

Office of Planning and Risk Annual Update

Presented By

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Office of Planning & Risk Organization



Strategy and Execution Division

Key Planning Activities

- Facilitate the development and execution of the Strategic Plan and the Fiscal Year Plan
- Help inform the budget formulation process for offices
- Measure progress against Strategic Plan
- Conduct current state assessments and other environmental scanning surveys

Key Project Management Activities

- Provide agency project governance through Project Charters and New Project Request Forms
- Provide project briefs to the ELC
- Conduct operational readiness reviews
- Develop and maintain project artifacts including project closeouts with lessons learned

Business Intelligence Division - Key Activities

- Chief Data Officer Role
- Chief AI Officer Role
- Data Dashboards
- BI Insights Products / Ad-hoc Reports
- Agency Learning Agenda
- Annual Demographic Reporting
- Establish the Annual Performance Management Plan
- Oversee Metrics Collection and Reporting
- Oversee the Benchmarking / Industry Insights program
- Administer the Participant Satisfaction and Financial Wellness Surveys

Enterprise Risk & Internal Controls (ERIC) Division

Key Risk Management Activities

- Annual Enterprise Risk Profile / Dashboard Update
- Risk Treatment Plans
- Agency Risk Appetite Statement
- Third Party Risk Management Program
- Improper Payments Risk Assessment
- Agency Anti-Fraud Risk Assessment
- Brand Monitoring of FRTIB/TSP Brands
- Domains Management

Key Internal Control Activities

- Annual Statement of Assurance
- Business Process Risk Assessment
- Business Process Internal Control Evaluation
- Entity-Wide Internal Control Assessment (GAO Green Book)
- SOC Report Reviews and Complementary User Entity Controls testing
- Agency Policies and Procedures

Change Management Activities

- Work with offices to facilitate the design and implementation of enterprise level and transformational changes
- Provide templates, tools, and coaching for office-level changes
- Established and support the agency's Change Community of Practice

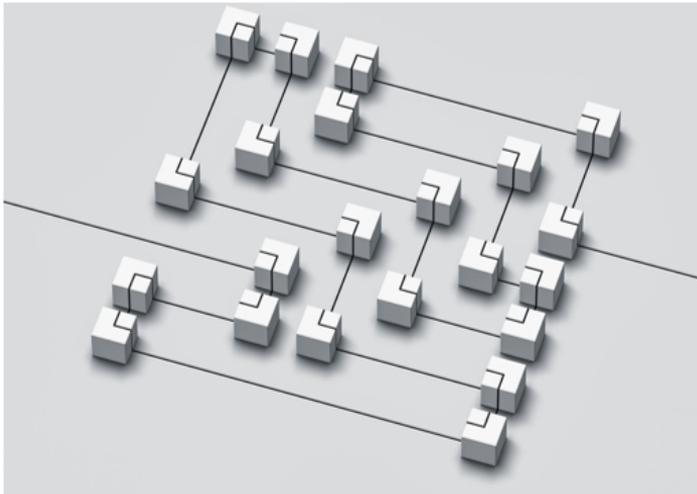
Social Science – Key Activities

- Design and evaluate outreach aimed at improving participant outcomes
- Review how research insights can enhance policy approaches
- Organize qualitative efforts to better understand participant viewpoints
- Consult on appropriate scientific standards across the agency

Special Initiatives Update

The Baldrige Framework

Enhancing Organizational Performance through the Baldrige Framework



Baldrige Framework Overview

The Baldrige Framework offers a comprehensive approach to evaluate and enhance organizational performance effectively.

Operational Optimization

By applying the Baldrige Framework, organizations can optimize their operations, leading to improved efficiency and effectiveness.

Identifying Strengths

The framework assists organizations in recognizing their strengths, enabling them to leverage these for competitive advantage.

Areas for Improvement

Utilizing the Baldrige Framework helps organizations pinpoint areas that need improvement for sustained success.

