



Department of Energy

Bonneville Power Administration
P.O. Box 3621
Portland, Oregon 97208-3621

PUBLIC AFFAIRS

October 22, 2012

In reply refer to: DK-7

Matthew McPherson

Ex 6

FOIA #BPA-2013-00029

Dear Mr. McPherson:

This is a final response to your request for records that you made to the Bonneville Power Administration (BPA), under the Freedom of Information Act (FOIA), 5 U.S.C. 552.

You have requested the following:

The resume of the selected applicant for BPA job announcement 10150-12-DE.

Response:

BPA is providing the enclosed responsive document with information withheld under Exemption 6 of the FOIA.

BPA asserts this exemption for information which could reasonably be expected to constitute an unwarranted invasion of personal privacy if disclosed. The withheld information consists of the personal contact information (address, email, and/or phone numbers) of an individual citizen, as well as the education and work history. Release of this information could subject this individual to unwanted intrusions of privacy. There is no public interest in the disclosure of this information because it does not shed any light on how BPA has performed its statutory duties.

Pursuant to 10 CFR 1004.8, if you are dissatisfied with this determination, or the adequacy of the search, you may appeal this FOIA response in writing within 30 calendar days of receipt of a final response letter. The appeal should be made to the Director, Office of Hearings and Appeals HG-1, Department of Energy, 1000 Independence Avenue, SW, Washington, DC 20585-1615. The written appeal, including the envelope, must clearly indicate that a FOIA Appeal is being made.

There are no fees associated with this request.

I appreciate the opportunity to assist you. Please contact Kim Winn, Communications Specialist, at 503-230-5273 with any questions about this letter.

Sincerely,

For /s/Kim Winn

Christina J. Munro

Freedom of Information Act/Privacy Act Officer

HEIDI RENAE BREITSPRECKER

VACANCY IDENTIFICATION NUMBER: 10151-12
JOB TITLE AND GRADE: Information Technology Specialist (CUSTSPT)/GS-2210-09

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Exemption 6

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Bonneville Power Administration
P.O. Box 3621
Portland, Oregon 97208-3621

PUBLIC AFFAIRS

December 7, 2012

In reply refer to: DK-7

Matthew McPherson
1727 N Rosa Parks Way
Portland, Oregon 97217

RE: FOIA #BPA-2013-00029 [FOIA Appeal FIA-12-0074]

Dear Mr. McPherson:

This letter is a new determination and response to your September 28, 2012, FOIA request for the "resume of the successful applicant(s) for the position of the IT Specialist . . . job announcement 10150-12-DE." BPA responded to your request on October 22, 2012, with the one responsive record. BPA heavily redacted that record (the resume) pursuant to Exemption 6.

You filed a timely appeal on November 20, 2012, to the DOE Office of Hearing and Appeals. After receiving notice of your appeal, BPA reconsidered its original determination and response. On December 5, 2012, BPA notified DOE OHA that it would withdraw its original determination, and reprocess your FOIA request.

Enclosed is the one responsive record, with only minor redactions. BPA has withheld some information pursuant to 5 USC § 552(b)(6) (Exemption 6), and explains why below.

Exemption 6

Exemption 6 protects the disclosure of personnel, medical, and similar files when disclosure would constitute a clearly unwarranted invasion of personal privacy. BPA does not dispute that the resume is information from "files" within the meaning of Exemption 6.

To determine whether information must be withheld under Exemption 6, BPA must: (1) identify whether a privacy interest exists in the information; (2) identify whether release would further the public interest by shedding light on the operations and activities of the government; and (3) weigh the identified privacy interests in the information against the public interest in disclosure.

Even assuming that the successful job applicant has a privacy interest in the information in the resume, there is a public interest in that information, and that public interest outweighs any privacy interest. OPM regulations on disclosure of federal personnel information,¹ DOJ

¹ See 5 CFR 293.311 (public is entitled to a federal employee's name; present and past job titles, grades, salary, and duty stations)

guidance², and the few cases³ that have examined this issue, all come to the same conclusion—that the public interest mandates disclosure.

After carefully re-examining the resume, BPA will release the job related information about the education, background, and experience of the applicant. (This amounts to a release of almost the entire document.) The public interest in the chosen candidate's qualifications, and in an open and transparent job selection process, outweigh any privacy interest in the information.

