



governmentattic.org

"Rummaging in the government's attic"

Description of document: Federal Retirement Thrift Investment Board (FRTIB) All Hands Meeting slides, 2014-2016

Requested date: 17-March-2017

Release date: 09-June-2017

Posted date: 18-February-2019

Source of document: FOIA Request
FOIA Officer
Federal Retirement Thrift Investment Board
77 K Street N.E., Suite 1000
Washington, DC 20002
Fax: (202) 942-1676 To: "FOIA Officer: FOIA Request"
Email: FOIAREQUEST@tsp.gov

The governmentattic.org web site ("the site") is noncommercial and free to the public. The site and materials made available on the site, such as this file, are for reference only. The governmentattic.org web site and its principals have made every effort to make this information as complete and as accurate as possible, however, there may be mistakes and omissions, both typographical and in content. The governmentattic.org web site and its principals shall have neither liability nor responsibility to any person or entity with respect to any loss or damage caused, or alleged to have been caused, directly or indirectly, by the information provided on the governmentattic.org web site or in this file. The public records published on the site were obtained from government agencies using proper legal channels. Each document is identified as to the source. Any concerns about the contents of the site should be directed to the agency originating the document in question. GovernmentAttic.org is not responsible for the contents of documents published on the website.



FEDERAL RETIREMENT THRIFT INVESTMENT BOARD
77K Street, NE Washington, DC 20002

June 9, 2017

This is in response to your request dated March 17, 2017, received on March 20, 2017, in which you made a request for records to the Federal Retirement Thrift Investment Board (Agency) under the Freedom of Information Act (FOIA), 5 U.S.C. § 552, as amended. The request and our response are set forth below.

REQUEST

An electronic/digital copy of each All Hands Meeting Deck during the time period of May 2014 through the present.

RESPONSE

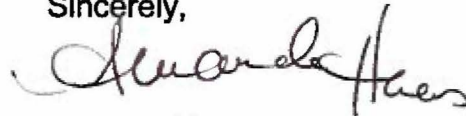
Your request is granted in part. We have enclosed a copy of the slides from each All Hands Meeting, a total of 332 pages. Portions of these materials are being withheld under the following FOIA Exemptions: Exemption 2, which contains purely internal personnel practices; Exemption 6, which contains information that if released would constitute a "clearly unwarranted invasion of personal privacy" 5 U.S.C. § 552(b)(6); Exemption 7(E), which protects records containing elements that could potentially be used as a roadmap to cause harm to the TSP's information security and most importantly to our participants and beneficiaries (e.g., theft, fraud, social engineering, identity phishing, etc.) and that disclosure of this information "could reasonably be expected to risk circumvention of the law" 5 U.S.C. § 552(b)(7)(E); and Exemption 7(F), which protects records that could reasonably be expected to endanger the life or physical safety of any individual.

You may appeal this decision in writing to the Executive Director, Federal Retirement Thrift Investment Board, 77 K St. NE, Washington, DC 20002. Please cite FOIA request number 17-TIB-16. You must appeal within 90 days of receipt of this decision. 5 C.F.R. § 1631.10.

In addition to filing an appeal, you have the option to contact the Agency's FOIA Liaison at FRTIBFOIALIAISON@tsp.gov, if you have any concerns regarding your request. You may also choose to contact the Office of Government Information Services (OGIS). OGIS offers their own mediation services to help resolve disputes between FOIA requestors and agencies. You may contact them by writing to Office of Government Information Services, National Archives and Records Administration, 8601 Adelphi Road – OGIS, College Park, MD 20740, by email at ogis@nara.gov, or by calling 1-877-684-6448.

If you have any further questions regarding this request, you may contact me at (202) 942-1660 or FOIAREQUEST@tsp.gov.

Sincerely,

A handwritten signature in black ink that reads "Amanda Haas". The signature is written in a cursive style with a large initial "A" and a long, sweeping underline.

Amanda Haas
FOIA Officer



FRTIB ALL HANDS MEETING

February 25, 2016



Purpose

We help people retire with dignity





FRTIB Mission

**To administer the TSP solely in
the interest of the Participants
and Beneficiaries**



Our Vision (Previous)

- We help people retire with dignity
- We ensure that FRTIB is a great place to work
- We pursue flawless operations
- We maintain excellent relationships with entities that oversee, regulate, govern and influence the TSP



Our Vision (Now)

- We achieve flawless operations
- We help participants make smart choices
- We always spend participant money wisely
- We make FRTIB a great place to work; and a place where great work gets done
- We create excellent relationships with TSP stakeholders



Our Core Values (Previous)

- **Participant–Focused**
 - We are passionate about delivering valuable products and services to participants.
 - We listen, respect, and carefully consider the needs of participants in all we do.
 - We respond in a timely and accurate manner to participant requests.
- **Integrity**
 - We are trustworthy and value individual and organizational honesty, consistency, and credibility.
 - We ensure the financial integrity of the Thrift Savings Fund.
 - We operate with independence and act ethically to carry out our fiduciary responsibility.
- **Efficiency**
 - We deliver the best value for our participants.
 - We simplify processes and optimize technology to deliver secure and cost effective solutions.
 - We work as an integrated team and communicate clearly internally and externally.



Our Core Values (Now)

- **Participant-Focused**
 - We are passionate about delivering services that improve financial outcomes for participants
 - We listen, respect, and carefully consider the needs of participants in all we do
 - We value the interest of participants above those of all others
- **Integrity**
 - We are trustworthy and value individual and organizational honesty, consistency, and credibility
 - We ensure the security and financial integrity of the Thrift Savings Fund
 - We operate with independence and act ethically to carry out our fiduciary responsibility
- **Collaboration**
 - We value diversity and respect each other's ideas and contributions
 - We encourage open, candid dialogue and foster relationships based on trust and shared objectives
 - We build partnerships to leverage greater outcomes than we could achieve alone



Welcome New Employees

OCE

Jose Nina-Quispe

OCFO

Senica Crowder
Denise Rogers
Gabriel Cole

OEP

Sahr Nyandemoh
Roy Jordan
Dennis McNulty
Michael Jerue

OPOP

Will DePeazer
Jill McClenney
Lesa Jeanpierre
Travis Anderson
Kevin Jenkins
Ivory Finnie

ORM

Joseph Maltby
Joel Mitchell
Alexis Harris

OTS

Steven Knight
Loretta Tretola
Nicole Perrine
Shawn Hughes
Pamela Chambliss-William

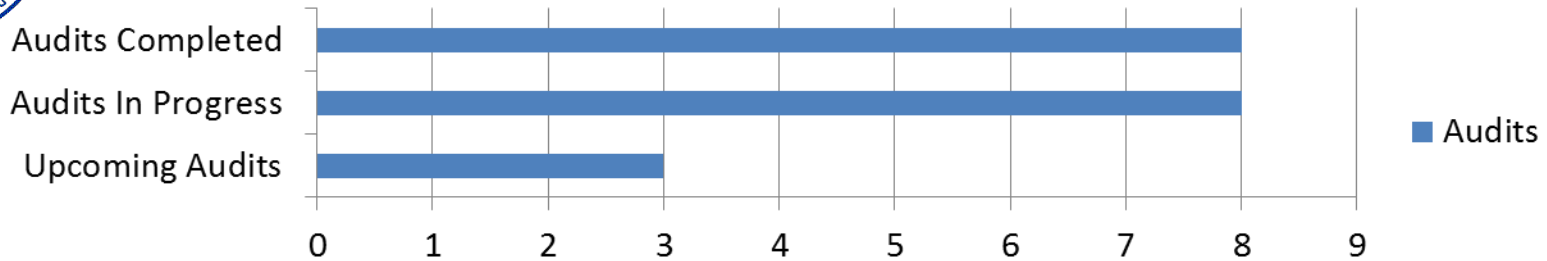


Agenda

- Opening Comments – ED (15 minutes)
- **Audit Completion – ED (10 minutes)**
- 2015 FEVS and Great Places to Work Update – ORM – Gisile/Kristin – (15 minutes)
- Security and Safety Update – ORM – Jessenia Velasquez (10 minutes)
- Closing Remarks – COO (10 minutes)



FY 2015 External Audit Activity



Audits Completed	Audits in Progress	Upcoming Audits
Special Projects II	BlackRock	Penetration Testing*
Mainframe	Participant Support	Board Staff
Computer Access	Lifecycle Funds	Account Maintenance
G-Fund	System Enhancements	
Loans	Withdrawals	
Annuity Operations	IT Operations	
2014 Annual F/S Audit	TSP Website	
2015 Mid-Year F/S Review	IRS Form 945 Audit	

Legend
DOL/KPMG Audits**
CLA Audits
Other Audits

* Under discussion with DHS and EBSA.

** Does not include audits conducted and to be conducted at non-FRTIB entities; IBC/Department of Interior and the CIA OIG.



Agenda

- Opening Comments – ED (15 minutes)
- Audit Completion – ED (10 minutes)
- **2015 FEVS and Great Places to Work Update – ORM – Gisile/Kristin – (15 minutes)**
- Security and Safety Update – ORM – Jessenia Velasquez (10 minutes)
- Closing Remarks – COO (10 minutes)



2015 FEVS and Great Places to Work Update

* FEVS Respondent Overview

- *84% response rate (142 out of 170)
- *Response rate increased 1% from 2014

Demographics Breakdown

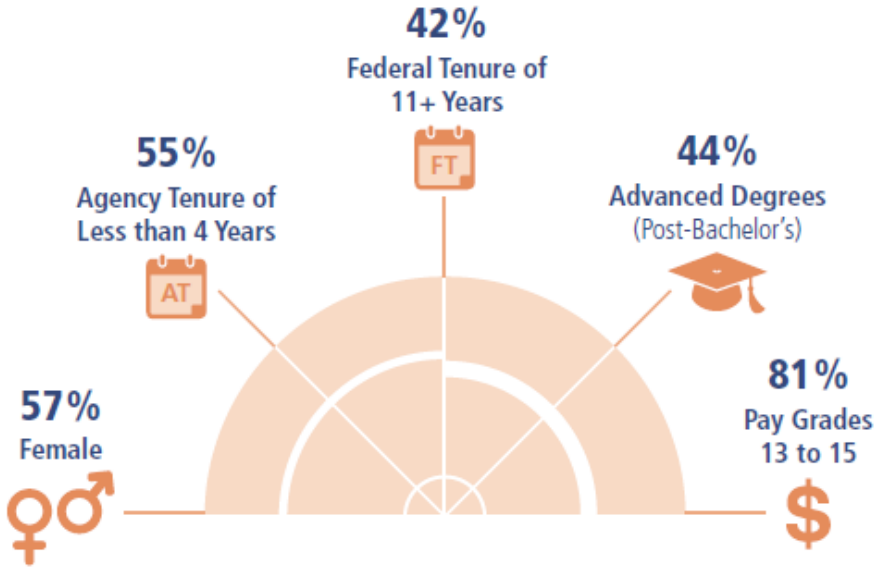
(most frequently selected response)

Generation Breakdown



Generations

0%	Traditionalists	(born 1945 or earlier)
37%	Baby Boomers	(born 1946–1964)
52%	Generation X	(born 1965–1980)
11%	Generation Y	(born 1981 or later)





Employee Engagement Index

Engagement Benchmarks



Engagement Subfactor Scores

Leaders Lead

My Agency's Leadership
 ...Fosters motivation and commitment
 ...Maintains high integrity
 ...Communicates the agency's goals
 ...Earns respect from employees

65%

Supervisors

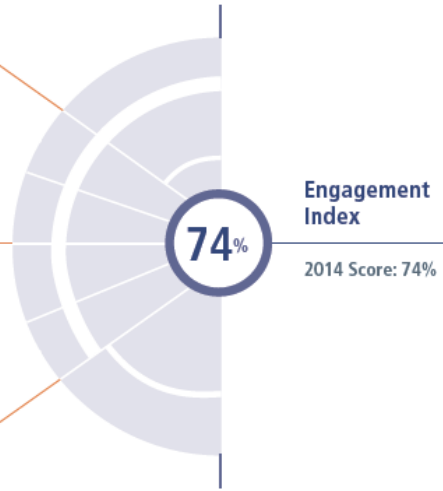
My Supervisor
 ...Supports employee development
 ...Listens to me
 ...Treats me with respect
 ...Has my trust and confidence

79%

Intrinsic Work Experience

As an Employee, I
 ...Feel encouraged to do better
 ...Feel accomplished
 ...Know what's expected of me
 ...Know how my job relates to agency goals

78%



* Engagement Index Benchmarks:

- * FRTIB ranked 10th among small agencies
- * 7 percentage points above small agency average (67%)

* Engagement Index Trends:

- * Small Agency Combined: +2%
- * FRTIB Overall: same as 2014
- * Leaders Lead: -4%
- * Supervisors: +2%
- * Intrinsic Work Experience: +1%

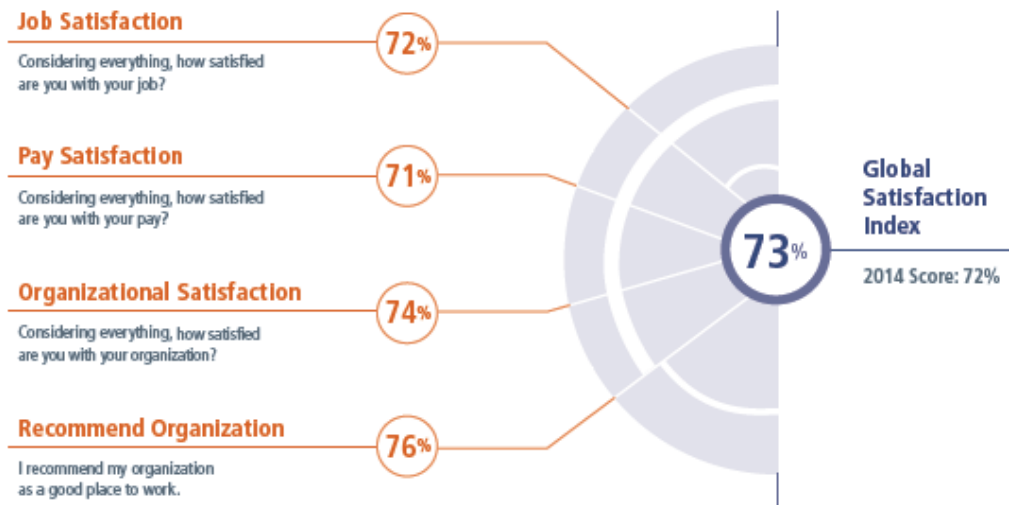


Global Satisfaction Index

Global Satisfaction Benchmarks



Global Satisfaction Subfactor Scores



* Satisfaction Index Benchmarks:

- * FRTIB ranked 8th among small agencies
- * 11 percentage points above small agency average (62%)

* Satisfaction Index Trends:

- * Small Agency Combined: +3%
- * FRTIB Overall: +1%
- * Job Satisfaction: +3%
- * Pay Satisfaction: same as 2014
- * Agency Satisfaction: +1%



Top 10 Positive & Negative Items

* **55** Items identified as strengths (65% or higher)

* **0** Items identified as challenges (35% negative or higher)

Highest Percent Positive Items

94%	When needed I am willing to put in the extra effort to get a job done. (Q. 7)	91%	I know how my work relates to the agency's goals and priorities. (Q. 12)
94%	I am held accountable for achieving results. (Q. 16)	91%	I am constantly looking for ways to do my job better. (Q. 8)
93%	My organization has prepared employees for potential security threats. (Q. 36)	88%	Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well. (Q. 14)
93%	The work I do is important. (Q. 13)	88%	In the last six months, my supervisor has talked with me about my performance. (Q. 50)
91%	How would you rate the overall quality of work done by your work unit? (Q. 28)	87%	Employees are protected from health and safety hazards on the job. (Q. 35)

Highest Percent Negative Items

33%	Pay raises depend on how well employees perform their jobs. (Q. 33)	23%	How satisfied are you with the policies and practices of your senior leaders? (Q. 66)
27%	In my organization, senior leaders generate high levels of motivation and commitment in the workforce. (Q. 53)	23%	How satisfied are you with your opportunity to get a better job in your organization? (Q. 67)
26%	Employees have a feeling of personal empowerment with respect to work processes. (Q. 30)	23%	Awards in my work unit depend on how well employees perform their jobs. (Q. 25)
25%	In my work unit, differences in performance are recognized in a meaningful way. (Q. 24)	22%	Managers promote communication among different work units (for example, about projects, goals, needed resources). (Q. 58)
24%	In my work unit, steps are taken to deal with a poor performer who cannot or will not improve. (Q. 23)	22%	My talents are used well in the workplace. (Q. 11)



Increases & Decreases

Greatest Increases

- * 1 Year Trend - **39** Items increased from 2014 (2014 to 2015)
- * 2 Year Trend - **40** Items increased from 2013 (2013 to 2015)
- * 3 Year Trend – **36** Items increased from 2012 (2012 to 2015)
- * **New Strength** – My workload is reasonable (rose above 65%)

	2014 Positive	2015 Positive	Increase Since 2014
My workload is reasonable	62	73	+11
My training needs are assessed	69	78	+9
My organization has prepared me for potential security threats	86	93	+7
I am held accountable for achieving results	87	94	+7



Increases & Decreases (con't)

Greatest Decreases

- * 1 Year Trend - **24** Items decreased from 2014 (2014 to 2015)
- * 2 Year Trend – **22** Items decreased from 2013 (2013 to 2015)
- * 3 Year Trend – **31** Items decreased from 2012 (2012 to 2015)
- * **Past Strength** – **3** Items are no longer strengths in 2015 (fell below 65%)

	2014 Positive	2015 Positive	Increase Since 2014
Managers review and evaluate the Agency's progress towards meeting goals and objectives	76	64	-12
Managers promote communication among different work units	70	60	-10
Managers support collaboration across work units to accomplish objectives	70	60	-10
Employees have a feeling of personal empowerment	60	51	-9



Great Places to Work Update

Presented by Kristin Hanmer



Purpose

- * To understand the reason for the FEVS results that inform the Best Places to Work Rankings
- * Identify areas of improvement that will impact and increase employee engagement and satisfaction





Great Place to Work Initiative Overview

* Analyze

- * Analyzed 2012 – 2014 FEVS data
- * Compared FRTIB to other Agencies

* Collect

- * Conducted K-cafes to gather supervisor and employee input

* Develop

- * Developed recommendations using employees' input and best practices





Summary of Recommendations

Priority	Recommendations
Top	Continue increasing employees and supervisors knowledge and awareness of performance management system and awards program
Top	Increase flexibility in work locations and schedules for employees and supervisors
Top	Institute transparent communications and knowledge sharing at agency and office levels
High	Modify performance management, rewards, and recognition policies and processes
High	Cultivate a culture where the contributions of all employees are valued
High	Expand opportunities for professional development and advancement for employees at GS5-12 grades
Medium	Consistently communicate information about FRTIB throughout the hiring lifecycle
Medium	Modify agency-wide onboarding program and office-level onboarding guidance
Medium	Develop a workforce plan
Medium	Continue focusing on leadership development and training
Medium	Expand work-life programs
Medium	Conduct an assessment of current business processes and procedures



Top Priority Recommendation 1: Continue increasing employees and supervisors knowledge and awareness of FRTIB's performance management system, specifically the awards and recognition program.

