Converge Program Update

Presented By

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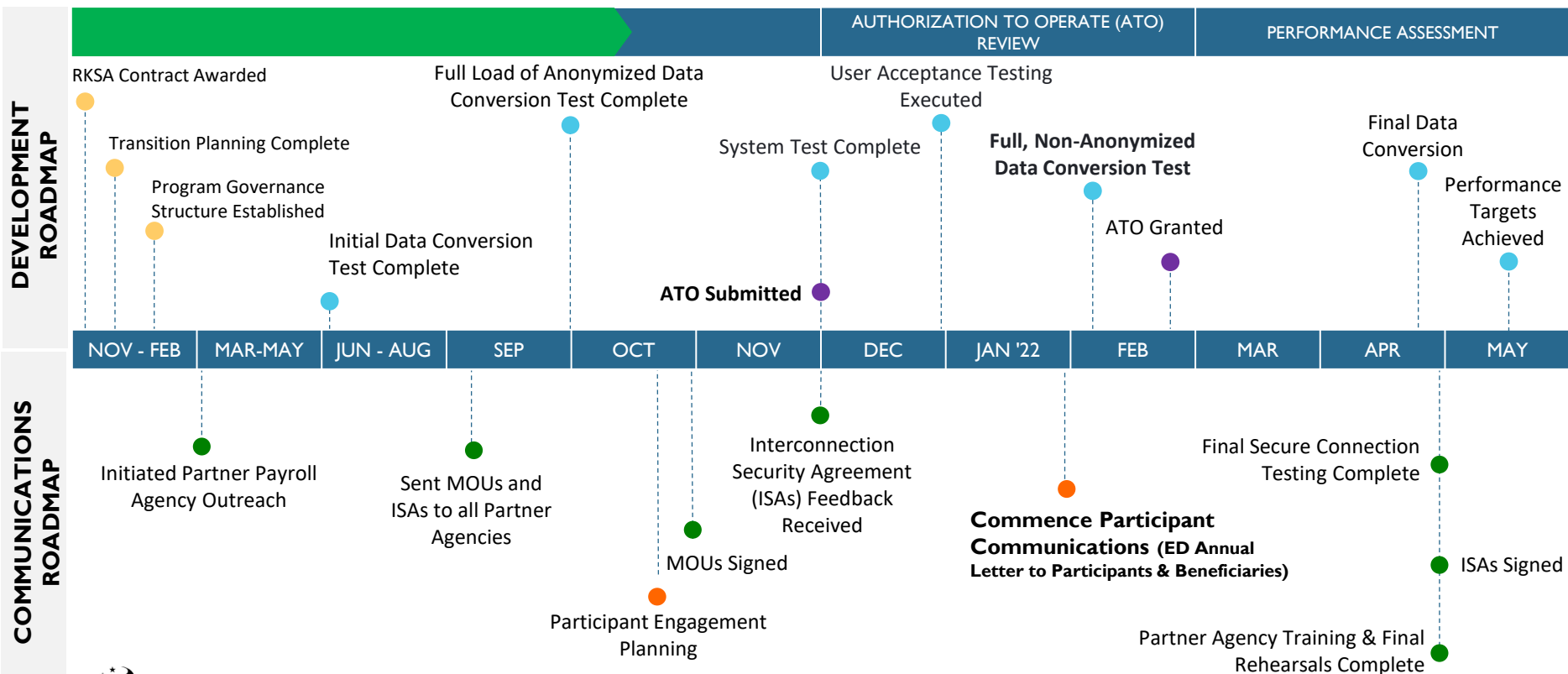
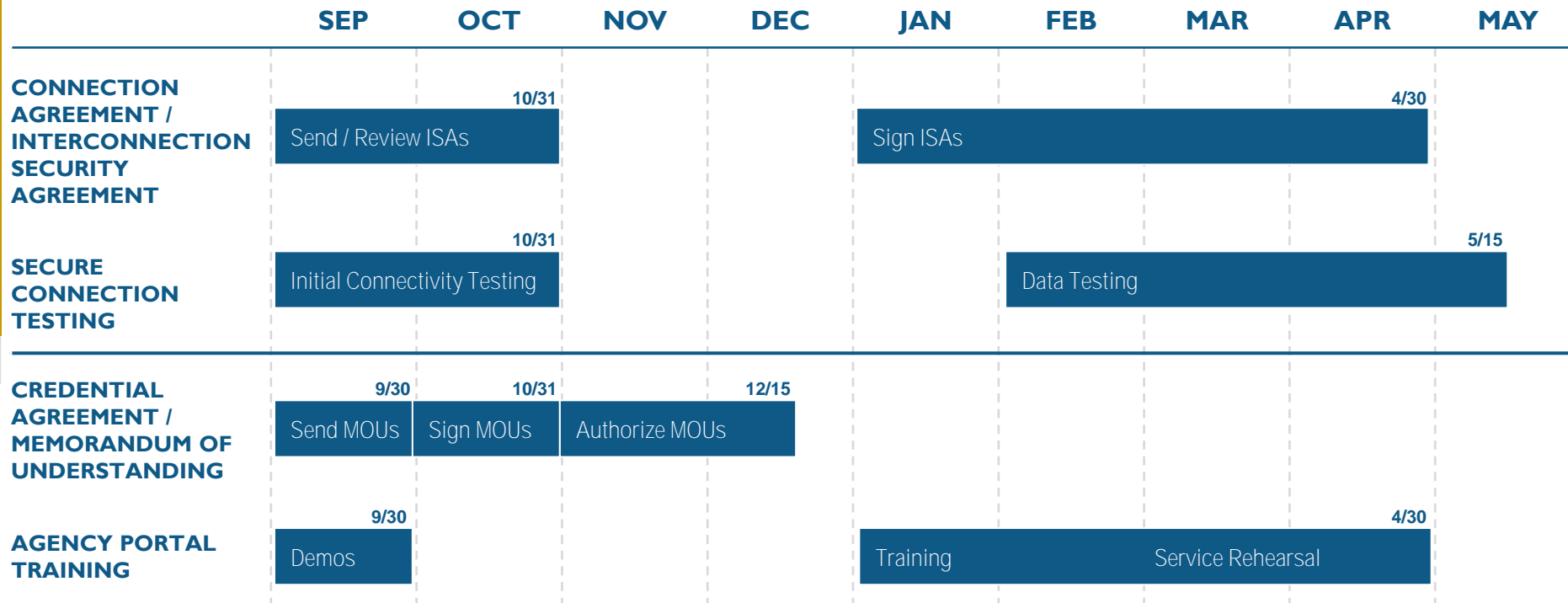Thrift Savings Plan | CONVERGE
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Program Roadmap