BPA has made some minor redactions under Exemption 6, however, because there is no corresponding public interest in the disclosure of: the applicant's home address, telephone number, email address, and the non-job related undergraduate, high school, and professional information.⁴ This redacted information does not shed light on either the job qualifications of the successful applicant, or on the application process.⁵

If you are dissatisfied with this determination, you may appeal within 30 days from the date you received this letter to The Director, Office of Hearings and Appeals, Department of Energy, 1000 Independence Avenue, S.W., Washington, D.C. 20585. The appeal must be in writing and both the envelope and letter must be clearly marked "Freedom of Information Act Appeal."

If you have any questions or concerns about this letter, please contact Kim Winn, Communications Specialist, at 503-230-5273.

Sincerely,


Christina J. Munro

Freedom of Information Act/Privacy Act Officer

Enclosure

Cc (via email): Ms. Shiwali Patel, DOE Office of Hearings and Appeals

² See DOJ FOIA Update Vol. III, No. 4 (1982) (it is DOJ policy to release personnel information concerning the professional qualifications of federal employees, including post-graduate or technical education related to the employee's profession; prior state and federal employment; prior private employment related to the employee's job; and job-related awards, honors, and memberships).

³ *Core v USPS*, 730 F.2d 946, 948 (4th Cir. 1984); *Barvick v Cisneros*, 941 F. Supp. 1015, 1020 (D. Kansas 1996).

⁴ See DOJ FOIA Update Vol. III, No. 4 (1982) (it is DOJ policy not to release personal, non-job related information such as date of birth, home address and telephone number, secondary and collegiate education, among others).

⁵ BPA also redacted the names and telephone numbers of the applicant's previous supervisors, as this information is not directly related to the applicant's job qualifications. Those supervisors have a privacy interest in not having their names released, and there is no countervailing public interest in the disclosure of their names.

HEIDI RENAE BREITSPRECKER

Ex 6

VACANCY IDENTIFICATION NUMBER: 10151-12
JOB TITLE AND GRADE: Information Technology Specialist (CUSTSPT)/GS-2210-09

U.S. Citizen: Yes
Veteran's Preference: Yes
Federal Employee Status: Previous Employee
Highest Grade Level and Dates: GS-7/Sep 01 – Dec 04

SUMMARY

Solid professional with over 25 years of experience in demanding administrative and managerial positions. Dynamic leader with exceptional oral and written communication skills. Strong negotiation skills with sharp aptitude for assessing client needs. Profound ability to connect with both military and civilian stakeholders in order to deliver clear and concise messages. Excellent problem-solving abilities, perfected in high stress circumstances, able to quickly assess the problem, determine a solution; implement the plan and document lessons learned. Experienced manager with a proven ability to get the best results from a strong team, working together to accomplish the mission. Outstanding organizer and multi-tasker; thrives in a deadline-driven environment. Dedicated to the organization; consistently awarded commendations for devotion to duty, conscientiousness and loyalty.

Additional Qualifications:

- Assigned as the Base Knowledge Manager and oversees the training and development of 25 knowledge managers in nine different organizations.
- Holds a current Secret security clearance.
- Appointed as SharePoint/Webpage server administrator.
- Chosen as first Chairman for Information Management Working Group out of 89 functional managers.
- Transitioned over a hundred offices from a manual to an electronic records management system.
- Proficient in utilization of network administration tools such as Active Directory Users and Computers (ADUC) and Directory and Resource Administrator (DRA); used to assign user rights and set permissions to network resources.
- Network administrator with Security+, DoD 8570 certification; Assigned as Client Support Administrator.

WORK EXPERIENCE

Information Technology Specialist - (Active Guard and Reserve)
GS-0301-09 Equivalent
Iowa Air National Guard
3100 McKinley Avenue
Des Moines, Iowa 50321-2799
USA

11/05 - Present
Hours/week: 40
Salary: \$4,496.40/Month
Supervisor:
Telephone: **Ex 6**
OK to Contact: Yes

VACANCY IDENTIFICATION NUMBER: 10151-12
JOB TITLE AND GRADE: Information Technology Specialist (CUSTSPT)/GS-2210-09

NETWORK ADMINISTRATION: Utilizes Active Directory Users and Computers (ADUC) to manage user accounts, global security groups, distribution groups, computer names, domains and organizational units to better organize permissions for over a thousand users and computers. Network administrator for Windows XP and Windows 7 environments. Identifies complex problems and reviews related information to develop and evaluate options and implement solutions. Installs and configures software such as operating systems, upgrades and patches and hardware to include printers and other peripherals, in accordance with local policies. Performs system backups and file recovery. Administrator for Microsoft Exchange Server; creates new user accounts, mailboxes, outlook profiles, functional addresses and distribution lists.