Summary of Challenges:

- * Lack of awareness or exposure to recognition program
- * Outdated performance management and award policies
- * Budget constraints

Summary of Proposed Solutions:

- * Communicate and provide training for employees and supervisors
- * Update and simplify performance recognition program and process
- * Non-monetary awards/peer recognition/publicly recognize performance

Actions:

- * Update awards policy to include incorporating proposed K-café solutions – FY16/17
- * Continue training on performance management and awards - Ongoing
- * Update performance management policy– FY18 roll-out
- * Promote transparency of performance awards – Ongoing





Top Priority Recommendation 2: Increase flexibility in work locations and schedules for employees and supervisors

Summary of Challenges:

- * Rigid, inconsistent, limited application of and options for telework and alternate work schedules
- * Long commute times = less time at home
- * Lack of trust people will get work completed

Summary of Proposed Solutions:

- * Use and expand telework and alternate/compressed work schedules
- * Document, update, and maintain consistent telework and alternate work schedule policies and procedures

Actions:

- * Expand telework program –rolled out in December 2015
- * Update hours of work and work schedule policy and procedures





Top Priority Recommendation 3: Institute transparent communications and knowledge sharing at agency and office levels

Summary of Challenges:

- * Poor trickle down communication from management
- * Lack of knowledge sharing

Summary of Proposed Solutions:

- * Communicate transparently
- * Disseminate information about current projects and initiatives
- * Share knowledge

Actions:

- * Strengthen internal communications – FY16
- * Develop, communicate, and implement change management strategy/function – FY16
- * Launch FRTIB Town Center and leverage SharePoint – FY16





Next Steps

- * Develop, communicate, and implement full action plan
- * Provide updates on progress
- * Highlight successes





Agenda

- Opening Comments – ED (15 minutes)
- Audit Completion – ED (10 minutes)
- 2015 FEVS and Great Places to Work Update – ORM – Gisile/Kristin – (15 minutes)
- **Security and Safety Update – ORM – Jessenia Velasquez (10 minutes)**
- Closing Remarks – COO (10 minutes)



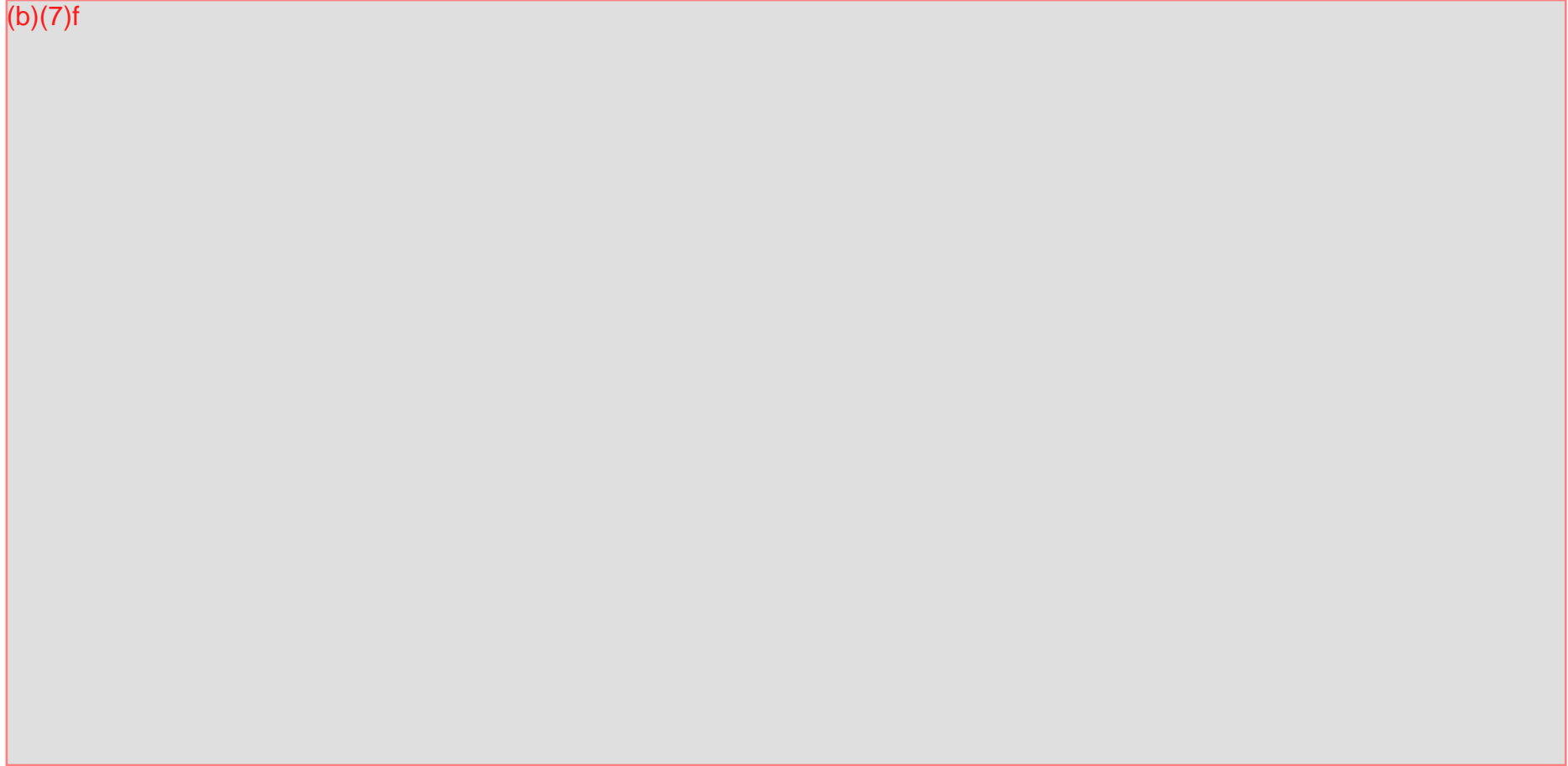
Security and Safety Update

(b)(7)f



Existing Security Measures

(b)(7)f





Existing Security Measures

(b)(7)f

(b)(7)f

(b)(7)f



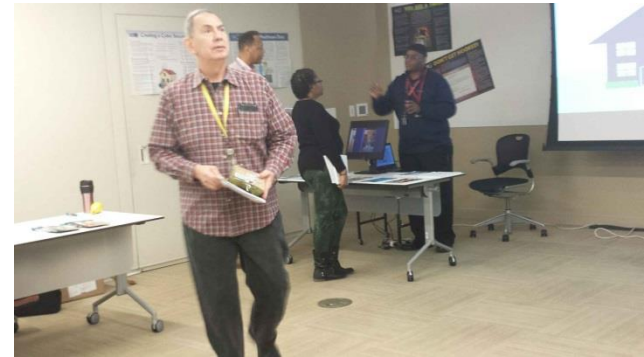
Security Awareness Campaign

- * Joint Effort
- * Multiple Events – Different Topics
 - * Awareness Day
 - * Security Training
 - * Lunch Sessions
- * Making it work for you!





Security & Wellness Awareness Day





Security and Safety Update





Agenda

- Opening Comments – ED (15 minutes)
- Audit Completion – ED (10 minutes)
- 2015 FEVS and Great Places to Work Update – ORM – Gisile/Kristin – (15 minutes)
- Security and Safety Update – ORM – Jessenia Velasquez (10 minutes)
- **Closing Remarks – COO (10 minutes)**



COO Closing Remarks

- * On The Horizon
- * Safety Message
- * Records Management Public Service Announcement



FRTIB ALL HANDS MEETING

May 26, 2016



Purpose

We help people retire with dignity





FRTIB Mission

**To administer the TSP solely in
the interest of the Participants
and Beneficiaries**



Our Values

- **Participant–Focused**
 - We are passionate about delivering services that improve financial outcomes for participants
 - We listen, respect, and carefully consider the needs of participants in all we do
 - We value the interest of participants above those of all others
- **Integrity**
 - We are trustworthy and value individual and organizational honesty, consistency, and credibility
 - We ensure the security and financial integrity of the Thrift Savings Fund
 - We operate with independence and act ethically to carry out our fiduciary responsibility
- **Collaboration**
 - We value diversity and respect each other’s ideas and contributions
 - We encourage open, candid dialogue and foster relationships based on trust and shared objectives
 - We build partnerships to leverage greater outcomes than we could achieve alone



Our Vision

- **We achieve flawless operations**
- **We help participants make smart choices**
- **We always spend participant money wisely**
- **We make FRTIB a great place to work; and a place where great work gets done**
- **We create excellent relationships with TSP stakeholders**



Welcome New Employees

OCFO

Shante Dash
Anthony Dennis
Jennifer Kouzel
Lin Tu

OCE

Derrick Woods*

ORM

Jeffrey Smith
Jeremy Pagan*
Jourdan Chase*

OERM

Heidy Brown*

OTS

Verita Powers
Imani Mason*
Shania Bayley*

OEP

Brandon Natsuhara*

OPOP

Latisha Clark

OGC

Kim Hall



Agenda

- Opening Comments – ED (5 minutes)
- Blended Retirement – COO/Tanner Nohe (15 minutes)
- ExPRESS – OPOP/Tee Ramos (15 minutes)
- Notice for Anti-Phishing Training – OTS/Scott Cragg (5 minutes)
- Email Q&A – ORM/Joseph Maltby (10 minutes)
- Closing Remarks – COO (5 minutes)



Blended Retirement

In 2015 legislation was passed that changed the uniformed services retirement system by blending its defined benefit retirement plan with a defined contribution plan, lump sum career continuation pay, and retention bonuses paid at defined career milestones, while continuing a 20-year (but reduced) defined benefit annuity.



Blended Retirement

What does that all mean?!

	FERS	Existing Uniform Service Member	New Uniformed Service Member (beg 1/1/18)	Uniformed Service Member (Opted Into Blended Ret.)
Automatic Enrollment (AE)	Yes	No	Yes	No
AE Fund Default	L Fund	N/A	L Fund	N/A
AE Contribution Type	Traditional	N/A	Traditional	N/A
Plan Default Fund	L Fund	G Fund	L Fund	L Fund <i>(for new contributions after 01/2018 starting after p/p opts in without CA on file)</i>
Agency Automatic 1% Contributions	Yes	No	Yes	Yes
Agency Matching Contributions	On the first 5% of Pay: First 3% - Dollar for Dollar Next 2% - Fifty Cents on the Dollar	None	On the first 5% of Pay: First 3% - Dollar for Dollar Next 2% - Fifty Cents on the Dollar	On the first 5% of Pay: First 3% - Dollar for Dollar Next 2% - Fifty Cents on the Dollar
Automatic Re-enrollment	N/A	N/A	First pay period of the calendar year If no contribution on file at the end of the previous calendar year	First pay period of the calendar year If no contribution on file at the end of the previous calendar year



Blended Retirement

How Many New Participants Can We Expect?

- About 265,000 new participants auto enrolled each year
- In 2018 anywhere between 240,000 – 600,000 participants opting-in
- Year one the TSP as a whole can see upwards of 1 million new participants

What Are We Doing To Get There?

- The effort is being managed as one of the agencies top projects
- Cross functional project team
- Working closely with DOD, DFAS and many other external stakeholders on a weekly basis

Timing

- Project must be implemented by January 1st, 2018



Agenda

- Opening Comments – ED (5 minutes)
- Blended Retirement – COO/Tanner Nohe (15 minutes)
- **EXPRESS – OPOP/Tee Ramos (15 minutes)**
- Notice for Anti-Phishing Training – OTS/Scott Cragg (5 minutes)
- Email Q&A – ORM/Joseph Maltby (10 minutes)
- Closing Remarks – COO (5 minutes)



EXPRESS

Expanding Participant
Retirement **Eng**agement
Services & **S**olutions



Strategic Objectives

Improve the participant experience by:

- Modernizing technology
- Additional channels of communication
- Providing self-service options
- Raising the TSP service delivery standards to those commensurate with contemporaries in financial sector



EXPRESS

The Agency seeks to transform the purpose and capabilities of its current call centers, processing centers, and fragmented case management

Reactive, voice-centric, paper-driven, functionally segmented environment

State-of-the-art, omni-channel, self-service, automated, anticipatory, fully integrated service center platform to reshape the programs and services offered to participants across the globe

Support the Agency's evolving participant engagement model and deliver on desired outcomes

ExPRESS Facilitates the Agency's Efforts to Improve Participant Retirement Outcomes by Enabling a Number of Key Initiatives



**Participant Security
& Trust**



**Expanded
Participant Access**



**Availability, Uptime
and Capacity**

**Improved
Participant
Retirement
Outcomes**



**Process
Efficiencies**



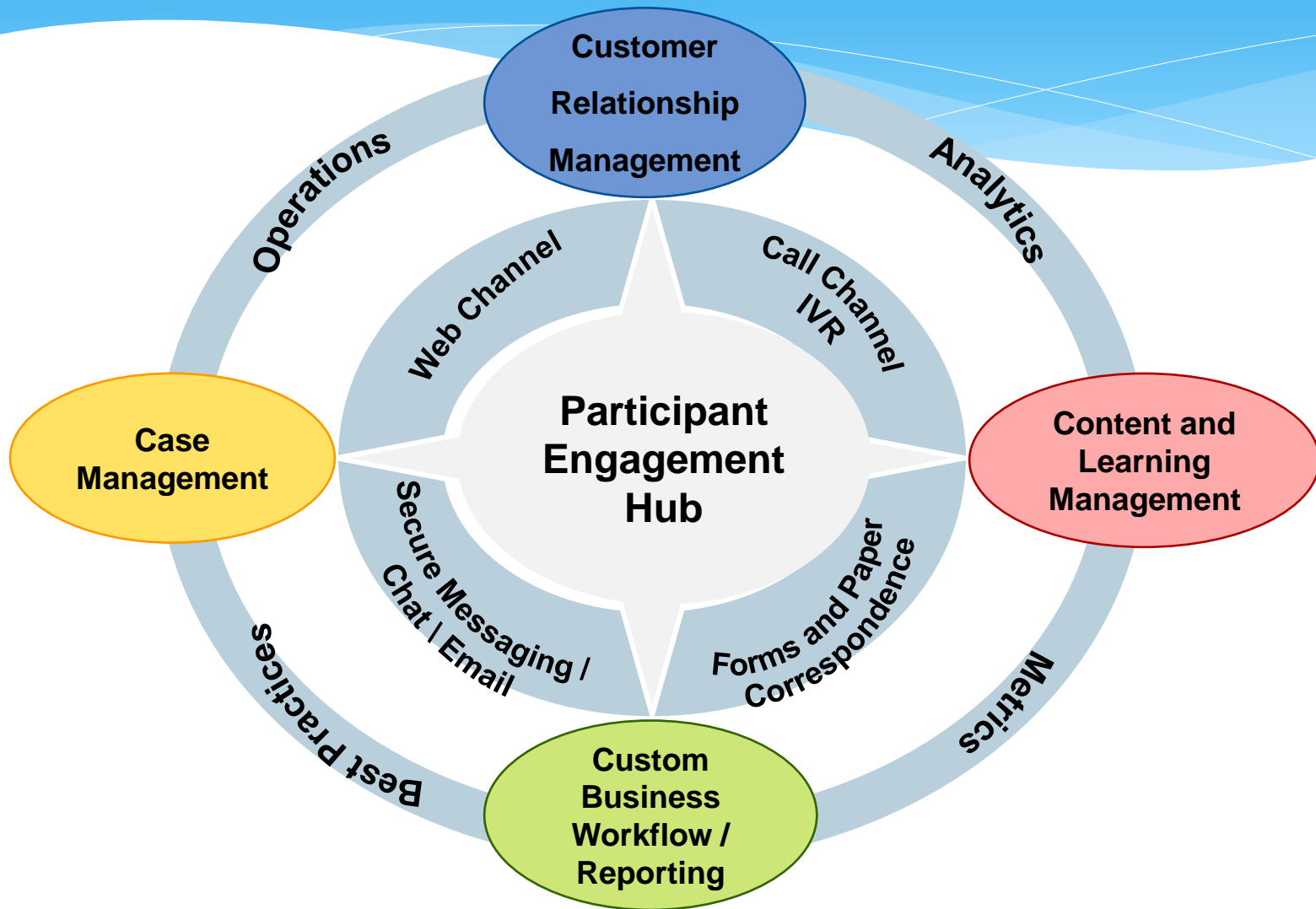
**End-to-End View of
Participant
Interactions**



Personalized Engagement



Participant Engagement Hub (PEH)





ExPRESS

The objective for the ExPRESS acquisition is to select a capable service provider that can:

Phase-In

- Flawlessly phase-in current TSP service capabilities to their own service center environment and seamlessly access FRTIB's recordkeeping systems
- “Do No Harm” – provide seamless continuity of service center operations

Steady State

- Achieve an initial “go-live” milestone into Steady State (Do no Harm)
- Mature the service center's operational capabilities designed around a Participant Engagement Hub (PEH) concept (platform innovation)

Transform

- Incorporate transformational requirements that expand PEH capabilities
- Deliver more flexibility, features, capabilities and services
- Build out services described in Now & Later



Agenda

- Opening Comments – ED (5 minutes)
- Blended Retirement – COO/Tanner Nohe (15 minutes)
- ExPRESS – OPOP/Tee Ramos (15 minutes)
- Notice for Anti-Phishing Training – OTS/Scott Cragg (5 minutes)
- Email Q&A – ORM/Joseph Maltby (10 minutes)
- Closing Remarks – COO (5 minutes)



Anti-Phishing Training

It's always phishing season.
Don't get caught!



If you get a fishy email, don't take the bait.
Alert the service desk. 1-855-905-5100

- Most data breaches, including those involving Personally Identifiable Information (known as PII) begin as low level “social engineering” attacks on unwary users.
- These social engineering attacks, known as “**Phishing**”, are the most prevalent and effective technique used in the initial stages of cyber-attacks.
- Whether the attack is from a hacker activist, a cyber-criminal organization trying to steal credit card information, or a Nation State seeking sensitive or classified information, phishing is the preferred means of attack.

Spear Phishing:

“Spear phishing” emails are more targeted attacks, directed at users with a higher level of access or senior management with insider information.

Spear phishing emails, like regular phishing emails, look like legitimate correspondence, but contain malicious links or attachments that can compromise a particular victim’s computer.



- Such attacks are highly effective because they exploit someone’s trust and come in many varieties, e.g.:
 - Giveaways (of devices and software);
 - Emergencies (Your account may be locked!)
 - Pleas for help (“Nigerian” fraud email)



YOU ARE A TARGET

Username & Passwords

Once hacked, cyber criminals can install programs on your computer that capture all your keystrokes, including your username and password. That information is used to log into your online accounts, such as:

- Your bank or financial accounts, where they can steal or transfer your money.
- Your iCloud, Google Drive, or Dropbox account where they can access all your sensitive data.
- Your Amazon, Walmart or other online shopping accounts where they can purchase goods in your name.
- Your UPS or FedEx accounts, where they ship stolen goods in your name.

Email Harvesting

Once hacked, cyber criminals can read your email for information they can sell to others, such as:

- All the names, email addresses and phone numbers from your contact list.
- All of your personal or work email.

Virtual Goods

Once hacked, cyber criminals can copy and steal any virtual goods you have and sell them to others, such as:

- Your online gaming characters, gaming goods or gaming currencies.
- Any software licenses, operating system license keys, or gaming licenses.

Botnet

Once hacked, your computer can be connected to an entire network of hacked computers controlled by the cyber criminal. This network, called a botnet, can then be used for activities such as:

- Sending out spam to millions of people.
- Launching Denial of Service attacks.

You may not realize it, but you are a target for cyber criminals. Your computer, your mobile devices, your accounts and your information all have tremendous value. This poster demonstrates the many different ways cyber criminals can make money by hacking you. Fortunately, by taking some simple steps, you can help protect yourself and your family. To learn more, subscribe to OUCH!: a security newsletter designed to help people just like you.

www.securingthehuman.org/ouch



Identity Hijacking

Once hacked, cyber criminals can steal your online identity to commit fraud or sell your identity to others, such as:

- Your Facebook, Twitter or LinkedIn account.
- Your email accounts.
- Your Skype or other IM accounts.

Web Server

Once hacked, cyber criminals can turn your computer into a web server, which they can use for the following:

- Hosting phishing websites to steal other people's usernames and passwords.
- Hosting attacking tools that will hack people's computers.
- Distributing child pornography, pirated videos or stolen music.

Financial

Once hacked, cyber criminals can scan your system looking for valuable information, such as:

- Your credit card information.
- Your tax records and past filings.
- Your financial investments and retirement plans.

Extortion

Once hacked, cyber criminals can take over your computer and demand money. They do this by:

- Taking pictures of you with your computer camera and demanding payment to destroy or not release the pictures.
- Encrypting all the data on your computer and demanding payment to decrypt it.
- Tracking all websites you visit and threatening to publish them.

This poster is based on the original work of Brian Krebs. You can learn more about cyber criminals at his blog at <http://krebsonsecurity.com>

Solution: Secure the Human!

In response to the recent “spear phishing” test conducted in collaboration with the Department of Homeland Security, OTS will be providing secure email and messaging training.

- The course, *STH Phishing Training*, is available in ELMS.
 - To access this training, click **STH Phishing Training** in the **FRTIB Library** column under the “**Browse the Library**” heading of the ELMS main page.
 - Access to the training may be problematic for some FRTIB employees if they have the older version of IE (9.0.8112) as their main browser. FireFox and Chrome appear to work fine.



Anti-Phishing Training

FRTIB Whats New

(b)(7)e

Most Visited (b)(7)e

Federal Retirement Thrift Investment Board

Log Out | Help **Select** Search

Quick Links ▾ **Recently Viewed** ▾

See **What's New** | View **My Learning Plan** | [Browse The Library](#) | Visit **Community**

7

Bruce Jones

Upcoming Events

Instructor Led Training Sessions	26
Live Events	1

Featured Topics

Select Topic ▾

ELMS

Welcome to the Enterprise Learning Management System!

Every employee needs desktop computer skills as a basic building block of success. More than just increasing productivity, proficiency with desktop software facilitates better business results. You can create more effective spreadsheets, better reports and deliver rich, creative presentations. This month's theme, [Desktop Skills / Microsoft Office](#), focuses not only on using the tools provided, but utilizing them to the fullest extent possible.

Is your email your to-do list? Is it really keeping you organized? Technology can increase your productivity, if you use best practices for email. The book, [Emptying Your Inbox: the 12 Best Practices for Handling Email](#), will guide you through the best practices so that your inbox becomes your friend. Learning to control your email is fundamental to increasing your productivity. These skills will give you the foundation you need to keep your inbox under control.

