

ORM Update



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Agenda



- **ORM Overview**
- **Administrative Services Update**
- **Human Capital Update**

ORM Strategic Focus



ORM serves as a strategic partner with leadership to develop and deliver innovative programs designed to support Agency mission and its employees



Provide a physical work environment that is safe, secure, adaptable, and resilient



Understand and strengthen individual and enterprise capacity to meet mission needs



Establish a strong organizational culture that exemplifies our core values

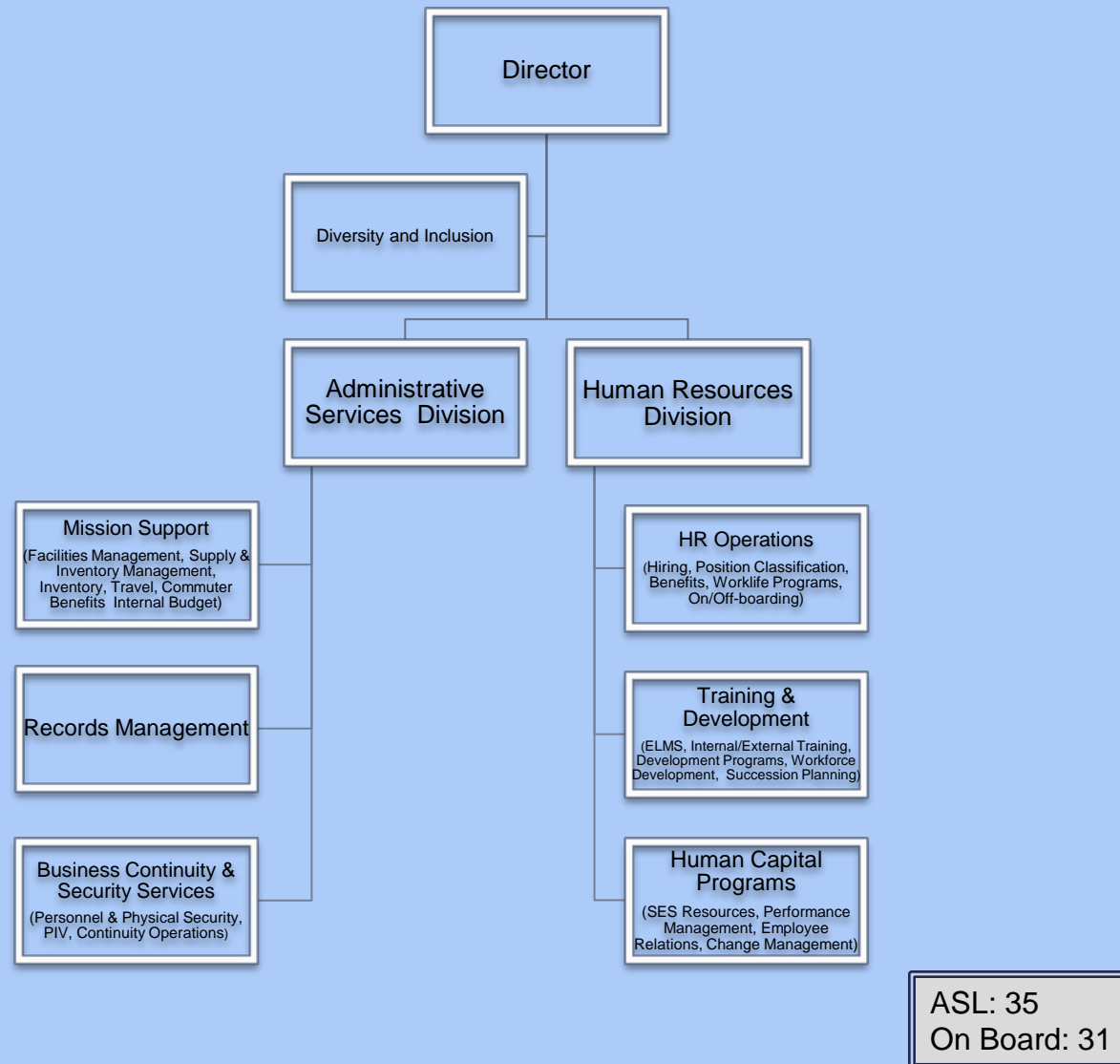


Ensure that the FRTIB has the right skills, competencies, and leadership at all levels



Synchronize key business processes with existing policies, procedures, the business continuity plan, and internal controls...

