Mission Statement

The Office of the Assistant Secretary for Administration and Management (OASAM) provides the infrastructure and support that enables the Department of Labor (DOL) to perform its mission. OASAM provides leadership and support for Departmental business operations and procurement; budget and finance; information technology; human resources and civil rights; security and emergency management; and strategic planning—and is the hub for DOL's implementation of the President's Management Agenda.

Vision Statement and Outcome Goals

Effective Departmental Leadership

Customer Focused

Effective Departmental Oversight
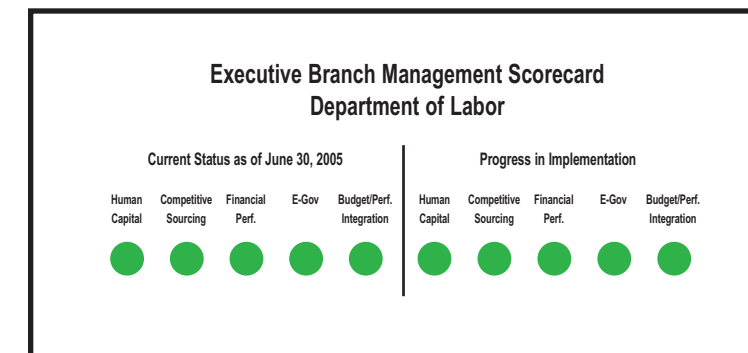
DOL Mission Statement

The Department of Labor's mission is to foster and promote the welfare of the job seekers, wage earners, and retirees of the United States. DOL achieves this by improving their working conditions, advancing their opportunities for profitable employment, protecting their retirement and health care benefits, helping employers find workers, strengthening free collective bargaining, and tracking changes in employment, prices, and other national economic measurements. DOL is guided by four strategic goals—which OASAM is charged with managing:

A Prepared Workforce,
A Secure Workforce,
Quality Workplaces, and
A Competitive Workforce.

To complement this effort, OASAM leads the annual production of DOL's award-winning *Performance and Accountability Report.*
www.dol.gov/dol/aboutdol/main.htm

The President's Management Agenda

President George W. Bush's Management Agenda (PMA) was announced in the summer of 2001 as an aggressive strategy for improving the management of the Federal government with a focus on five areas of management weaknesses government-wide. Of those five areas, *four* are OASAM-led and managed. On the June 2005 DOL PMA scorecard from the Office of Management and Budget, the Department was the first agency to achieve all-*green* scores in all five areas.

Executive Branch Management Scorecard
Department of Labor

Current Status as of June 30, 2005					Progress in Implementation				
Human Capital	Competitive Sourcing	Financial Perf.	E-Gov	Budget/Perf. Integration	Human Capital	Competitive Sourcing	Financial Perf.	E-Gov	Budget/Perf. Integration
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OASAM: Leading the Way!

To better serve our customers OASAM will continue to refine and update this plan—and we always welcome feedback.
Web site: www.dol.gov/oasam
Telephone: (202) 693-4040

U.S. Department of Labor

Office of the Assistant Secretary for Administration and Management

2006–2010 Strategic and Performance Plan

OASAM—Leading the Way!