The [Microsoft Office 2010 KnowledgeCenter](#) provides a wide range of suitable learning resources. The Learning Roadmaps cater to different skill levels in the Microsoft Office 2010



Anti-Phishing Training

FRTIB Whats New

(b)(7)e

Most Visited (b)(7)e

Federal Retirement Thrift Investment Board

Log Out | Help Select Search

Quick Links Recently Viewed

Browse library in English (All)

Skillsoft Library	FRTIB Library	ITIL Library
Analyst Research	Security CyberAwareness	ITIL Books
Business Skills	STH Phishing Training	
Compliance	Using the OTS Self-Service Portal	
Desktop Skills	ELMS FAQs	
Engineering	Privacy Awareness	
Government	Privacy Act Training for Contractors	
IT Skills	Business Communications: Written and Oral	
Well-being	US Federal Government Compliance (US Edition)	
Certification	Project Management	
	Customer Service	

View

community 7

Welcome to the Enterprise Learning Management System!

Every employee needs desktop computer skills as a building block of success. More than just a means to productivity, proficiency with desktop skills facilitates better business results. You can create more effective spreadsheets, better reports and presentations, and more creative presentations. This month's **Desktop Skills / Microsoft Office** focus is not just on using the tools provided, but utilizing them to the extent possible.

Are you organized? Technology can increase your productivity. The book, **Emptying Your Inbox: the 12** provides the best practices so that your inbox is fundamental to increasing your productivity. These skills will give you the foundation you need to keep your inbox under control.

The **Microsoft Office 2010 KnowledgeCenter** provides a wide range of suitable learning resources. The Learning Roadmaps cater to different skill levels in the Microsoft Office 2010

Become a Human FireWall!

Some tips on how to become part of the FRTIB “Human Firewall” by practicing strong “Phishing hygiene”:

1. Avoid opening attachments or clicking on links in suspicious emails.
2. Continue reporting suspicious emails to Abuse@TSP.gov, especially those requesting financial information.
3. Be cautious of urgent, exciting, or anxiety producing statements designed to invoke an emotional reaction. **“THINK BEFORE YOU CLICK”!**
4. Actively distrust messages which ask for passwords, usernames, dates of birth, credit card information, or other personal details with regard to either yourself or the Agency.
5. Never provide financial or personal information in an online form linked to from inside an email. Go directly to the vendor’s site (e.g., your bank’s website) and log in using a secured link (look for the lock icon!) before attempting to provide personal or confidential information.



DON'T GET HOOKED!

WHAT IS PHISHING?

Phishing is a psychological attack used by cyber criminals to trick you into giving up information or taking an action. Phishing originally described email attacks that would steal your online username and password. However, the term has evolved and now refers to almost any message-based attack. These attacks begin with a cyber criminal sending a message pretending to be from someone or something you know, such as a friend, your bank or a well-known store.

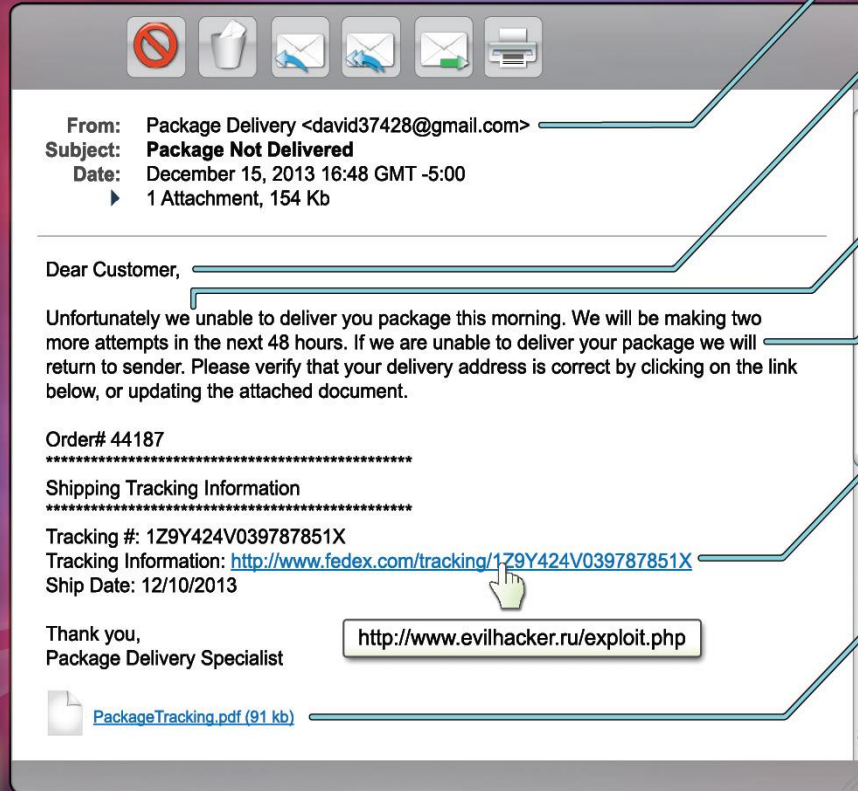
These messages then entice you into taking an action, such as clicking on a malicious link, opening an infected attachment, or responding to a scam. Cyber criminals craft these convincing-looking emails and send them to millions of people around the world. The criminals do not know who will fall victim, they simply know that the more emails they send out, the more people they will have the opportunity to hack. In addition, cyber criminals are not limited to just email but will use other methods, such as instant messaging or social media posts.

WHAT IS SPEAR PHISHING?

The concept is the same as phishing, except that instead of sending random emails to millions of potential victims, cyber attackers send targeted messages to a very few select individuals. With spear phishing, the cyber attackers research their intended targets, such as by reading the intended victims' LinkedIn or Facebook accounts or any messages they posted on public blogs or forums. Based on this research, the attackers then create a highly customized email that appears relevant to the intended targets. This way, the individuals are far more likely to fall victim.

WHY SHOULD I CARE?

You may not realize it, but you are a phishing target at work and at home. You and your devices are worth a tremendous amount of money to cyber criminals, and they will do anything they can to hack them. YOU are the most effective way to detect and stop phishing. If you identify an email you think is a phishing attack, or you are concerned you may have fallen victim, contact your help desk or security team immediately. To learn more about phishing or to demo the SANS Securing The Human phishing testing platform, please visit <http://www.securingthehuman.org/phishing>.



PHISHING INDICATORS

- A** Check the email addresses. If the email appears to come from a legitimate organization, but the "FROM" address is someone's personal account, such as @gmail.com or @hotmail.com, this is most likely an attack. Also, check the "TO" and "CC" fields. Is the email being sent to people you do not know or do not work with?
- B** Be suspicious of emails addressed to "Dear Customer" or that use some other generic salutation. If a trusted organization has a need to contact you, they should know your name and information. Also ask yourself, am I expecting an email from this company?
- C** Be suspicious of grammar or spelling mistakes; most businesses proofread their messages carefully before sending them.
- D** Be suspicious of any email that requires "immediate action" or creates a sense of urgency. This is a common technique to rush people into making a mistake. Also, legitimate organizations will not ask you for your personal information.
- E** Be careful with links, and only click on those that you are expecting. Also, hover your mouse over the link. This shows you the true destination of where you would go if you clicked on it. If the true destination is different than what is shown in the email, this is an indication of an attack.
- F** Be suspicious of attachments. Only click on those you are expecting.
- G** Be suspicious of any message that sounds too good to be true. (No, you did not just win the lottery.)
- H** Just because you got an email from your friend does not mean they sent it. Your friend's computer may have been infected or their account may be compromised. If you get a suspicious email from a trusted friend or colleague, call them on the phone.

This poster was developed as a community project. Contributors include: Cheryl Conley (Lockheed Martin), Tim Harwood (BP), Tonia Dudley (Honeywell), Ellen Powers (MITRE Corporation), Shanah Johnson (Reserve Bank of Atlanta) and Terri Chihota.



Agenda

- Opening Comments – ED (5 minutes)
- Blended Retirement – COO/Tanner Nohe (15 minutes)
- ExPRESS – OPOP/Tee Ramos (15 minutes)
- Notice for Anti-Phishing Training – OTS/Scott Cragg (5 minutes)
- **Email Q&A – ORM/Joseph Maltby (10 minutes)**
- Closing Remarks – COO (5 minutes)



Email Q&A

1. “There have been some rumblings here and there, so when is the potential additional enhancement to work scheduling going to be shared?”
2. “At our last all hands we reviewed the future vision statement. I have noticed that it seems that the new vision is tied to the 2018 Strategic Plan and we are still working with the 2013–2017 strategic plan. I would just like clarity on when we will actually roll it out, especially in materials like those on the Town Center.”



Email Q&A, cont.

3. “We want, or say we want, a world–class organization but can’t do the basics of running the plan. There are too many distractions such as projects going on.”
4. “When will our outdated IE browser be updated? We are currently unable to access numerous web sites/links needed to conduct business.”
5. “What drives the scheduling of the roof top party to be in the dead heat of summer?”



Agenda

- Opening Comments – ED (5 minutes)
- Blended Retirement – COO/Tanner Nohe (15 minutes)
- ExPRESS – OPOP/Tee Ramos (15 minutes)
- Notice for Anti-Phishing Training – OTS/Scott Cragg (5 minutes)
- Email Q&A – ORM/Joseph Maltby (10 minutes)
- Closing Remarks – COO (5 minutes)



COO Closing Remarks

- **Safety Message**
- **On The Horizon**



FRTIB ALL HANDS MEETING

August 27, 2015



FRTIB Mission

To administer the TSP solely in the interest of the participants and beneficiaries





Our Values

- **Participant-Focused**
 - We are passionate about delivering valuable products and services to participants.
 - We listen, respect, and carefully consider the needs of participants in all we do.
 - We respond in a timely and accurate manner to participant requests.
- **Integrity**
 - We are trustworthy and value individual and organizational honesty, consistency, and credibility.
 - We ensure the financial integrity of the Thrift Savings Fund.
 - We operate with independence and act ethically to carry out our fiduciary responsibility.
- **Efficiency**
 - We deliver the best value for our participants.
 - We simplify processes and optimize technology to deliver secure and cost effective solutions.
 - We work as an integrated team and communicate clearly internally and externally.



Our Vision

- We help people retire with dignity
- We ensure that FRTIB is a great place to work
- We pursue flawless operations
- We maintain excellent relationships with entities that oversee, regulate, govern and influence the TSP



Welcome New Employees

OCE

Christopher Souweine

OCFO

Antoine Fitzgerald
Shekeetah Allen

OERM

Jesus Lopez
Egenia Dixon
Wayne Dunbar

OGC

Brandon Ford

OPOP

David Frisk

ORM

Eboni Canada

OTS

Darryl Gingles
TaJ Adkins
Abdullahi Mohamud
Lee Taylor



Agenda

Opening – ED (5 minutes)

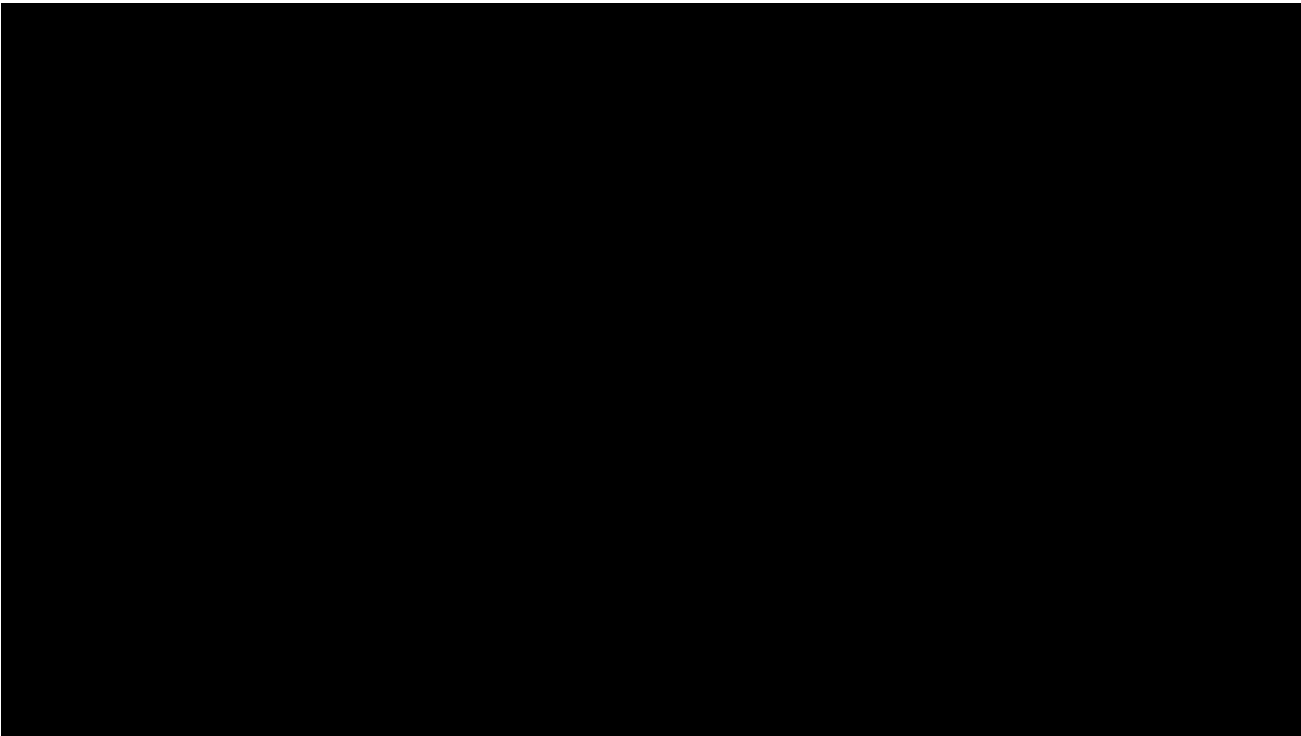
- **Compliance Update – Erin (15 minutes)**
- Update on Collision Avoidance/EPP – Tee (15 minutes)
- Time Tracking Modernization–Tanner (5 minutes)
- Master Performance Plan Schedule – Kelly P. (15 minutes)

Closing Remarks – COO (5 minutes)



Compliance Update

OGC's Compliance Program





What is OGC's Compliance Mission?

- To develop, implement and oversee a program that ensures there are resources and legal guidance available to promote FRTIB's compliance with both the letter and spirit of all applicable laws, regulations, rules and policies in light of our obligations under FERSA.
- We're the first building block




Background

- Are we changing something?
- OGC has always done Compliance Opinions

**FEDERAL RETIREMENT
THRIFT INVESTMENT BOARD**
Benjamin Franklin Station, P.O. Box 511
Washington, DC 20044

MEMORANDUM OF LAW

FOR: FRANCIS X. CAVANAUGH, EXECUTIVE DIRECTOR
FEDERAL RETIREMENT THRIFT INVESTMENT BOARD

FROM: ROBERT BLOOM 

DATE: April 30, 1987

SUBJECT: Authority of Executive Director to Lease Office Space



Why We Need Formal Compliance @ FRTIB

- What makes the FRTIB different
 - Our status – it's unique here
 - Non appropriated/trustee
 - Process is important here



What kind of questions?

Subjects:

- Cybersecurity
- Contracting/Procurement
- Human Resources
- Administration
- Expenditures
- OMB Cyber Sprint
- FITARA
- Guidance on Conference Spending
- DHS, Einstein Program
- COOP Standards
- EO 12564



How we hope to help you

- Proactive analysis
- Integrated, cross agency approach
- More involvement with the Business Office



How do you contact us?

- Legal.Review@tsp.gov
- Erin Graham, Compliance Attorney-Advisor
 - X 1605
- Megan Grumbine, Deputy General Counsel
 - X 1644



Agenda

Opening – ED (5 minutes)

- Compliance Update – Erin (15 minutes)
- **Update on Collision Avoidance/EPP – Tee (15 minutes)**
- Time Tracking Modernization–Tanner (5 minutes)
- Master Performance Plan Schedule – Kelly P. (15 minutes)

Closing Remarks – COO (5 minutes)



Update on Collision Avoidance/EPP

Enterprise Planning Process
AKA
Collision Avoidance
Update



Update on Collision Avoidance/EPP

- Original Collision Avoidance Task has evolved into Enterprise Planning Process (EPP)
- EPP Links Strategic and Annual Processes
- Developing an EPP Policy
 - Refines Strategic/Annual Planning Business Rhythm
 - Allows for execution of an Adaptive Planning Model
 - Rethink planning and prioritization process



Enterprise Planning Process (EPP)





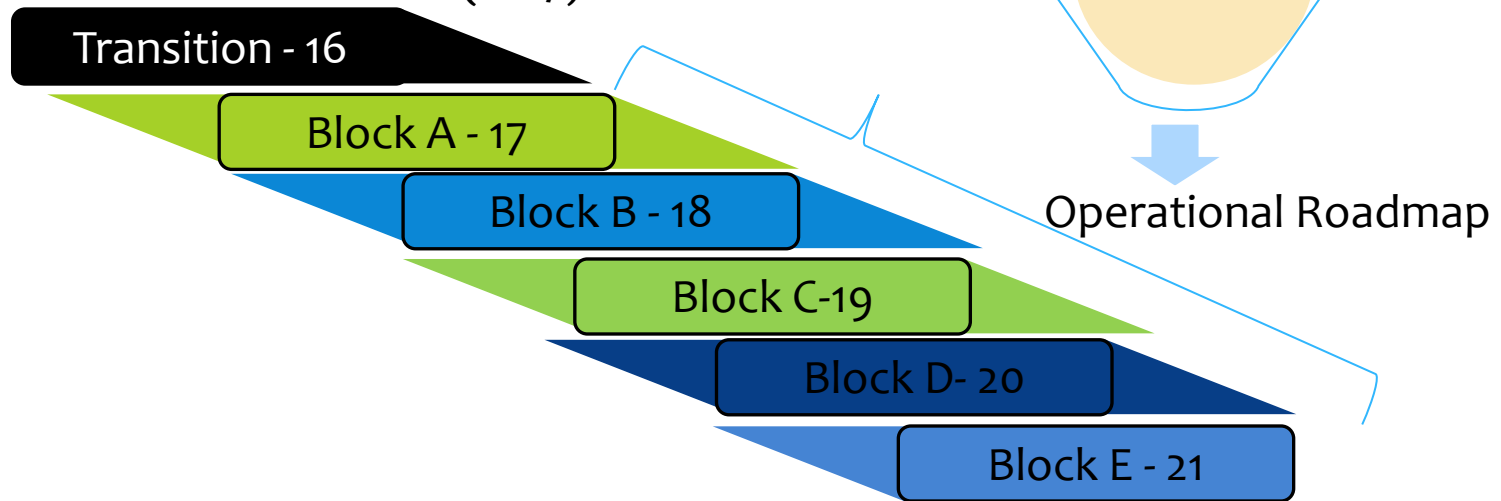
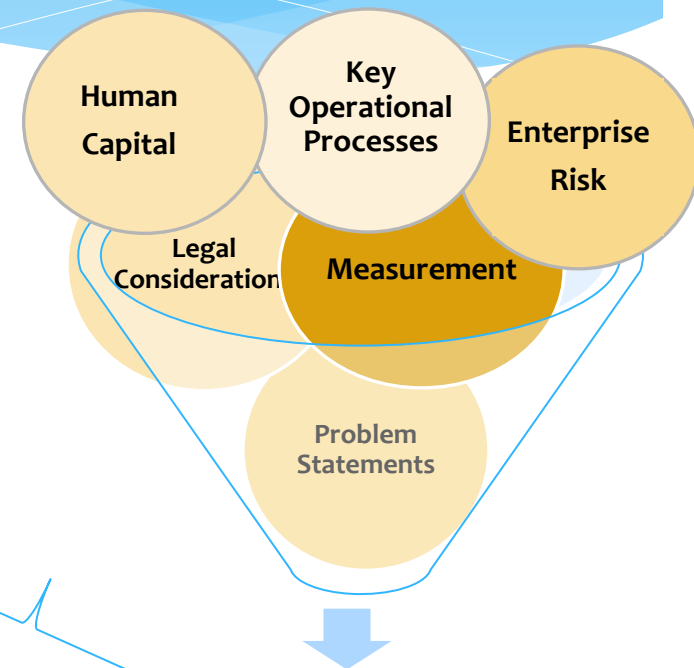
Enterprise Planning Process (EPP)

Strategic

- Transitional Roadmap for 2016
- Strategic Plan (2017-2021)
- Operational Roadmap (2017-2021)

Annual

- Agency Portfolio Plan (2016-2017)
- Office Implementation Plans (2017)
- Budget Memo (2017)
- Performance Measurement Plan (2017)





What are we doing Now?

