INFORMATION MANAGEMENT	Delivery Standard
1. Respond to requests re. positions; e.g., reclassification, conversion, freezing, deletion, creation (related to forms 1690)	Initial response within 3 days
2. Initiate update of appropriate sections of PeopleSoft	Within 5 days of action taken
3. Respond to enquiries from missions/divisions/employees on personnel issues	Initial response within 2 days
4. Send declaration of intent to marry to ISDT	Within 2 days of receipt
5. Prepare SIGNET messages on notices of death	ASAP after confirmation of arrangements & background information
6. Amend PCFs (accreditation, family configuration, corrections, etc.)	Within 2 days of receipt of all information
7. Transmit retirement/ resignation information to relevant units	Within 2 days of receipt of resignation letter

LWOP/ACTING PAY	Delivery Standard
1. Request for leave without pay	Response within 10 days
2. Providing acting pay	
➡ On assignment (initiated by HPF)	Within 5 days of start of assignment
➡ Temporary	Within 2 days of receipt of form 1690 from HPC