














Federal Retirement Thrift Investment Board



Strategic Performance Metrics

As of September 30, 2013

Performance Metric	Description	Target	Reporting Frequency	Period ending June 30, 2013	Status
Strategic Goal 1: We help people retire with dignity.					
FERS Participation Rate	Percentage of FERS participants in the Plan relative to the eligible FERS population	Above the average of large employers/plans	Quarterly	86.7%	
FERS Average Deferral Rate	Deferral rate determined by relationship of employee contributions to annual base pay	Steady shrinkage of FERS participants deferring less than 5%	Annually	8.5% (as of December 2012)	N/A
Participant Satisfaction	Participant satisfaction will be measured biennially via the TSP Participant Survey	Overall satisfaction will be rated a minimum of 80%	Biennially	86% (2011 TSP Participant Survey)	
Increase Participation of Uniformed Services Members	Percentage of active duty participants in the Plan, relative to the eligible active duty population	Steady increase in active duty participation	Quarterly	40.4% (no change from previous quarter)	
Average Asset Allocation	Participants elect asset allocations that reflect greater age-based diversification	Steady annual increase in the dollar amount participants allocate to the L Funds	Quarterly	% participant accounts (\$) invested in the L Funds is 14.9% (0.5% increase over previous quarter)	
Strategic Goal 2: We ensure that FRTIB is a great place to work.					
FRTIB Employee Satisfaction	Annual rating received via the Best Places to Work Index based on the Federal Employee Viewpoint Survey	FRTIB's score will be above the Federal Government average	Annually	No Data	N/A
Individual Development Plan (IDP)	Percentage of FRTIB employees who complete IDPs	98% of all FRTIB employees complete an annual IDP	Annually (FYE)	84%	
Training and Development	Number of training and professional development hours completed	On average, FRTIB employees will complete at least 40 hours per year of professional training and development	Annually	34 hours	
Strategic Goal 3: We maintain flawless operations.					
Daily Unified Processing	Percentage of trading days the Unified processing is successfully completed by 6 a.m. Eastern Time	98%	Quarterly	100.0%	
Daily Investment	Daily investment is performed on time and accurately each day	98%	Quarterly	100.0%	
Availability of Participant Information	Percentage of time the website is available (excluding scheduled maintenance)	99%	Quarterly	99.9%	
	Percentage of time participant account information is updated by 6 a.m. on the Web	98%	Quarterly	93.8%	
	Percentage of time the call center is available during established business hours	99%	Quarterly	100.0%	
	Length of call center wait time	At least 85% of all calls are answered within 20 seconds	Quarterly	97.8%	
Payroll Contributions	Percentage of valid Agency payroll contribution files processed within 2 business days of receipt	98%	Quarterly	100.0%	

Performance Metric	Description	Target	Reporting Frequency	Period ending June 30, 2013	Status
Strategic Goal 3: We maintain flawless operations. (Continued)					
Participant Transactions	Loans	At least 90% of loans are processed within 5 business days of receipt (annual)	Quarterly	99.7%	●
	Withdrawals	At least 90% of withdrawals are processed within 5 business days of receipt (annual)	Quarterly	99.1%	●
	Death Benefits	At least 95% of all death payments are entered into the system within 5 business days of receipt of a form in good order (no legal review and/or POA/guardianship)	Quarterly	99.0%	●
	Court Orders	An issue decision letter is completed for at least 95% of all Retirement Benefits Court Orders (RBCO) within 25 business days of receipt of the order	Quarterly	100.0%	●
Financial Audit Opinion	Child Support	An issue decision letter is completed for at least 95% of all child support orders within 35 business days of receipt of the order	Quarterly	99.0%	●
	Maintain unqualified opinion on FRTIB financial statements from independent auditor	Unqualified opinion each year	Annually	No change — met in April 2013	●
Performance Audit	Audit recommendations	90% of new fundamental or significant findings are resolved in the time frame promised	Annually	100%	●
Strategic Goal 4: We have stakeholders who support our mission.					
Audit Reports	FRTIB management responds to draft and final reports within the agreed upon time standards	Agency responses to draft and final audit reports are completed within 30 days of receipt	Annually	100%	●
Board Satisfaction with the Timeliness and Quality of Information Provided	Ability to assist Board in decision making	Successful Board review	Annually	No Data	N/A