SUPERVISION: As the lead knowledge manager, oversees the training and development of 25 knowledge managers in nine different organizations, focusing on upgrade training and deployment viability. Manages human resource functions to include interviewing and manning document placement; planning, assigning, and directing workloads and setting schedules based on priorities and abilities; appraising performance; upgrading to next job level; addressing complaints and resolving problems. Supervises and manages seven highly inspectable programs, incorporating individuals from every office on base. Builds, trains, directs, and leads internal team on information management processes and initiatives. Develops goals and objectives, projects and priorities and creates and conducts marketing and promotional plans in order to meet them and anticipates and potential problems.

COMMUNICATIONS: Manages incoming and outgoing base communications by developing, implementing, interpreting, organizing, analyzing and directing policies, programs and procedures; focal point for internet and e-mail management and use policies. Gathers information from federal, state and military entities to make decisions regarding local policies, procedures and regulations. Identified and published office symbols and unit designations for base activities. Develops and implements information flow processes to facilitate communications. Works within a team environment to provide information about a broad range of issues to internal and external clients; providing excellent customer service to peers, supervisors and commanders. Oversees organizational compliance and management of SharePoint and other associated web-based collaboration tools to include policies on local site development, implementation of template usage and security.

INFORMATION MANAGEMENT: Conducts information analysis to determine proper flow and life cycle management of information at every level, regardless of medium. Operates information systems to create, collect, process, disseminate, use, store, protect and dispose of information. Develops and delivers education to users on workflow capabilities and tools to comply with structured electronic processes and flexibility to create/develop ad hoc courses of actions. Ensures users are educated about and comply with Privacy Act and Freedom of Information Act programs. Provides guidance and assistance on common, standard electronic communications applications and establishes policy, processes and procedures for document management, collaboration and workflow. Interprets, analyzes, evaluates and compiles data into clear and concise written reports and recommendations.

CUSTOMER SERVICE: Utilizes computer systems to enter data, and regenerate pertinent information. Manages a thirty-station training center to include equipment purchases, life cycle management, hardware and software installation, scheduling and administration. Emphasizes active listening skills to ensure conflict resolution and a reduction in problematic relationships between internal and external clients, in order to meet and exceed customer expectations. Purchases office supplies, equipment, and services. Develops and publishes local template and guidance for creating memorandums. Oversees and administers the organization's utilization compliance and management of security procedures created for collaboration tools.

PUBLICATIONS: Provides customer service and education for creation and maintenance of local publications and forms. Identifies offices supported by publishing functions and completes customer requirements in a timely manner. Manages over 150 local publications and forms, including development, design, control, storage, change acquisition and dissemination in order to meet legal and statutory requirements. Approves and publishes content through automated publishing tools. Develops and publishes guidance to ensure publications and forms meet prescribed style, format and legal and local requirements. Utilized Lotus Designer and Adobe Acrobat to create templates and local forms.

RECORDS MANAGEMENT: Develops records management training programs for base populace; ensuring physical files are established and utilized properly. Creates base-wide records management standards and provides technical guidance for both paper and electronic file plans to improve operational efficiency and compliance for over a hundred offices. Creates procedures to effectively identify, protect, maintain and dispose of official records. Creates manual and electronic file plans. Applies file cutoff and disposition procedures to promote proper retrieval and disposal of records. Operates records management system and records staging area. Develops and publishes procedures for the identification of vital records and their emergency destruction.

MAILROOM: Manages base mail program with \$2,000 yearly budget forecasts, staffing and postal contract coordination. Operates a mail center to distribute administrative communications so agencies can receive incoming federal and local mail in a timely manner. Prepares outgoing mail to be sent in the quickest and most economical way. Utilizes a postage machine so that postage expenditures are charged to the proper department.

