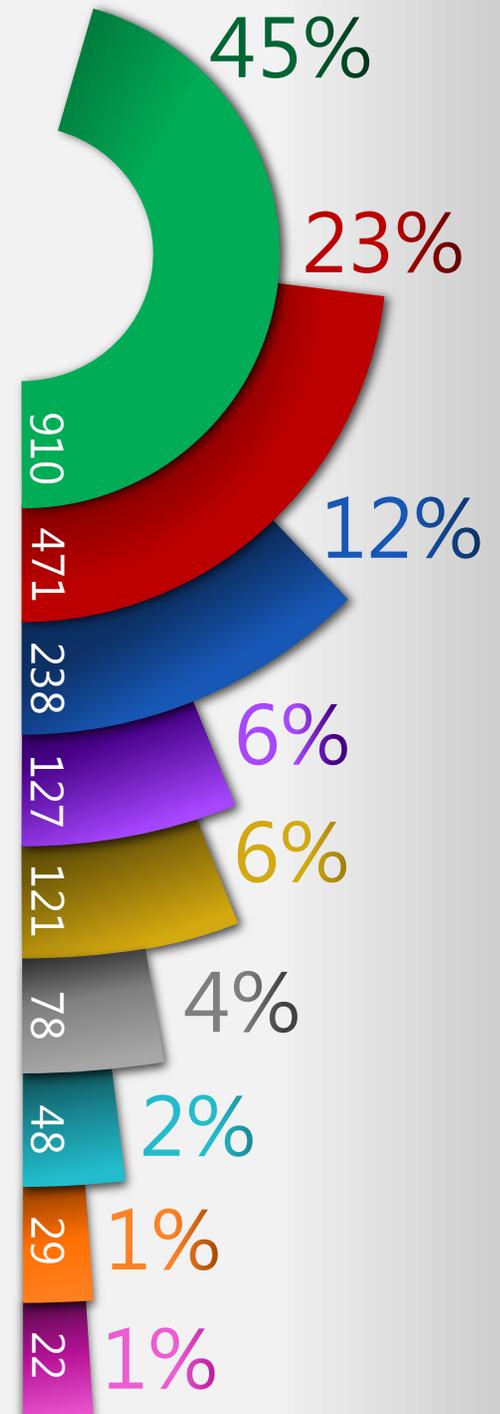
Policies or business practices that may create risk if not addressed, including financial matters, harassment, fraud, waste, or abuse.

Safety

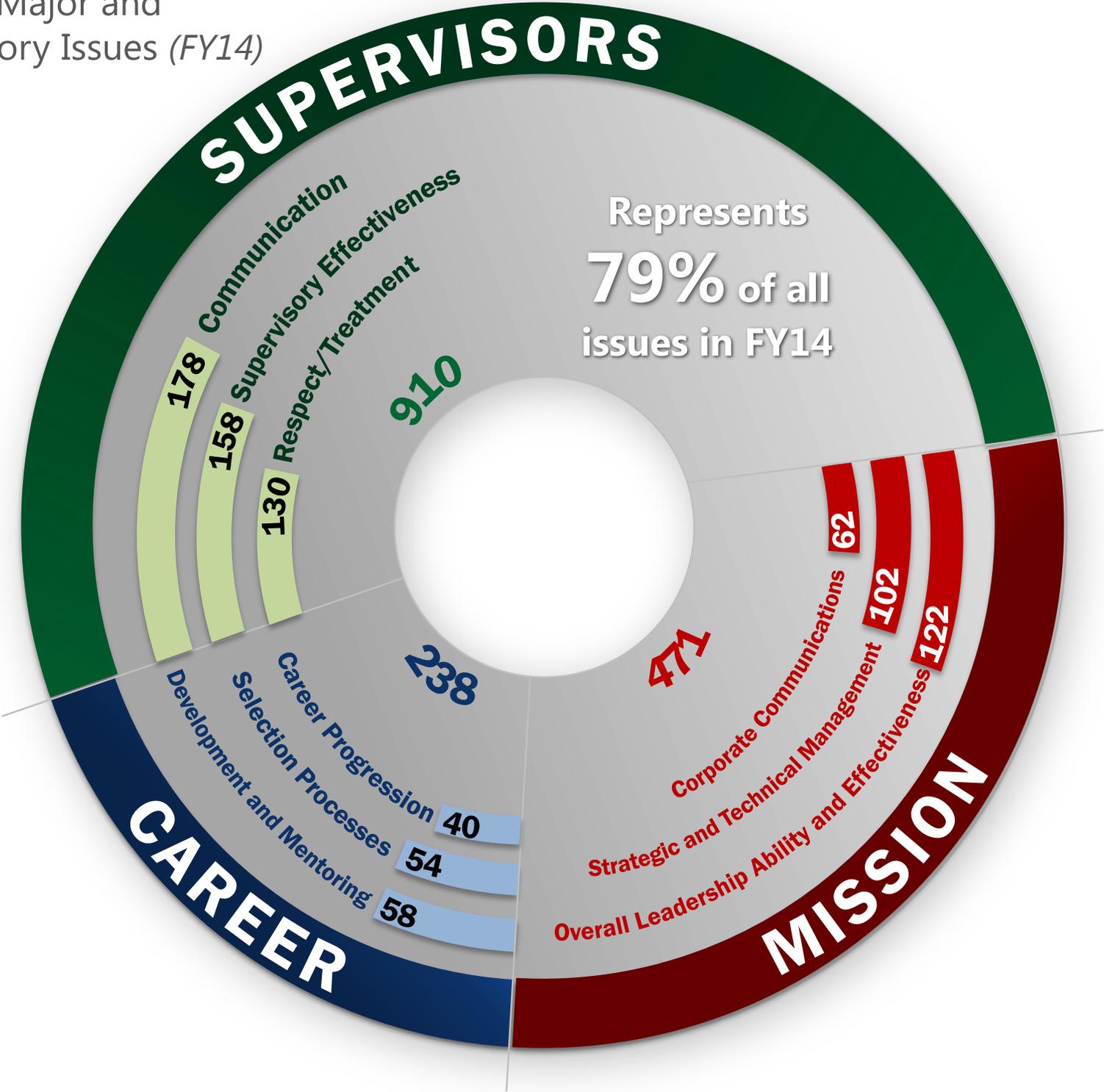
Health and infrastructure-related issues such as physical safety, continuity of operations, working conditions, and environmental practices

