










Metric	Description	Target	Threshold	Frequency Collection/ Reporting	Prior Quarter Results & Status	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	1 	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	6 out of 8 domains (are at least the Defined maturity level)	5 out of 8 domains (are at least the Defined maturity level)	Annually/ Annually	N/A (formula updated for metric for FY19) 	3 out of 8	
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	61.67% 	66.80%	
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 86% (24 out of 28) 	Top 76% (22 out of 29)	
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 70% 	Top 51%	