

Modernizing the FCC:
Communications at the Crossroads

***REPORT
ON MANAGEMENT
ACTIVITIES***



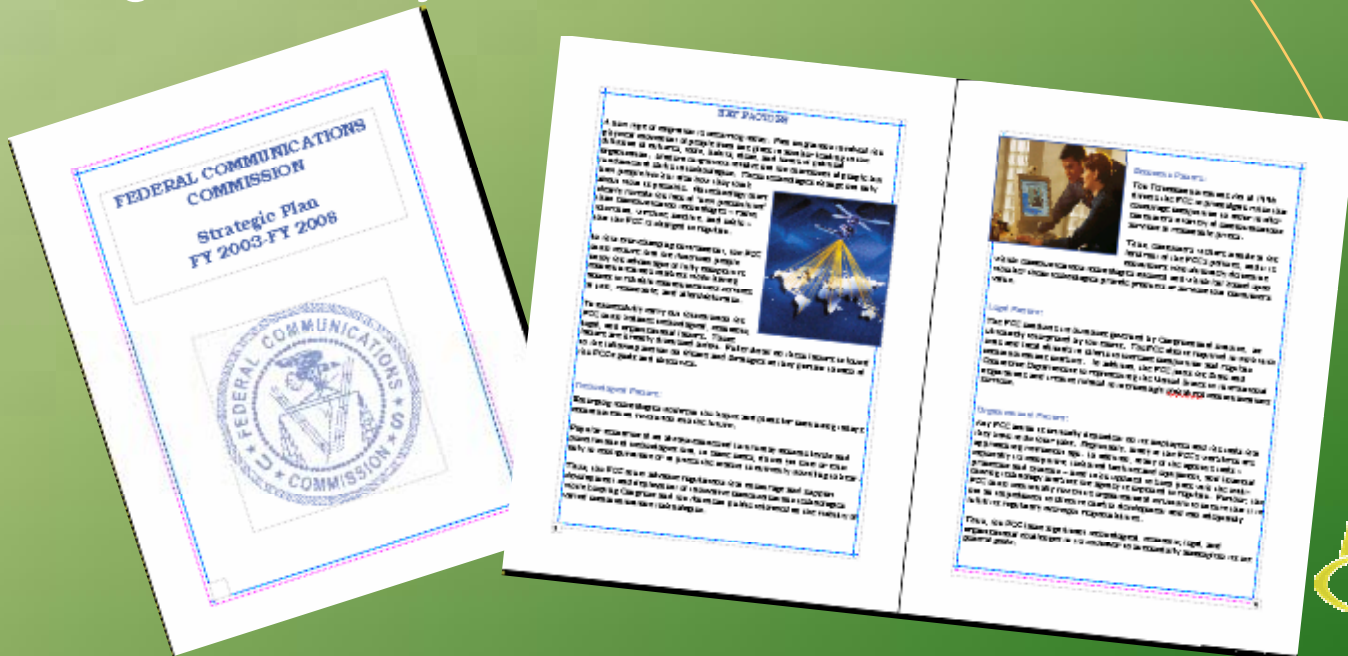
Outline

- Introduction
- FY 2002 Accomplishments
 - Strategic Planning
 - Performance Measurement
 - FCC Modernization
- FY 2003 Initiatives



FY 2002 Accomplishments – Strategic Planning

- Strategic Plan lays out a vision for the FCC's future



ESTABLISH STRATEGIC GOALS

- Broadband
- Competition
- Spectrum
- Media
- Homeland Security
- Modernize the FCC