Pay

Equity, appropriateness, and competitiveness of employee compensation, benefits, and other benefit programs



Top Three Major and Sub-Category Issues (FY14)



Trending Topics (FY14)



Appendix A – Data Tables

Supervisory Relationships	910
Communication (Supervisory)	178
Supervisory Effectiveness	158
Respect/Treatment	130
Equitable Treatment	78
Assignments/Schedules	68
DCIPS-Related	59
Trust/Integrity	51
Feedback	46
Bullying	41
Climate	32
Discipline	15
Reputation	15
Diversity-Related	15
Retaliation	15
Priorities/Values/Beliefs	8
Insubordination	1
Mission, Strategy, & Organizational Concerns	471
Mission/Strategic & Technical Mgmt	122
Leadership and Management	102
Communication (Corporate)	62
Restructuring and Relocation	39
Organizational Climate	36
Priority Setting /Funding	34
Change Management	31
Use of Positional Power/Authority	19
Division/Field-Specific	19
Data/Methodology/Interpretation of Results	7
Career Progression & Development	238
Career Development/Coaching/Mentoring	58
Job Application/Selection and Recruitment Processes	54
Career Progression	40
Rotation and Duration of Assignment	33
Involuntary Transfer/Change of Assignment	32
Position Security/Ambiguity	10
Job Classification and Description	7
Position Elimination	2
Termination/Non-Renewal	1
Resignation	1

Colleague Relationships	127
Communication (Colleague)	40
Respect/Treatment	33
Diversity-Related (e.g. generational issues, insensitive comments)	12
Trust/Integrity	11
Bullying	11
Reputation	10
Priorities/Values/Beliefs	6
Retaliation	2
Physical Violence	2
Administrative & Customer Service Issues	121
Admin Decisions, Interpretation/Application of Rules	67
Responsiveness/Timeliness	24
Quality of Services (technology, accuracy of advice)	19
Behavior of Service Provider(s)	11
Values, Ethics, & Standards	78
Professional Conduct/Integrity	40
Standards of Conduct	15
Policies and Procedures (Other)	14
Values and Culture	9
Policy, Legal, Regulatory, & Financial Compliance	48
Privacy and Security of Information	12
Business and Financial Practices	12
Discrimination	11
Disability/Reasonable Accommodation	8
Harassment	5
Safety, Health, & Physical Environment	29
Work Related Stress and Work-Life Balance	14
Security	8
Physical Working Conditions	3
Safety	2
Cleanliness	1
Environmental Policies	1
Pay & Benefits	22
Compensation	14
Benefits	5
Payroll	2
Retirement, Pension	1

Appendix B – Contact Information



Scott Deyo, NGA Ombudsman
(U) 571-557-0898
(TS) 578-0898
(Tandberg) 912-5035
NCE Office: N22361



Guy Weber, Associate Ombuds
(U) 314-676-6907
(TS phone/VTC) 577-5790
NCW Office: Building 36, 2B-02



Mollie Berg, Associate Ombuds
(U) 571-557-7488
(TS phone/VTC) 578-7488
NCE Offices: N22360

NGA Office of the Ombudsman
7500 GEOINT Drive
Mail Stop N75-NGAO
Springfield, Virginia 22150

Office Phone:

(U) 571-557-4777
(TS) 578-4777

Office Email:

(U) ombuds@nga.mil
(TS) ombuds@nga.ic.gov