

# OFFICE OF THE MANAGING DIRECTOR

## 2004 Accomplishments

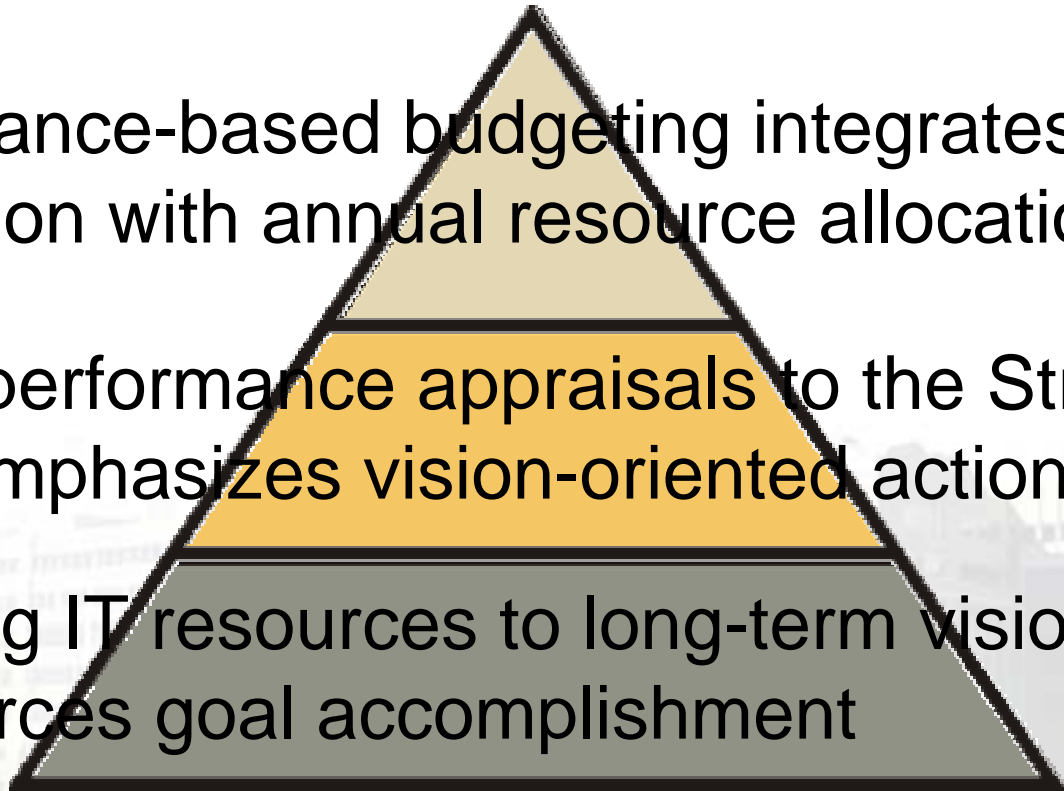


# Linking Strategic Vision and Goals to Daily Activities



# Performance Management Leads to Consumer Satisfaction

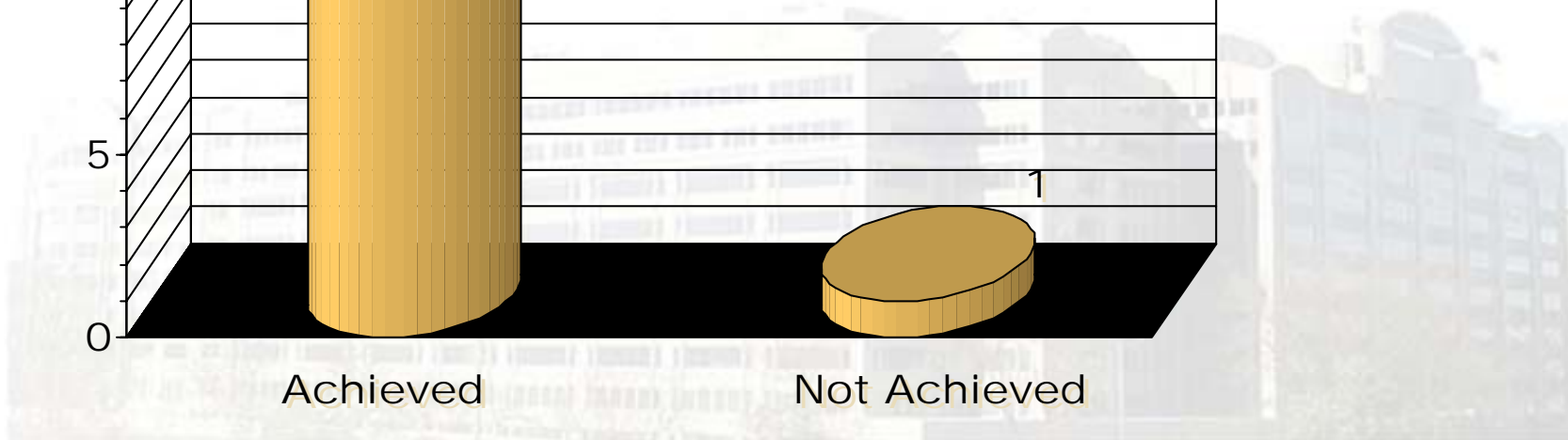
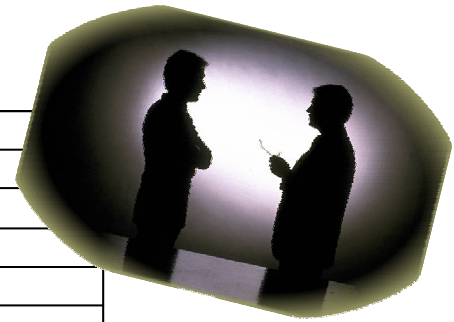
- Performance-based budgeting integrates long-term vision with annual resource allocations
- Tying performance appraisals to the Strategic Plan emphasizes vision-oriented action
- Linking IT resources to long-term vision reinforces goal accomplishment