TIE STRATEGY TO PERFORMANCE



LINK PERFORMANCE TO FUTURE PUBLIC INTEREST INITIATIVES

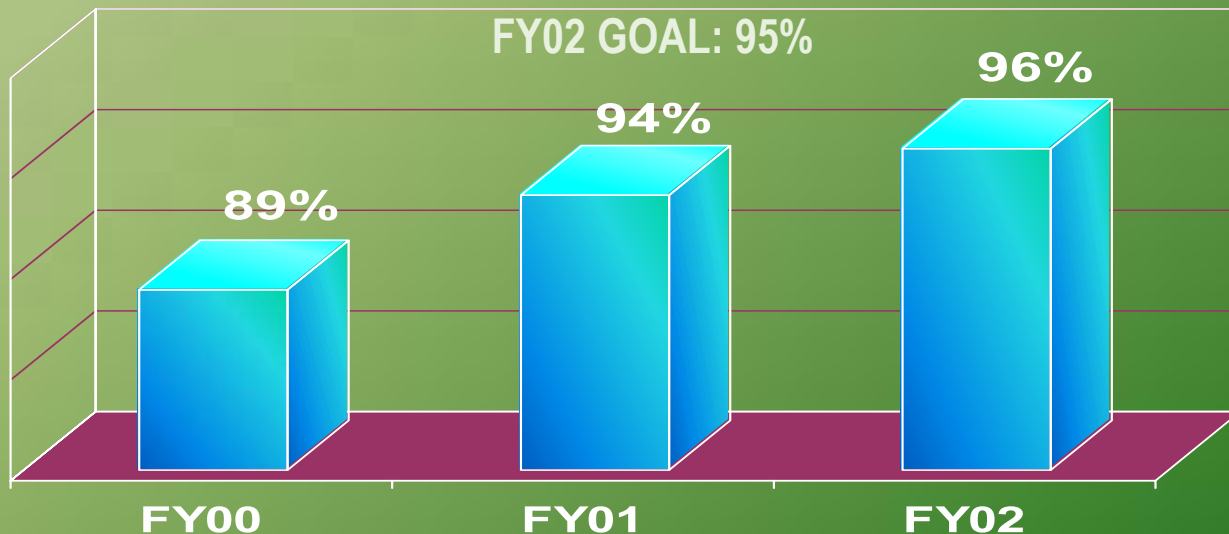
- Strategic goals are foundation
- Performance goals tie strategy to measurement of operations
- Performance measurement and reporting inform future initiatives in the public interest



