

Federal Retirement Thrift Investment Board



Strategic Performance Metrics

February 2013



Performance Metric	Description	Target	Reporting Frequency	Period ending 12/31/12	Status as of last reporting period
Strategic Goal 1: We Help People Retire With Dignity					
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)	
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	Available when demographics report is complete in Q2 2013	
Average Asset Allocation	Participants elect asset allocations that reflect greater age-based diversification	Steady increase in the dollar amount participants allocate to the L Funds	Quarterly	% increase/decrease in \$ amount invested in L Funds = 1.9%	
FERS Participation Rate	Percentage of FERS participants in the Plan relative to the eligible FERS population	Participation will remain above a level of 80%	Quarterly	86.8%	
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	40.2% (-.5% decrease 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 score is to be above the Federal Government average	Annually	FY12 Government-wide Avg index score was 60.8; FRTIB's index score was 76.3	
Individual Development Plan (IDP)	Percent (%) of FRTIB employees who complete IDPs	98% of all FRTIB employees complete an annual IDP	Annually	59.0%	
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	Average hours of training completed by FRTIB employees in FY 2012 was 58 hours	

Strategic Goal 3: We Maintain Flawless Operations					
Daily Unified Processing	Percent (%) 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	Percent (%) of time the website is available (excluding scheduled maintenance)	99%	Quarterly	99.9%	
	Percent (%) of time participant account information is updated by 6 a.m., on the Web	98%	Quarterly	93.2% ¹	

¹ 93.2% was experienced due to various processing issues on 4 of the 59 trading days in the quarter.

Performance Metric	Description	Target	Reporting Frequency	Period ending 12/31/12	Status as of last reporting period
Strategic Goal 3: We Maintain Flawless Operations (Continued)					
Availability Of Participant Information	Percent (%) of time the call center is available during established business hours	99%	Quarterly	99.4%	
	Length of call center wait time	At least 85% of all calls are answered within 20 seconds	Quarterly	92.6%	
Payroll Contributions	Percent of valid Agency payroll contribution files processed within 2 business days of receipt	98%	Quarterly	100.0%	
Participant Transactions	Loans	At least 90% of loans are processed within 5 business days of receipt (annual)	Quarterly	80.0% ²	
	Withdrawals	At least 90% of withdrawals are processed within 5 business days of receipt (annual)	Quarterly	76.0% ²	
	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 benefit court orders (RBCO) within 25 business days of receipt of the order	Quarterly	99.5%	
	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	99.3%	
Financial Audit Opinion	Maintain unqualified opinion on FRTIB financial statements from independent auditor	Unqualified opinion each year	Annually	Not available until April 2013 Unqualified opinion given on 12/31/2011 financial statements	
Performance Audit	Audit recommendations	90% of new fundamental or significant findings are resolved in the time frame promised	Annually	Not yet available – baseline starts March 2013	

² Processing of Loan and Withdrawal forms was negatively impacted by the implementation of new OCR forms and the redirection of resources for year-end processing.

Strategic Goal 4: We Have Stakeholders Who Support Our Mission					
Audit Reports	FRTIB management responds to draft and final reports within the agreed to time standards	Agency responses to draft and final audit reports are completed within 30 days of receipt	Annually	No audit reports received	
Board Satisfaction With The Timeliness And Quality of Information Provided	Ability to assist Board in decision making	Successful Board review	Annually	Executive Director's review by Board was favorable	

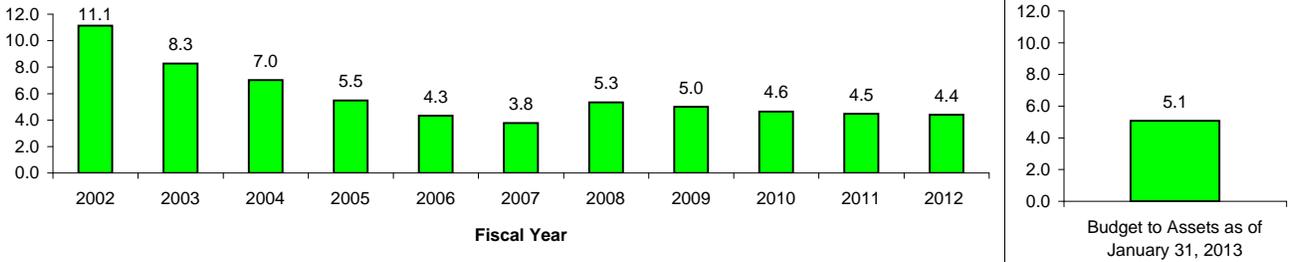
**Performance Metric
Strategic Initiatives Status**

