

APPENDIX B—DATA SOURCES

(Unaudited—See accompanying Independent Auditors' Report)

FY 2006 OPERATIONAL GOALS

Operational Goal	Source	Frequency of Collection	Method of Verification
Objective A			
A-1: Review and assist, where needed, agencies in ensuring performance appraisal systems focus on goal achievement by October 1, 2006.	Agency submissions	Annual	OMB ratings on President's Management Agenda
A-2: Report on SES performance-based systems results each calendar year.	Copy of CLERP Report	Annual	Confirm with DAD quarterly
A-4: Establish performance measurement criteria by July 1, 2006, and collect data for determination that DoD may implement NSPS beyond initial 300,000 employee limitation.	Baseline Assessment Report	One-time Activity	DoD reporting on number of employees eligible for NSPS inclusion
Objective B			
B-1: Issue a comprehensive catalog of Federal Government-offered professional development programs by October 1, 2006.	Copy of Catalog	One-time Activity	OPM web site
B-2: Evaluate/update OPM educational curricula for relevance and effectiveness in the current human resources environment by October 1, 2006.	Copy of Curricula	Quarterly	Curriculum Committee meetings
B-3: Award Retirement Systems Modernization contracts and begin implementation for Defined Benefit Technology Solution and Business Transformation/Information Technology Service by May 1, 2006, and June 1, 2006, respectively.	Copies of contracts	One-time Activity	Procurement desktop database
B-4: Make final 90% of initial retirement benefits in 30 days by October 1, 2006	Document Case and Control System (DCCS).	Weekly	Comparisons with prior year data, balance of incoming and outgoing caseloads
B-5: Complete and mail notices in 10 working days for 80% of subsequent change requests by October 1, 2006.	Change Request work center log; DCCS database	Collected daily, reported weekly	Comparison between manual and automated system; sample review
B-6: Answer 85% of general inquiries within 72 hours by October 1, 2006.	Change Request work center log; DCCS database	Collected daily, reported weekly	Automated call distributor system tests
B-7: Develop pilot program for eliminating interim payments; identify two agency participants in pilot programs by April 1, 2006.	OPM web site	One-time Activity	Communications with participating agencies
B-9: Implement limited expense health care flexible spending account by August 1, 2006.	OPM public announcement	One-time Activity	OPM web site
B-10: Promote affordable Federal Employee Health Benefits Program options, which may include additional health savings plan options each year during the strategic planning period.	Cost and benefit proposals to carriers	Annually	Acceptance letters
Objective C			
C-1: Identify Federal Government workforce Career Patterns for the future with accompanying requirements/impact by June 1, 2006.	Published analysis of workforce career patterns	One-time Activity	OPM web site
C-4: Work with CHCO Council to roll out a more targeted (by learning institution, profession) job fair process in 2006 and expand it through the Strategic Plan period.	Schedule of job fairs	One-time Activity	OPM web site
C-5: Update Executive Core Qualifications by October 1, 2006.	Memo to agencies and responses	Quarterly	Confirmation with DAD
C-6: Streamline and improve the examination rating schedules for common occupations by July 1, 2006.	Updated examination rating schedules	One-time Activity	Announcements through OPM web site
C-7: Develop and roll out a plan with the CHCO Council to work with the Presidential Management Fellows Program to recruit top talent for positions in management by July 1, 2006.	List of targeted graduate schools identified by CHCO Council	One-time Activity	CHCO Council lists and program historic data