Accomplishments:

- Developed base standards for security and distribution list naming convention, ensuring future management of groups and proper utilization for records management and SharePoint administration.
- Transitioned organization from traditional paper-based records management system to an electronic environment.
- SharePoint administrator; facilitated manual information movement from SharePoint 2007 to SharePoint 2010.
- Government purchase cardholder for over \$15,000 in yearly service acquisitions.
- Used Active Directory Users and Computers (ADUC) to convert file access from individuals to managed groups to simplify server administration.

Administrative Support Technician - (Active Guard and Reserve)

GS-0303-06 Equivalent

Iowa Air National Guard
3100 McKinley Avenue
Des Moines, Iowa 50321-2799
USA

12/04 – 10/05

Hours/week: 40

Salary: \$3,410.70/Month

Supervisor:

Telephone: Ex 6

OK to Contact: Yes

CLIENT SUPPORT: Performed all client support administrator functions for fourteen offices. Detected and analyzed abnormal operations and proceeded rapidly in implementing solutions; installing patches and new software and hardware. Resolved security problems for existing systems due to client error or computer vulnerability.

**HEIDI RENAE BREITSPRECKER
Ex 6**

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**VACANCY IDENTIFICATION NUMBER: 10151-12
JOB TITLE AND GRADE: Information Technology Specialist (CUSTSPT)/GS-2210-09**

COMMUNICATION: Responsible for base telecommunications; operated switchboard providing critical communications throughout the organization. Managed multiple schedules, calendars, appointments and travel/itinerary arrangements. Established Technical Order Distribution Office (TODO) and managed program for nine sub-accounts. Processed all incoming correspondence to include e-mails, reports, memorandums and other forms of written communication. Maintained a correspondence tracking database to ensure a timely response.

CUSTOMER SERVICE: Served as a key team member in ensuring optimal customer service by being flexible; having the ability to work well in a team with all levels of internal management, supervisors, staff and peers. Maintained employee timekeeper system for thirteen personnel, ensuring pay and leave balances were accurate. Planned and coordinated special events and activities to include protocol requirements for foreign and domestic dignitaries, special guests and internal and external community leaders. Utilized strong computer and internet research skills to complete assigned tasks and projects. Researched, compiled and delivered weekly and monthly program statistics and recommendations for assigned programs.

GENERAL ADMINISTRATION: Experienced preparing routine and advanced written correspondence using common clerical practices, formal procedures and office schedules to include reports, letters, memos and meeting minutes. Reviewed documents submitted by others for spelling, formatting and grammatical errors. Displayed exceptional office management practices by providing executive-level administrative support processes and assistance to the commanders, staff personnel and other internal and external stakeholders that required technical expertise, resourcefulness and independent judgment. Supervised a variety of information management tasks and activities including publications, records management for paper and electronic information systems, confidential and time-sensitive personnel actions and technology support with minimal supervision. Performed office automation duties using such software applications as electronic mail, desktop publishing, calendars, spreadsheets, databases, presentations and graphics using computers, scanners and faxes. Set-up and maintained a variety of alphabetical, numerical and chronological records for the office.

Accomplishments:

- Operated base switchboard; ensuring call completion for local and deployed customers.
- Performed Client Support Administrator functions for fourteen different offices.
- Provided executive-level administrative support and assistance.
- Established group level technical order distribution office with nine sub-accounts.

**Computer Assistant (CUSTSUP) - (Federal Technician)
GS-0335-07**

Iowa Air National Guard
3100 McKinley Avenue
Des Moines, Iowa 50321-2799
USA

09/01 – 12/04
Hours/week: 40
Salary: \$42,956/Year
Supervisor: Ex 6
Telephone:
OK to Contact: Yes

MAILROOM: Operated base mailroom and inter-office distribution center for all incoming and outgoing mail. Sorted mail by departments so agencies received federal and local mail in a timely manner. Prepared outgoing mail to be sent in the quickest and most economical way. Operated a postage machine so that postage costs were charged to the proper department.