Strategic Goal	Outcome Goals	Performance Goals	Center	Means and Strategies	Output Measures	Intermediate Measures	Outcome Measures
Effectively coordinate and implement the Department of Labor's (DOL) management priorities	**Effective Departmental Leadership** Decisive Innovative Proactive Results Driven	Achieve and maintain *green* on the President's Management Agenda (PMA)	All of OASAM	Implement the PMA	Departmental scores on Office of Management and Budget (OMB) Scorecard	% of progress made on Departmental Scorecard	# of PMA areas rated *green* during past 12 months
		Deploy enterprise-wide IT systems through Unified DOL Technology Infrastructure (UDTI)	ITC	Manage data calls and conduct UDTI working group meetings	# of DOL IT systems under review for inclusion in UDTI	% of DOL integrating IT systems into UDTI	% of eligible IT systems operating within the UDTI
		Ensure equal opportunity within DOL financially assisted programs	CRC	Ensure effective equal opportunity policies, procedures, and systems are established through state Methods of Administration (MOA) documents	# of MOAs reviewed for compliance	# of MOAs received within target time frame	% of MOAs approved
		Deliver timely, high quality budget guidance and analysis	DBC	Conduct Agency Budget Officers meetings; Develop transmittal tables and agency budget guidance	% of agencies submitting budgets on time	# of days to review budgets upon receipt from agencies	% of agency budget submissions in compliance with DOL, OMB, and Congressional guidance
		Develop strategic plan to clearly represent DOL priorities	CPPR	Ensure agency head involvement	Approval of goals and goal structure	Draft strategic plan reviewed and approved by OMB	New/updated plan fully coordinated and published prior to end of FY 2006
		Facilitate proactive Human Resources (HR) leadership	HRC	Manage e-HR Initiatives	# of Human Capital (HC) Strategic Plan milestones met	# of quarterly HC Strategic Plan action items approved by OMB	% of Human Capital Strategic Plan milestones met through 2010
				Coordinate and implement Succession Planning Program	# of people trained for future leadership roles	% of people retained in program	% of people placed
		Provide agency leadership and assistance on Budget and Performance Integration (BPI) and to all programs undergoing the Program Assessment Rating Tool (PART)	CPPR	Provide agency guidance and facilitate measurement and evaluation efforts to achieve BPI milestones	# of OMB-approved efficiency measures	% of PARTed programs with performance-based cost models	% of BPI milestones achieved
				Provide agency leadership and assistance to all programs undergoing PART, including Results Not Demonstrated (RND) programs	# of programs assisted on PART	% of PARTed programs with completed PART recommendations	% of programs rated as RND
		Provide safe and secure workplaces for DOL customers and employees	S&EMC	Ensure that the Frances Perkins Building (FPB) maintains its level-IV security designation	# of DOL employees and customers briefed	# of DOL agencies/regions with current emergency action plans	% of successful responses to actual security incidents/emergencies (e.g., evacuations, Shelter In Place exercises)
				Ensure that the Department is in compliance with the Personal Identity Verification (PIV) I and PIV II issuance components of Homeland Security Presidential Directive (HSPD)-12	# of security compliance inspections completed	# of emergency response exercises conducted	% of security/compliance evaluations with "satisfactory" or better rating (e.g., FPB surveys, HSPD-12 reviews)
				Ensure that the Department's Emergency Plans are effective, current and tested			
	Customer Focused Provider of choice for service and support Timely and responsive to customer needs Accurate and reliable data to customers	Deliver timely IT services and support to Employee Computer Network customers	ITC	Utilize automated data tool to track help desk tickets	# of help desk tickets processed	Average help desk response time	% of tickets resolved on first call
				Monitor systems to ensure maximum production services availability	Total hours of required service	% of achieved service uptime (service availability rate)	% of service interruptions resolved within target time frames
				Utilize System Development Life Cycle Manual	# of projects completed	% of IT projects delivered on time	% of customers who are satisfied with IT projects
		Provide effective DOL contract and procurement policy support and compliance	BOC	Use performance metrics of the e-Procurement system to measure work processes	# of actions/dollars awarded	% of contracts awarded within target time frames	% of contracts awarded within target time frames
				Provide appropriate managerial oversight and timely issuance of procurement guidance	# of Procurement Review Board (PRB) requests processed	# of PRB requests compliant with DOL procurement policy	% of PRB requests approved, withdrawn, denied
				Ensure DOL contracting office compliance through policy office procurement management reviews	# of findings by OASAM in agency contracting office procurement management reviews	# of corrective actions required	% of corrective actions completed
				Resolve findings from Office of Inspector General (OIG) procurement review and special interest audits	# of OIG review and audit findings in procurement operations and policy	# of corrective actions required	% of corrective actions completed
		Achieve customer satisfaction	ALL of OASAM	Conduct customer satisfaction surveys	# of surveys distributed	% of recipients responding to surveys	% of higher customer satisfaction ratings
		Effective budget execution support to customers	DBC	Provide agency budget guidance and ongoing customer service support on Apportionments and Allotments	# of days to process Apportionments and Allotments	# of Apportionments and Allotments sent to the Office of the Chief Financial Officer within 3 days of approval	% of Apportionments and Allotments processed within OMB's A-11 time frames
				Process bill payments and travel vouchers; Resolve customer inquiries	# of bills and travel vouchers paid	# of days to process bills, travel vouchers after receipt	% of paid travel vouchers in compliance with DOL standards and paid invoices in compliance with Prompt Payment Act
		Deliver high quality HR support	HRC	Administer DOL Online Opportunities Recruitment System (DOORS) applicant and managerial satisfaction surveys	# of surveys administered	Monthly satisfaction index score	Customer Satisfaction Score based on the American Customer Satisfaction Index
				Assess DOORS quarterly time-to-hire reports	# of vacancies	# of new hires	% of new hires within 45 work days
	Effective Departmental Oversight Value for $ and staff time invested Expert guidance and assistance for agencies on resource management issues	Effective IT governance	ITC	Conduct reviews (e.g., Federal Information Security Management Act (FISMA)) to ensure system security	% of DOL in compliance with National Institute of Standards and Technology 800-18, 30, 33, 37, and FISMA standard security configurations requirements	% of DOL major information systems operating securely	% of DOL major information systems operating securely
				Conduct reviews and analyze Earned Value Management System reports for capital planning	% of IT portfolios approved by Office of the Chief Information Officer	% of acceptable systems after control reviews	% of major IT investments within 10% of cost and schedule
				Conduct reviews and update/monitor Enterprise Architecture (EA) Transition Sequencing Plan	% of EA managed through automated tool	% of people trained on EA and solutions architecture	% of DOL in compliance with target EA
		Conduct performance reviews for compliance with delegated authority	HRC	Conduct office audits to determine fair placement	# of audits performed	# of corrective action reports provided within 30 days of review	% of HR Programs in compliance
		Effective budget oversight and review of DOL resources	DBC	Perform analysis and conduct status of fund and financial review meetings to ensure resources are spent according to plan	# of meetings required with agencies to resolve object class adjustments and spending plan changes	# of days to implement object class adjustments and spending plan changes	% of funds fully obligated against approved spending plan
				Develop all-purpose tables and summaries of Congressional Subcommittee and Committee actions	# of summaries of Congressional actions completed	% of Congressional actions summaries completed in less than 5 days	% of DOL agencies briefed on Congressional actions
				Implement e-Budget System Department-wide to ensure accurate, timely budget information	# of agencies trained on e-Budget System	% of DOL agencies using e-Budget System	% of DOL agencies using e-Budget System
		Transparently report costs and benefits of DOL programs	CPPR	Refine Performance and Accountability Report (PAR) design and process	Improvements reflected in PAR guidance	Improvements implemented as evidenced in the PAR	Top five ranking in the Mercatus Performance Report scorecard