- Two phases – 2016 Transition, 2017-2021 Enterprise Planning Cycle
- Build a 2016 Transitional Roadmap
 - Define, prioritize, and sequence initiatives & projects
 - Organize work into two year blocks
 - Complete Collision Avoidance/Blocking Process (2015-2016)
- Kickoff Enterprise Planning Process begins for 2017-2021 cycle



Q&A / Comments





Agenda

Opening – ED (5 minutes)

- Compliance Update – Erin (15 minutes)
- Update on Collision Avoidance/EPP – Tee (15 minutes)
- **Time Tracking Modernization–Tanner (5 minutes)**
- Master Performance Plan Schedule – Kelly P. (15 minutes)

Closing Remarks – COO (5 minutes)



Time Tracking Modernization

- **What we heard- Change Management Initiative**
 - Taking on too much – in terms of our projects and steady state work.
 - Need tools and processes in place to manage our resource allocation on projects and initiatives.
- **What we are doing- Workload Management Tool:**
 - Upgrade to QuickTime
 - Employees will be able to capture time spent working on various tasks and projects.
- **Project Status and Schedule:**
 - Roll-out early next year with a pilot in the Fall.
 - Three offices are scheduled to participate in the pilot: ORM, OGC, and OEP.
 - Status updates and feedback mechanisms will be provided in the Fall in preparation for upgrade. In the meantime, email any questions to quicktimeupgrade@tsp.gov.



Agenda

Opening – ED (5 minutes)

- **Compliance Update – Erin (15 minutes)**
- Update on Collision Avoidance/EPP – Tee (15 minutes)
- Time Tracking Modernization–Tanner (5 minutes)
- Master Performance Plan Schedule – Kelly P. (15 minutes)

Closing Remarks – COO (5 minutes)



Master Performance Plan Schedule

FY15–16 Performance Management Activities and Training Calendar



FY16 Performance Planning Calendar

Activity/Timeframe	Training
SES Performance Plan Development <ul style="list-style-type: none">Aug 24 through Sept 11	SES Performance Management Training - TBD
Supervisory Performance Plan Development <ul style="list-style-type: none">Aug 31 through Sept 18	Writing Performance Standards – Common Challenges and Potential Solutions – Aug 25
Non-Supervisory Performance Plan Development <ul style="list-style-type: none">Sept 08 through Sept 25	Writing Performance Standards – Common Challenges and Potential Solutions – Sept 10
Performance Management Day <ul style="list-style-type: none">Sept 15	





FY15 Performance Rating Calendar

Activity/Timeframe	Training
Document Accomplishments <ul style="list-style-type: none"> • Sept 14 through Sept 25 	How to Write a Self-Assessment <ul style="list-style-type: none"> • Sept 14
Performance Management Day <ul style="list-style-type: none"> • Sept 15 	
Begin Evaluations <ul style="list-style-type: none"> • Sept 28 through Oct 9 	Evaluating Performance and Writing Effective Narratives <ul style="list-style-type: none"> • Oct 1
Rating Approval <ul style="list-style-type: none"> • Oct 12 through Oct 16 	Evaluating Performance – An Insider’s View <ul style="list-style-type: none"> • Oct 13 and 21
Rating Discussions <ul style="list-style-type: none"> • Oct 19 through Oct 30 	
Award Determinations <ul style="list-style-type: none"> • Nov 2 through Nov 13 	Understanding the Recognition Process, Rules and Flexibilities <ul style="list-style-type: none"> • Nov 3 and 5
IDP Development - <ul style="list-style-type: none"> • Nov 2 through Nov 27 	IDP Training <ul style="list-style-type: none"> • Nov 3
Award Discussions - <ul style="list-style-type: none"> • Nov 16 through Nov 27 	





Agenda

Opening – ED (5 minutes)

- Compliance Update – Erin (15 minutes)
- Update on Collision Avoidance/EPP – Tee (15 minutes)
- Time Tracking Modernization–Tanner (5 minutes)
- Master Performance Plan Schedule – Kelly P. (15 minutes)

Closing Remarks – COO (5 minutes)



FRTIB ALL HANDS MEETING

August 28, 2014



Agenda

- **Remarks from the Executive Director (10 minutes)**
 - **Update from ORM (G. Goethe/K. Powell) – 20 minutes**
 - * LMS
 - * Employee Choice Awards
 - **Hatch Act Overview – OGC (E. Graham) – 10 minutes**
 - **Demographic Report Summary – OEP (L. Terry) – 15 minutes**
 - **Update on 9th Floor Construction – OEP (T. Nohe) – 10 minutes**
 - **Weeks Ahead – COO (M. Walther) – 5 minutes**
-



FRTIB Mission

To administer the TSP solely in the interest of the participants and beneficiaries





Our Values

- **Participant-Focused**

- We are passionate about delivering valuable products and services to participants.
- We listen, respect, and carefully consider the needs of participants in all we do.
- We respond in a timely and accurate manner to participant requests.

- **Integrity**

- We are trustworthy and value individual and organizational honesty, consistency, and credibility.
- We ensure the financial integrity of the Thrift Savings Fund.
- We operate with independence and act ethically to carry out our fiduciary responsibility.

- **Efficiency**

- We deliver the best value for our participants.
 - We simplify processes and optimize technology to deliver secure and cost-effective solutions.
 - We work as an integrated team and communicate clearly internally and externally.
-



Our Vision

- We help people retire with dignity
- We ensure that FRTIB is a great place to work
- We pursue flawless operations
- We maintain excellent relationships with entities that oversee, regulate, govern and influence the TSP



Welcome New Employees

- **ORM – Robert De La Rosa
Kristin Hanmer
Jessenia Torres**
 - **OEP – Verronda Churchwell**
 - **OCE – Corey Kliewer
Kevin O’Connell**
 - **OTS – Kelly March
Ernest Witherspoon
Donald Adams**
 - **OFM – Reginold James**
-



Remarks From the ED

- Busy Summer

(b)(7)(f)



- Budget Approval

- Audit Activity

- BCP Interviews

- Take Five - Praise

- Personnel note





Remarks From the ED

- Washington Post Article

Business

As brokers urge IRA rollovers, ex-workers ditch their low-fee federal retirement plan



John LaRondeau, a retired civil engineer from Omaha, Nebraska. (Ryan Donnell/Photo by Ryan Donnell)

August 16

John Turner suspected that brokers were encouraging federal workers to ditch their top-flight retirement plan. So he went undercover.

The former Labor Department economist called representatives at companies such as [Bank of America](#), [Charles Schwab](#) and [Wells Fargo](#). He identified himself as a potential client grappling with what to do with his own nest egg.

Turner thought he knew the answer: Leave it alone. As a legacy of his government service, he kept his money in the Thrift Savings Plan, considered the gold standard of 401(k)-type programs for its rock-bottom fees. Yet all but one company told him to roll over all his money into individual retirement

accounts. On average, stock funds charge almost 50 times what the government plan does.

“It’s a scandal,” said Turner, director of the Pension Policy Center in Washington. “They are trying to sell me an IRA clearly not in my interest. It’s in their interest. They want to get the fees.”

The pitches are persuasive. Workers who leave jobs with the federal government transferred \$10 billion last year out of the Thrift Savings Plan. Forty-five percent of participants who left federal service in 2012 removed all of their funds from the plan and closed their accounts by the end of 2013. To investigate this exodus, the government expects to survey departing workers later this year.

“Swayed by the financial industry’s marketing efforts,” Thrift Savings Plan members in recent years “have become an even more popular target” for companies luring them into higher-cost IRAs, Gregory Long, the plan’s executive director, wrote in a May memo to board members.

Companies offering IRAs said they aren’t advising Thrift Savings Plan holders to leave and are merely offering attractive options, such as funds with superior returns. Former federal employees and other customers roll over their retirement money because they want more choices and advice and are seeking to consolidate accounts in one place, they said.

“If they want the relationship and advice, then they will have the expenses and fees of an IRA,” Wells Fargo Advisors spokeswoman Rachelle Rowe said.

Bloomberg News found one company that caters to the military promised “no-fee” IRAs — language that the financial industry’s own self-regulatory group has called misleading — and another offered a \$200 bonus to roll over. Other companies are advertising “Gold IRAs,” which invest in precious metals that can subject buyers to huge price swings and markups.



Remarks From the ED

Metrics

FRTIB Performance Metrics: 3rdQ FY2014

Board Report

Metric	Description	Target	Threshold	Frequency	3rdQ FY13	4thQ FY13	1stQ FY14	2ndQ FY14	3rdQ FY14 /Comments	Status
Strategic Goal 1: We help people retire with dignity										
FERS Participation Rate	Average FERS participation rate	90.00%	85.00%	Quarterly	86.70%	86.40%	85.90%	87.10%	87.40%	●
Active Duty Uniformed Service member participation rate	Percentage of active duty participants in the Plan relative to the eligible active duty population	Quarterly increase in active duty participation rate greater than 0.5%	Quarterly increase \geq 0%	Quarterly	40.40%	39.90%	39.50%	41.10%	41.40%	●
FERS Average Deferral Rate	Percent of FERS participants deferring less than 5%	Annual decrease by 1% or more from prior year	Annual decrease \geq 0%	Annually	24.20% (2009)	25.44% (2010)	24.74% (2011)	24.16%* (2012)	25.48% (2013)	●
Average Asset Allocation	Participants elect asset allocations that reflect greater age-based diversification	Quarterly increase greater than 0.5% in proportion of participant balances allocated to the I Funds	Quarterly increase \geq 0%	Quarterly	14.90%	15.20%	15.80%	16.20%	16.70%	●
1 Year Post-separation Retention	Percentage of participants that retain a balance with TSP one year after separation	Annual increase by 1% or more over prior year	Annual increase \geq 0%	Annually				28.10% (12/31/2012)	29.60% (12/31/2013)	●
Strategic Goal 2: We ensure that FRTIB is a great place to work										
Performance Management Plans (PmP)	Percent (%) of FRTIB staff members in place on 10/1 that have completed PMPs	100% by 10/31	100% by 12/31	Annually			98.7% ** (by 12/31)	N/A	N/A	
Best Places to Work Rankings	Ranking based on overall score which measures performance of agencies related to employee satisfaction and commitment	Top 25%	Top 50%	Annually			5/29 (for 2013)	N/A	N/A	
Strategic Goal 3: We pursue flawless operations										
Daily Investment	Number of days that daily investments is not performed by 3 PM, Eastern Time	0 days	1 day	Quarterly	0	0	0	0	0	●
Participant Account Information Availability	Number of days participant account information is not updated on the web by 8 AM, Eastern Time	0 days	1 day	Quarterly			1	0	1	●
Call Center Availability	Percent (%) of time a call center is available during established business hours	99.80%	99.50%	Quarterly	100.00%	100.00%	100.00%	96.90%	100.00%	●

* This percentage was revised due to an OPM processing issue.

** This percentage was revised on 7/15/2014; which resulted in FRTIB to not meet its target for that quarter.

Legend:

N/A = Not Available

Page 1 of 3



Agenda

- **Remarks from the Executive Director (10 minutes)**
 - **Update from ORM (G. Goethe/K. Powell) – 20 minutes**
 - * **LMS**
 - * **Employee Choice Awards**
 - **Hatch Act Overview – OGC (E. Graham) – 10 minutes**
 - **Demographic Report Summary – OEP (L. Terry) – 15 minutes**
 - **Update on 9th Floor Construction – OEP (T. Nohe) – 10 minutes**
 - **Weeks Ahead – COO (M. Walther) – 5 minutes**
-



ORM Update - ELMS

Federal Retirement Thrift Investment Board

Enterprise Learning Management (ELMS)



ELMS Highlights

- **Robust library of on-line training courseware (over 2,000 courses)**
 - Business Skills
 - Desktop Skills
 - IT courses
 - Leadership Advantage
 - Professional certification
 - Required and mandatory classes
 - **Access to thousands of online Books**
 - Desktop Computing
 - IT Technical
 - Business Books
 - Finance
-



ELMS Launch Activities

GET READY! (August Activities)

**Administrative Support
Specialist Orientation**

Email Messaging



GET SET! (September Activities)

Kick-Off Demos

Targeted Group Demos



GO! (October Activities)

Full Implementation

Required Training Activity



POINTS OF CONTACT

- Kristin Hanmer
 - Human Resources Officer/ x8627
- Gwyn Robson
 - Learning Officer /x4425
- Derk Sloane
 - ORM/HR Detailee /x1487
- Ne-Toisha Bailey
 - HR Specialists (Training)/x1685



ORM Update – Employee Choice Awards

Awards Program Update

Amendment to Directive 36

August 28, 2014



New Types of Employee Recognition

(b)(2) [Redacted]



(b)(2)

Award Criteria

Form of Award

Eligibility

*Nominating/
Approving Official*

(b)(2)



(b)(2)

Award Criteria

Form of Award

Eligibility

*Nominating/
Approving Official*

(b)(2)



(b)(2)

Award Criteria

Form of Award

Eligibility

*Nominating/
Approving
Authority*

(b)(2)



Agenda

- **Remarks from the Executive Director (10 minutes)**
 - **Update from ORM (G. Goethe/K. Powell) – 20 minutes**
 - * LMS
 - * Employee Choice Awards
 - **Hatch Act Overview – OGC (E. Graham) – 10 minutes**
 - **Demographic Report Summary – OEP (L. Terry) – 15 minutes**
 - **Update on 9th Floor Construction – OEP (T. Nohe) – 10 minutes**
 - **Weeks Ahead – COO (M. Walther) – 5 minutes**
-



Hatch Act Overview

Hatch Act Compliance

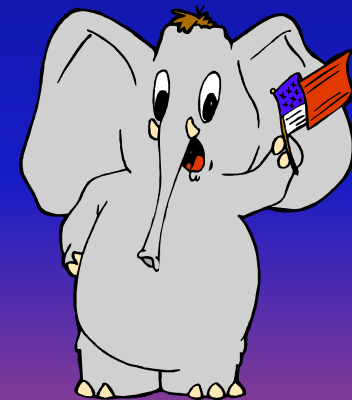
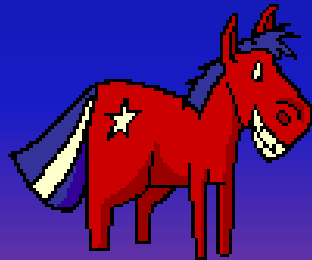
August 2014





Engaging in political activity

- Political activity: An activity directed toward the success or failure of a
 - Political Party
 - Candidate for Partisan Political Office
 - Partisan Political Group





Political Activity?

**DEFEND
THIS HOUSE**

MONDAY, FEBRUARY 24, 2014

CHIP IN TO BEAT THESE GUYS

SHARE: [Email](#) [Print](#)



THE WASHINGTON POST REPORTS:

“[C]ongressional Republicans... are shelving any big-ticket legislation for the REST OF THE YEAR.”

SHELVING LEGISLATION MEANS NOT DOING THEIR JOBS

IN AN ATTEMPT TO HANG ON TO THEIR PARTY'S 17-SEAT HOUSE MAJORITY

THESE GUYS WILL DO ANYTHING TO WIN.

WE'RE FOCUSED ON THE MIDTERMS, TOO

WE'VE ONLY GOT 9 MONTHS TO BEAT THESE GUYS



Hatch Act Dont's

5 USC 7323; 5 CFR Part 734, Subpart C

- 1. An employee may not use his/her official authority or influence to interfere with or affect an election
 - 2. An employee may not knowingly solicit or discourage the political activity of anyone with business before his employing office.
 - 3. An employee may not knowingly solicit or receive political contributions.
 - 4. An employee may not be a candidate for public office in a partisan election.
 - 5. An employee may not engage in political activity while: on duty, in a government office, wearing a uniform or official insignia, using a government vehicle.
-



Social Media

Sam Ederal

Update Info View Activity Log ...

Timeline About Photos Friends More ▾

ABOUT

- Attorney at Federal Retirement Thrift Investment Board
- Lives In Washington, District of Columbia

SPORTS

+ What teams do you like?

Status Photo / Video Life Event

What's on your mind?

Sam Ederal about a minute ago

It's 8:51 and I'm at my house, and just want to tell my facebook friends that I am a Republican.

Like · Comment · Share



Social Media (Con't)

Sam Ederal Update Info View Activity Log ...

Timeline About Photos Friends More ▾

ABOUT

Attorney at Federal Retirement Thrift Investment Board

Lives in Washington, District of Columbia

SPORTS

+ What teams do you like?

MUSIC

Status Photo / Video Life Event

What's on your mind?

Sam Ederal 2 seconds ago

I just want to let my facebook friends know that I, Sam F. Ederal, an attorney for the Federal Retirement Thrift Investment Board, think that Paul Ryan really knows what he is talking about when it comes to retirement and I think he is a great choice for 2016.

Like · Comment · Share



Social Media (Con't)



Sam Ederal

a few seconds ago

Decided to become a Democrat instead- just met Joe Biden and since we are friends now, I have to vote for him in 2016!



Like · Comment · Stop Notifications · Share



Social Media (Con't)

 **Sam Ederal**
2 seconds ago 

https://www.facebook.com/joebiden/app_171967359536255

 **Joe Biden I Donate**

This page is run by Obama for America, the Obama-Biden 2012 campaign. To visit the White House Facebook page, go to [facebook.com/WhiteHouse](https://www.facebook.com/WhiteHouse).

Politician: 809,308 like this

Unlike · Comment · Share  1

You like this.

Press Enter to post.



Solicitation

- Solicitation by mail, email or any social media platform – prohibited
 - Phone banks for \$ - prohibited
 - Hosting a fundraiser – prohibited
 - Inviting someone to a fundraiser – prohibited
 - Applies 24/7, and applies outside the workplace
-



Disciplinary Action

5 USC 7326

- Merit Systems Protection Board may order:
 - Removal
 - Reduction in grade
 - Debarment from federal employment for a period not to exceed 5 years
 - Suspension
 - Reprimand
 - Assess civil penalty of \$1,000
-



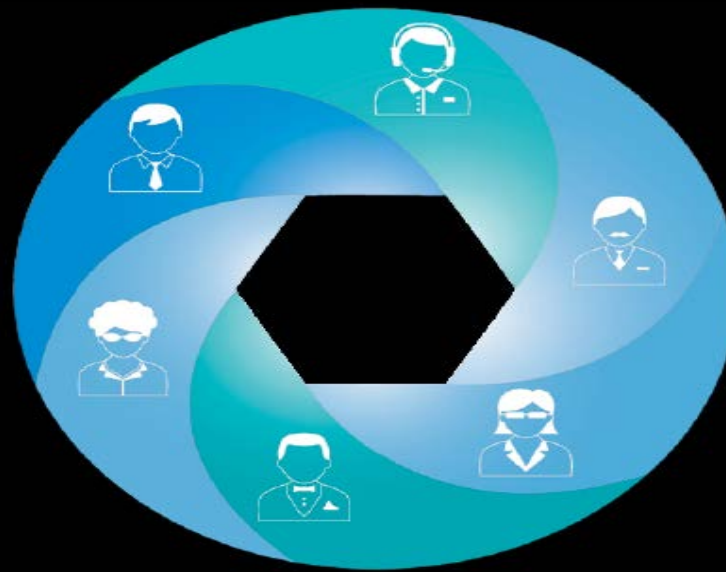
Agenda

- **Remarks from the Executive Director (10 minutes)**
 - **Update from ORM (G. Goethe/K. Powell) – 20 minutes**
 - * **LMS**
 - * **Employee Choice Awards**
 - **Hatch Act Overview – OGC (E. Graham) – 10 minutes**
 - **Demographic Report Summary – OEP (L. Terry) – 15 minutes**
 - **Update on 9th Floor Construction – OEP (T. Nohe) – 10 minutes**
 - **Weeks Ahead – COO (M. Walther) – 5 minutes**
-



Demographic Report

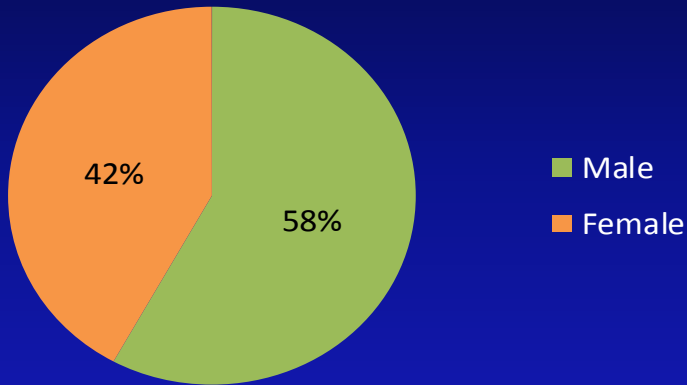
ANALYSIS OF PARTICIPANT BEHAVIOR and DEMOGRAPHICS REPORT 2009 - 2013