Baldrige Discovery Self-Assessment

- Organizational Profile
- Process Categories
 1. Leadership
 2. Strategic Planning
 3. Customers
 4. Measurement, Analysis, and Knowledge Management
 5. Workforce
 6. Operations
 7. Results

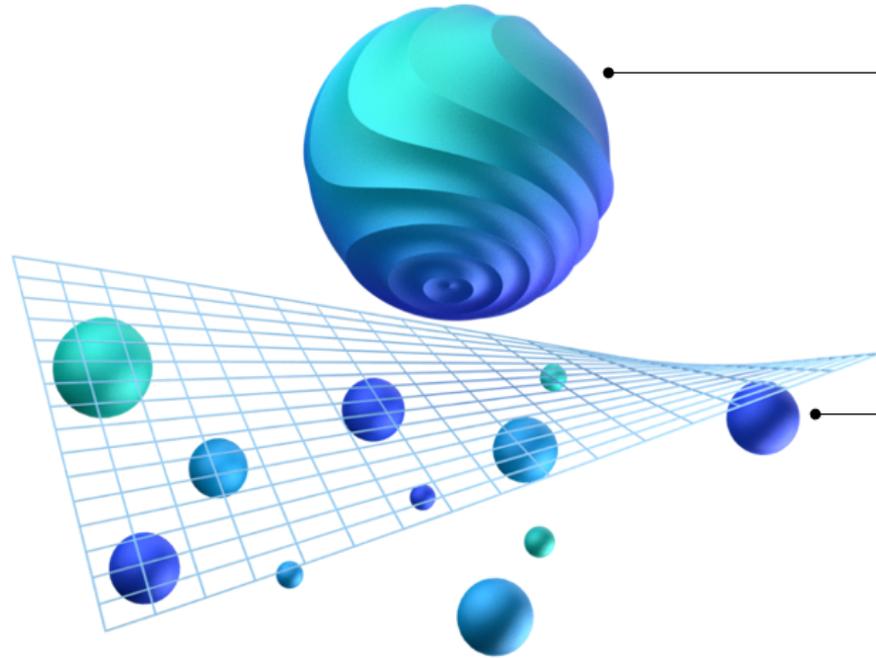


Baldrige Discovery Process

- FRTIB completed the 50-page Baldrige Discovery Self-Assessment in February 2025.
- A team of volunteer Baldrige-trained examiners reviewed the self-assessment, applying the Baldrige Evaluation Factors.
- A feedback report summarizing strengths and opportunities for improvement was provided to FRTIB in summer 2025.
- Action items have been determined.
- Feedback has been also used as input to the new FRTIB Strategic Plan that is under development.

Organizational Health Index

How do we measure organizational health?



Outcomes

Effectiveness across 9 dimensions

Outcomes measure how **effective an organization is in creating an environment that delivers high performance**. They're measured on an **agreement scale** ("strongly disagree" to "strongly agree")

Practices

Frequency across 51 management practices¹

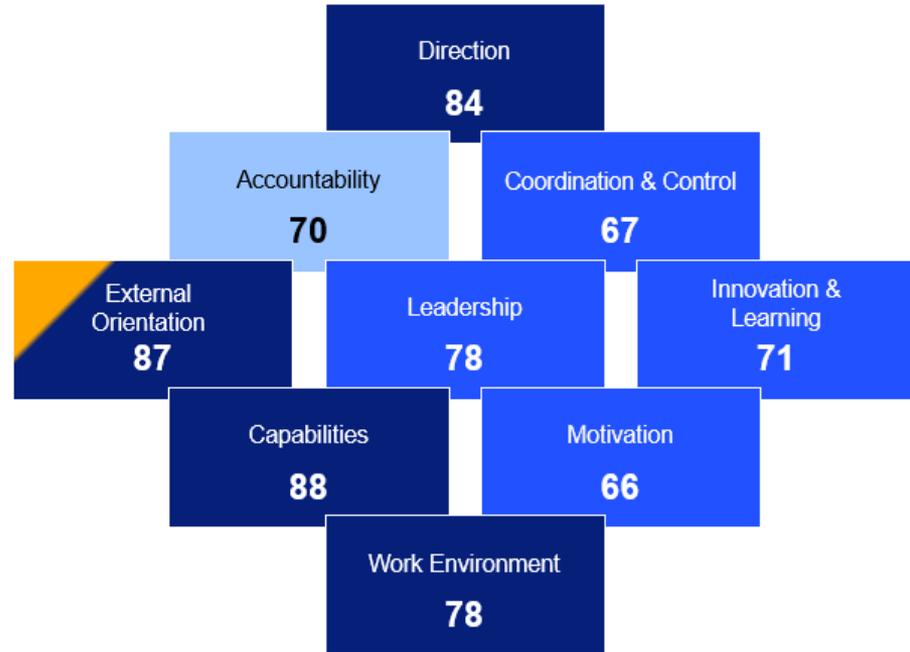
Practices measure the frequency of **day-to-day behaviors, highlighting where an organization spends its time and effort and the impact it has on outcomes**. They're measured on a **frequency scale** ("almost never" to "almost always")