# Modernize The FCC:

## Increase Agency Achievement of Strategic Goals

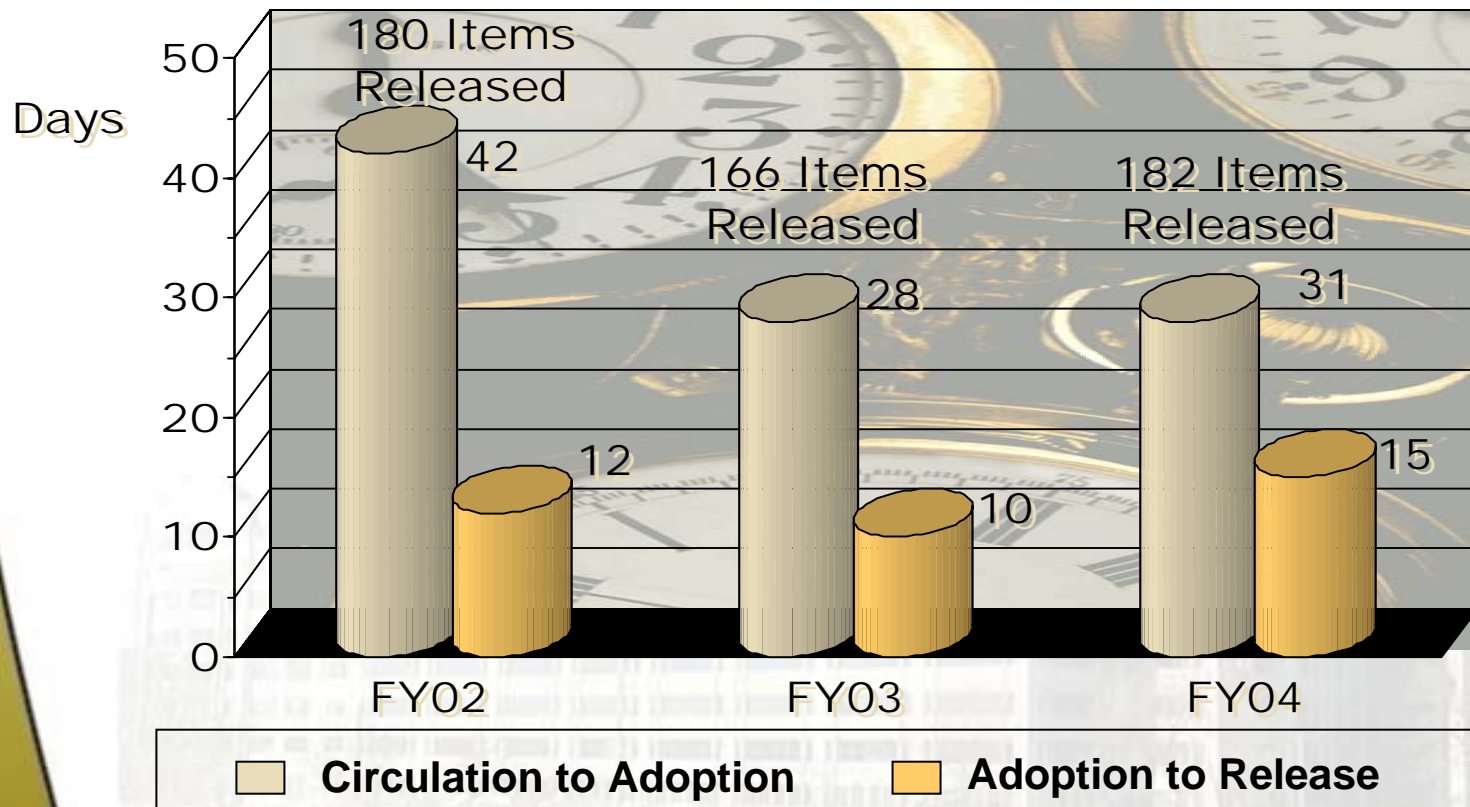
### Become More Credible By Doing What We Say We'll Do