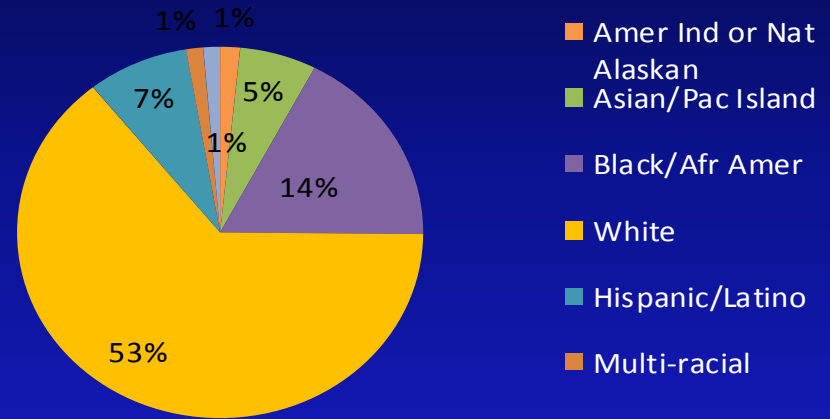


Summary Statistics

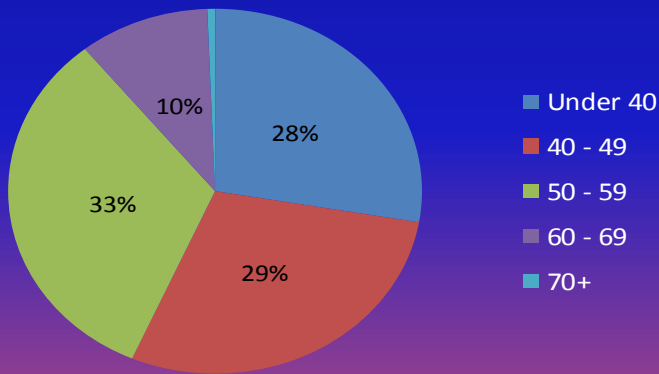
Gender



By Race and Ethnicity



Age



Average Age

46.7 years

Average Tenure

12.7 years

Average Salary

\$73,892

Average TSP Balance

\$109,631



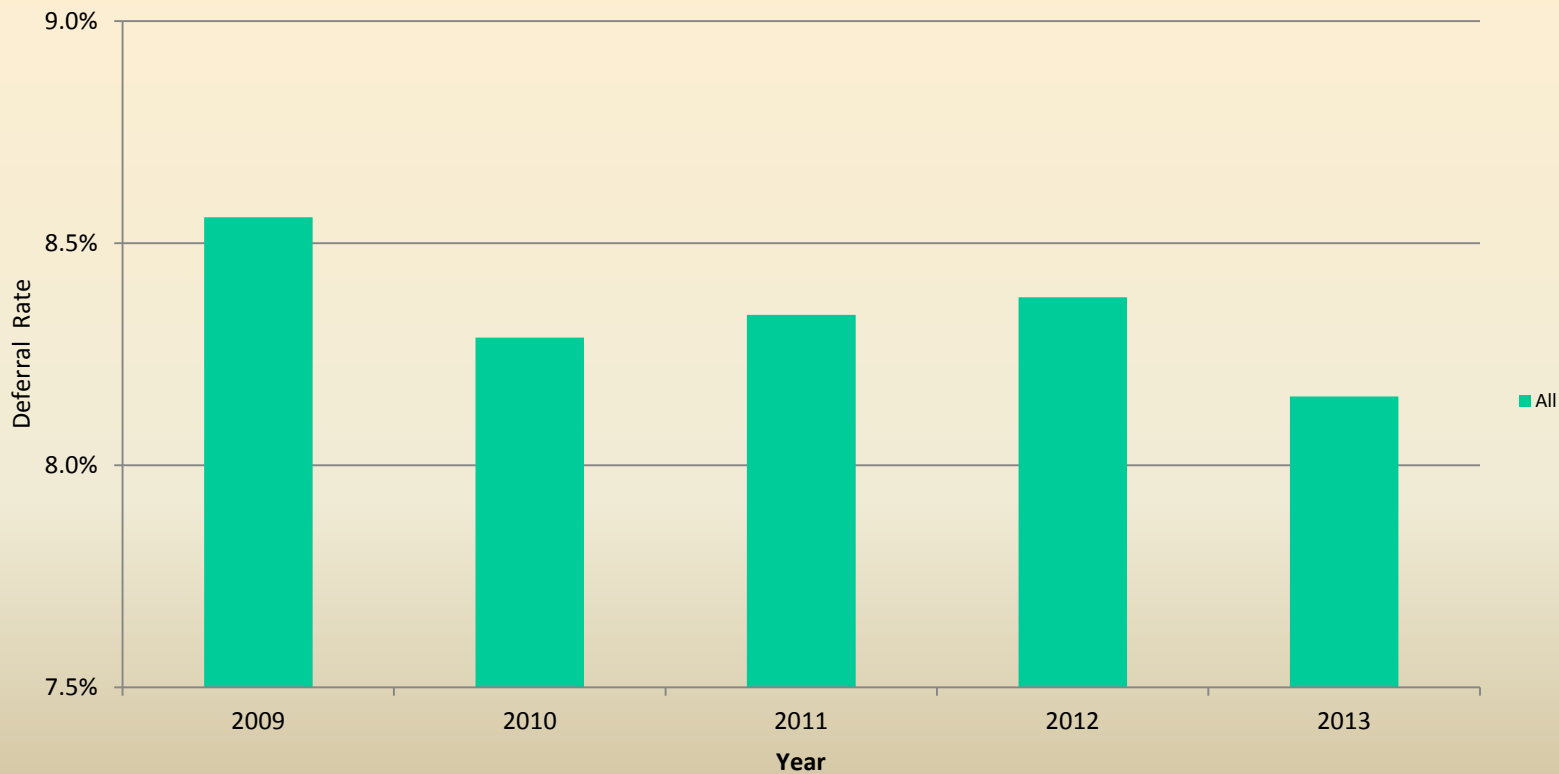
FERS Participation

Annual FERS Participation Rates by Age and Race/Ethnicity					
	2009	2010	2011	2012	2013
Age					
<= 29	78.0%	83.9%	89.1%	91.7%	93.3%
30 – 39	83.3%	85.7%	88.2%	89.5%	90.5%
40 – 49	84.9%	86.1%	87.1%	87.6%	88.0%
50 – 59	87.1%	88.0%	88.5%	88.7%	88.9%
60 – 69	88.4%	89.0%	89.1%	89.1%	89.1%
70+	86.6%	87.1%	87.3%	87.5%	87.8%
Race and Ethnicity					
American Indian or Native Alaskan	79.3%	82.0%	84.2%	85.3%	85.7%
Asian or Other Pacific Islander	90.3%	92.2%	93.7%	94.5%	95.0%
Black or African American	76.7%	79.6%	81.9%	82.6%	83.3%
White	87.0%	89.1%	90.8%	91.7%	92.3%
Hispanic Or Latino	84.0%	86.0%	88.0%	88.9%	89.4%
Multi-Racial	77.7%	84.1%	88.2%	90.0%	91.0%
Unknown	84.6%	84.6%	84.2%	83.9%	84.1%



FERS Deferral Rates

FERS Deferral Rates by Year





FERS Deferral Rates

Annual FERS Deferral Rates by Demographic Cohorts

	2009	2010	2011	2012	2013
Age					
<= 29	4.9%	4.7%	5.0%	5.2%	4.9%
30 – 39	6.4%	6.1%	6.2%	6.3%	6.1%
40 – 49	7.7%	7.4%	7.4%	7.4%	7.1%
50 – 59	9.4%	9.1%	9.2%	9.2%	9.0%
60 – 69	10.8%	10.5%	10.5%	10.5%	10.3%
70+	12.2%	11.9%	11.8%	11.9%	11.6%
Race and Ethnicity					
American Indian or Native Alaskan	6.5%	6.2%	6.2%	6.2%	6.1%
Asian or Other Pacific Islander	10.0%	9.6%	9.7%	9.9%	9.8%
Black or African American	5.9%	5.7%	5.8%	5.9%	5.8%
White	8.3%	8.0%	8.1%	8.2%	8.0%
Hispanic Or Latino	7.5%	7.3%	7.5%	7.6%	7.4%
Multi-Racial	6.4%	6.5%	6.7%	6.9%	6.7%
Unknown	8.1%	8.1%	8.1%	8.0%	7.9%



Investment Allocations

100% Invested in G Fund

Gender	
Males	36.5%
Females	42.4%

Tenure	
< 2 yrs	76.4%
2-5	55.9%
6-10	43.2%
11-20	27.2%
>21	22.5%

Race/Ethnicity	
Amer Ind / Nat Alaskan	53.8%
Asian/Pac Islander	35.4%
Black/Afr Amer	51.9%
White	35.2%
Hispanic/Latino	41.8%
Multi-Racial	47.1%

Age	
< 29 yrs	59.7%
30-39	44.5%
40-49	35.2%
50-59	34.7%
60-60	39.4%
70+	44.8%

Salary	
Q1	65.8%
Q2	41.2%
Q3	39.4%
Q4	29.3%
Q5	19.2%



Summary

1

Automatic enrollment has improved participation across all age, race, salary and tenure groups

2

Auto-enroll appears to have negatively impacted average deferral rates

3

Women, younger, lower tenured/salaried and non-Asian minorities are less diversified than Asian and white participants

4

Considerations:

➤ Education and communications



Agenda

- **Remarks from the Executive Director (10 minutes)**
 - **Update from ORM (G. Goethe/K. Powell) – 20 minutes**
 - * LMS
 - * Employee Choice Awards
 - **Hatch Act Overview – OGC (E. Graham) – 10 minutes**
 - **Demographic Report Summary – OEP (L. Terry) – 15 minutes**
 - **Update on 9th Floor Construction (T. Nohe) – 10 minutes**
 - **Weeks Ahead – COO (M. Walther) – 5 minutes**
-



9th Floor Layout





9th Floor Layout – (Con't)





9th Floor Layout – (Con't)





Agenda

- **Remarks from the Executive Director (10 minutes)**
- **Update from ORM (G. Goethe/K. Powell) – 20 minutes**
 - * **LMS**
 - * **Employee Choice Awards**
- **Hatch Act Overview – OGC (E. Graham) – 10 minutes**
- **Demographic Report Summary – OEP (L. Terry) – 15 minutes**
- **Update on 9th Floor Construction (T. Nohe) – 10 minutes**
- **Weeks Ahead – COO (M. Walther) – 5 minutes**



Weeks Ahead – COO

- Standards of Conduct and New Policy/Procedures on Disciplinary and Adverse Action
- FY14 Performance Appraisals and FY15 Performance Mgt Record (PMR)
- Feedback sessions
- Outlook Training Offering (9/18 and 9/19)
- Safety/Security Message: “Securing Children Online” a talk with Marla Greenberg and Bruce Jones (9/24)
- Update on Office of COO



FRTIB ALL HANDS MEETING

March 31, 2015



Agenda

- **Opening Remarks from the Executive Director (5 minutes)**
- **Occupant Emergency Plan – HR (10 minutes)**
- **ODs Overview – Office Directors (20-30 minutes)**
- **Chief Operating Officer Remarks (10 minutes)**

FRTIB Mission

To administer the TSP solely in the interest of the participants and beneficiaries




Our Values

- **Participant-Focused**
 - We are passionate about delivering valuable products and services to participants.
 - We listen, respect, and carefully consider the needs of participants in all we do.
 - We respond in a timely and accurate manner to participant requests.
- **Integrity**
 - We are trustworthy and value individual and organizational honesty, consistency, and credibility.
 - We ensure the financial integrity of the Thrift Savings Fund.
 - We operate with independence and act ethically to carry out our fiduciary responsibility.
- **Efficiency**
 - We deliver the best value for our participants.
 - We simplify processes and optimize technology to deliver secure and cost effective solutions.
 - We work as an integrated team and communicate clearly internally and externally.



Our Vision

- We help people retire with dignity
 - We ensure that FRTIB is a great place to work
 - We pursue flawless operations
 - We maintain excellent relationships with entities that oversee, regulate, govern and influence the TSP
- 

Welcome New Employees

- OEP – Richard Basom
- OPOP – Nadine Shaw
- ORM – April Lane
- OTS – Steve Novak

Agenda

- **Occupant Emergency Plan – HR (10 minutes)**
- **ODs Overview – Office Directors (20-30 minutes)**
- **Chief Operating Officer Remarks (10 minutes)**

Agenda

- Occupant Emergency Plan – HR (10 minutes)
- OD's Overview – Office Directors (20-30 minutes)
- Chief Operating Officer Remarks (10 minutes)



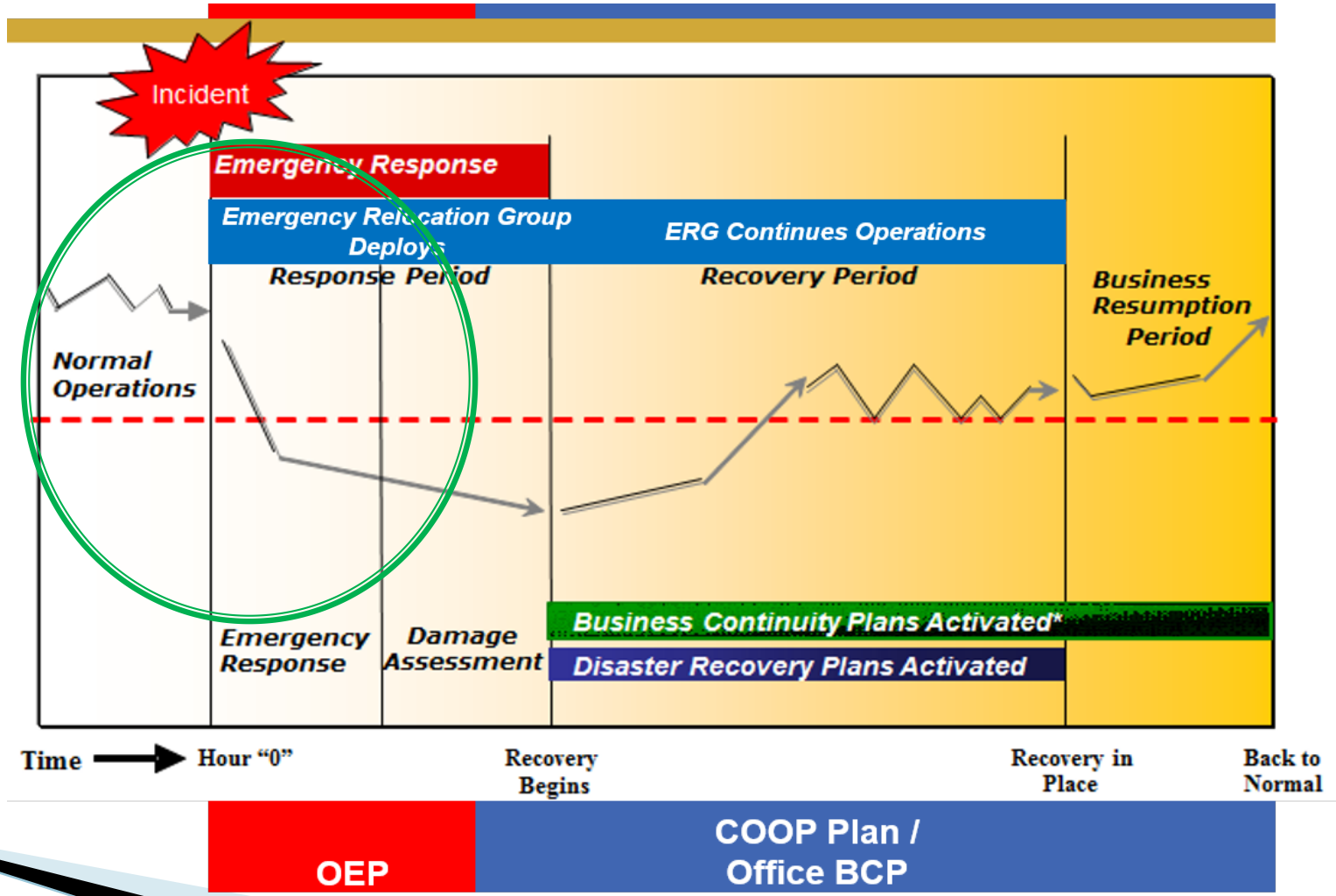
FRTIB

Occupant Emergency Plan





What is an Occupant Emergency Plan (OEP)?



Occupant Emergency Plan

- ▶ Signed by COO in December 2014. Currently updating roles, roster, and evacuation floor plans.
- ▶ Will distribute through Agency Resource Page.
- ▶ Cooperation is key for success.

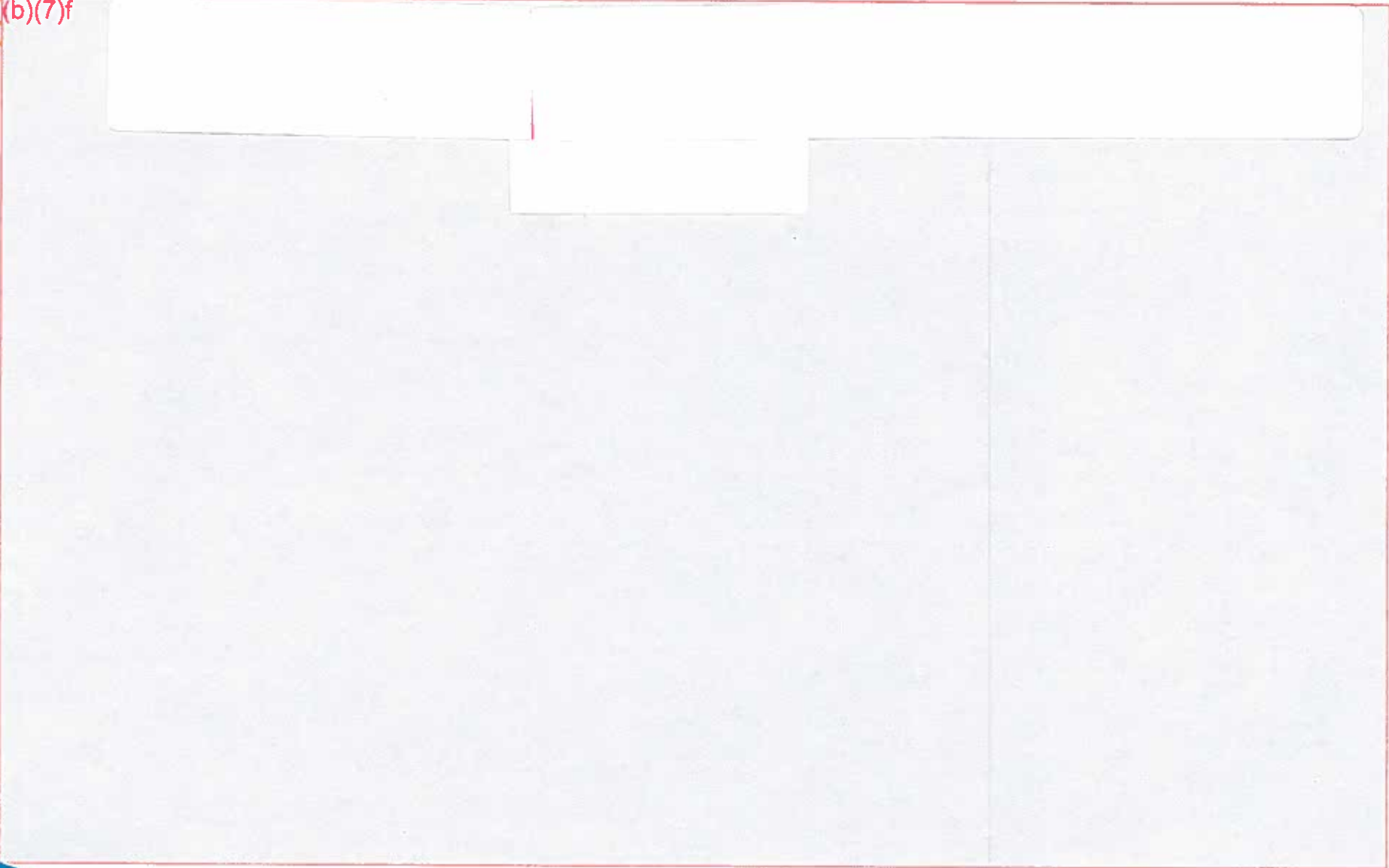
Resources Availability

- ▶ Emergency Backpacks
 - Seasonal
 - Make it work for you!

- ▶ CPR Training Available



(b)(7)f



Evacuation Procedures

CRITICAL

Evacuation Procedures



Evacuation Procedures



When to Exit Building ?

- When Property Management, Floor Wardens or Public Safety authorities tell you to get out of the building.
- At the sound of the fire alarm. Sound will travel, the indicator that your floor is affected is the flashing strobes.
- When common sense tells you its time to leave.
- When it is too dangerous to stay.



