

ANNUAL RESULTS: STRATEGIC GOAL 4			
TO DEVELOP AND MAINTAIN OSC'S PROCESSES, HUMAN RESOURCES, AND SYSTEMS TO SUPPORT A CONTINUALLY IMPROVING, HIGHLY EFFECTIVE ORGANIZATION WITH THE VIGOR TO MEET DEMANDING PROGRAM NEEDS.			
<i>FY 2001 Performance Goals</i>	<i>FY 2001 Results</i>	<i>FY 2000 Results</i>	<i>FY 1999 Results¹</i>
1. Continue to eliminate inefficiencies in the case-handling process.	<p>Reorganization implemented.</p> <p>Reporting requirements and formats streamlined.</p> <p>Revised complaint and disclosure forms issued for general use; use of complaint form made mandatory for most filers.²</p>	<p>Complaint and disclosure forms revised to provide information about OSC jurisdiction and authorities to act.</p> <p>Mediation Program and ID Accelerated Case Team process implemented.</p>	<p>To support eventual electronic filing of complaints and disclosures:</p> <ul style="list-style-type: none"> ▪ installed and deployed an OSC Web server; and ▪ transferred Web site administration from Government Printing Office to OSC domain (<i>www.osc.gov</i>).
2. Provide a work environment that fosters interdivisional cooperation and superior work performance from each OSC employee.	<p>Employees attended over 70 training classes (topics included conduct- and performance-based actions, advanced investigative techniques, ADR, report writing, trial skills, Freedom of Information and Privacy Acts, computer and Web site programs, professional liability, management of priorities, communication skills, and leadership skills).</p>	<p>Agency-wide conference held, with training on laws enforced by OSC, investigative policies and procedures, legal and other writing skills, settlement and negotiation skills, evidentiary requirements, and updated OSC non-discrimination and grievance policies and procedures.</p> <p>Six one-day training sessions on ADR awareness for all employees; mediator training program for interested employees.</p>	

¹ OSC's FY 1999 annual performance plan did not include a goal corresponding to strategic goal 4 in the FY 2000-2001 plans. Results shown below are extrapolated from the FY 1999 report on results under goals included in that year's annual performance plan.

² Objectives for use of the revised forms included the possible filtering out of matters over which OSC has no jurisdiction, conserving staff resources for the processing of matters within OSC's jurisdiction.

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<i>FY 2001 Performance Goals</i>	<i>FY 2001 Results</i>	<i>FY 2000 Results</i>	<i>FY 1999 Results</i>
Provide a work environment that fosters interdivisional cooperation and superior work performance from each OSC employee. (cont'd)	Encouraged staff participation in health and wellness activities (including disease screenings, flu shots, mammograms, and sessions on stress management and ergonomics).	Employee training included basic employee relations, staffing and placement (basic, and for supervisors), advanced interviewing, trial skills, EEO counseling and new complaint process, introduction to supervision, introduction to human resource management for supervisors, and leadership development.	
3. Implement plan for necessary upgrades of technology infrastructure, together with staff training.	<p>Maximized use of limited sources on equipment purchases, by spending only \$118,000 (approx.), or \$1,000 per user (agency capital equipment plan calls for replacement of 33% of existing inventory per year, at \$2,200 per user).</p> <p>Maintained close to 100% effective deployment rate on all equipment purchases</p> <p>Achieved almost 100% system uptime for agency enterprise network, 100% uptime for all computer systems, and 99.65% uptime (industry norm: 97%) for e-mail server.</p>	<p>New, Y2K-compliant case information tracking system implemented; staff trained on use of system; ongoing user group established.</p> <p>CD-Rom server acquired to support additional legal and other research capabilities; servers for field offices upgraded.</p>	<p>Y2K-compliant case tracking system designed and tested.</p> <p>Y2K-compliant elements installed in computer / other systems.</p> <p>Direct, high-speed Internet access established.</p> <p>Migration to FTS 2001 initiated. procedures.</p>

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<i>FY 2001 Performance Goals</i>	<i>FY 2001 Results</i>	<i>FY 2000 Results</i>	<i>FY 1999 Results</i>
7. Implement plan for necessary upgrades of technology infrastructure, together with staff training. (cont'd)	<p>Fully transitioned agency-wide data communication, local, and long distance telecommunication services from FTS2000 to FTS2001, and from Centrix to WITS2001 with total transparency, reducing overall telecommunication expenditures by at least 20%.</p> <p>Total re-design of OSC Web site, including for compliance with § 508 (disability access) initiative.</p> <p>Agency Intranet made § 508-compliant.</p> <p>Enhanced performance of case tracking and reporting system. Re-designed and re-programmed case tracking system to meet re-organization requirements (over 30 significant changes to tracking and reporting components in a four-week period); entire system modified to serve needs of reorganized units with minimal disruption to end-users.</p>	<p>Computers and telephone equipment installed to support new employees and new office space.</p> <p>On-target with five-year replacement cycle for office automation equipment.</p> <p>Plan developed for implementation of Government Paperwork Elimination Act in FY 2003.³</p> <p>New, Y2K-compliant case information tracking system implemented; staff trained on use of system; ongoing user group established.</p> <p>CD-Rom server acquired to support additional legal and other research capabilities; servers for field offices upgraded.</p> <p>Computers and telephone equipment installed to support new employees and new office space.</p>	<p>Systems performance and availability improved through standardization of systems and procedures.</p>

³ Contingent upon adequate funding and training, OSC plans to design architecture, install infrastructure, and train technical staff on support of a system permitting electronic completion and filing of agency complaint, disclosure, and survey forms, and of requests for information under the Freedom of Information and/or Privacy Acts.

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<i>FY 2001 Performance Goals</i>	<i>FY 2001 Results</i>	<i>FY 2000 Results</i>	<i>FY 1999 Results</i>
7. Implement plan for necessary upgrades of technology infrastructure, together with staff training. <i>(cont'd)</i>	Secured OSC systems from intrusions and viruses that temporarily disabled other agencies' computer services. Responded to hundreds of help desk requests from staff, many resolved within one hour.		