

















Metric	Description	Target	Threshold	Frequency Collection/ Reporting	Prior Results	1st 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	0	0	
Contact Center Availability	Percent (%) of time the contact center is available during established business hours	100%	98.80%	Monthly/ Quarterly	100%	100%	
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	6 out of 7 domains (are at least the Defined maturity level)	5 out of 7 domains (are at least the Defined maturity level)	Annually/ Annually	N/A (new FY2018 metric)	0 out of 7	

Metric	Description	Target	Threshold	Frequency <small>Collection/ Reporting</small>	Prior Results	1st Quarter Results	Status
Strategic Goal B: Ensure FRTIB has the right skills, competencies and leadership at all levels							
Employee Skills Index	On average percent of employees providing positive survey responses to the 3 items included in the Employee Skills Index (e.g. ability to recruit people with the right skills, having the necessary knowledge and skills to do job, and improved work unit skill level)	75.00%	70.00%	Annually/ Annually	73.67%	61.67%	
Best Places to Work Ranking	Annual ranking received via the Best Places to Work Index based on the Federal Employee Viewpoint Survey for Small Agencies	Top 25%	Top 50%	Annually/ Annually	Top 48% (14 out of 29)	Top 86% (24 out of 28)	
Employee Engagement Index	Ranking of the FRTIB as compared to the government-wide small agency ranking that measures the extent to which employees believe conditions conducive for employee engagement (e.g. effective leadership, work which provides meaning to employees, etc.) are present in the workplace	Top 25%	Top 50%	Annually/ Annually	Top 35%	Top 70%	

Metric	Description	Target	Threshold	Frequency Collection/ Reporting	Prior Results	1st Quarter Results	Status
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	2	3	
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	0	0	
Phone Call Response Rate	Percent (%) of PSR calls answered within 20 seconds	90.00%	85.00%	Monthly/ Quarterly	92.62%	63.50%	
Budget Execution Rate	Budget Execution Rate against Spend Plan	90.00%	75.00%	Quarterly/ Quarterly	107.42%	78.49%	
KPMG/EBSA Audit Reports	FRTIB responds to 100% of final reports	30 days	45 days	Quarterly/ Quarterly	N/A (no audits received this qtr)	100% (1 out of 1)	
External Audit High Priority Findings Closure	Total # of priority 1 (critical risk) and priority 2 (high risk) external audit findings closed (as determined by OERM). Includes findings from the following auditors: DOL/KPMG, CLA, Penetration Testing, FISMA, GAO	Q1 - 0, Q2 - 5, Q3 - 9, Q4 - 9	Q1 - 0, Q2 - 3, Q3 - 6, Q4 - 6	Quarterly/ Quarterly	N/A (new FY2018 metric)	4	
Phone Call Abandonment Rate	Percent (%) of calls offered that are abandoned prior to being answered by an agent	2.00%	5.00%	Monthly/ Quarterly	N/A (new FY2018 metric)	7.40%	

Metric	Description	Target	Threshold	Frequency Collection/ Reporting	Prior Results	1st Quarter Results	Status
Strategic Goal D: Develop a new participant experience that enables participants to identify and achieve their targeted retirement outcomes							
FERS Participation Rate	Percentage of FERS participants that participate in the TSP	90.00%	85.00%	Monthly/ Quarterly	89.91%	89.55%	
1 Year FERS Post-separation Retention	Percentage of participants that retain a balance with TSP one year after separation	64.00%	60.00%	Monthly/ Quarterly	62.99%	63.30%	
FERS Full Matching Contribution Rate	Percentage of FERS participants deferring 5% or greater	80.00%	70.00%	Quarterly/ Quarterly	77.35%	76.87%	
Legend N/A: Not Applicable -- : Data with a zero denominator Metric Reported Annually, Status shows current year result.							