Key:
- ● Contract enablement
- ● Development
- ● ATO
- ● Partner Agency engagement/comms
- ● Participant comms

Go-Live is planned for Mid-2022

	AUTHORIZATION TO OPERATE (ATO) REVIEW	PERFORMANCE ASSESSMENT

DEVELOPMENT ROADMAP

- RKSA Contract Awarded
- Transition Planning Complete
- Program Governance Structure Established
- Initial Data Conversion Test Complete
- Full Load of Anonymized Data Conversion Test Complete
- System Test Complete
- **ATO Submitted**
- User Acceptance Testing Executed
- **Full, Non-Anonymized Data Conversion Test**
- ATO Granted
- Final Data Conversion
- Performance Targets Achieved

NOV - FEB	MAR-MAY	JUN - AUG	SEP	OCT	NOV	DEC	JAN '22	FEB	MAR	APR	MAY

COMMUNICATIONS ROADMAP

- Initiated Partner Payroll Agency Outreach
- Sent MOUs and ISAs to all Partner Agencies
- MOUs Signed
- Participant Engagement Planning
- Interconnection Security Agreement (ISAs) Feedback Received
- **Commence Participant Communications (ED Annual Letter to Participants & Beneficiaries)**
- Final Secure Connection Testing Complete
- ISAs Signed
- Partner Agency Training & Final Rehearsals Complete

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Partner Agency Engagement Milestones

	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY
CONNECTION AGREEMENT / INTERCONNECTION SECURITY AGREEMENT	Send / Review ISAs (10/31)				Sign ISAs			(4/30)	
SECURE CONNECTION TESTING	Initial Connectivity Testing (10/31)				Data Testing				(5/15)
CREDENTIAL AGREEMENT / MEMORANDUM OF UNDERSTANDING	Send MOUs (9/30)	Sign MOUs (10/31)	Authorize MOUs (12/15)						
AGENCY PORTAL TRAINING	Demos (9/30)				Training	Service Rehearsal		(4/30)	

Responding to Participant Expectations

Among participants, there is a strong desire for seamless account access; 57% of participants younger than 40 and 24% over 40 want to interact with their TSPs using mobile applications.*

Expanded Channel of Choice

Participants will have access to a range of service channels that enable a seamless experience, including:
- Mobile App
- Virtual Assistant
- Live Agent Chat
- Interactive Voice Response
- Email
- Web
- Human-Assisted Phone Support

Virtual Assistant + Chat

- Powered by Artificial Intelligence
- Provides 24/7 interactive assistance
- Facilitates personalized handoffs to a PSR

Mobile App
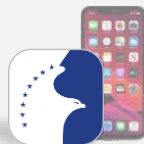
- Provides easy access to My Account functionality
- Enables retirement services "on-the-go"
- Creates a new channel for two-way communication

Enhanced Digital Engagement
(eSignature, Online Forms, On-the-Go Service)

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* *Results from the 2020 Participant Satisfaction Survey*

Improving Participant Service

Improvements will be made to offer online tools and expanded options for Rollovers, Withdrawals, Loans and a new Mutual Fund Window.