Implement Enterprise Information Security & Risk Management (EISRM)

In accordance with the Federal Information Security Management Act (FISMA), the FRTIB will establish the Enterprise Information Security and Risk Management (EISRM) program. Implementing this program and the 19 related policies will ensure and enable secure operations and strengthen the Agency's IT risk management.

Status

FRTIB finalized the first of twenty-one Assessment and Authorizations (A&A). FRTIB's Chief Technology Officer and Authorizing Official granted the Agency's first authorization to operate. FRTIB continues A&As for eight other systems. As of this quarter, over 40% of FRTIB's information systems have undergone the A&A process. Furthermore, FRTIB formalized an Information Assurance Vulnerability Management (IAVM) Program. Creation of the IAVM program contributed to the closing of six security-related audit findings since last quarter.

Human Capital Management

The Human Capital Plan incorporates the following elements:

- Aligning and planning recruitment against the Agency's strategic plan and budget;
- Recruiting staff with skills to meet both current and future business and technology requirements;
- Retaining staff and institutional knowledge, and
- Developing management and staff.

Status

The Human Capital Plan is in its final stages to move forward for comment from the ELC (and does incorporate the four elements provided). The agency is at 78% of its hiring objective; we expect to reach 85% of our (modified) hiring goal by the end of the FY.

Change management sessions are scheduled to begin in September and continue into the next FY. We expect to initiate the first phase of the skills gap analysis in October 2013; 180-360 reviews are still on schedule for January-February 2014.

Improvements to the training and development directive have been implemented with selection of staff for participation in the academic degree and executive development programs.

Integrated Acquisition Strategy

While the FRTIB recognizes that it is not bound by all requirements of the Federal Acquisition Regulation (FAR), it subscribes to following best practices in acquisition planning and contracting as identified in the FAR. To this end, the FRTIB will establish and enhance its acquisition policies, planning, procedures, and governance to ensure adherence to these standards.

Status

In FY Q3, the decision was made to combine the development of the Acquisition Policy and the Contracting Policy into a single project so both efforts could benefit from the discipline of a project management framework.

Market Research:

- Late May/early June, over 10 companies responded to a Request for Information (RFI) with suggestions on how best to draft and implement both an Acquisition and a Contracting Policy. Responses covered project management (scope, schedule, cost), vendor qualifications, implementation and training, market research to identify another agency's policy that the FRTIB might want to leverage, and the pros and cons of detailed spend analysis.
- Between 7/11/13 and 7/22/13, the Project Management Office Chief, Chief of Contracting, and Contracting Policy Officer conducted interviews with four (4) non-appropriated agencies about their acquisition strategies and contracting policies and procedures to see where the FRTIB might leverage best practices at other agencies. Agencies interviewed included: United States Patent and Trademark Office (USPTO), Federal Deposit Insurance Corporation (FDIC), United States Mint (U.S. Mint), and United States Postal Service (USPS).

Enterprise Risk Management

Implementing and integrating an enterprise-level risk framework will help us:

- Align our risk appetite with our business model, budget, and initiatives;
- Identify and manage risks;
- Enhance our risk response decisions, and
- Reduce operational surprises.

Status

Office of Enterprise Risk Management is established and the Director/Chief Risk Officer has been selected. An Agency-wide risk assessment is underway and will be followed by individual risk assessments during the year. The contractor proposals for temporary workforce augmentation to support the initiation of the ERM/ Internal Control program are undergoing final technical review and the contractor should be selected by September 30. Both the Anti-Fraud Monitoring group and the Policies and Procedures group have been established. The Office has also initiated an internal control review of processes owned by OPOP.