

Converge Program Update

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February 23, 2022

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Overview

Critical Readiness Activities	Overall Status
Data Readiness	On Track
Payroll Office Readiness	On Track
Security	On Track
Service Readiness (e.g., People, Process, Platform)	Monitoring
Participant Communications	On Track

Note: Data as of 2/14/2022

Data Readiness

Test Load Data Progress

- Test Load 3 was completed 2/3 as planned
- Test load 3 included PII allowing refinement of data analysis and correction processes to be executed during live conversion processing
- FRTIB is preparing for next data conversion test load to begin 2/25

Highlights & Key Outcomes

- All data essential for day-to-day operations was converted and validated
- Integrations are in process between the recordkeeping system and the data lake to support processes requiring access to historical data

Note: Data as of 2/14/2022

Payroll Office Readiness

• Connection & Interconnection Security Agreements



- All connection agreement activities are on-track to establish required procedures for receiving and processing data from payroll offices
 - 100% of Draft Interconnection Security Agreements (ISAs) complete for all original “Direct Connect” agencies
 - 55% of ISAs are in the final phases
 - The remaining are in-progress (reviewing with agency, updating, finalizing, routing for signature)
- Target 2/28 to have all ISAs signed and fully executed

• Secure Connection Testing




- Secure connection testing activities are nearly complete
- 95% of Secure Connections established and “Hello World” testing complete
- Deadline to complete “Hello World” testing is 2/28


Note: Data as of 2/14/2022

Payroll Office Readiness (cont.) / Security

• Memorandum of Understanding Finalization / Credentialing

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- Agency user identification and credentialing in-progress
 - Memorandums of Understanding (MOU) documents have been signed for all PONs
 - 90% of Agency authorizers have been ID verified; credentialing is underway
 - Computer-based training has been rolled out for 40% of agency users
 - ✓ 57% of agency users have completed Phase 1 training.
 - ✓ Additional training will be held as credentialing progresses – planned mid-March

• Security

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- Authority to Operate on track for the end of February

Note: Data as of 2/14/2022

Service Readiness

- Executing against the recovery plan / revised schedule for the missed System Test Complete milestone
- Functional testing activities underway, majority of which are complete

Functional components tested in January included: fund transfers, UPpoint Inquiry, Agency Portal, Mutual Fund Window, Loans, Rollovers, Payments, Communications and eSignature


- Remediating items identified during User Acceptance Testing

UAT conducted “Hands-on” review of UPoint, AVA Chatbot, the Mobile App, and related communications across 75 topic areas

Note: Data as of 2/14/2022

Participant Communications

- Distributed Annual Executive Director letter announcing service provider transition
- First participant communications campaign (“Get Excited”) launched February 2nd
 - Two additional campaigns to follow prior to Go-Live: Get Ready (March) and It’s Here (upon Go-Live)
- Contingency communication plans are also being developed


**A MESSAGE FROM THE
EXECUTIVE DIRECTOR**

January/February 2022

Dear TSP participant,

As a valued participant or beneficiary of the Thrift Savings Plan (TSP), I'm writing to you with some exciting news about improvements we're making. With 2021 behind us, we at the Federal Retirement Thrift Investment Board (FRTIB) are pleased about what's ahead for the TSP. In the upcoming months, we'll be preparing to shift to a new service provider in the summer of 2022. This change will improve your TSP experience with new tools to meet your evolving needs.

Digital tools. We've appreciated your feedback about wanting to engage further with your TSP through online channels. Now we're acting on it. Starting mid-2022, you'll have access to new service channels through our ThriftLine Service Center. Through this seamless digital experience, you'll have the flexibility and convenience of completing transactions across multiple platforms, just like you do with your bank or other modern financial institutions.



Ravi Deo, Executive Director

- **Mobile app**—The official TSP app will provide on-the-go access to your TSP account and will create a mode for two-way conversations with us. It also will allow you to log in to My Account using the identification software on your mobile device, such as fingerprint access and facial recognition, which adds an extra level of security.
- **Virtual assistant**—Once you log in to My Account via the web or mobile app, you'll have 24-hour access to an interactive assistant for information and automated support when you need help. The virtual assistant is powered by artificial intelligence technology and will transfer you to a ThriftLine Representative during business hours, if needed.
- **Live-agent chat**—The online chat function will connect you to a live ThriftLine Representative for personalized support during business hours. Simply log in to My Account with your credentials, and you'll have access to the chat at your fingertips.

Streamlined processes. The following new features will reduce paperwork processing and will give you more control over managing your TSP.

- **Electronic signature**—You'll be able to complete many transactions online by providing your e-signature, which is easy, secure, and legally binding.
- **Rollover assistance**—If you want to move retirement money into the TSP, you'll use a streamlined process and will be able to scan your rollover check with your mobile device.
- **Electronic payment options**—You'll be able to make electronic transfers for loan payments and payoffs, including payments after you've separated from service, and disbursements from your account.
- **Secure Participant Mailbox**—You'll get personalized communications like statements and transaction notices directly in your new My Account inbox.

The first participant communications campaign (Get Excited) kicked off with the Executive Director letter to TSP Participants

Converge Delivery Milestones

✓	Program Governance Model Created	12/11/20	UAT Executed	12/31/21
	Approve and establish governance model for RKSA transition.		Execution of User Acceptance Testing, not including findings or remediations.	
✓	Transition Planning Complete	02/26/21	Recordkeeping Data Conversion Round 3	02/03/22
	Finalize planning activities, including initial meetings, standup of PMO, and establishing transition governance.		Initial data conversion of non-anonymized system data in preparation for go-live.	
✓	Recordkeeping Data Conversion Round 1	06/30/21	ATO Granted	02/28/22
	Initial data conversion test including partial data and additional anonymized data sets to validate functionality.		FRTIB validates compliance with H.27 and grants ATO for Accenture.	
✓	Recordkeeping Data Conversion Round 2	09/30/21	Business Continuity Exercise	04/08/22
	Secondary data conversion test featuring anonymized data sets for the full scope of RKSA.		Validation of business continuity exercises outlining FRTIB operations including physical recovery, communications, and alternate logistics.	
!	System Test Complete	11/30/21	Recordkeeping Data Conversion Round 4	04/15/22
	Final validation of the data conversion round two success and technical approval for data conversion round three (pending final ATO approval).		Final data conversion of non-anonymized system data in preparation for go-live.	
✓	ATO Submitted	11/30/21	Performance Targets Achieved	05/13/22
	ATO submission by Accenture for FRTIB approval.		Validation final configuration of Converge meets the pre-agreed upon performance targets prior to go-live.	
<div> <div> Go-Live Mid-2022 </div> <div> Operational go-live for Converge including delivery of all promised features. </div> </div>				

Questions?