(b)(7)f



Final Thoughts





Agenda

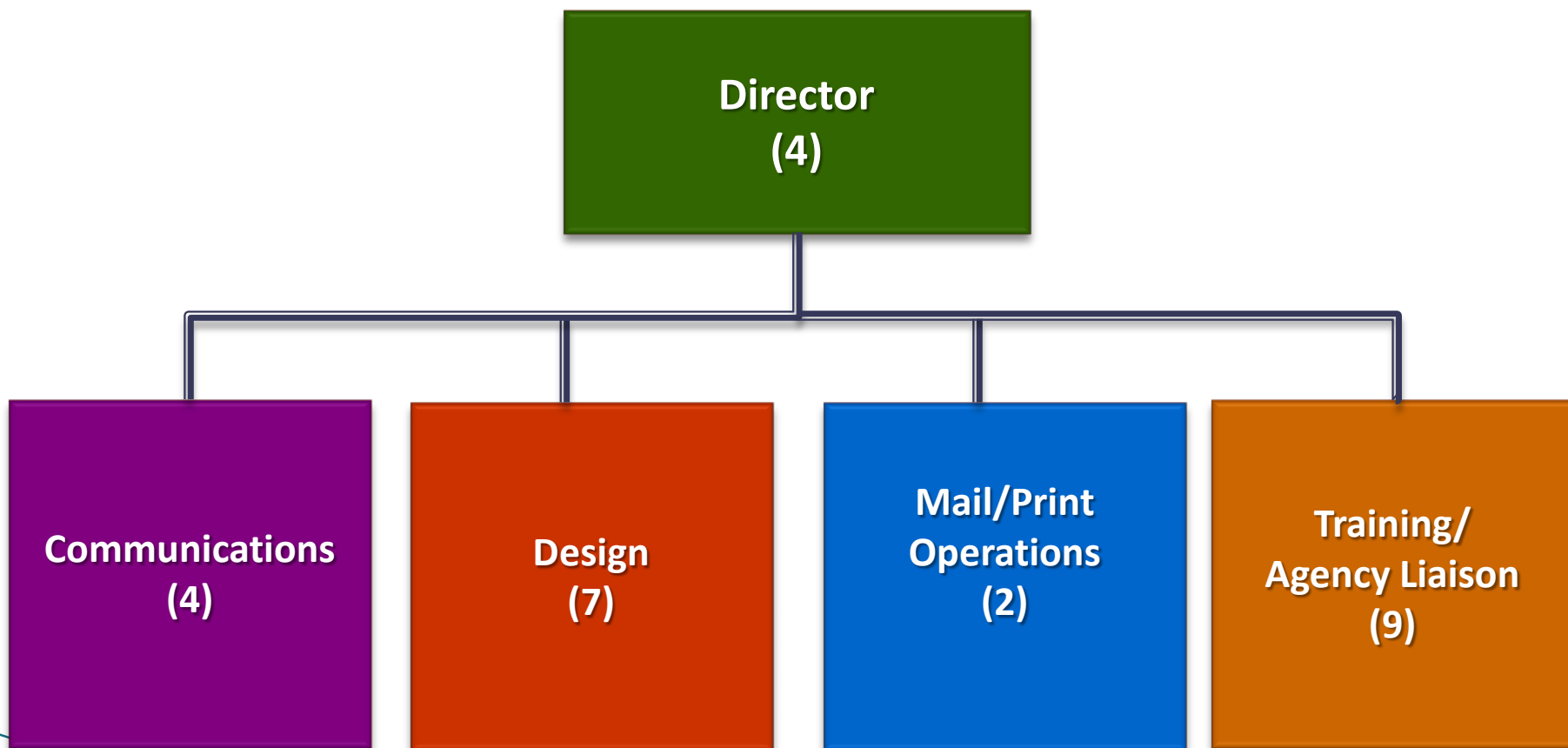
- Occupant Emergency Plan – HR (10 minutes)
- ODs Overview – Office Directors (20-30 minutes)
- Chief Operating Officer Remarks (10 minutes)

ODs Overview

- **Office of Communication and Education - OCE**
- **Office of the Chief Financial Officer - OCFO**
- **Office of External Affairs - OEA**
- **Office of Enterprise Planning - OEP**
- **Office of Enterprise Risk Management - OERM**
- **Office of the General Counsel – OGC**
- **Office of Investments – OI**
- **Office of Participants Operations and Policy - OPOP**
- **Office of Resource Management - ORM**
- **Office of Technology Services - OTS**



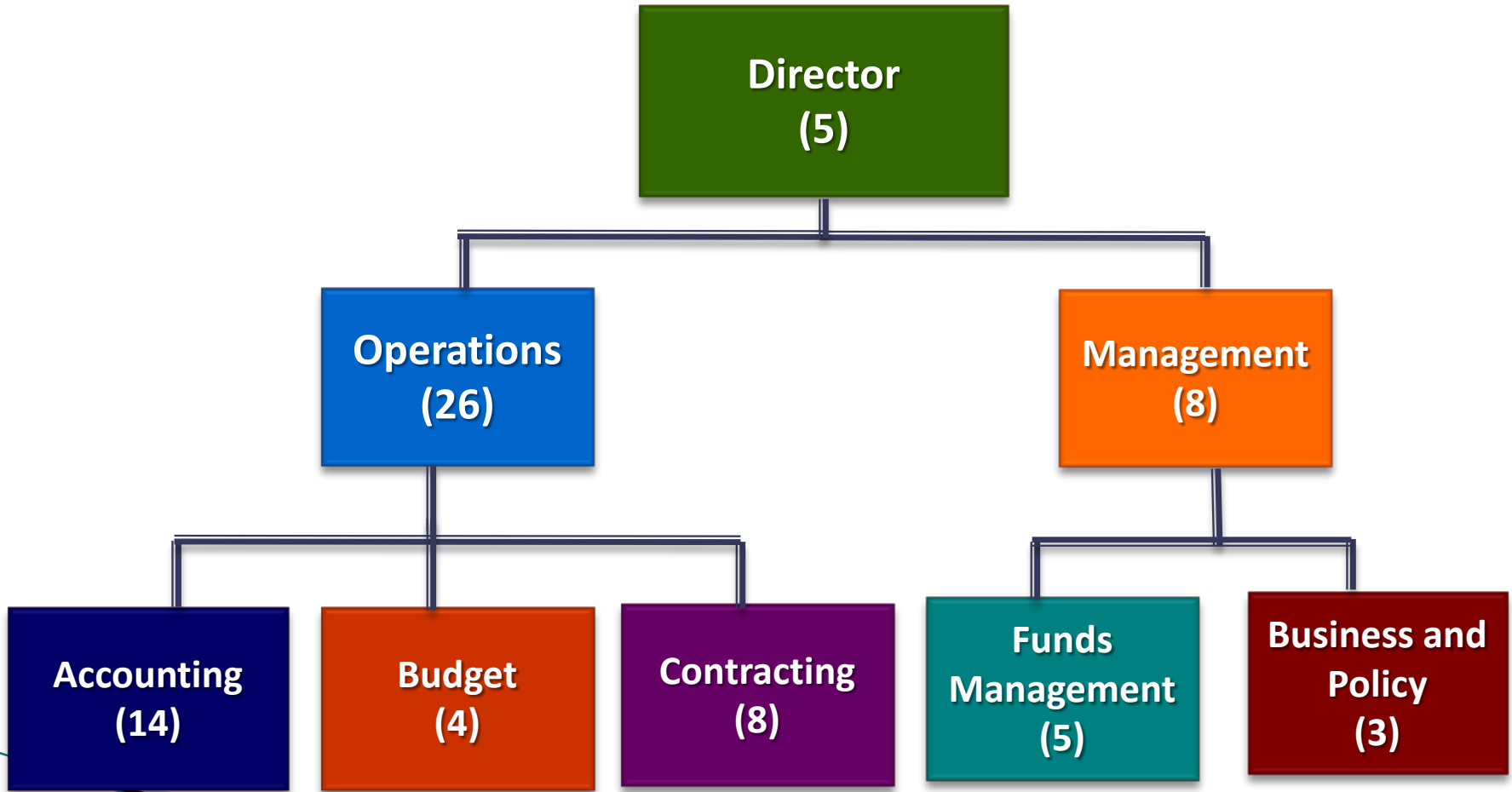
Office of Communication & Education (OCE)



FY 2015 Authorized Staffing Level - 34



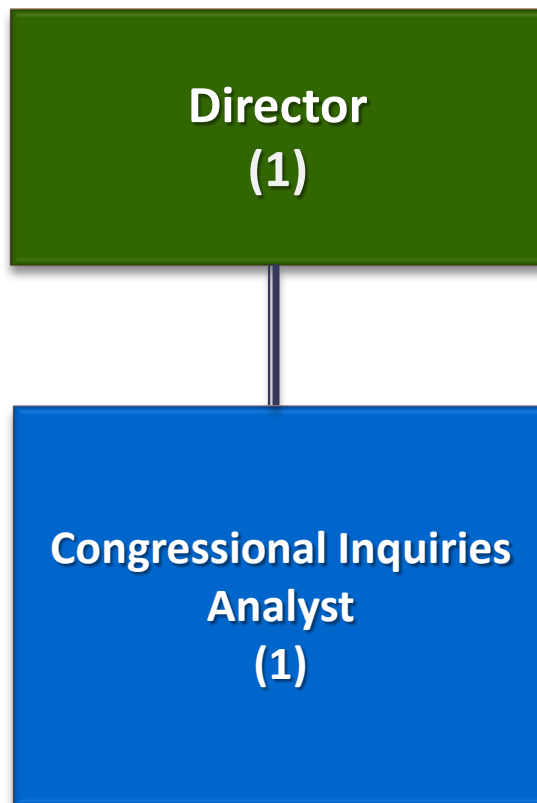
OCFO Organization



FY 2015 Authorized Staffing Level - 49



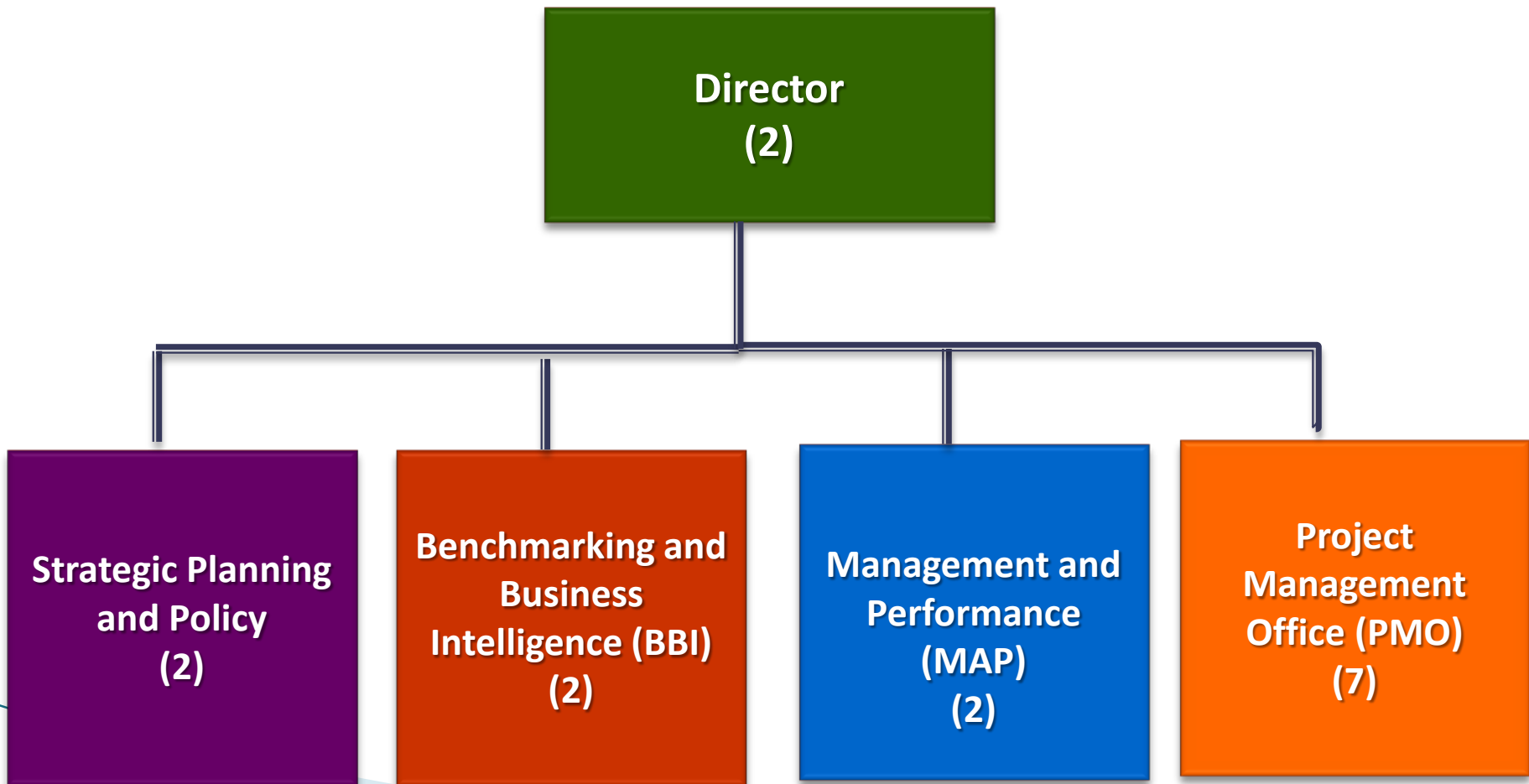
OEA Organization



FY 2015 Authorized Staffing Level – 2

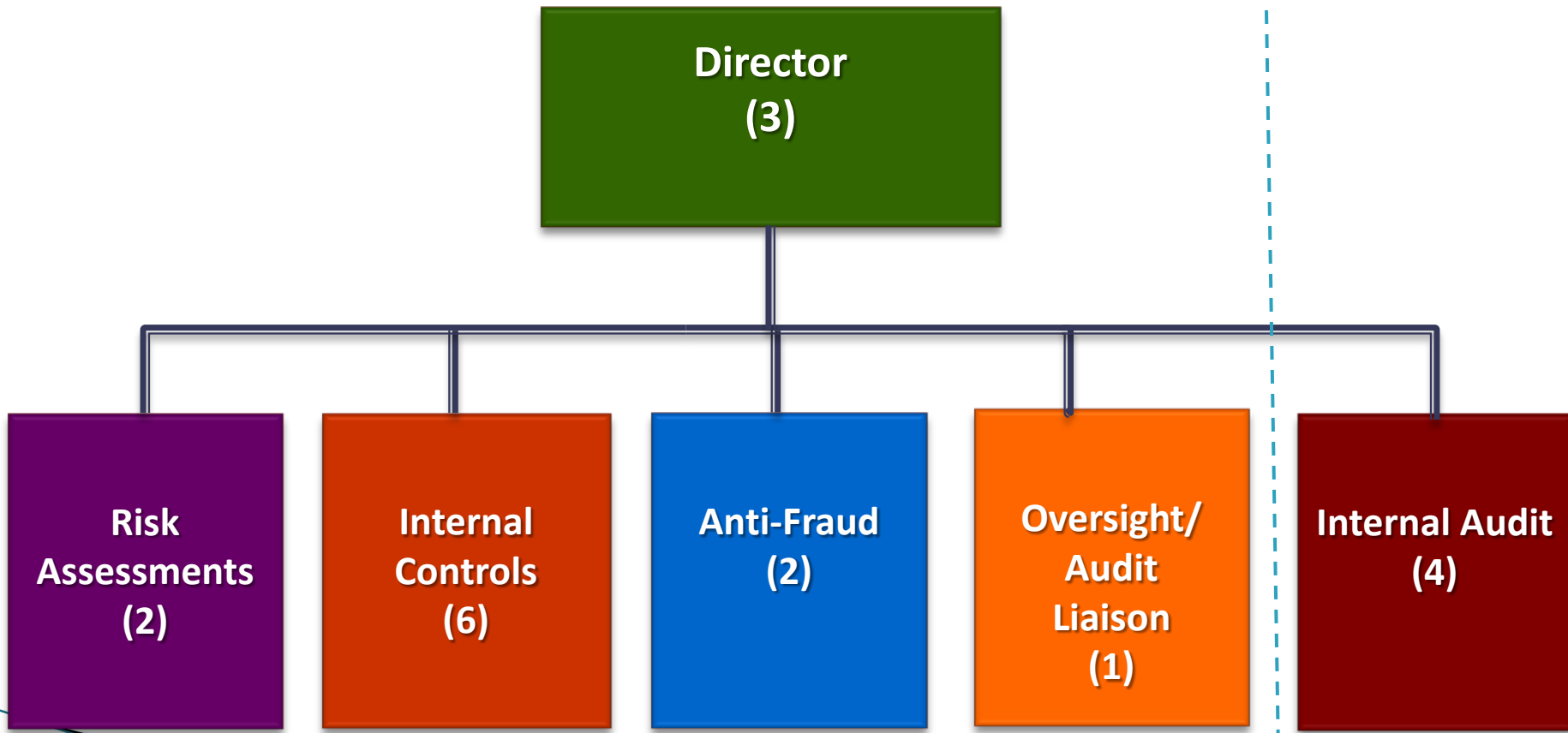


OEP Organization



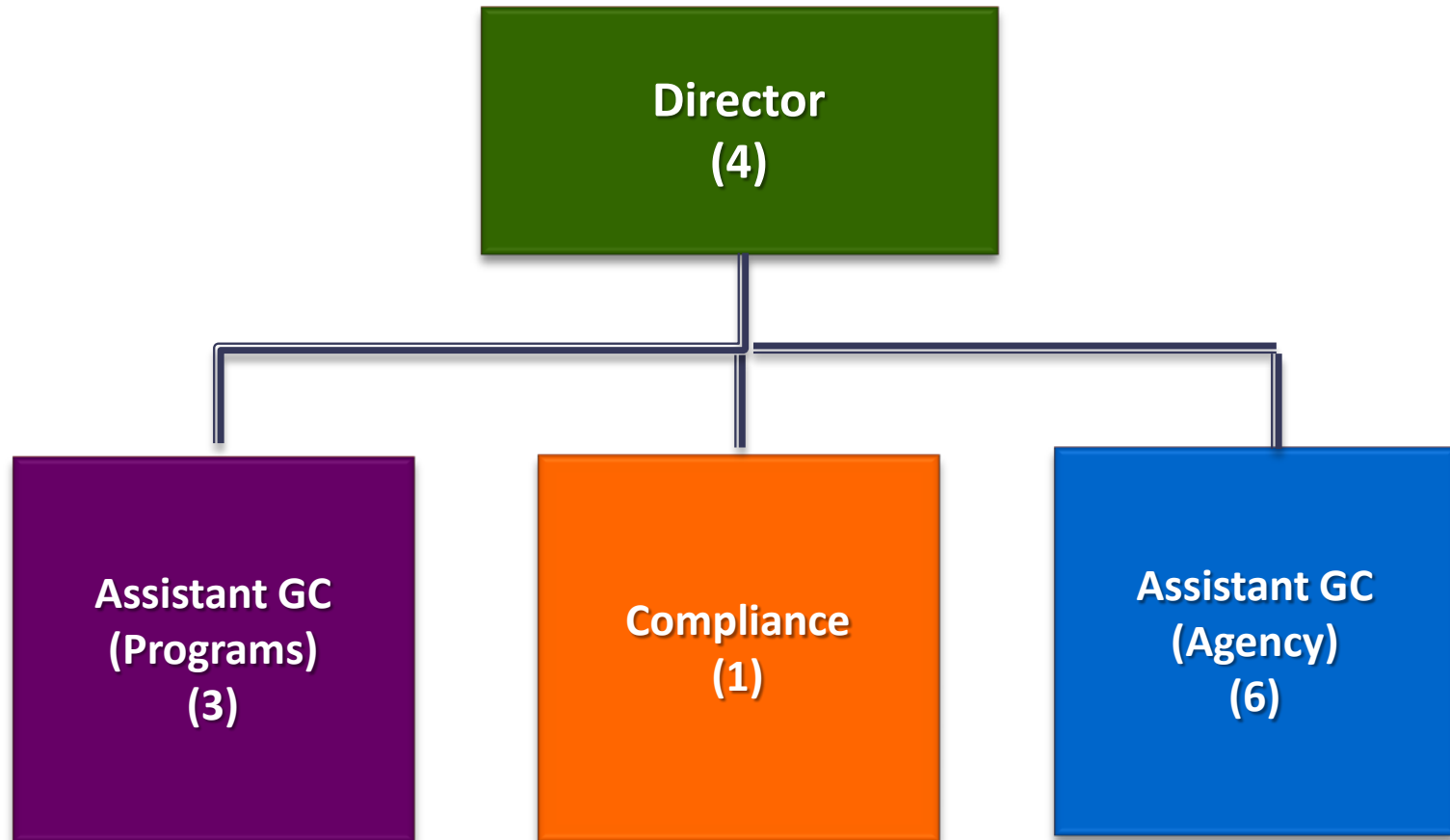


Office of Enterprise Risk Management (OERM)