Enhancements **make it easier to manage their money inside the plan**

Rollovers
- Concierge Service
- Participants will be able to scan in checks

Withdrawals
- Address locator service
- Life expectancy payments stay on the single life table

Loans
- Two loan options: GP/Residential or 2 GP loans
- Monthly payback for separated participants
- Direct debit feature for non-payroll loan repayments

New investment options **for participants mirror industry offerings**

Mutual Fund Window
- Thousands of funds available
- MFW Screening Tool
- Dedicated contact center
- No limits on trades
- Two accounts: Civilian and Uniformed Services
- Simple processes

TSP Core Funds → Single Sweep Funds → Mutual Funds
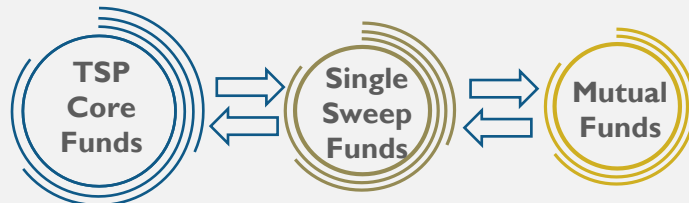
Improved Security

New capabilities and procedures will be introduced to enhance participant account security features and FRTIB's overall cybersecurity posture.

Identity Verification
- Participants will use a new multi-factor authentication service to verify their identity
- Account setup / claiming will leverage a one-time password, risk-based assessment, and knowledge-based assessment for increased security
- New address locator services will help identify missing participants

Fraud Prevention & Detection
- Enhanced fraud detection tools and practices will be used to highlight suspicious activity for operational review while minimizing participant impact
- Additional authentication measures will be introduced for transactions that pose a high risk of fraud
- Participants will have access to an account lock feature to prevent distribution processing

Biometrics
(e.g. fingerprints; facial recognition)
- Participants who have used a password vault on a mobile device may use previously stored biometric credentials (e.g. facial recognition and fingerprints) native to their device to access their TSP account

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Participant Engagement

Leading up to and immediately following the Converge go-live (mid-2022) participants will observe several impacts including the below:

Cutover & Blackout Period

- **Cutover**: Participants will not be able to perform specific transactions for a period leading up to go-live
- **Blackout**: There will be a brief period when participants cannot access their accounts
- Cutover impacts are currently being identified with a targeted completion in late 2021

Account Access Changes

- Participants will need to establish new log in credentials to access MyAccount. Account access requires a new username, password, and multi-factor authentication
- Consolidated view for participants with multiple accounts (many accounts, one login)

Notifications

Major impacts will be directly addressed in targeted communications. More subtle changes, such as modifications to terminology, will be incorporated into TSP communication products and training materials.

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Notional Strategic Communications Timeline

- **Communications Plan**
  - Details when to communicate with Participants & Beneficiaries with the right message and in the right channel