# Modernize The FCC: Reduce Time to Completion

Become More Dependable by Releasing Rules in a Timely Manner

Average Time Required to Complete Rulemakings

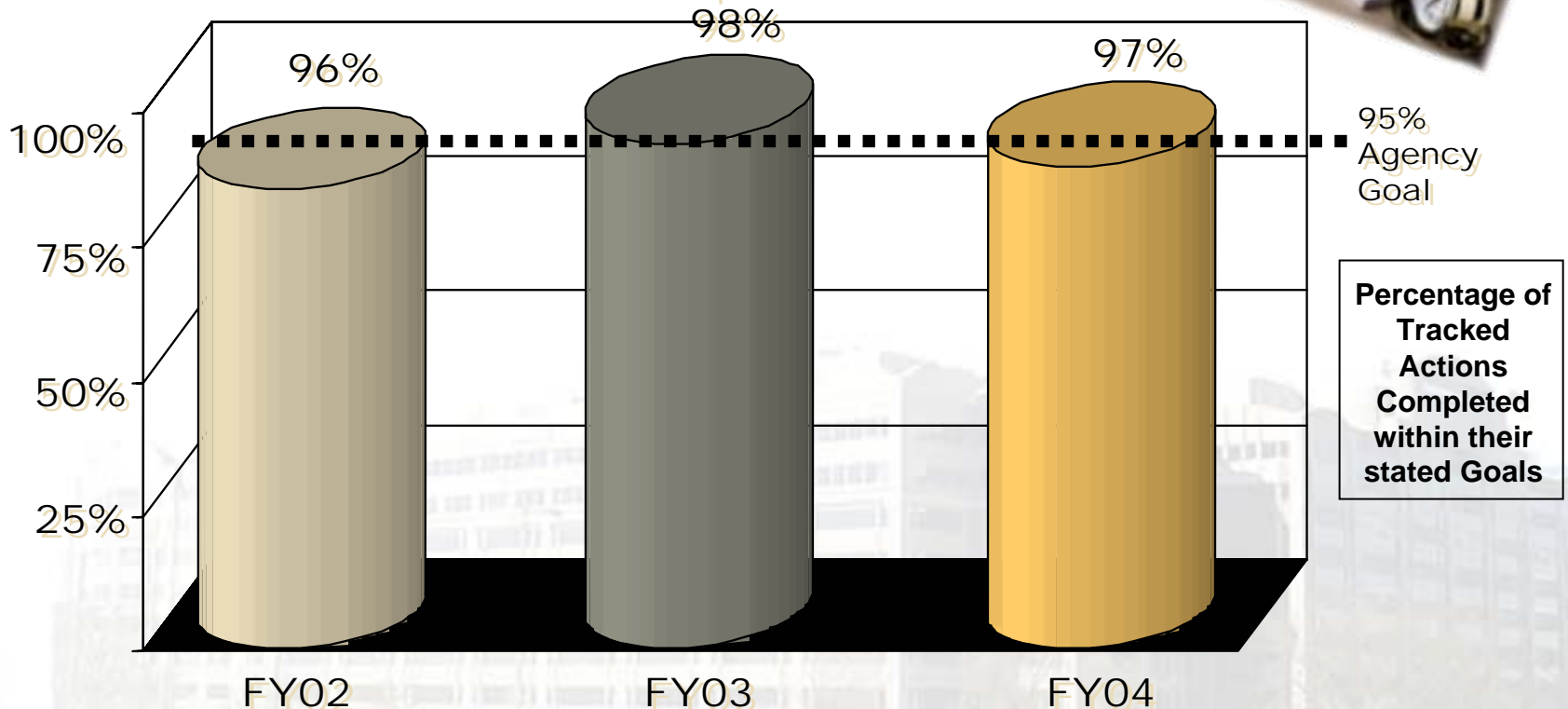


# Modernize The FCC: Increase Efficiency

Become a Better Steward of Public Resources



Actions Disposed Of Within Goal