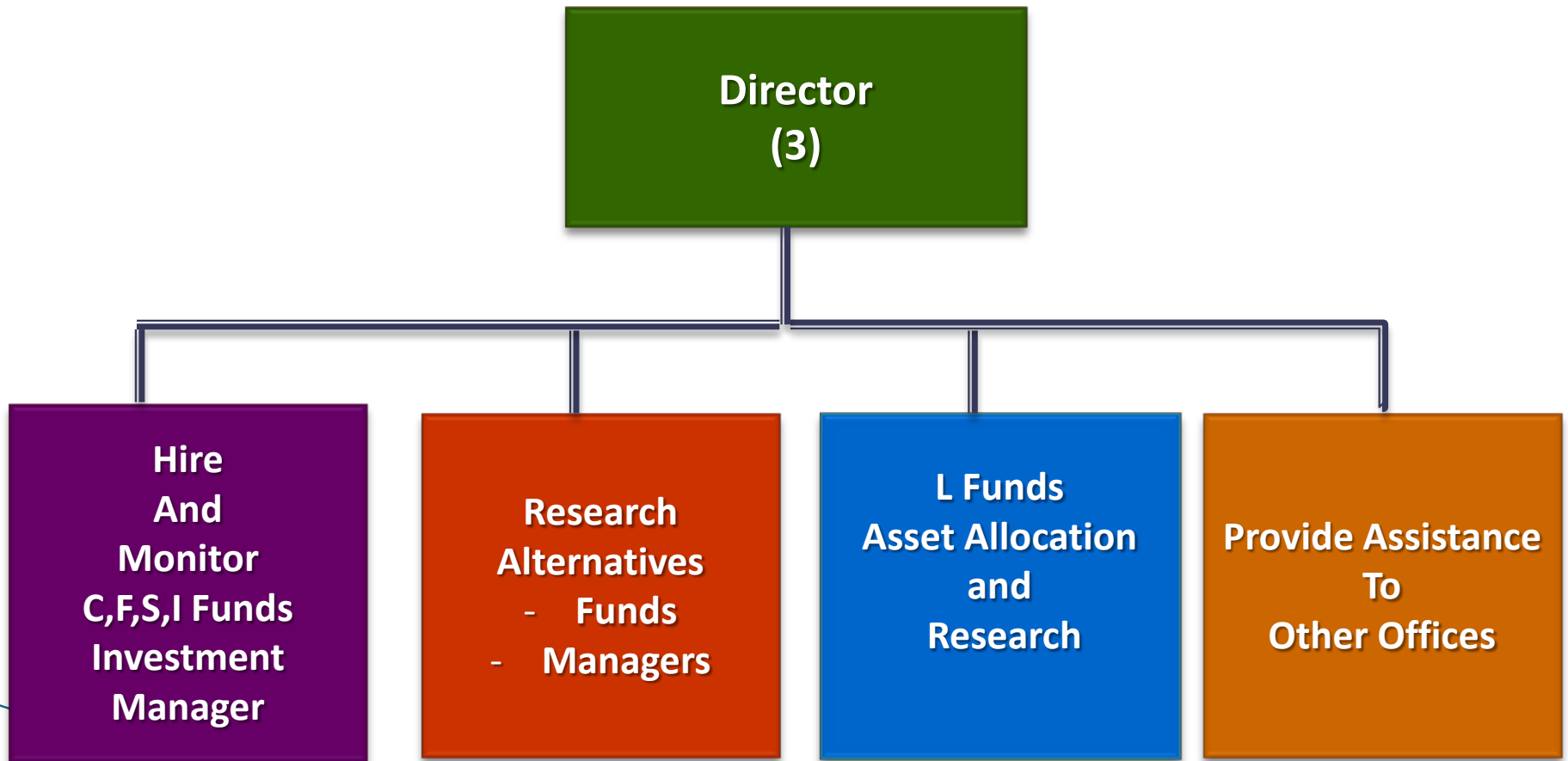


Office of General Counsel (OGC)



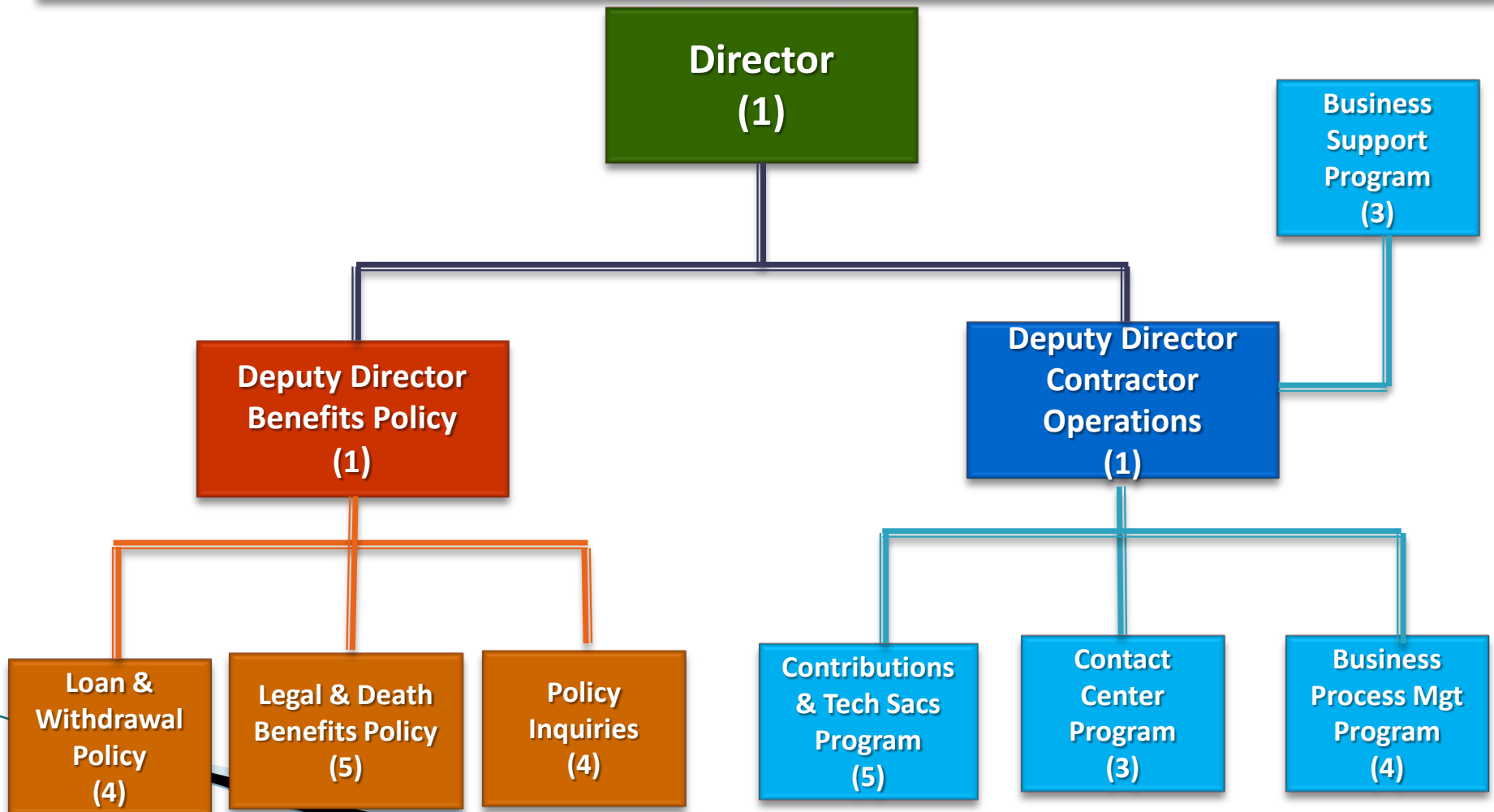


Office of Investments



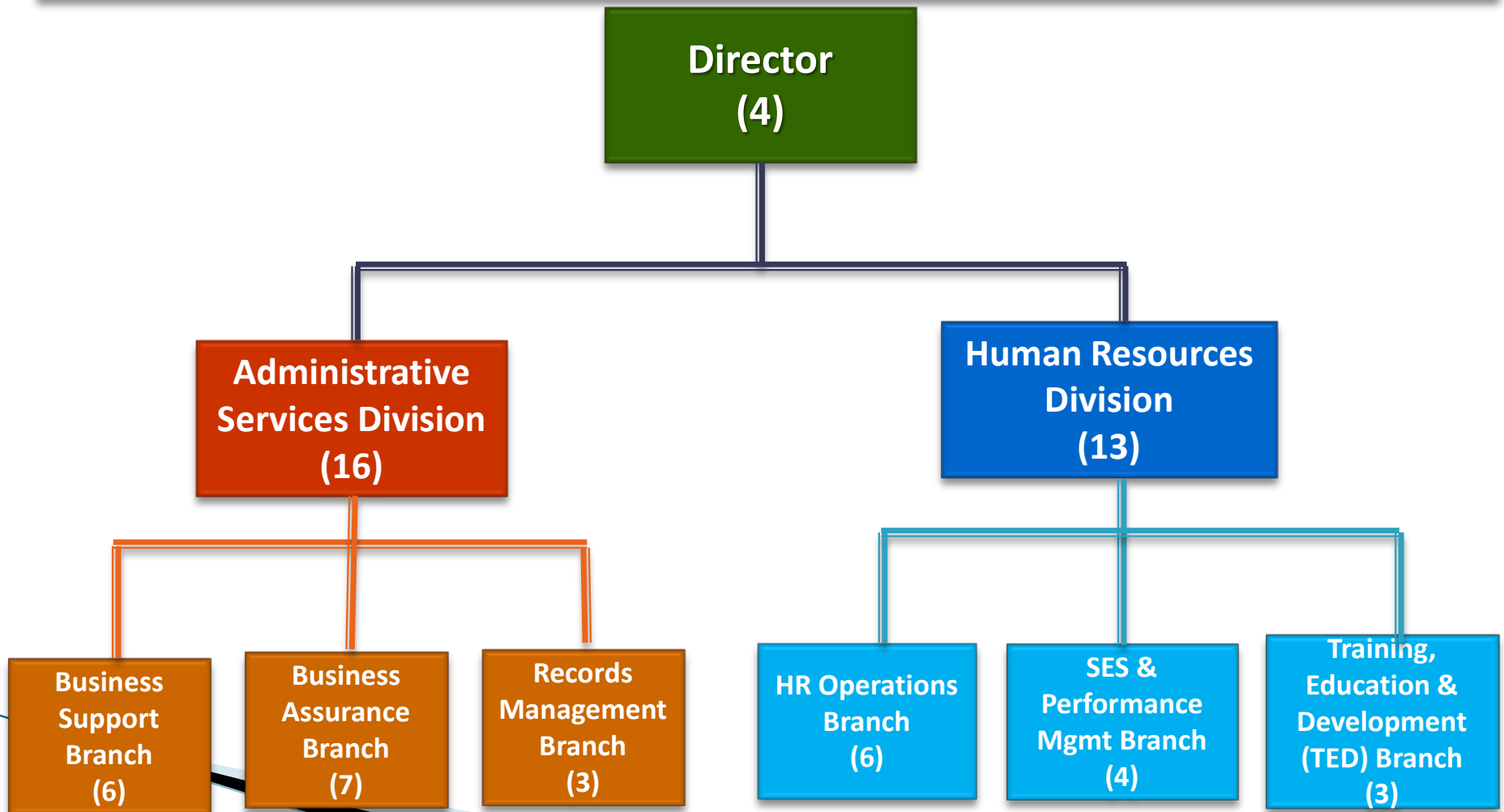


OPOP Organization



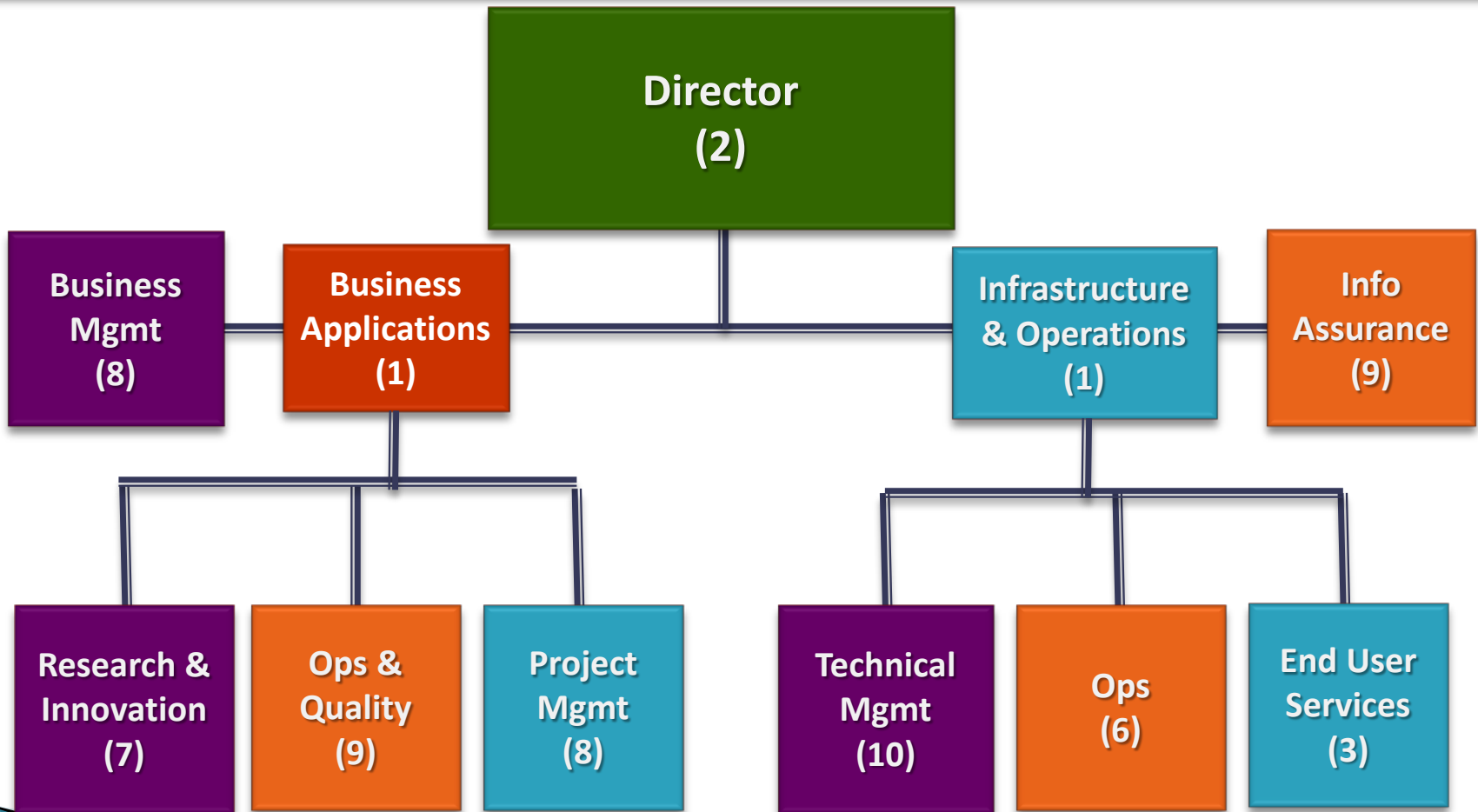


Office of Resource Management (ORM)





OTS Organization



Agenda

- Occupant Emergency Plan – HR (10 minutes)
- ODs Overview – Office Directors (20-30 minutes)
- Chief Operating Officer Remarks (10 minutes)

COO Remarks

- Awards Program
- Change Management
- Safety Message
- On the Horizon



FRTIB ALL HANDS MEETING

June 11, 2015



FRTIB Mission

To administer the TSP solely in the interest of the participants and beneficiaries





Our Values

- **Participant-Focused**
 - We are passionate about delivering valuable products and services to participants.
 - We listen, respect, and carefully consider the needs of participants in all we do.
 - We respond in a timely and accurate manner to participant requests.
- **Integrity**
 - We are trustworthy and value individual and organizational honesty, consistency, and credibility.
 - We ensure the financial integrity of the Thrift Savings Fund.
 - We operate with independence and act ethically to carry out our fiduciary responsibility.
- **Efficiency**
 - We deliver the best value for our participants.
 - We simplify processes and optimize technology to deliver secure and cost effective solutions.
 - We work as an integrated team and communicate clearly internally and externally.



Our Vision

- We help people retire with dignity
- We ensure that FRTIB is a great place to work
- We pursue flawless operations
- We maintain excellent relationships with entities that oversee, regulate, govern and influence the TSP



Welcome New Employees

- OCFO – Lauren Dang
- OEP – Charles Hooper
- OERM – Michael Marshall, Monica Lewis
- OGC – Stefanie George, Pearl Whitfield
- OI – Sean McCaffrey
- OPOP – Paul Witt
- OTS – Paul Hill, Emilio Perez



Agenda

- **Change Management Initiative/Q&A – ED and COO (25 minutes)**
- Enterprise Road Map – OEP – Tee Ramos (15 minutes)
- New Hire Video – ORM – Nilsa (15 minutes)
- Closing Remarks – COO (5 minutes)



Change Management Initiative



Purpose

- * Gather information on how we are currently experiencing change
- * Measure how change is impacting all of us
- * Provide recommendations and tools to help navigate and manage change



Methodology

- * Data review, leadership interviews, focus groups, and anonymous feedback survey tool
- * Diagnosis of current change environment
- * Identified our change management strengths and challenges and made recommendations



Strengths

- * Employee motivation and support for the mission is high
- * Leadership is engaged in change and unified in supporting the mission



Challenges

- * We take on too much
- * We are not always aligned on the need for initiatives or projects
 - Communication is inconsistent; the message on the “how, why and when” of change is not always clear
- * We don't have the tools and processes in place to manage resources and align employees' skill sets with initiatives/projects



The Plan

- * We take on too much
 - * A Sustainable Workload
 - * Project Prioritization
 - * Enterprise Strategy Roadmap

- * We are not always aligned on the need for initiatives or projects—communication is inconsistent
 - * A Dedicated Resource

- * We don't have the tools and processes in place to manage resources and align employees' skill sets with initiatives/projects
 - * Workforce Planning
 - * Time Keeping Modernization



Questions?



Agenda

- **Change Management Initiative/Q&A – ED and COO (25 minutes)**
- **Enterprise Road Map – OEP – Tee Ramos (15 minutes)**
- **New Hire Video – ORM – Nilsa (15 minutes)**
- **Closing Remarks – COO (5 minutes)**



Enterprise Road Map

***Collision Avoidance
AKA
Enterprise Strategy Roadmap***

June 2015

**Prepared By Tee Ramos
Office of Enterprise Planning**



Collision Avoidance

- We are in an exciting time in the history of the organization.
- We are growing.
- We are changing.
- The needs of our participants are changing.
- New strategies and new ideas continuously emerge and evolve.

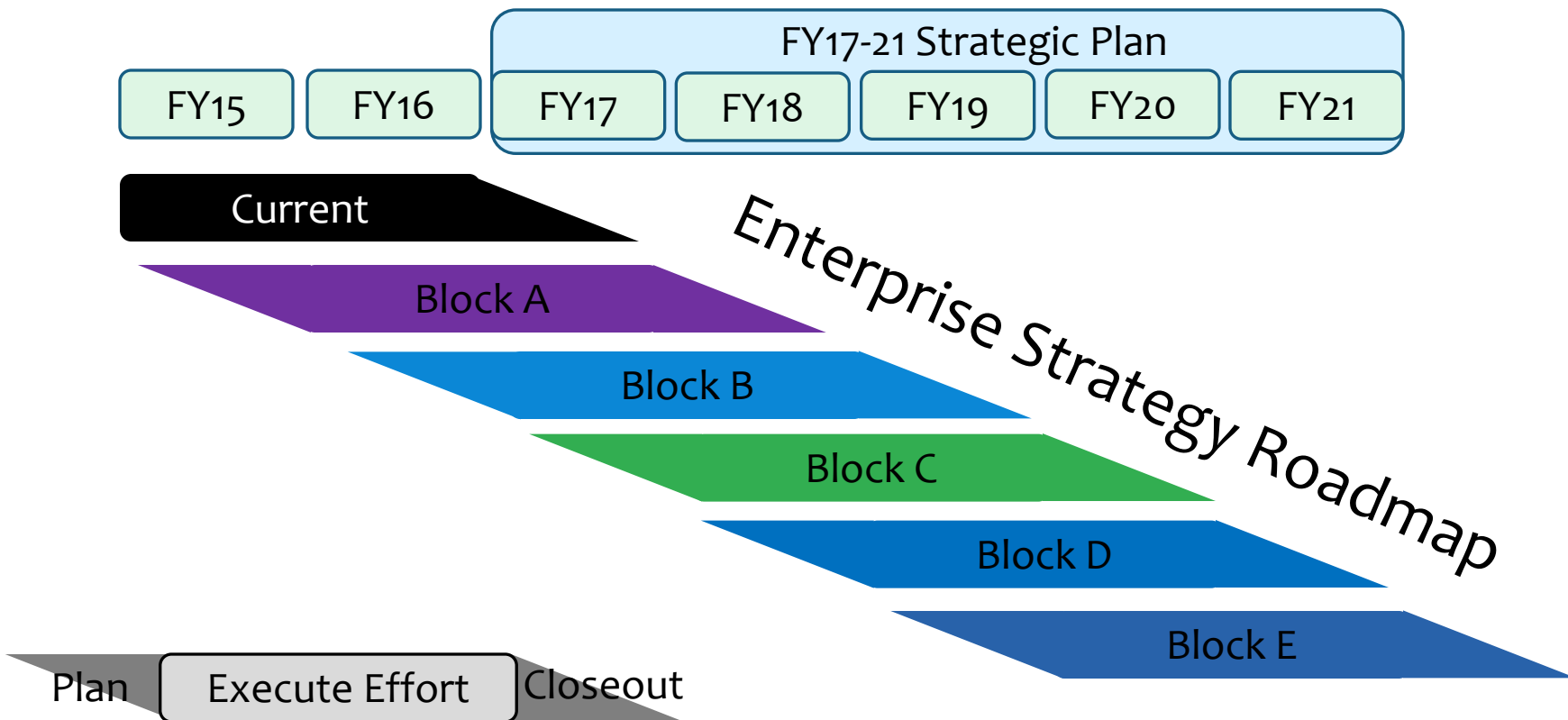
How do we do it all at once? We hear you.

