

Metric	Description	Target	Threshold	Frequency Collection/ Reporting	Prior Quarter Results & Status	4th Quarter Results	Status
Strategic Goal A: Implement a physical and technology infrastructure that optimizes and supports plan administration, agency operations, and the evolution of a new participant experience							
Participant Account Information Availability	Number of days participant account information is not updated on the web by 8 AM, Eastern Time	0 days	1 day	Monthly/ Quarterly	1 ●	0	●
Strategic Goal C: Optimize business processes to allow continuous improvement of TSP and Agency operations							
F, C, S, I Funds Investment	Number of days that daily investments for the F, C, S, I funds are not performed by 2 PM, Eastern Time	0 days	1 day	Monthly/ Quarterly	1 ●	0	●
G Fund Investment	Number of days that daily G Fund investment is not performed by 3 PM, Eastern Time	0 days	1 day	Monthly/ Quarterly	1 ●	1	●
Phone Call Response Rate	Percent (%) of PSR calls answered within 20 seconds	90.00%	85.00%	Monthly/ Quarterly	99.54% ●	98.10%	●
Phone Call Abandonment Rate	Percent (%) of calls offered that are abandoned prior to being answered by an agent	88.09%	5.00%	Monthly/ Quarterly	0.60% ●	0.68%	●
External Audit Findings Closure	Total # of external audit findings closed (as determined by OERM) less reversals of previously closed external audit findings. Includes findings from: Dept. Of Labor (EBSA) Financial Statement Audit, GAO, FISMA and 2015/2016 External Assessment	Q1 - 38, Q2 - 37, Q3 - 32, Q4 - 33	Q1 - 33, Q2 - 31, Q3 - 27, Q4 - 29	Quarterly/ Quarterly	35 ●	64	●