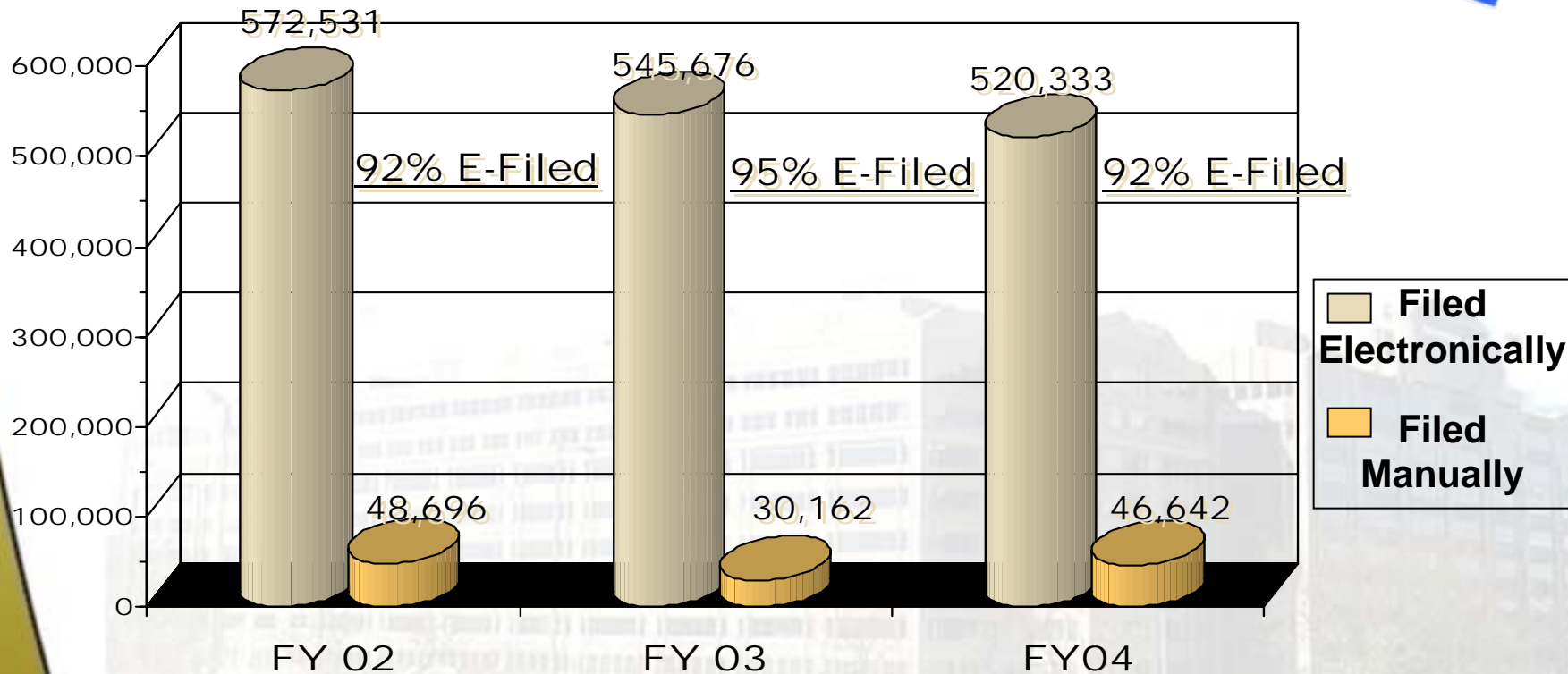


# Modernize The FCC: Increase Efficiency

Become an Easier Place to Do Business



FY 04 Percentage of Actions Filed Electronically



# Modernize The FCC: Appropriate Staff Mix

Have Staff Who Can Handle the Issues Expertly



- Workforce Planning Report
- Voluntary Early Retirement Authority (VERA)