<p>Implement Enterprise Information Security & Risk Management (EISRM)</p>	<p>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</p>
<p>Status</p>	<p>The 19 EISRM policies have been written, approved, and promulgated. An internal review of actions needed to fully implement these policies has been completed. The report is comprehensive and includes recommendations to further strengthen the EISRM and accelerate achieving full compliance. A new Chief Information Security Officer has been hired to lead implementation of these recommendations.</p>
<p>Human Capital Management</p>	<p>The Human Capital Plan incorporates the following elements:</p> <ul style="list-style-type: none"> • 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.
<p>Status</p>	<p>ORM has hired over 20 new employees since the start of the fiscal year. This hiring activity closes much of the noted deficiency in steady-state staffing. The most critical hire toward human capital management is the new Personnel Officer (PO). The PO will select an experienced Employee Training and Development Specialist by the end of the second quarter FY 2013. ORM is revising and expanding the Agency's employee training and development directive and expects to publish its Strategic Human Capital Plan before the end of the fiscal year.</p>
<p>Integrated Acquisition Strategy</p>	<p>While the FRTIB recognizes 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.</p>
<p>Status</p>	<p>A Chief Contracting Officer has been hired to lead development of the agency's acquisition policy. Delivery of phase one is estimated in April.</p>
<p>Enterprise Risk Management</p>	<p>Implementing and integrating an enterprise-level risk framework will help us:</p> <ul style="list-style-type: none"> • align our risk appetite with our business model, budget, and initiatives • identify and manage risks • enhance our risk response decisions • reduce operational surprises
<p>Status</p>	<p>Office of Enterprise Risk Management is established and the Director/Chief Risk Officer has been selected. The Enterprise Risk Committee is in the process of determining the Agency's key business objectives. The RFP for temporary workforce augmentation to support the initiation of the ERM/Internal Control program is undergoing final review by procurement and should be released by April.</p>

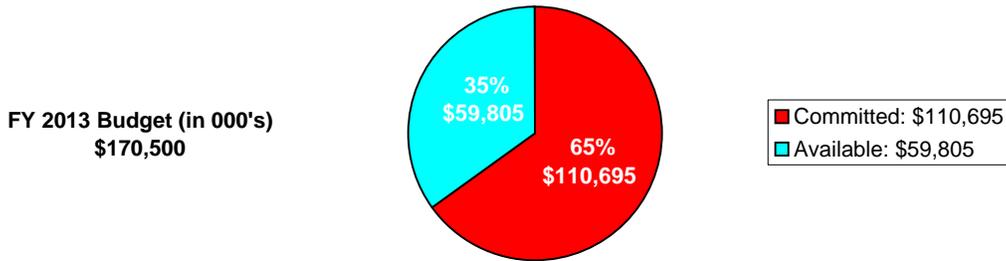
FRTIB Budget and Strategic Initiatives

As of January 31, 2013

Budget to Assets Ratio (BPs)



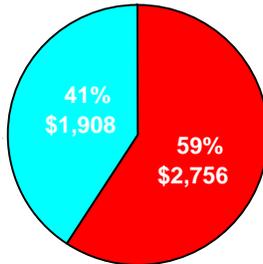
Total Budget: Committed vs. Available (in 000's)



Strategic Initiative Budget: Committed vs. Available (in 000's)

Status of Funds for All New Initiatives
Budget: \$4,664

Committed: \$2,756
Available: \$1,908

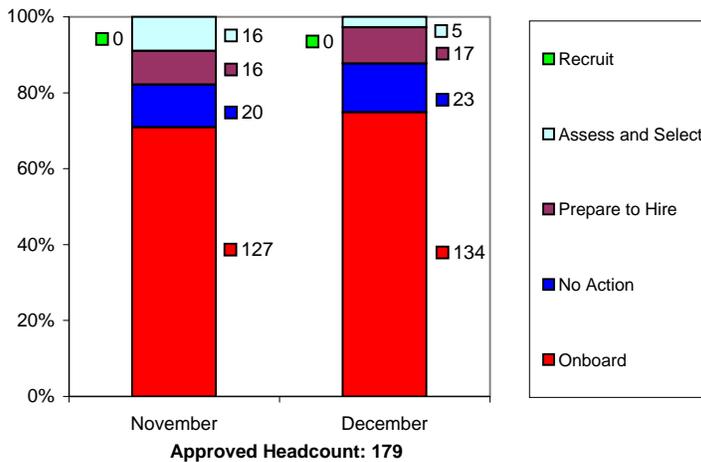


*Funding for some initiatives crosses over functional groups. Consequently, funding information is a close estimate.

	Budgeted	Committed
EISRM	\$3,850	\$2,600
Human Capital Mgmt.	\$549	\$156
Enterprise Risk Mgmt.	\$265	\$0
*Acquisition Strategy	\$0	\$0
Total:	\$4,664	\$2,756

*The B1 Integrated Acquisition Strategy was funded in FY 2012

Total Staffing: Headcount



**Staffing data was unavailable as of the date this report was created