ORM Organizational Structure



Administrative Services Update

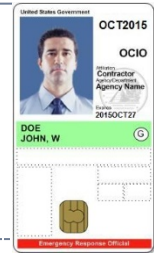
- **Records Management**
- **Personal Identity Verification (PIV)
Card Progress**

Records Management



- In 2014, implemented an education and training program for records coordinators
- Records Management staff established a 3-year plan to train records coordinators and employees on RM responsibilities
- Future plans for implementation of electronic records management at office-level and across enterprise systems

PIV Card Issuance



- PIV implementation pilot in March 2016 with 39 Federal employees and privileged users
- FRTIB established 100% PIV issuance and activation for physical access by Federal employees
- Next phase; OTS testing for logical access to FRTIB network/systems

Human Capital Update

- **Hiring Progress**
- **Human Capital Initiative**
- **2016 Federal Employee Viewpoint Survey Results**

Hiring Progress



Attrition Rates

FY 2015: 7.0%

FY 2016: 12.0%

FY 2015
(83%)

FY 2016
(90%)



Strategic Alignment & Leadership and Knowledge Management



Leadership Development

- Procured a succession planning tool
- Operated Leadership and Executive Development Programs
- Implemented a 360° Program for supervisors & New Supervisor Training Program
- Launched Executive Coaching Program



Knowledge and Change Management

- Launched Supervisor's Hub & Agency All-Hands Q & A
- Updated 19 human capital policies and procedures
- Implemented and rolled-out a Change Management Program



Human Capital and Workforce Planning

- Procured Workforce Planning tool
- Developed competency models (3 Offices)
- Developed agency wide general & supervisory competencies
- Conducted Organizational Structure Review



Performance & Recognition

- ❑ Enhanced Awards policy with new options based on employee feedback
- ❑ Conducted Performance Standards Quality Review
- ❑ Began revamp of Performance Management System
- ❑ Received Full certification of SES Performance Management System from OPM



Performance Culture and Talent Management

Recruitment & On-Boarding

- Formalized policies for recruitment incentives.
- Increased education on HR hiring flexibilities and authorities
- Initiated 30/90/180 onboarding surveys to new employees

Training & Development

- Operated Academic Degree, Tuition Assistance and Mentors Program
- Conducted Training Needs Assessment and offered targeted training
- Leveraged ELMS content and assets
- Launched Professional Success Program

Federal Employee Viewpoint Survey 2016 Results

83%

Response rate



51%

Female



62%

Agency tenure
of less than 3yrs



56%

Generation X



Human Capital Framework

Leadership &
Knowledge Mgmt.

Government 60%

69%

Performance
Culture

Government 53%

65%

Talent
Management

Government 76%

76%



Global Satisfaction

68%

Satisfaction w/ Pay

Government 58%

68%

Satisfaction w/ Agency

Government 57%

66%

Satisfaction w/ Job

Government 66%

69%

Recommend as Good
Place to Work

Government 64%

69%



Employee Engagement

72%

Leaders Lead

Small Agency 57%

60%

Supervisors

Small Agency 78%

83%

Intrinsic Work
Experiences

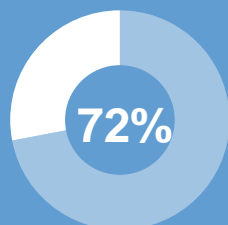
Small Agency 72%

73%

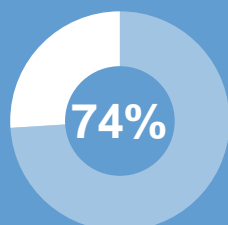


Engagement Index

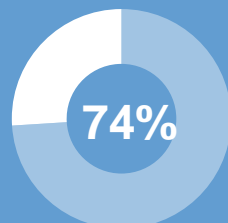
2016



2015



2014



Leaders Lead (percent positive)	2014	2015	2016	Gov-Wide
Generates high levels of motivation/commitment	62%	56%	56%	41%
Maintains high standards of honesty/integrity	70%	65%	61%	52%
Communicates agency goals/priorities	74%	68%	68%	60%
How good a job do you feel is being done by the manager directly above your supervisor	70%	69%	61%	58%
I have high level of respect for FRTIB's senior leaders	68%	66%	57%	53%
Supervisors (percent positive)				
Supports employee development	81%	82%	86%	66%
Listens to what I have to say	79%	84%	85%	76%
Treats me with respect	85%	83%	88%	81%
I have trust and confidence in my supervisor	68%	71%	77%	67%
Overall, how good a job do you feel is being done by your immediate supervisor	72%	75%	80%	71%
Intrinsic Work Experiences (percent positive)				
Feel encouraged to come up with new and better ways to do things	72%	72%	69%	58%
Work gives me a feeling of personal accomplishment	75%	77%	74%	72%
I know what is expected of me on the job	80%	81%	75%	79%
My talents are used well in the workplace	70%	79%	63%	58%
I know how my work relates to the Agency's goals	89%	91%	84%	83%