FY 2002 Accomplishments – Performance Measurement

- Responsiveness
- Emphasis on results

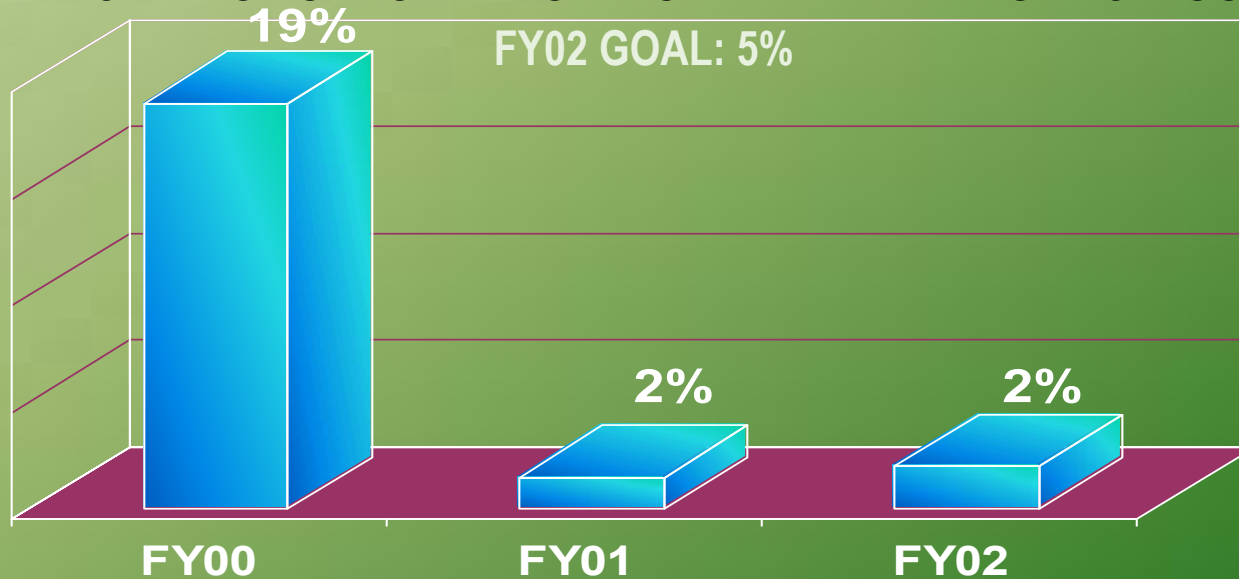
AGENCY ACTIONS DISPOSED OF WITHIN GOALS



MEASURE BACKLOG REDUCTION EFFORTS

- Timeliness
- Backlog below goal

PERCENTAGE OF TOTAL WORKLOAD IDENTIFIED AS BACKLOGGED



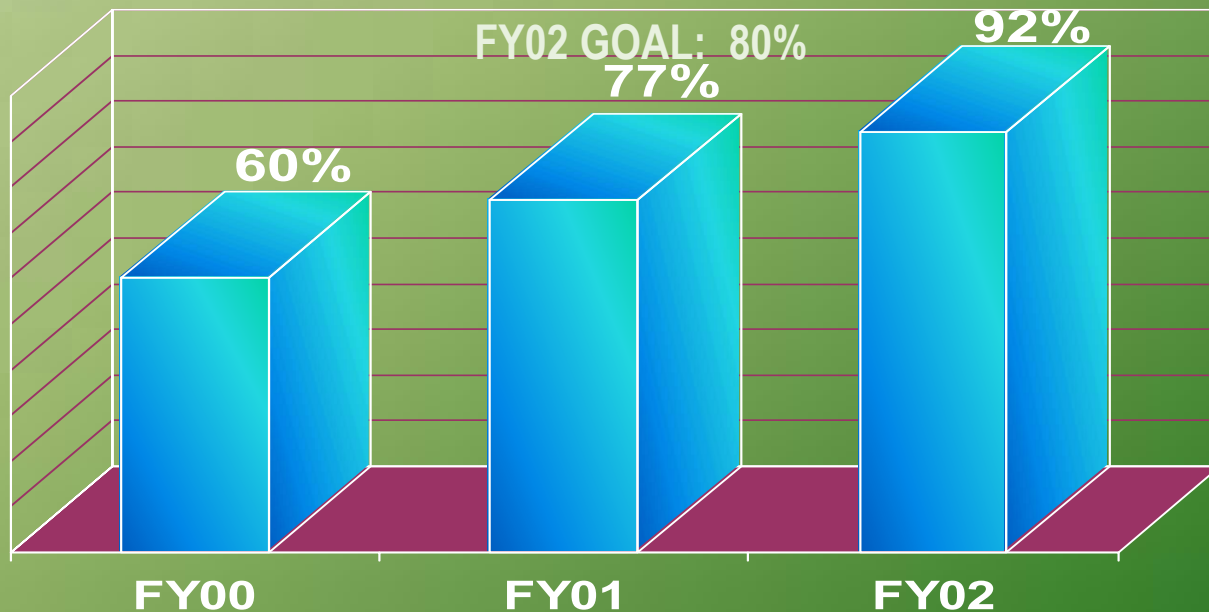
FY 2002 Accomplishments – FCC Modernization

