

## **Federal Retirement Thrift Investment Board**

### **Mission – Our Core Purpose**

*Administer the TSP solely in the interest of the participants and beneficiaries*

### **Core Values – What We Stand For**

#### **Participant-Focused**

- We are passionate about delivering valuable products and services to participants
- We listen, respect and carefully consider the needs of participants in all we do
- We respond in a timely and accurate manner to participant requests

#### **Integrity**

- We are trustworthy and value individual and organizational honesty, consistency and credibility
- We ensure the financial integrity of the Thrift Savings Fund
- We operate with independence and act ethically to carry out our fiduciary responsibility

#### **Efficiency**

- We deliver the best value for the participants
- We simplify processes and optimize technology to deliver cost-effective solutions
- We work as an integrated team and communicate clearly internally and externally

### **Vision – Our Picture of the Ideal Future**

#### ***We help people retire with dignity!***

- We maintain flawless execution in daily operations
- We effectively manage and mitigate financial and operational risks
- We leverage technology to educate, communicate and interact with participants
- We deliver innovative products to attract and serve participants
- Federal employees and uniformed services members are taking advantage of TSP to meet their retirement needs
- We have successful partnerships with our Board, Congress, ETAC and external stakeholders

#### ***FRTIB is a great place to work!***

- FRTIB is a unique, self-funded independent federal agency
- FRTIB is recognized for its extraordinary people, attracting the best from both the Federal and private sectors, offering innovative and attractive career development programs and benefits
- We have a robust state-of-the-art infrastructure and the right resources to get the job done
- We work seamlessly at all levels of the organization
- We have a positive culture that fosters open communication and high performance

### **Goals – Our Strategic Focus for the Next 2 Years**

Goal #1: Maintain excellence in daily operations and ensure financial accountability – “Dial-tone Consistency”

Goal #2: Develop a motivated, talented workforce and a robust, secure FRTIB infrastructure to meet mission needs

Goal #3: Launch innovative programs successfully

Goal #4: Build strong partnerships with key stakeholders

**Goal #1: Maintain excellence in daily operations and ensure financial accountability – “Dial-tone Consistency”**

**Desired Results:**

- TSP successfully supports 5 million participants
- Uninterrupted operations – we are able to do transactions every day
- Employ effective risk mitigation strategies to provide error-free operations, sound investments and clean audits
- Continue to maintain high levels of participant and beneficiary satisfaction
- New vendor contracts that reflect best practices in acquisition

**Strategic Deliverables:**

<b>Deliverables</b>	<b>Lead</b>	<b>Delivery Date</b>
1. Implement TSP Security Program to enhance TSP safeguards.	Mark	Ongoing
2. Manage new Risk Mitigation Team.	Greg	Ongoing
3. Develop and manage Business Continuity Plan.	Mark	Ongoing
4. Plan, track, manage and improve day-to-day operations	Management Team	Ongoing
5. Establish user-friendly dashboard of key metrics to support cross-organization information sharing, communication and decision-making.	Renee	July 2009
6. Review, finalize and implement strategic IT plan to address critical IT infrastructure and business needs for the Plan.	Mark	May 2009
7. Fill high-priority staff vacancies within 6 months.	Jim	Sept 2009
8. Complete forms re-design.	Penny	March 2011
9. Launch L2050 Fund.	Tracey	Dec 2010
10. Re-bid contracts Call center, ops center, annuity Recordkeeping contract	Penny Mark Jim	Dec 2010 TBD
11. Integrate a system of internal controls into day-to-day operations to ensure financial accountability.	Jim	December 2010

## **Goal #2: Develop a motivated, talented workforce and robust, secure FRTIB infrastructure to meet mission needs**

### **Desired Results:**

- FRTIB is fully staffed and attracts and retains experts from the federal government and the private sector
- Administrative processes for HR and procurement are logical and efficient.
- Personal computing tools and phone system are high quality and dependably support our mission
- Our culture is one where staff are competent, well-trained people who are engaged and appropriately empowered
- Directors and Managers are leaders who inspire, motivate and delegate effectively and operate as a high performing leadership team
- We have open information-sharing and transparent processes that encourage collaboration and creative problemsolving
- We have open and equitable rewards commensurate with contributions to the Agency mission
- Our organizational structure supports effective and efficient execution of our mission and incorporates appropriate checks and balances

### **Strategic Deliverables:**

<b>Deliverables</b>	<b>Lead</b>	<b>Delivery Date</b>
12. Clarify roles and responsibilities of Agency leaders and instill effective norms and behaviors.	Greg	Ongoing
13. Develop strategic acquisition plan which identifies appropriate outsourcing approach.	Jim	March 2009
14. Develop / implement strategic staffing plan and awards/incentives plan to address current and future workforce needs.	Jim	May 2009
15. Develop and implement strategic IT plan to address critical IT infrastructure and business needs for the Agency	Mark	April 2009
16. Develop / implement a plan to address the needs for leadership and staff training and development.	Jim	June 2009
17. Develop / update emergency preparedness plan,	Jim	July 2009
18. Evaluate the structure of the Agency and modify as appropriate	Greg	September 2009
19. Prepare a paper to identify requirements and options for possible teleworking policy.	Jim	Jan 2010

**Goal #3: Launch innovative TSP programs successfully****Desired Results:**

- Congress passes timely legislation authorizing new TSP initiatives
- Successful implementation of new initiatives to enhance the benefits and services we provide to participants and beneficiaries
- TSP continues to be broadly viewed as the best 401(k)-type program in the world

**Strategic Deliverables:**

<b>Action</b>	<b>Lead</b>	<b>Delivery Date</b>
20. Implement e-Message capability to enhance communication with participants.	Penny	July 2009
21. Lead efforts to pursue timely passage of TSP Legislative Agenda.	Tom T	Sept 2009
22. Launch "beta" version of new TSP Website	Penny/Renee	Oct 2009
23. Upgrade IVR hardware	Mark	Dec 2009
24. Develop and roll out "Baby Boomers Retirement Education Program."	Penny	July 2010
25. Assign Project Managers and oversee launch of new legislative initiatives: <ul style="list-style-type: none"> <li>• Auto-enroll – 1 year</li> <li>• Immediate contributions – 1 year</li> <li>• Spousal accounts – 1 year</li> <li>• Roth Accounts - 2 years</li> <li>• Administrative subpoena – 6 months</li> </ul>	Greg	April 2011

**Goal #4: Build strong partnerships with key stakeholders****Desired Results:**

- Congress approves TSP legislation
- Board members are engaged and adding value to the TSP mission
- Obtain ETAC input and endorsement of Board-supported legislation
- Active support from DOD leadership for TSP to become an integral benefit for all uniformed services

**Strategic Deliverables:**

<b>Action</b>	<b>Lead</b>	<b>Delivery Date</b>
26. Collaborate with ETAC on legislative agenda.	Tom T	Ongoing
27. Develop and launch transition plan for any new Board members confirmed by the Senate.	Tom T, Tom E	August 2009
28. Expand training and communication program for uniformed services.	Penny	Ongoing
29. Lead efforts in ETAC, DOD and the Hill to achieve support for making TSP an integral benefit for all uniformed service members	Tom E, Tom T	Sept 2009