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C-8: Decrease hiring decision time frames to 45 days from closing date of job announcement to date of offer for 50% of hires by the end of FY 2006.	Human capital scorecard updates from agencies	Quarterly	OMB ratings of agency achievements on human capital scorecards
C-13: Set guidelines for managerial development by October 1, 2006.	Published guidelines	One-time Activity	OPM web site
Objective D			
D-1: Develop and operate Beta sites at 18 CHCO agencies by October 1, 2006.	List of agencies with operational Beta sites	One-time Activity	OMB ratings on President's Management Agenda, on-site visits
D-3: Have written succession plans at 15 CHCO agencies by October 1, 2006, and meet milestones.	Copies of agency succession plans	One-time Activity	Copies of agencies' plans
D-5: Set targets for closing competency gaps in the Human Resources Management Specialist occupation by October 1, 2006, at all CHCO agencies.	Competency Assessment Tool	One-time Activity	Agency Chief Human Capital Office
D-6: Implement a human capital accountability system, including compliance with merit systems principles, laws, rules, and regulations in accordance with OPM standards, at eight CHCO agencies by October 1, 2006.	Human capital scorecard updates from agencies	Quarterly	OMB ratings of agency achievements on human capital scorecards
D-8: Obtain commitment from three agencies for migration to Human Resources Line of Business Shared Service Centers by October 1, 2006.	List of agencies participating in HR LOB Shared Service Centers	One-time Activity	OPM web site announcement and on-site visits
D-10: Develop policy and functional requirements for nine non-core HR LOB sub functions by October 1, 2006.	Transmittal letters	Quarterly	Hard copies of correspondence, control logbook
Objective E			
E-1: Implement performance elements and standards for all OPM employees that support the OPM Strategic and Operational Plan by July 1, 2006.	Performance Plans and Appraisals	Annually	Documentation of written plan
E-2: Implement a professional development program for OPM employees by October 1, 2006.	Written plan	One-time Activity	List of recipients, award ceremony
E-3: Implement an employee recognition program at OPM by July 1, 2006.	Announcement of award system	Bi-annually	Survey results
E-4: Implement action plan to ensure OPM is rated in the top 50% of agencies surveyed in the 2006 Federal Human Capital Survey.	Survey administered	One-time Activity	Documentation of Beta site, email, articles
E-5: Have the OPM Beta site operational by June 1, 2006.	OPM Momentum announcement	One-time Activity	Documentation of Beta site, email, articles
E-6: Develop a group employee incentive program for the Human Resources Products and Services Division that factors in the uniqueness of HRPS as a reimbursable business operation by July 1, 2006; implement pilot program in Center for Talent Services by October 1, 2006.	CTS Group Employee Incentive Pilot Program Plan	One-time Activity	Committee was monitored by an Executive sponsor throughout Plan development
E-7: Develop performance standards for OPM common services by July 1, 2006, and implement by October 1, 2006.	Negotiated agreements identifying level and standard of services	Annually	Documentation of common services performance standards.
E-8: Maintain agency prompt payment performance at 98%; improve divisional performance (non-Investigative Services) 10% by October 1, 2006.	CFO reconciliation report	Weekly	Tracking database
E-9: Complete all routine OPM clearances in seven business days starting by April 1, 2006.	Clearances completed on Activities Tracking system	As submitted	Reports on delinquent activities, email, quarterly reviews
E-10: Operate under a fully implemented set of delegated authorities and clearance protocols by May 1, 2006.	Reservation and Delegations of Authority document	Annually	Documentation of Letters of Authority, email

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E-11: Use the agency-wide Document Management System in 250 person pilot group by March 1, 2006, and extend through the agency by October 1, 2006.	Documentation Management System website system	Daily	Operations of activity and workflow, copy of instructions, documents tracked
E-12: Publish eight proposed/final human resources regulations by October 1, 2006.	<i>Federal Register</i>	As published	Update tracking sheet and confirm with DAD
E-13: Support Administration strategies to address pandemic threats throughout planning period.	Guidance for planning for pandemic influenza	Annually	Preparedness plan posted on website
E-14: Develop new common services methodology by July 1, 2006; implement by October 1, 2006.	Developed a new methodology for determining the distribution of costs	Annually	Service level agreements
E-15: Issue new internal control guidelines by July 1, 2006.	Internal controls	Annually	OPM Financial Management Manual
E-16: Receive an unqualified audit opinion and report no material weaknesses every year.	Independent auditor's report	Annually	Published report
E-18: Set up a Capital Investment Committee that will review and approve major capital expenditures by July 1, 2006.	Approved Charter for the Agency's Capital Investment Committee (CIC) setup in early May.	One-time Activity	Charter, email, public announcements
E-19: Develop guiding principles to be updated, published, and required by FEHBP carriers by the FY 2007 call letter mailing.	Call letter to carriers	Annually	Responses from FEHB carriers
E-21: Achieve full cost recovery annually for each revolving fund program.	GFIS, Monthly status of funds Review of financial statements, workload statistics, and personnel reports	Data collected at the end of each training session and reported monthly, and Quarterly for MCFO Financial System (GFIS)	Service level agreements, analysis of LMS and GFIS software reports. Using LMS and GFIS reports, reconciliation and verification is completed using internal cuff records for expenses (procurement documents) and revenue (customer agreements and billable documentation). There are also formal monthly budget reviews with the financial office.
E-22: Reevaluate requirements for financial management system migration to Bureau of Public Debt by May 1, 2006; complete implementation by February 1, 2007.	OPM/BPD public announcement	One-time Activity	OPM web site
E-26: Achieve a rate of no more than one percent of completed investigations returned from agency security/adjudication offices each year.	Microsoft Access database with data compiled from agency request for reopening of cases	Daily	The data is verified upon completion of the reopened case when the closing date of the investigation is entered.
E-27: Redesign the OPM website by October 1, 2006.	Announcement on OPM Momentum	One-time Activity	OPM web site
E-28: Inform OPM customers of the agency's success in meeting the stated customer goals in the 2006-2010 OPM Strategic and Operational Plan within two weeks of each success.	Media articles, website, briefings publications	As disseminated	Announcements, Highlights, email, articles
E-29: Develop and post on OPM internal web site a functional organizational directory by July 1, 2006.	Director's email	One-time Activity	OPM web site

