

**UPDATED STATUS REPORT OF THE FEDERAL LABOR
RELATIONS AUTHORITY, INCLUDING THE AUTHORITY, THE
GENERAL COUNSEL, AND THE FEDERAL SERVICE IMPASSES
PANEL**

Since the submission of its FOIA Annual Report for FY 2007, the Federal Labor Relations Authority (FLRA) has made and has committed to make progress on certain actions to remedy deficiencies encountered in meeting the following milestones reported in the agency's FOIA Improvement Plan:

A. Agency Web Pages

1. FOIA Improvement Plan area to which the deficient milestone relates.

Agency web pages.

2. Deficient milestone and the original target date from the FOIA Improvement Plan.

Improve and redesign the agency's web pages to enhance user capabilities to obtain and understand FOIA-related information, by December 31, 2007. This milestone was not met because the agency is currently considering whether to outsource the agency's website activities under the President's Management Agenda.

3. Steps taken to correct the deficiency and the dates by which the steps were completed.

A prototype of the redesigned web pages was prepared, and submitted to the agency's webmaster on November 20, 2007. A test version of the redesigned web pages was installed on the agency's intranet on December 7, 2007.

4. Future remedial steps and the dates by which the steps will be completed.

Complete development of redesigned web pages, by August 1, 2008. Obtain agency and Chief FOIA Officer comments and suggestions, by August 31, 2008. Implement the redesigned agency web pages, by December 31, 2008.

B. Case Tracking

1. FOIA Improvement Plan area to which the deficient milestone relates.

Case tracking.

2. Deficient milestone and the original target date from the FOIA Improvement Plan.

Develop and implement an agency wide case-tracking system to permit greater coordination among the various agency components and improve analysis and tracking of FOIA requests and thus the ability to assess utilization of agency resources, by December 31, 2007. The milestone was not met because the agency is currently exploring the possibility of adopting another agency's software. In addition, the issue of integrating our planned Case Management system with our future FOIA tracking system has delayed implementation of the FOIA tracking system.

3. Steps taken to correct the deficiency and the dates by which the steps were completed.

Met with private vendors of FOIA case tracking systems and obtained information on all alternatives, completed December 4, 2007.

4. Future remedial steps and the dates by which the steps will be completed.

Due to the agency's determination to select a contractor who will be involved in the revamping of the agency's overall system, including the FOIA tracking system, future remedial dates for making a decision on the FOIA software package and the resolution of coordination issues have been modified. The new date for making the decision regarding which FOIA software package to procure is October 3, 2008. Resolving coordination issues concerning the FOIA tracking system and the planned Case Management system would be done, by October 30, 2008. The date for implementing the FOIA tracking system remains the same, by December 31, 2008.

C. Customer Feedback Survey

1. FOIA Improvement Plan area to which the deficient milestone relates.

Customer feedback survey.

2. Deficient milestone and the original target date from the FOIA Improvement Plan.

Develop and post an online customer feedback survey, by December 31, 2007. This milestone was not met because the decision was made to coordinate the survey's posting with the redesigned web pages and implementation of the new FOIA case tracking system.

3. Steps taken to correct the deficiency and the dates by which the steps were completed.

Draft customer survey completed on December 5, 2007. Prototype of online customer survey placed on the agency's test site on December 6, 2007. Started the internal approval process by sending proposed survey to be placed on the FLRA's website to the Acting Executive Director on June 18, 2008. Obtained internal approval of the proposed survey to be placed on the FLRA's website on July 29, 2008.

4. Future remedial steps and the dates by which the steps will be completed.

Due to changes in administrative personnel responsible for the internal approval process, dates for obtaining approval and beginning the OMB clearance process have been modified. The OMB clearance process would begin by August 15, 2008. The date for obtaining OMB approval and posting the survey on the agency's website remains, by December 31, 2008, the completion date provided in the FY 2007 annual report.