- Expanded electronic access
- Technical expertise and training



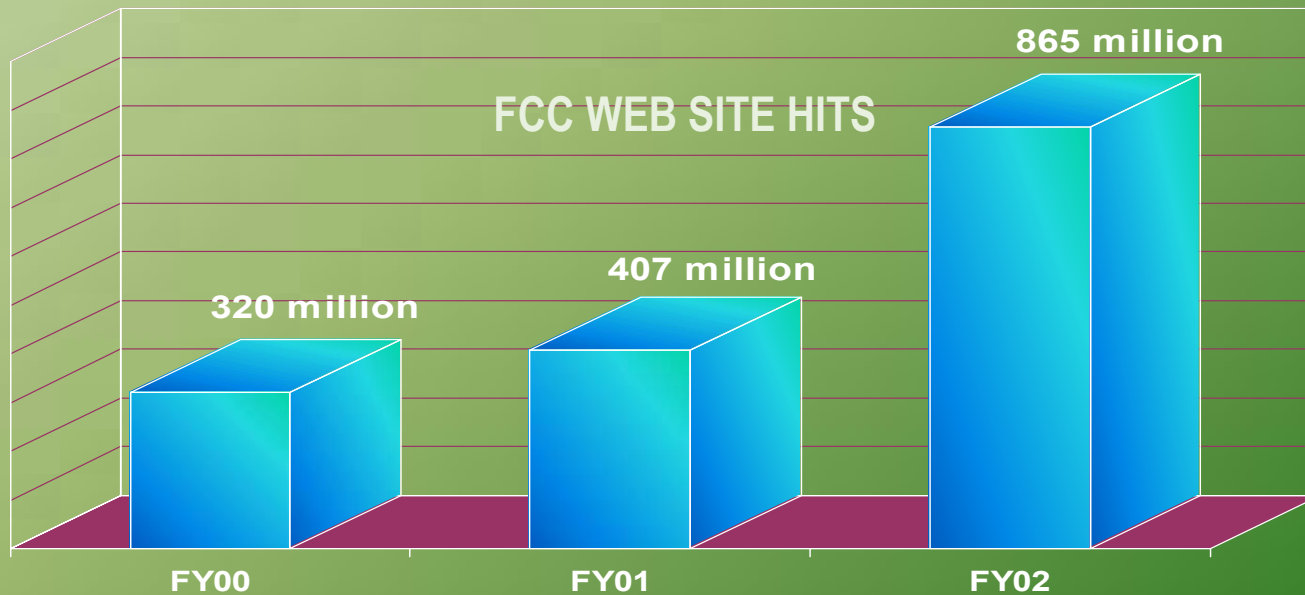
INCREASE NUMBER OF ACTIONS FILED ELECTRONICALLY

- Reduced burden on filers
- Greater efficiency for the agency



EXPAND CONTENT ON AND USE OF FCC WEBSITE

- Adherence to accessibility standards
- Powerful search engine
- First place in survey of Federal websites

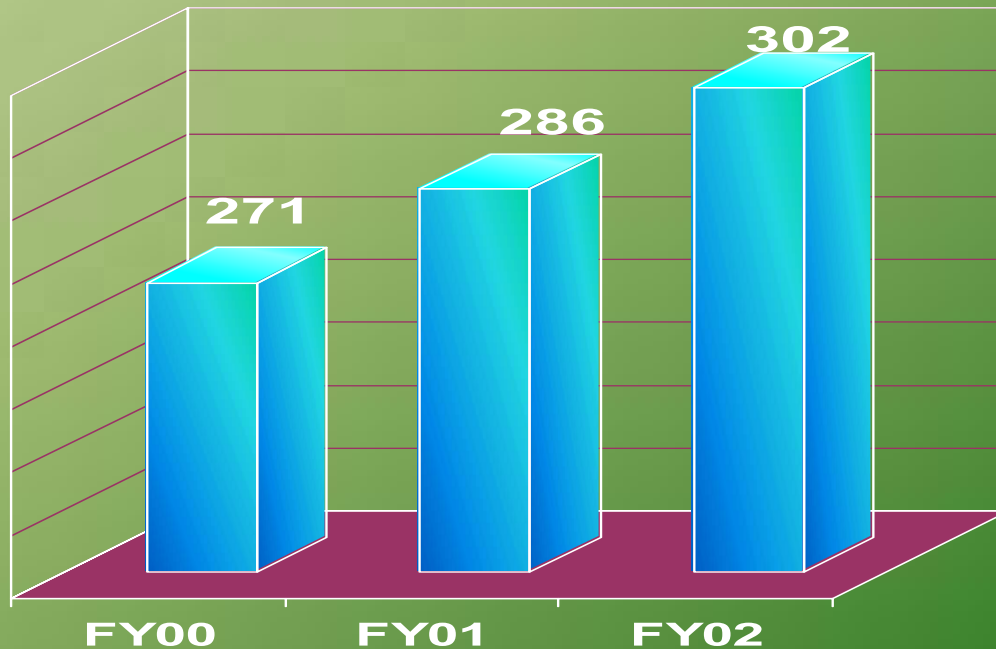


FY02 figure reflects hits on all FCC servers; prior years reflect hits on only one server



INCREASE SIZE OF ENGINEERING STAFF

- Hire and retain expert staff
- Have staff knowledgeable of today's and tomorrow's communication technologies



CREATE FCC UNIVERSITY

FCC UNIVERSITY - FY02 NEW INITIATIVES:

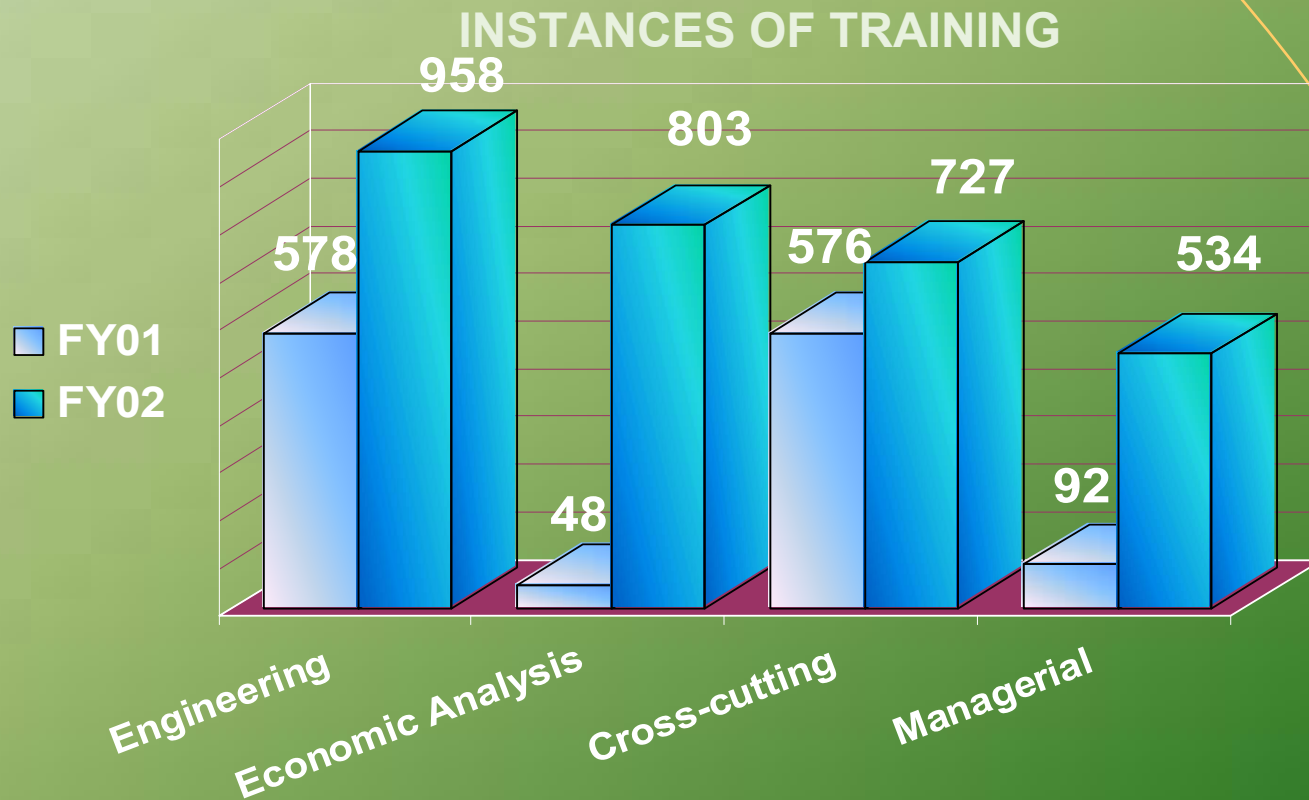
- Competencies for three primary occupations
- FCC University Catalog
- FCC University web-site
- *Training Times* newsletter
- Knowledge Sharing Program
- Graduate Degree Program for engineers

FY03 PLANS:

- Competencies for additional occupations
- Web-based training for field offices
- Management and leadership development



INCREASE TRAINING PARTICIPATION



OFFER A WIDE VARIETY OF COURSES



- **Excellence in Engineering (EIE):**
 - Radio and Communications Technology
 - Signal Propagation and Interference
- **Excellence in Economic Analysis (EEA):**
 - Applied Econometrics
 - Telecommunications Economics for Non-Economists
- **Legal courses:**
 - Communications Law
 - What Every FCC Attorney Should Know
- **General and Leadership competencies:**
 - Computer applications (Word, Excel, etc.)
 - Effective Writing
 - Team Building



FY 2003 Initiatives

- **Commission-wide:**
 - Expanding measurement and evaluation of program performance
 - Accountability for program performance by executives
 - Strategically adjusting composition of workforce
- **Office of Managing Director:**
 - Licensing integration
 - Leveraging technology
 - Expanding FCC University
 - Migrating to Microsoft-based network infrastructure