Organizational Health Score

Percentage of respondents who selected 'agree' or 'strongly agree'

Benchmark:  Bottom quartile  Third quartile  Second quartile  Top quartile  Top decile

OHI Score

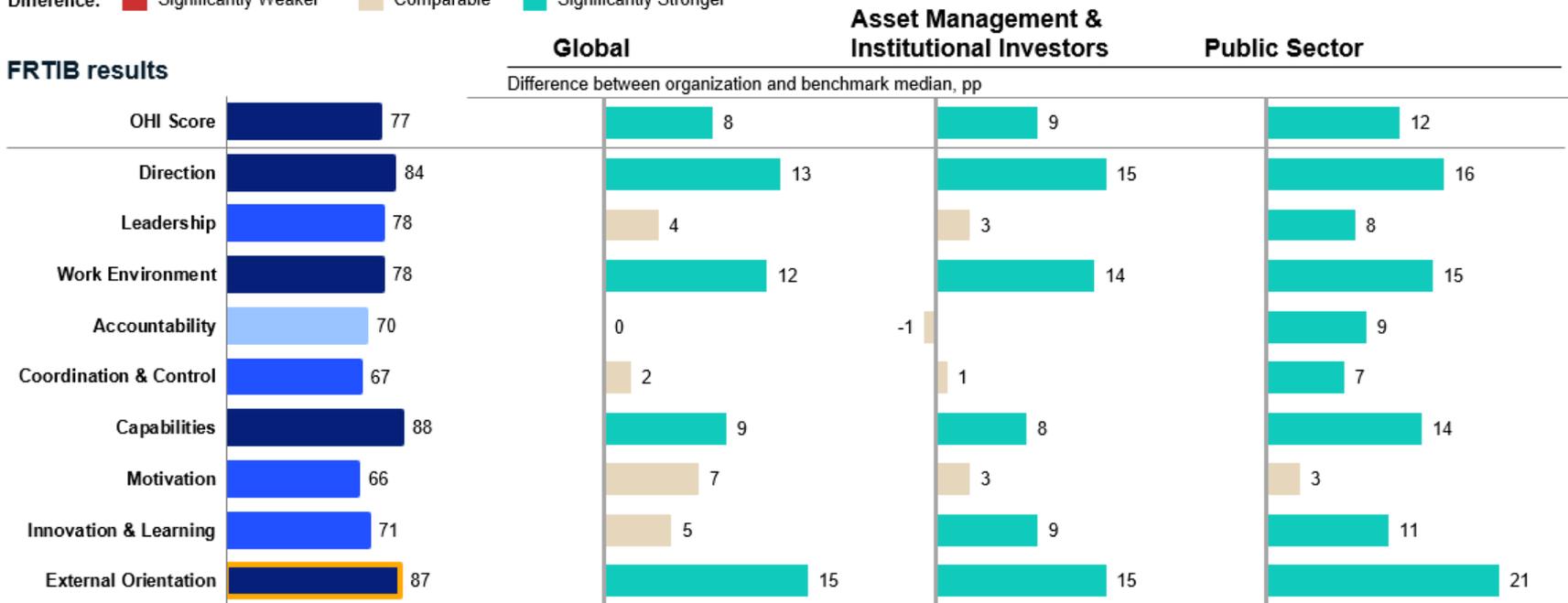


FRTIB's Results Exceeded Benchmarks

Percentage of respondents who selected “agree” or “strongly agree”

Benchmark: ■ Bottom quartile ■ Third quartile ■ Second quartile ■ Top quartile ■ Top decile

Difference: ■ Significantly Weaker¹ ■ Comparable ■ Significantly Stronger¹



Some OHI Takeaways

There is a lot to celebrate:

- 1 FRTIB's org health reflects the organization's focus on keeping participants and beneficiaries front and center
- 2 FRTIB employees believe that the organization has the talent needed to deliver on its goals, and that this talent is aligned with the organization's strategic direction
- 3 Employees report a supportive work environment, further contributing to FRTIB's alignment

FRTIB could go from great to excellent by focusing on a few areas of opportunity:

- 4 There may be opportunities to sustain and improve upon FRTIB's healthy foundation, with data showing the greatest opportunity with the middle and front-line managers
- 5 There appear to be opportunities to more deeply embed accountability measures to further drive organizational health and performance
- 6 Becoming a more innovative and agile organization could help FRTIB progress and achieve its future aspirations

Next Steps

- Continue addressing opportunities for improvement identified through the OHI and Baldrige assessments.
- Proceed forward in the Baldrige journey for performance excellence.

Questions