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Objective F			
F-1: Implement a plan to increase public awareness of professional development opportunities in the Federal workforce by July 1, 2006.	OPM public announcement	One-time Activity	OPM web site
F-4: Identify two national professional organizations focusing on human resources policy, benefits and employee development and achieve leadership positions in them during FY 2006 and each year thereafter.	Managers are queried and provide email responses regarding their involvement in national professional organizations.	Quarterly	Quarterly updates are requested from managers to ensure their memberships are still active and that they still hold leadership positions.
Objective G			
G-1: Acknowledge receipt of Congressional inquiries within 24 hours by July 1, 2006.	Item date stamped and logged in word tracking system by number & name and forwarded to program office	Tracked by date upon receipt daily	Word tracking system
G-2: Provide communications of OPM positions [to Congress] on routine issues within two days by July 1, 2006.	Phone calls logged in log book, correspondence date stamped and faxed directly to program. Items logged in acknowledgement word document log	Daily upon receipt	Word tracking system and Phone call log book
G-3: Identify and initiate at least one project on which to work with Members of Congress by March 1, 2006.	Project listing reports from Document Management System by program offices	Daily upon receipt	Document Management System
G-4: Expand the Walter Reed Army Medical Center post-service employment support model to one additional hospital in both 2006 and 2007	OPM Momentum and web site announcement	Annually	On-site visit to San Antonio facility
G-5: Identify at least one initiative per year to partner and implement beginning in 2006.	Partnership committee rosters, deliverables and/or outcomes (ie., Group Incentive Plan, Communications Plan, Staff Development Plan)	Each time committees are formed	Committee rosters are reviewed for union representation. Roll-call is taken at committee meetings and the Chair is asked to verify union representation.
G-7: Respond to routine [media] inquiries within two hours 95% of the time.	Phone, email, and correspondence inquiries	Daily upon receipt	Response control log, time & date stamped
G-8: Hold Director media briefings twice per year.	Media briefings	Semi-annually	Articles, email, public announcements

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PART MEASURES

Operational Goal	Source	Frequency of Collection	Method of Verification
Objective A			
PART Measure: Percent of applicant systems from CHCO agencies whose SES performance plans are fully certified	Submissions from agencies	Quarterly	OMB PART evaluations
Objective B			
PART Measure: Retirement claims processing unit cost	Employee Time and Attendance Management Systems	Bi-weekly	Comparison to data from previous years
PART Measure: Claims processing accuracy (all types)	Quality Assurance reviews	Biennially	Random samples of claims calculations
PART Measure: Improper payment rate	Sampling of retirement payments	Annually	Review by OCFO, OIG and independent auditors
PART Measure: Annuitants who receive first payments before or when expected	CRIS Client Satisfaction Survey	Annually	Manual data tracking system, internal audits
PART Measure: Percent of self-servicing	Automated Client Service Applications	Bi-weekly	Comparison to data from prior years
PART Measure: Call handling rate	Call Center activity reports	Weekly	Automated Call Distributor system tests
PART Measure: Percent of annuitants satisfied with overall retirement services	CRIS Client Satisfaction Survey	Annually	Manual data tracking system, internal audits
PART Measure: Benefits Officers trained per year	Survey of agency benefits officers	Annually	Raw survey data
PART Measure: Customers who rate satisfaction with consulting services as very satisfactory or better	Survey of agency headquarters benefits officers	Quarterly	Raw survey data
PART Measure: Training attendees who rate training as very good or better	Post-training session survey	Following each workshop	Raw survey data
PART Measure: Employee knowledge of benefits program index	TBD		
PART Measure: Employees who are at the appropriate stage of retirement planning according to the Retirement Readiness Index	TBD		
PART Measures: Percent of new hires and employees who say retirement, HB, and LI benefits are competitive and important in their decision to accept or remain in a Federal job.	Federal Benefits Survey	Biennially	Raw survey data
PART Measures: Percent of enrollees satisfied with retirement benefits, health benefits and life insurance benefits	Federal Human Capital Survey	Biennially	Raw survey data
PART Measure: HB claims processing timeliness	Quality Assurance Reviews and reports filed by HB carriers	Annually	Internal reviews and audits
PART Measure: HB claims processing accuracy	Quality Assurance Reviews and reports filed by HB carriers	Annually	Internal reviews and audits
PART Measure: HB improper payment rate	IOG audits of carriers, independent auditor reviews	Quarterly	FEHB Centralized Enrollment Clearinghouse system, OCFO rate calculation
PART Measure: overall customer satisfaction scores for enrollees in FEHB plans meet or exceed industry standard	Customer Assessment of Health Plans Survey	Annually	Independent HB Certifying Agency

