


Federal Retirement Thrift Investment Board














Strategic Performance Metrics

As of March 31, 2013

Performance Metric	Description	Target	Reporting Frequency	Period ending 3/31/13	Status as of last reporting period
Strategic Goal 1: We Help People Retire With Dignity					
Participant Satisfaction	Participant satisfaction will be measured biennially via the TSP Participant Survey	Overall satisfaction will be rated a minimum of 80%	Biennially	86% (2011 TSP Participant Survey)	
FERS Average Deferral Rate	Deferral rate determined by relationship of employee contributions to annual base pay	Steady shrinkage of FERS participants deferring less than 5%	Annually	Available when demographics report is complete in Q3 FY2013	
Average Asset Allocation	Participants elect asset allocations that reflect greater age-based diversification	Steady increase in the dollar amount participants allocate to the L Funds	Quarterly	% participant accounts (\$) invested in the L Funds is 14.4% (1.0% increase over previous quarter)	
FERS Participation Rate	Percentage of FERS participants in the Plan relative to the eligible FERS population	Participation will remain above a level of 80%	Quarterly	87.1%	
Increase Participation Of Uniformed Services Members	Percentage of active duty participants in the Plan, relative to the eligible active duty population	Steady increase in active duty participation	Quarterly	40.4% (.2% increase over previous quarter)	
Strategic Goal 2: We Ensure That FRTIB Is A Great Place To Work					
FRTIB Employee Satisfaction	Annual rating received via the Best Places to Work Index based on the Federal Employee Viewpoint Survey	FRTIB's score is to be above the Federal Government average	Annually	FY12 Government-wide average index score was 60.8; FRTIB's index score was 76.3	
Individual Development Plan (IDP)	Percent (%) of FRTIB employees who complete IDPs	98% of all FRTIB employees complete an annual IDP	Annually	80.7% as of Q2 FY2013	
Training And Development	Number of training and professional development hours completed	On average, FRTIB employees will complete at least 40 hours per year of professional training and development	Annually	Average hours of training completed by FRTIB employees in FY 2012 was 58 hours	
Strategic Goal 3: We Pursue Flawless Operations					
Daily Unified Processing	Percent (%) of trading days the Unified processing is successfully completed by 6 a.m., Eastern Time	98%	Quarterly	100.0%	
Daily Investment	Daily investment is performed on time and accurately each day	98%	Quarterly	99.8%	
Availability Of Participant Information	Percent (%) of time the website is available (excluding scheduled maintenance)	99%	Quarterly	99.8%	
	Percent (%) of time participant account information is updated by 6 a.m. on the Web	98%	Quarterly	86.9%*	

* The website update was late on five occasions due to heavy processing volumes/mainframe tape problems, and once due to delayed investment data.

Performance Metric	Description	Target	Reporting Frequency	Period ending 3/31/13	Status as of last reporting period
Strategic Goal 3: We Pursue Flawless Operations (Continued)					
Availability Of Participant Information	Percent (%) of time the call center is available during established business hours	99%	Quarterly	98.9%**	
	Length of call center wait time	At least 85% of all calls are answered within 20 seconds	Quarterly	81.4%***	
Payroll Contributions	Percent of valid Agency payroll contribution files processed within 2 business days of receipt	98%	Quarterly	100.0%	
Participant Transactions	Loans	At least 90% of loans are processed within 5 business days of receipt (annual)	Quarterly	98.0%	
	Withdrawals	At least 90% of withdrawals are processed within 5 business days of receipt (annual)	Quarterly	98.0%	
	Death Benefits	At least 95% of all death payments are entered into the system within 5 business days of receipt of a form in good order (no legal review and/or POA/guardianship)	Quarterly	98.0%	
	Court Orders	An issue decision letter is completed for at least 95% of all Retirement Benefits Court Orders (RBCO) within 25 business days of receipt of the order	Quarterly	83.5%****	
	Child Support	An issue decision letter is completed for at least 95% of all child support orders within 35 business days of receipt of the order	Quarterly	100.0%	
Financial Audit Opinion	Maintain unqualified opinion on FRTIB financial statements from independent auditor	Unqualified opinion each year	Annually	Unmodified (new term that replaces unqualified) opinion given on 12/31/2012 financial statements	
Performance Audit	Audit recommendations	90% of new fundamental or significant findings are resolved in the time frame promised	Annually	Not yet available – baseline starts March 2013	
Strategic Goal 4: We Have Stakeholders Who Support Our Mission					
Audit Reports	FRTIB management responds to draft and final reports within the agreed upon time standards	Agency responses to draft and final audit reports are completed within 30 days of receipt	Annually	100%	
Board Satisfaction With The Timeliness And Quality of Information Provided	Ability to assist Board in decision making	Successful Board review	Annually	Executive Director's review by Board was favorable	
<p>** The call centers were closed 16.5 hours due to winter storms.</p> <p>*** In addition to the call center closures, the call volume exceeded the 2QFY13 forecast by 4.49% (an excess of 20,083 calls).</p> <p>**** Temporary staffing shortage due to one employee's departure and another's extended leave.</p>					