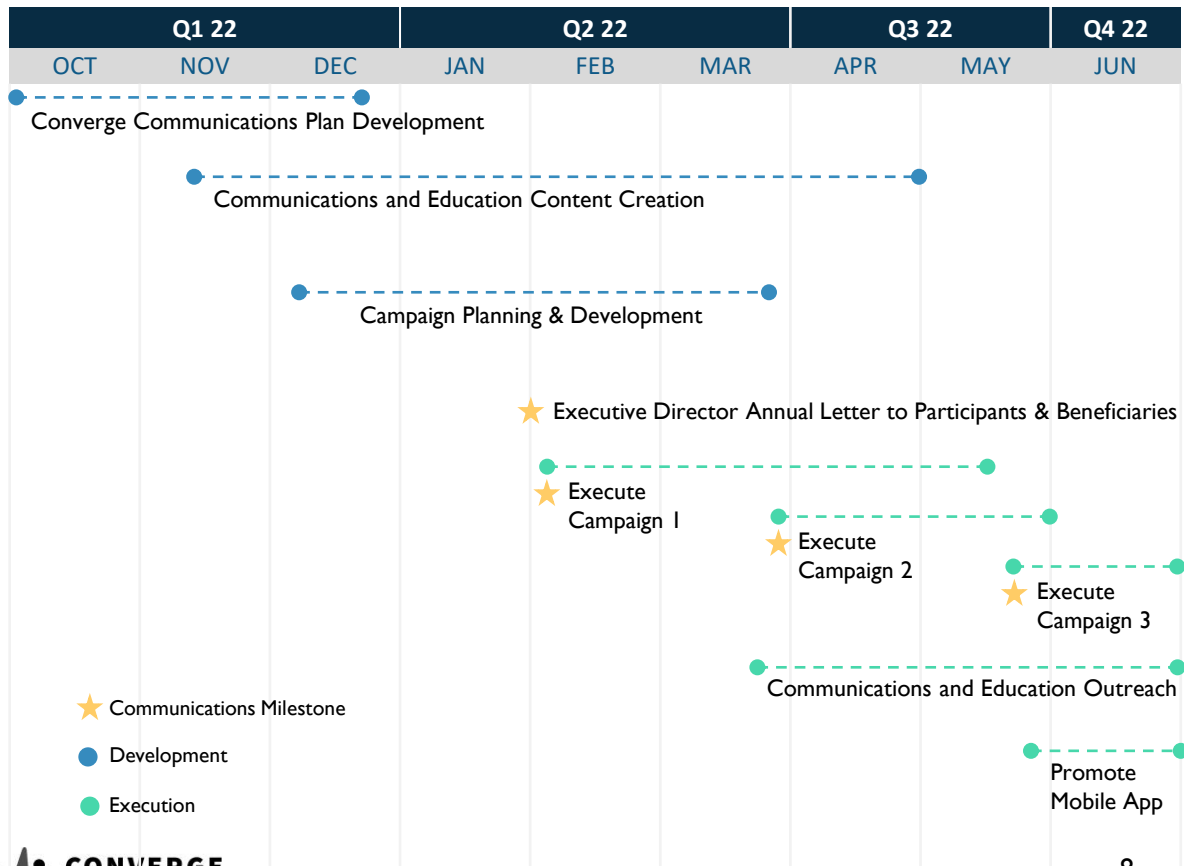- **Campaign 1: Get Ready & Excited**
  - Target audiences for essential info about upcoming changes
  - Send instructions on new requirements

- **Campaign 2: Transition & Blackout Period**
  - Announce transition info and blackout dates for transactions
  - Post help guides and media

- **Campaign 3: Go Live & Immediately Following**
  - Update current TSP publications at launch
  - Continue promoting advantages and reminding Participants & Beneficiaries of actions to take

Q1 22			Q2 22			Q3 22		Q4 22
OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN

Converge Communications Plan Development

Communications and Education Content Creation

Campaign Planning & Development

Executive Director Annual Letter to Participants & Beneficiaries

Execute Campaign 1

Execute Campaign 2

Execute Campaign 3

Communications and Education Outreach

Promote Mobile App

Communications Milestone
Development
Execution

Converge Delivery Milestones

Program Governance Model Created	12/11/20	✓
Approve and establish governance model for RKSA transition.		
Transition Planning Complete	02/26/21	✓
Finalize planning activities, including initial meetings, standup of PMO, and establishing transition governance.		
Recordkeeping Data Conversion Round 1	06/30/21	✓
Initial data conversion test including partial data and additional anonymized data sets to validate functionality.		
Recordkeeping Data Conversion Round 2	09/30/21	✓
Secondary data conversion test featuring anonymized data sets for the full scope of RKSA.		
System Test Complete	11/30/21	⚙
Final validation of the data conversion round two success and technical approval for data conversion round three (pending final ATO approval).		
ATO Submitted	11/30/21	⚙
ATO submission by Accenture for FRTIB approval.		

UAT Executed	12/31/21	⚙
Execution of User Acceptance Testing, not including findings or remediations.		
Recordkeeping Data Conversion Round 3	02/03/22	⚙
Initial data conversion of non-anonymized system data in preparation for go-live.		
ATO Granted	02/28/22	⚙
FRTIB validates compliance with H.27 and grants ATO for Accenture.		
Business Continuity Exercise	04/08/22	⚙
Validation of business continuity exercises outlining FRTIB operations including physical recovery, communications, and alternate logistics.		
Recordkeeping Data Conversion Round 4	04/15/22	⚙
Final data conversion of non-anonymized system data in preparation for go-live.		
Performance Targets Achieved	05/13/22	⚙
Validation final configuration of Converge meets the pre-agreed upon performance targets prior to go-live.		

Go-Live — Mid-2022 ⚙
Operational go-live for RKSA including delivery of all promised features.

✓ *Deliverable Complete*
⚙ *Deliverable On Track*
! *Deliverable At Risk*

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Questions?