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PART Measure: Accredited FEHB plans	National Committee for Quality Assurance database	Annually	Independent HB Certifying Agency
PART Measure: FEHB customers satisfied with OPM Open Season web site	Survey of FEHB Open Season customers	Annually	Internal reviews and audits
PART Measure: FEGLI paid claims timeliness	OFEGLI Average Claim Processing Report	Quarterly	Independent audits of MetLife
PART Measure: FEGLI paid claims accuracy	Quality Assurance Reviews	Quarterly	Internal audits
PART Measure: FEGLI improper payment rate	Matches of Annuity Roll Processing System eligibility and coverage data with MetLife's paid claims	Quarterly	Internal audits
PART Measure: FLTCIP service calls answered within 20 seconds	Long Term Care Partners Report	Monthly	Independent audits contractor
PART Measure: FLTCIP Service Call Center handling rate	Long Term Care Partners Report	Monthly	Independent audits contractor
PART Measure: FLTCIP customers satisfied with customer service	Long Term Care Partners Report	Monthly	Independent audits contractor
PART Measure: New approved FLTCIP applications	Long Term Care Partners Report	Monthly	Independent audits contractor
PART Measure: Participation in FSAFEDS	SHPS, Inc. Report	Monthly	Independent audits contractor
PART Measure: "Clean" FSAFEDS claims reimbursed within five business days	SHPS, Inc. Report	Weekly	Independent audits contractor
Objective C			
PART Measure: Number of the 26 PMA agencies meeting targets for closing mission critical occupation gaps.	Human capital scorecard updates from agencies	Quarterly	OMB ratings of agency achievements on human capital scorecards
Objective D			
PART Measure: Percent of agencies with violations of veterans' preference laws, rules, and regulations	Merit system reviews of agency systems	Quarterly	Quarterly performance reviews with Director
PART Measure: Percent of agencies with severe problems in one or more delegated examining units that demonstrate improvement within one year following completion of an audit	Merit system reviews of agency systems	Quarterly	Quarterly performance reviews with Director
PART Measure: Percent of classification and job grading appeals decisions exceeding target timeliness	Appeals decision log book	Quarterly	HCLMSA database

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Objective E			
PART Measure: Agency acceptance rate of TMA project deliverables	Deliverable Receipt Form provided by customer agencies	Monthly	Staff reviews with clients and contractors
PART Measure: Overall customer satisfaction with CTS products and services	CTS Customer Satisfaction Survey	Following delivery of each major contract	Random comparisons of information in electronic database with original submissions
PART Measure: CTS contribution to organizational effectiveness	CTS Customer Satisfaction Survey	Following delivery of each major contract	Random comparisons of information in electronic database with original submissions
PART Measure: Repurchase intention on CTS products and services	CTS Customer Satisfaction Survey	Following delivery of each major contract	Random comparisons of information in electronic database with original submissions
PART Measure: Evaluation ratings for MDCs, CEL, and PMF programs (all levels, all programs)	Kirkpatrick rating survey	At end of each session, reported monthly	Raw survey data
PART Measure: Number of training sessions, participants, and training days	CLCS Learning Management System	Quarterly	Course-by-course attendance lists
PART Measure: Percent of background investigations closed within contract delivery date	Case Closing Timeliness Report	Monthly	Management reviews
PART Measure: Percent of pending BI cases exceeding one year in process	Case Information Request System Reports	On demand	Personnel Investigations Processing System
PART Measure: Percent applicant suitability determinations completed within contract time frames	Suitability Adjudication Group Card System	Quarterly	Manual review
PART Measure: Percent of suitability determinations sustained when appealed to MSPB	Office of the General Counsel forwards copies of appeals and MSPB decisions	As appeals are made	Hard copies of documents
PART Measure: Percent of customers satisfied with investigations products and services	Customer satisfaction survey	Every 12–18 months	Hard copies of survey responses

