Metric	Description	Target	Threshold	Frequency Collection/ Reporting	Prior Quarter Results & Status	1st Quarter Results	Status
Strategic Goal A: Implement a p experience	hysical and technology infrastructure that optimizes	and supports plan adı	ministration, age	ncy operations,	and the evolution	on of a new pa	rticipant
Participant Account Information Availability	Number of days participant account information is not updated on the web by 8 AM, Eastern Time	0 days	l day	Monthly/ Quarterly	I •	0	•
FISMA Score	Number of FISMA domains achieving at least the recommended maturity level for the current fiscal year *Score may change as scoring methodology continues to evolve *Long term goal is for all domains to reach at least FISMA Level 4, the Managed and Measurable maturity level	of 8 domains (are at least the Managed	8 out of 8 domains (are at least the Consistently Implemented maturity level)	Annually/ Annually	7 out of 8 (are at least at the defined maturity level)	7 out of 8 (are at least the managed and measurable maturity level)	•
Strategic Goal C: Optimize busin	ness processes to allow continuous improvement of T	SP and Agency opera	itions				
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	l day	Monthly/ Quarterly	0	0	•
G Fund Investment	Number of days that daily G Fund investment is not performed by 3 PM, Eastern Time	0 days	l day	Monthly/ Quarterly	0	0	•
Phone Call Response Rate	Percent (%) of PSR calls answered within 20 seconds	90.00%	85.00%	Monthly/ Quarterly	94.08%	80.28%	
Phone Call Abandonment Rate	Percent (%) of calls offered that are abandoned prior to being answered by an agent	2.00%	5.00%	Monthly/ Quarterly	1.08%	3.24%	•
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 - 10, Q2 - 15, Q3 - 19, Q4 - 15	Q1 - 8, Q2 - 12, Q3 - 16, Q4 - 13	Quarterly/ Quarterly	35	40	
Strategic Goal D: Develop a new	participant experience that enables participants to i	dentify and achieve th	neir targeted reti	rement outcon	nes		
FERS Participation Rate	Percentage of FERS participants that participate in the TSP	90.00%	85.00%	Monthly/ Quarterly	93.42%	93.29%	•
I Year FERS Post-separation Retention	Percentage of participants that retain a balance with TSP one year after separation	64.00%	60.00%	Monthly/ Quarterly	67.14%	68.64%	
FERS Full Matching Contribution Rate	Percentage of FERS participants deferring 5% or greater	80.00%	70.00%	Quarterly/ Quarterly	77.40%	77.00%	•
BRS Auto-enrolled Opt-out Rate	Percentage of active duty uniformed service members auto- enrolled in BRS that opt-out of auto-enrollment	<3.00%	<5.00%	Quarterly/ Quarterly	0.53%	0.27%	•
BRS Opt-in Full Matching Contribution Rate	Percentage of active duty uniformed service members that optin to BRS deferring 5% or greater	80.00%	70.00%	Quarterly/ Quarterly	85.72%	85.72%	•
BRS Participation Rate	Percentage of active duty BRS participants who contribute to TSP	90.00%	85.00%	Quarterly/ Quarterly	91.84%	92.27%	
Legend N/A: Not Applicable -: Data with a zero denominator Metric Reported Annually, Status shows current rear result.							