Ms. Kimberly A. McCoy

Chief Information Officer and Assistant Commissioner, Office of Information Technology

Bureau of the Public Debt

Narrative description of strong commitment to effective continuity of government through successful development of managers and executives:

Public Debt has ranked in the top ten “Best Places to Work” for the past three years, and Ms. McCoy has played a significant role in that ranking. In the 2011 Federal Employee Viewpoint Survey, her organization outscored the Treasury Department and government-wide in 59 of 77 satisfaction questions. Public Debt’s Office of Information Technology is one of the largest organization in the bureau, yet employees know and understand their role in the bureau’s overall success.

Ms. McCoy’s staff holds a high regard and respect for senior management. Ms. McCoy is easy to approach and talk with, yet she is not afraid to have the tough conversations or make tough personnel calls. She is proactive in improving employee morale while maintaining a high degree of professionalism in her organization.

Working in a technical environment, there is an established focus on technical training and Public Debt has an exceptional staff of IT professionals. Unfortunately, this approach does not always result in the development of leaders for tomorrow. To help address this issue, Ms. McCoy has encouraged sending lower graded specialists to leadership development seminars and has encouraged managers to send staff to non-technical training to further their personal development.

Ms. McCoy understands the importance of offering managers opportunities that extend beyond their assigned duties in order to develop a breadth of knowledge and to expose their capabilities to other areas of the organization. Ms. McCoy continues to promote a culture of continuous improvement in her organization. She encourages all of her employees to have Individual Development Plans.

Ms. McCoy mentors managers and employees. Simply put, she leads by example. She openly shares her knowledge, experience, and perspective to develop future leaders at Public Debt. Ms. McCoy’s workplace leadership is a significant contributor to Public Debt’s success in achieving high employee satisfaction ratings, and more importantly, to its strong organizational results. She understands that the success of the whole is as important as oneself.

Since 2007, Ms. McCoy has served on the Public Debt and National Treasury Employees Union Partnership Council. She recognizes an effective relationship between staff and management is essential to accomplish a bureau’s mission and to ensure a quality work-life balance.

Ms. McCoy’s strong commitment to effective continuity of government extends beyond Public Debt. She not only interacts with every program area of the bureau, but with multiple organizations within the Treasury Department, and extensively with the Office of the Chief Information Officer in the areas of capital planning, enterprise architecture, and the Working Capital Fund. She works with various federal agencies and the Federal Reserve. In addition, Ms. McCoy works closely with the Federal Reserve Information Technology (FRIT) team. She provides exceptional guidance and insight serving on the IT Executive Steering Group Committee and the Senior Executive Steering Group, making sure that Public Debt is ready when the Federal Reserve System implements any IT changes throughout the System.

Ms. McCoy has developed a wide group of contacts and established relationships that are valuable in achieving Public Debt’s goals. Her compassion for people has enabled her to lead successfully. Ms. McCoy’s commitment to excellence, dedication to her work, and her sense of personal accountability are ingrained in her DNA. She is the model federal executive, who demonstrates integrity, compassion, leadership, and embodies a relentless commitment to public service.