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ADDITIONAL PERFORMANCE INDICATORS

Operational Goal	Source	Frequency of Collection	Method of Verification
PMA agencies with certified or provisionally certified SES pay-for-performance systems in place (%)	Submissions from agencies	Quarterly	Documentation of certification in OMB PMA evaluations
PMA agencies whose executive resources points of contact are trained and informed on SES pay-for-performance systems (%)	Training session attendance sheets	As sessions are completed	Documentation of reviews
DHS implementation	Project manager, emails, draft implementing directives	When received	Completed reviews of directives
NSPS implementation	<i>Federal Register</i> , project manager, emails, draft implementing directives	As published	Quarterly reviews with DAD
Revised pay-banding criteria for IRS	<i>Federal Register</i>	As published	Quarterly reviews with DAD
Timeliness of statutory pay system pay tables issuance	OPM web site	Annually	Availability of information on web site
Pay Agent's report to the President on locality pay	OMB	Annually	Formal submission of report by OMB to White House
Development of proposed pay adjustment percentage for President's budget	OPM Document Management System	Annually	Transmittal letter from Director to OMB
Appropriate regulations regarding Federal Wage System issues	<i>Federal Register</i>	As published	Quarterly reviews with DAD
Appropriate regulations regarding pay, leave, or performance measurement systems	<i>Federal Register</i>	As published	Quarterly reviews with DAD
Publish appropriate classification and qualification standards	Released on OPM web site	As published	Quarterly reviews with DAD
Number of PMA agencies that have a process in place to account for Federal employees during an emergency	Submissions from agencies	Quarterly	Documentation of certification in OMB PMA evaluations
Number of the 26 PMA agencies that have a performance appraisal system that meets OPM standards	Submissions from agencies	Quarterly	Documentation of certification in OMB PMA evaluations
Timeliness of releasing new payroll data standards	Log-in and log-out of requests	As received	Copies of correspondence
Timeliness of releasing new systems standards	Log-in and log-out of requests	As received	Copies of correspondence
Cost savings that result from competitions (\$m)	Streamlined competition form: Most Efficient Organization; Contracts Awarded; GSA payroll records	Quarterly for GSA payroll records, monthly for contracts	Review of GSA payroll records for accuracy, review of month contract invoices

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Percent of new hires within the 45-day model	Staffing log	Collected on an on-going basis, which is reported quarterly	Data are verified by team leaders and specialists
Percent of OPM's COOP team members trained to respond to emergencies	COOP exercise participant list and training sessions sign-in sheets	Training sessions—quarterly Exercise—annually	Data are verified by Office and Division heads
Percent of customers satisfied with workforce information products and services	Electronic customer survey	As each product is completed	Review of customer responses
Percent of Federal employees who telecommute	Telework survey	Annually	Copies of survey responses
Conduct Federal Human Capital Survey	Survey analysis	Biannually	Copies of survey responses
Number of reportable violations of the Anti Deficiency Act			OPM financial system and budget office
Percent of time computer network available during agreed upon service hours	Automatically generated reports of server operations	Collected weekly and reported quarterly	Outage reports are matched against network server logs
Number of Unfair Labor Practices against OPM filed by unions granted Governmentwide consultation rights upheld by FLRA for failure to complete Governmentwide consultation	FLRA reports	As issued	Review of decisions by DAD
Accuracy of information coded into LAIRS	Participating agencies	As submitted by agencies	Reviews by staff prior to data entry
Review of third-party decisions to allow for intervention as necessary (average calendar days)	Review of records indicating receipt of MSPB decisions and date of review	Quarterly	Review by Group manager

