# Modernizing the FCC: Communications at the Crossroads

# REPORT ON MANAGEMENT ACTIVITIES



# Outline

Introduction

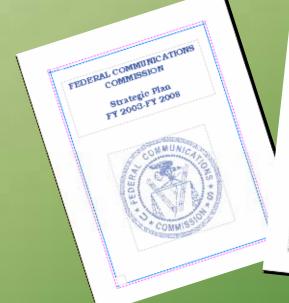
FY 2002 Accomplishments

- Strategic Planning
- Performance Measurement
- FCC Modernization



# FY 2002 Accomplishments Strategic Planning

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



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## ESTABLISH STRATEGIC GOALS

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

#### TIE STRATEGY TO PERFORMANCE

STRATEGIC GOALS

PERFORMANCE GOALS

FISCAL YEAR OUTPUT MEASURES

LONG-TERM OUTCOME AND OUTPUT INDICATORS



## 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 Future Initiatives

Perform, Measure, and Report



# FY 2002 Accomplishments – Performance Measurement Responsiveness Emphasis on results

AGENCY ACTIONS DISPOSED OF WITHIN GOALS



## MEASURE BACKLOG REDUCTION EFFORTS

- Timeliness
- Backlog below goal





# FCC Wodernization

Expanded electronic access

Technical expertise and training



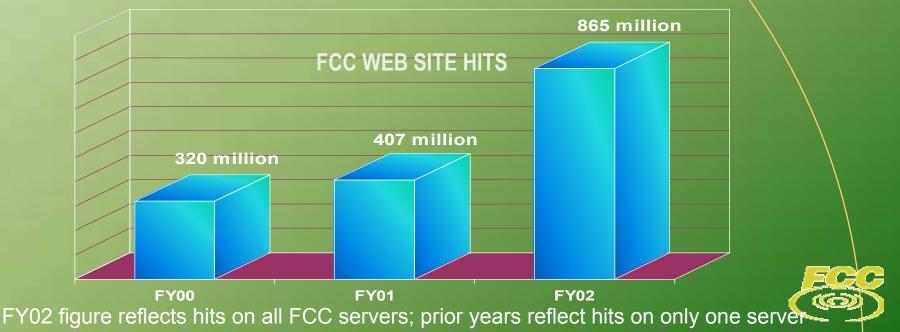
## INCREASE NUMBER OF ACTIONS FILED ELECTRONICALLY

Reduced burden on filers
Greater efficiency for the agency



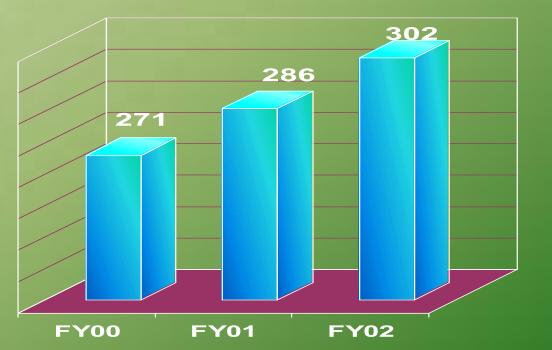
## EXPAND CONTENT ON AND USE OF FCC WEBSITE

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



### 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

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# 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