VACANCY IDENTIFICATION NUMBER: 10151-12

JOB TITLE AND GRADE: Information Technology Specialist (CUSTSPT)/GS-2210-09

NETWORK ADMINISTRATION: Managed base help desk calls by providing one-on-one troubleshooting support of software, hardware, internet, e-mail and network connectivity issues on the SIPRNet and NIPRNet networks, using Remote Desktop Connection in a Microsoft Windows 7/NT/2000 environment. Installed software, patches and hardware in accordance with higher headquarters and local policies. Performed system backups and file recovery when required. Utilized Active Directory for Users and Computers (ADUC) to assign permissions to network directories and create security groups. Experienced in life cycle replacement, upgrading, and maintaining of IT systems. Assisted in administration of workstations and servers to include maintaining user space, patching, backing up and documenting. Used strong analytical thinking and problem-solving abilities to deliver support to first level customers; identified, diagnosed, and provided procedural assistance, maintenance and problem resolution. Conferred with staff and users to establish requirements for new systems and approved software. Developed guidance and materials to train users in basic computer operations; delivered information to organizational clients on the Microsoft Office 2007-2010 products; Word, Outlook, Excel, Outlook and PowerPoint. Read technical manuals, consulted users, and conducted computer diagnostics to investigate and resolve problems and provided assistance and support. Installed and performed minor repairs to hardware and peripheral equipment, following design or installation specifications. Loaded software to network and stand-alone computers to include pushing patches and operating system installations.

CUSTOMER SERVICE: Answered incoming calls and logged them into an automated tracking system. Provided tier one face-to-face, technical and problem solving guidance for a full range of computer hardware, software, networking and network connectivity problems. Furnished critical problem solving skills that enhanced customer system utilization, software and hardware installation and upgrade, network printer usage, user account creation and file access. Collaborated with internal and external customers to facilitate expedient problem resolutions regarding software and hardware purchases and utilization. Provided advice and support in all functional areas of information security and assurance.

Accomplishments:

- Primary administrator for receiving help desk calls, assisting internal and external customers with network related issues. Skilled working with Remedy, a computer database used for trouble tickets and information tracking for network related issues.
- Managed all incoming and outgoing communications through the organizational messaging system. Awarded Top Secret security clearance.
- Administrator for Microsoft Exchange Server; created new user accounts, mailboxes, outlook profiles, functional addresses and distribution lists.
- Assigned as Webmaster; administered base internet and intranet sites.
- Utilized Active Directory Users and Computers (ADUC) to manage users, groups, computers, domains and organizational units for over a thousand users and computers.
- Developed and implemented a training program for 31 client support administrators in a home station and deployed location.

VACANCY IDENTIFICATION NUMBER: 10151-12
JOB TITLE AND GRADE: Information Technology Specialist (CUSTSPT)/GS-2210-09

MILITARY EXPERIENCE

Iowa Air National Guard, 07/92 – Present
 Deployed to Manas Air Force Base, Kyrgyzstan 10/09 – 02/10
 Deployed to Al Dhafra Air Force Base, United Arab Emirates 01/06 – 05/06
Iowa Army National Guard, 12/86 – 07/92

EDUCATION

College:
Major field(s) of study: Ex 6
Type and year of degree:
GPA:

College: Community College of the Air Force, Maxwell-Gunter AFB, Alabama
Major field(s) of study: Information Management
Type and year of degree: Associate in Applied Science, 06/10

College:
Major field(s) of study: Ex 6
Type and year of degree:
GPA:

High School: Ex 6
Type and year of degree:

OTHER QUALIFICATIONS

Job-related training courses/certifications/skills (date received):

IBM Lotus Designer Course – 10/11
Microsoft SharePoint 2010 Site Owner & Administrator - 08/11
CompTIA Security+ (2008) Certification - 09/10
State of Iowa Notary Public – 06/09
Adult, Child and Infant CPR & First Aid Instructor (BLS and Heartsaver) – 11/04
Typing Speed - 60+ w.p.m.

Job-related honors/awards:

Meritorious Service Medal, Air Force (AF) Commendation Medal, AF Achievement Medal, Army Achievement Medal w/1 device, Army Good Conduct Medal, Air Reserve Forces Meritorious Svc Medal w/5 devices, National Defense Svc Medal w/1 device, Global War on Terrorism Expeditionary Medal, Global War on Terrorism Service Medal, Humanitarian Service Medal, AF Overseas Ribbon, AF Expeditionary Service Ribbon w/Gold Border and 1 device, AF Longevity Service w/5 devices, Armed Forces Reserve Medal w/2 "M" devices, Army NCO Professional Development Ribbon, Small Arms Expert Marksmanship Ribbon (Rifle)

Professional and Civic Affiliations:

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