Performance Metric Strategic Initiatives Status		Status as of last reporting period
Implement Enterprise Information Security & Risk Management (EISRM)	In accordance with the Federal Information Security Management Act (FISMA), the FRTIB will establish the Enterprise Information Security and Risk Management (EISRM) program. Implementing this program and the 19 related policies will ensure and enable secure operations and strengthen the Agency's IT risk management.	
Status	The Chief Information Security Officer (CISO) has conducted a crosswalk of the actions needed to implement the EISRM program and 19 related policies with the 16 NIST-recommended program areas. Using the crosswalk analysis, FRTIB is defining six Information Security (InfoSec) program areas tied to the formation of nine supporting InfoSec processes monitored by several dashboards. To further support EISRM compliance, FRTIB is consolidating all security resources in a newly formed Information Assurance Division. Finally, in response to EISRM Policies System Authorization (CA), Risk Assessment (RA), Security Planning (PL), and Access Control (AC), FRTIB has initiated systems authorizations for the Enterprise Network General Support System (GSS), Data Center GSS, Participation Interactive Services Major Application (MA), Financial Management Services MA, and Core Recordkeeping Services MA.	
Human Capital Management	The Human Capital Plan incorporates the following elements: <ul style="list-style-type: none"> • aligning and planning recruitment against the Agency's strategic plan and budget • recruiting staff with skills to meet both current and future business and technology requirements • retaining staff and institutional knowledge, and • developing management and staff. 	
Status	ORM expects to have the Agency Strategic Human Capital Plan, which incorporates change management and capabilities assessment by September 30, 2013. ORM continues to work with Agency hiring managers to recruit FRTIB staff with 11 new hires in the second quarter of the fiscal year, bringing the new employees total onboard to 143. The Agency is at 75% of its full FY 2013 approved positions of 190 personnel. Hiring managers and HR staff continue to hire skilled employees to meet the Agency's immediate needs and priorities. In the coming quarter the Agency will recruit a Knowledge Management Specialist to capture institutional knowledge and build model case studies for development of staff. In addition ORM has instituted a robust training and development policy, offering enhanced training funds, academic offerings, and executive leadership development. During this quarter HR staff has sponsored 5 informational workshops for Agency staff.	
Integrated Acquisition Strategy	While the FRTIB recognizes that it is not bound by all requirements of the Federal Acquisition Regulation (FAR), it subscribes to following best practices in acquisition planning and contracting as identified in the FAR. To this end, the FRTIB will establish and enhance its acquisition policies, planning, procedures, and governance to ensure adherence to these standards.	
Status	The PMO Chief sponsored a full day workshop for Agency staff to consider the acquisition management frameworks of other agencies and to provide feedback on the elements within these frameworks that would suite the Agency. The collected feedback will inform the development of two policies: 1) the project management policy for projects with acquisition components and 2) the major acquisition policy. Delivery of the project management policy is estimated by the end of June/early July.*****	
Enterprise Risk Management	Implementing and integrating an enterprise-level risk framework will help us: <ul style="list-style-type: none"> • align our risk appetite with our business model, budget, and initiatives • identify and manage risks • enhance our risk response decisions • reduce operational surprises 	
Status	Office of Enterprise Risk Management is established and the Director/Chief Risk Officer has been selected. The Enterprise Risk Committee is in the process of determining the Agency's key business objectives. The RFP for temporary workforce augmentation to support the initiation of the ERM/Internal Control program is undergoing final review by procurement and should be released by May.*****	

***** Collection and inclusion of feedback will likely delay delivery.

***** Delay in the Issuance of the RFP.