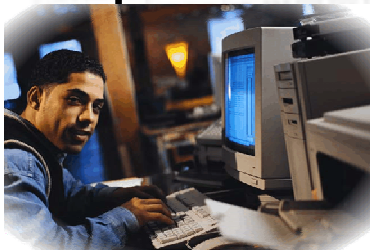




# Modernize The FCC: Excellent Staff Development

Have Staff Who Are Responsive to Stakeholders

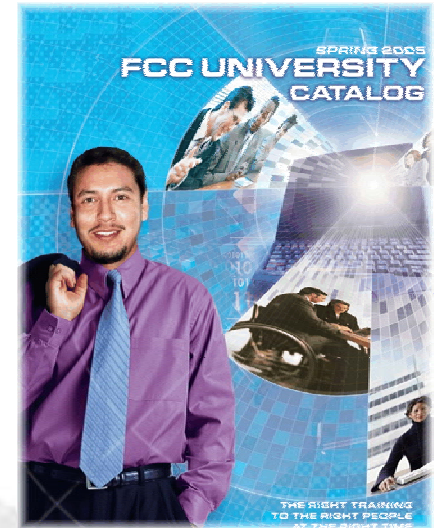
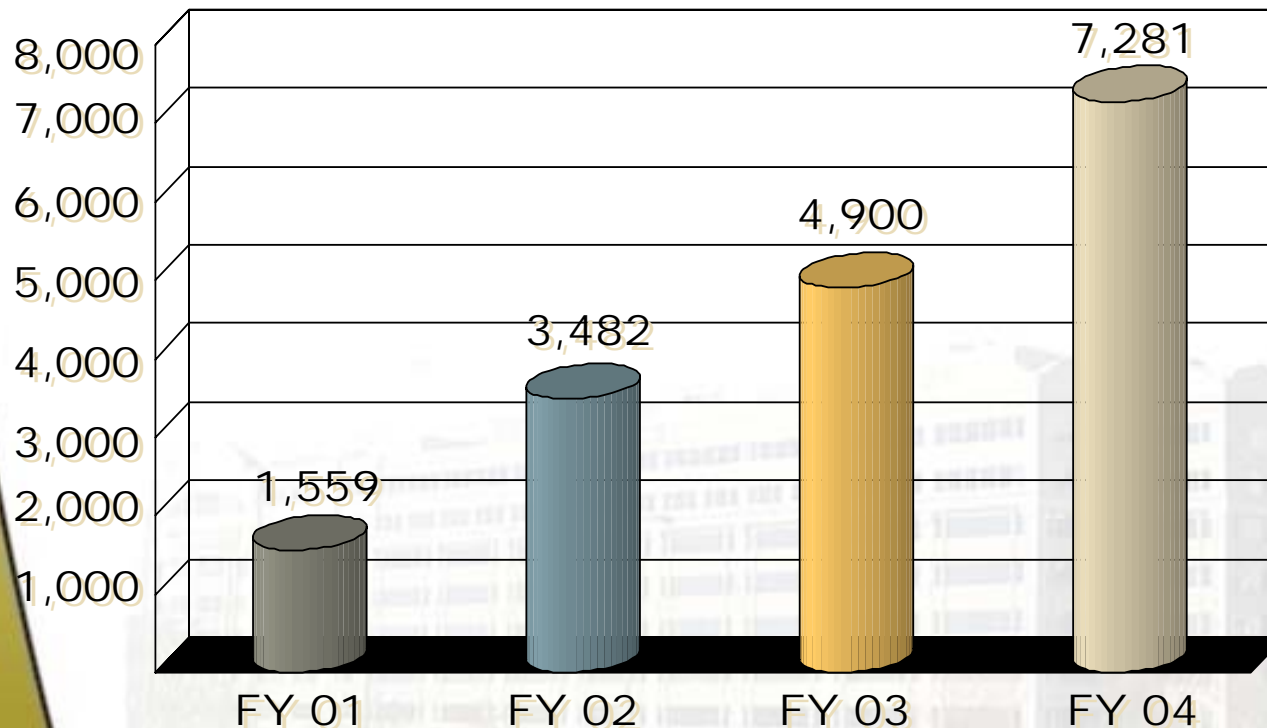
- Individual development plans for all employees
- FCC University expansion continues
- Expanded in-house training program



# Modernize The FCC:

## 275%+ Increase in Training

### Staff Participation in Training Activities



# FY 2005 Initiatives

- Expand the Use of Web-based, Collaborative Technologies
- Revamp existing processes in order to make decisions faster and more efficiently
- Move toward the staff we need for the future by developing a Human Capital Strategic Plan
- Implement a Learning Management System that allows us to better manage employee training activities
- **Continue progress toward the Strategic Goal of Modernizing the FCC**