- Categorize
- Prioritize
- Sequence
- Execute
- Reevaluate



How do we do it all?

- Projects placed into two year block by categorization
- Categorize yearly, projects reaffirmed, and prioritized
- Planning starts in prior year, may extend past two years

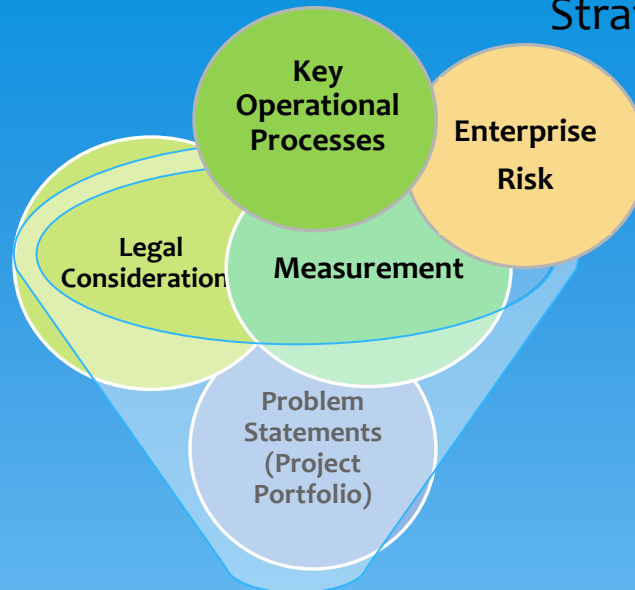




Strategic Planning Process

Strategic Planning

- Define Vision
- SWOT
- Define New Problems
- Create Strategic Initiatives
- Categorize into Blocks
- Define Work
 - Portfolios
 - Sub-Portfolios
 - Projects
 - Activities



Link Cycles

- 5 yr. Strategic Planning
- Annual Planning
- Quarterly Checkpoints

Categorized Initiatives/Problems statements into blocks by Portfolio, sub-Portfolios, and Projects

Block A

Block B

Block C

Block D

Block E



Q&A / Comments



Agenda

- **Change Management Initiative/Q&A – ED and COO (25 minutes)**
- **Enterprise Road Map – OEP – Tee Ramos (15 minutes)**
- **New Hire Video – ORM – Nilsa (15 minutes)**
- **Closing Remarks – COO (5 minutes)**



New Hire Video

(b)(2)



Agenda

- **Change Management Initiative/Q&A – ED and COO (25 minutes)**
- **Enterprise Road Map – OEP – Tee Ramos (15 minutes)**
- **New Hire Video – ORM – Nilsa (15 minutes)**
- **Closing Remarks – COO (5 minutes)**



COO Closing Remarks

- Nationals Game
- FEVS
- Jeans & Jerseys
- Safety Message



FRTIB ALL HANDS MEETING

March 12, 2015



Agenda

- **Remarks from the Executive Director (5 minutes)**
 - **Records Management – Diana Avery (5 minutes)**
 - **Now & Later – Greg Long (60 minutes)**
 - **Now & Later Q&A (15 minutes)**
 - **Weeks Ahead – COO (5 minutes)**
-



FRTIB Mission

To administer the TSP solely in the interest of the participants and beneficiaries





Our Values

- **Participant-Focused**
 - We are passionate about delivering valuable products and services to participants.
 - We listen, respect, and carefully consider the needs of participants in all we do.
 - We respond in a timely and accurate manner to participant requests.
 - **Integrity**
 - We are trustworthy and value individual and organizational honesty, consistency, and credibility.
 - We ensure the financial integrity of the Thrift Savings Fund.
 - We operate with independence and act ethically to carry out our fiduciary responsibility.
 - **Efficiency**
 - We deliver the best value for our participants.
 - We simplify processes and optimize technology to deliver secure and cost-effective solutions.
 - We work as an integrated team and communicate clearly internally and externally.
-



Our Vision

- We help people retire with dignity
- We ensure that FRTIB is a great place to work
- We pursue flawless operations
- We maintain excellent relationships with entities that oversee, regulate, govern and influence the TSP



Welcome New Employees

- **OCE – Anthony Clemons**
 - **OEP – Deidra Byrd, Micah Modica**
 - **OERM – Henry Creque**
 - **OFM – Lin Tu**
 - **OGC – Sivram Prasad**
 - **OI – Ravindra Deo**
 - **OPOP – Clayton Lee**
 - **ORM – Charles Williams, Dawn Briscoe, Denorse Prince, Dori Foster, Penney Baile, Sandra Byers, Stephanie Robinson**
 - **OTS – Gina Easton, Gwendolyn Griffin, Scott Cragg,**
-



Agenda

- **Remarks from the Executive Director (5 minutes)**
 - **Records Management – Diana Avery (5 minutes)**
 - **Now & Later – Greg Long (60 minutes)**
 - **Now & Later Q&A (15 minutes)**
 - **Weeks Ahead – COO (5 minutes)**
-



Remarks by the Executive Director



Agenda

- **Remarks from the Executive Director (5 minutes)**
 - **Records Management – Diana Avery (5 minutes)**
 - **Now & Later – Greg Long (60 minutes)**
 - **Now & Later Q&A (15 minutes)**
 - **Weeks Ahead – COO (5 minutes)**
-

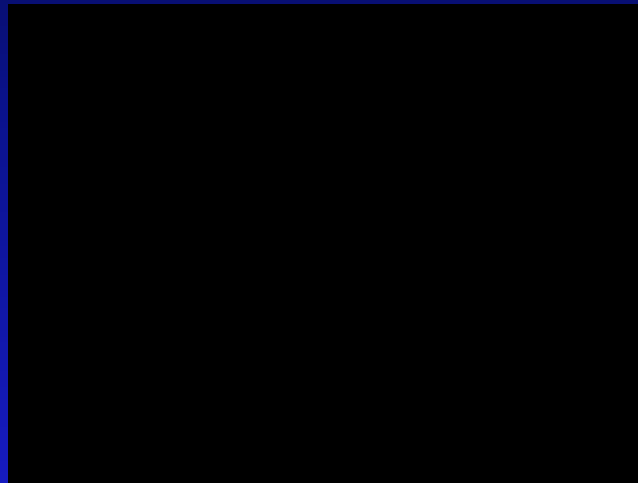


Records Management Awareness Day

- **Records Management Training for All-Staff**
 - **Thursday, April 9, 2015**
 - **11:00 am to 2:30pm in Training Room A &**
 - **Fun, interactive, and simple**
 - **Register in the ELMS**
-



Records Management Awareness Day



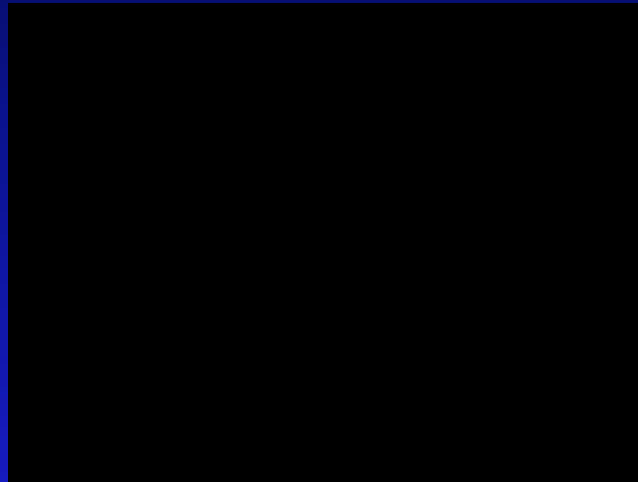


Agenda

- **Remarks from the Executive Director (5 minutes)**
 - **Records Management – Diana Avery (5 minutes)**
 - **Now & Later – Greg Long (60 minutes)**
 - **Now & Later Q&A (15 minutes)**
 - **Weeks Ahead – COO (5 minutes)**
-



Now & Later





Now & Later

Lauryn's turning 55!

TSP NOW

Lauryn doesn't hear from the TSP.



TSP LATER



Lauryn gets an e-mail or call asking if she has any questions now that she's reached an age at which people often start to think seriously about retirement.





Now & Later – Q&A





Agenda

- **Remarks from the Executive Director (5 minutes)**
 - **Records Management – Diana Avery (5 minutes)**
 - **Now & Later – Greg Long (60 minutes)**
 - **Now & Later Q&A (15 minutes)**
 - **Weeks Ahead – COO (5 minutes)**
-



COO Remarks

- On the Horizon
- Safety Message



FRTIB ALL HANDS MEETING

October 15, 2015



FRTIB Mission

To administer the TSP solely in the interest of the participants and beneficiaries





Our Values

- **Participant-Focused**
 - We are passionate about delivering valuable products and services to participants.
 - We listen, respect, and carefully consider the needs of participants in all we do.
 - We respond in a timely and accurate manner to participant requests.
- **Integrity**
 - We are trustworthy and value individual and organizational honesty, consistency, and credibility.
 - We ensure the financial integrity of the Thrift Savings Fund.
 - We operate with independence and act ethically to carry out our fiduciary responsibility.
- **Efficiency**
 - We deliver the best value for our participants.
 - We simplify processes and optimize technology to deliver secure and cost effective solutions.
 - We work as an integrated team and communicate clearly internally and externally.



Our Vision

- We help people retire with dignity
- We ensure that FRTIB is a great place to work
- We pursue flawless operations
- We maintain excellent relationships with entities that oversee, regulate, govern and influence the TSP



Welcome New Employees

OTS

Abdullahi “Mo “Mohamud
Wilbur Robinson Jr.
Reza Noorani

OCFO

Chad McCormick



Agenda

Opening – ED (5 minutes)

- **L Fund Default – (5 minutes)**
- **Data Discovery Phase 1 – (5 minutes)**
- **ExPRESS PWS issued – (5 minutes)**
- **9th Floor Expansion (5 minutes)**
- **Telework Policy – (5 minutes)**

Closing Remarks – COO (5 minutes)



L Fund Default

- **What is it?**
 - A time-sensitive congressional mandate to place new or rehired civilians into an age appropriate life-cycle fund
- **Why is it important?**
 - Allows participants to receive a better rate of return on their contribution and agency match
- **What did we accomplish?**
 - Implemented technical solution to successfully identify and place participants into age appropriate life-cycle fund ahead of schedule (5 Sep 15)



Clear All Selections

Selected People (Balance > 0) 25700
 Selected Accounts (Balance > 0) 25700

Selected People (All) 25,726
 Selected Accounts (All) 25,726
 Non-Participant Accounts 0

AdHoc Analytics Results - Straight Table

Age	Fund Name	Plan Entry	First Employee Contribution Date	First Agency Contribution Date	List
(b)(7)e					
Total					

Current as of 13 Oct 15



L Fund Default

- **Who made it happen?**

- Sophie Dmuchowski
- Laurissa Stokes
- Austen Townsend
- William Jacobson
- Kevin O'Connell
- Maria Nunez-Gaylor
- Beth Perry
- Randy Urban
- Keith Alberts
- Dave Toro
- Anne Beemer



Agenda

Opening – ED (5 minutes)

- L Fund Default – (5 minutes)
- Data Discovery Phase 1 – (5 minutes)
- ExPRESS PWS issued – (5 minutes)
- 9th Floor Expansion (5 minutes)
- Telework Policy – (5 minutes)

Closing Remarks – COO (5 minutes)



Data Discovery Phase 1

- **What is it?**
 - An effort to implement a Business Intelligence (BI) functionality at FRTIB
- **Why is it important?**
 - Current tool does not facilitate intelligence driven decision making
- **What did we accomplish?**
 - QlikView BI application available 5 June 15 for specific offices



Data Discovery Phase 1

File Edit View Favorites Tools Help

Clear Select Bookmark Select Report More Close

Intro **Participation** Balances Funds Withdrawals (b)(7)e Reports - Participation

Federal Retirement Thrift Investment Board

Participation Balances Funds Withdrawals

Current Selections

Table Percent Clear All

Plan Filters

Civilian
Uniformed Services

Account Filters

FERS
CSRS
US Active Duty
US Ready Reserves
BPA
Invalid Retirement Code

Employment Status

Active
Separated
Deceased

Accounts

Account Type

- FERS
- CSRS
- US Active Duty
- US Ready Reserves
- BPA
- Invalid Retirement Code

Accounts

4,840,577

People

4,706,773

Non-Participant Accounts

1,906

People by Account Types

- Civilian Only
- US Only
- BPA Only
- Civilian & US
- Civilian & BPA
- Other

Account Trends by Retirement System

Millions

- FERS
- CSRS
- US Active Duty
- US Ready Reserves
- BPA
- Invalid Retirement...

People by Retirement System

Millions

- Civilian Only
- US Only
- BPA Only
- Civilian & US
- Civilian & BPA
- Other

Data refreshed 10/14/2015 12:51:31 PM



Data Discovery Phase 1

Clear | L Fund Civ-ONLY Validation Stats | Select Report | More | Close

Intro (b)(7)e Participation Balances Funds Withdrawals (b)(7)e Reports - Participation

Filter Data | **Select Data for Display** | **Calculate (optional)** | **Visualize**

Participant Fund Name

Current Balances

Current Funds

Annual Financials

Disbursements

Loans

Fund Balances

Total Fund Balance	<input type="checkbox"/>
Traditional Balance	<input type="checkbox"/>
Roth Balance	<input type="checkbox"/>
Match Balance	<input type="checkbox"/>
Agency 1% Balance	<input type="checkbox"/>
Rollover Traditional Bala...	<input type="checkbox"/>
Rollover Roth Balance	<input type="checkbox"/>

Fund Shares

Traditional Shares	<input type="checkbox"/>
Match Shares	<input type="checkbox"/>
Agency 1% Shares	<input type="checkbox"/>
Rollover Traditional Shares	<input type="checkbox"/>
Rollover Roth Shares	<input type="checkbox"/>

Fund Allocations

Current Acct Distribution	<input type="checkbox"/>
Contribution Allocation	<input type="checkbox"/>

Trade Date:
10/13/2015

Clear All Selections

Selected People (Balance > 0) 25700
Selected Accounts (Balance > 0) 25700

Selected People (All) 25,726
Selected Accounts (All) 25,726
Non-Participant Accounts 0

Filter Selections

First Employee Contribu... >9/8/2015
Plan Entry >9/8/2015
Plan Type Civilian
Retirement System FERS, CSRS
Fund Name L Income, L 2020, L 2030, L 2040, L 2050

Display & Calculations Selections

Dim Participant Dates T Plan Entry

Dim Participant Dates Cont First Agency Contribution Date, First Employee Contribution Date

Measure Participant List
Dim Fund Fund Name
Dim Balances Total Fund Balance
Sum of Agency 1% Balance, Sum of Total Fund Balance

Measure CB Sum Bal Total Fund Balance
Sum of Traditional Balance

CAP SUM CALC Sum of Total



Data Discovery Phase 1

- **Who made it happen?**

- Veronica Mance
- Walter Halfmann
- John Zielinski
- Paul Witt
- Kelly March
- Henry Creque
- Beth Perry
- Sean McCaffrey
- Ellie Sagastizado
- Amanda King
- Lorraine Terry
- H. Elease Sanders
- Josh Loh
- Shad Harsh
- Don Adams



Agenda

Opening – ED (5 minutes)

- L Fund Default – (5 minutes)
- Data Discovery Phase 1 – (5 minutes)
- **EXPRESS PWS issued – (5 minutes)**
- 9th Floor Expansion (5 minutes)
- Telework Policy – (5 minutes)

Closing Remarks – COO (5 minutes)



EXPRESS PWS Issued

- **What is it?**
 - A major procurement to select a service provider with proven experience in designing, owning, operating, and managing service centers
- **Why is it important?**
 - FRTIB is moving to transform the purpose and capabilities of its current call centers, processing centers, and case management
- **What did we accomplish?**
 - Phase 1 – Completed: (Service Model Recommendation to ELC)
 - Phase 2 – On Going: (Major Milestone – Drafted and posted the Draft PWS according to the schedule)



EXPRESS PWS Issued

- **Who made it happen (Phase 1)?**
 - Robin Conner
 - Verronda Churchwell
 - Maggie McFerron
 - Clayton Lee
 - Anthony Yankowski
 - Bonnie Parazinski
 - Arvella Collins
 - Maria Nunez-Gaylor
 - Toni Bush-Neal
 - Tee Ramos
 - Laurissa Stokes
 - Josh Loh
 - Dave Heimann



EXPRESS PWS Issued

- **Who made it happen (Phase 2)?**
 - Robin Conner
 - Tee Ramos
 - Steve Novak
 - Shad Harsh
 - Linda Bethke–Cyr
 - Clayton Lee
 - Tanner Nohe



Agenda

Opening – ED (5 minutes)

- L Fund Default – (5 minutes)
- Data Discovery Phase 1 – (5 minutes)
- ExPRESS PWS issued – (5 minutes)
- 9th Floor Expansion (5 minutes)
- Telework Policy – (5 minutes)

Closing Remarks – COO (5 minutes)



9th Floor Expansion

- **What is it?**
 - Expansion of the FRTIB to the 9th floor at 77K
- **Why is it important?**
 - As the agency quickly expands we quickly outgrew the space we occupied on the 10th and 11th floors at 77K
- **What did we accomplish?**
 - Leased and built 9th floor space that resulted in:
 - 108 new offices
 - 22 work station contractor space
 - 3 new conference rooms
 - 2 walk through pantries
 - a quiet room,
 - and a shower on the 9th and 10th floors



9th Floor Expansion

- **Who made it happen?**

- Gisile Goethe
- Tanner Nohe
- Dustin Hicks
- Kristina Kim
- Karrenthya Simmons
- Dave Heimann
- Leonard Dillard
- Kelly Wheeler
- Jessenia Torres
- Linda Bethke–Cyr
- Monique Mitchell
- Robert DeLaRosa
- Charles Williams



Agenda

Opening – ED (5 minutes)

- L Fund Default – (5 minutes)
- Data Discovery Phase 1 – (5 minutes)
- ExPRESS PWS issued – (5 minutes)
- 9th Floor Expansion (5 minutes)
- Telework Policy – (5 minutes)

Closing Remarks – COO (5 minutes)



Telework Policy

- **What is it?**
 - An enhanced telework policy has been approved, which will allow for up to 2 days per week of telework
- **Why is it important?**
 - Providing more workplace flexibilities was a message heard from employees as part of the Great Place to Work Initiative
- **What did we accomplish?**
 - We conducted a 2 day per week telework pilot from March – June with OTS, OEP and OCE
 - Delivered findings and results to ELC



Telework Policy

- **Who made it happen?**
 - Kelly Powell
 - April Lane
 - April Rudolph
 - Denorse Prince
 - Kristin Hanmer



Agenda

Opening – ED (5 minutes)

- L Fund Default – (5 minutes)
- Data Discovery Phase 1 – (5 minutes)
- ExPRESS PWS issued – (5 minutes)
- 9th Floor Expansion (5 minutes)
- Telework Policy – (5 minutes)

Closing Remarks – COO (5 minutes)



Q&A



FRTIB ALL HANDS MEETING

November 17, 2016



Purpose

We help people retire with dignity





FRTIB Mission

**To administer the TSP solely in
the interest of the Participants
and Beneficiaries**



Our Values

- **Participant–Focused**
 - We are passionate about delivering services that improve financial outcomes for participants
 - We listen, respect, and carefully consider the needs of participants in all we do
 - We value the interest of participants above those of all others
- **Integrity**
 - We are trustworthy and value individual and organizational honesty, consistency, and credibility
 - We ensure the security and financial integrity of the Thrift Savings Fund
 - We operate with independence and act ethically to carry out our fiduciary responsibility
- **Collaboration**
 - We value diversity and respect each other’s ideas and contributions
 - We encourage open, candid dialogue and foster relationships based on trust and shared objectives
 - We build partnerships to leverage greater outcomes than we could achieve alone



Our Vision

- **We achieve flawless operations**
- **We help participants make smart choices**
- **We spend participant money wisely**
- **We make FRTIB a great place to work; and a place where great work gets done**
- **We create excellent relationships with TSP stakeholders**



ED Comments

- Highlights
 - New Employees



Welcome New Employees

OTS

Kimberly Burton
Tony Sanchious

OPOP

Kenneth Warford

OGC

Sara Bennett

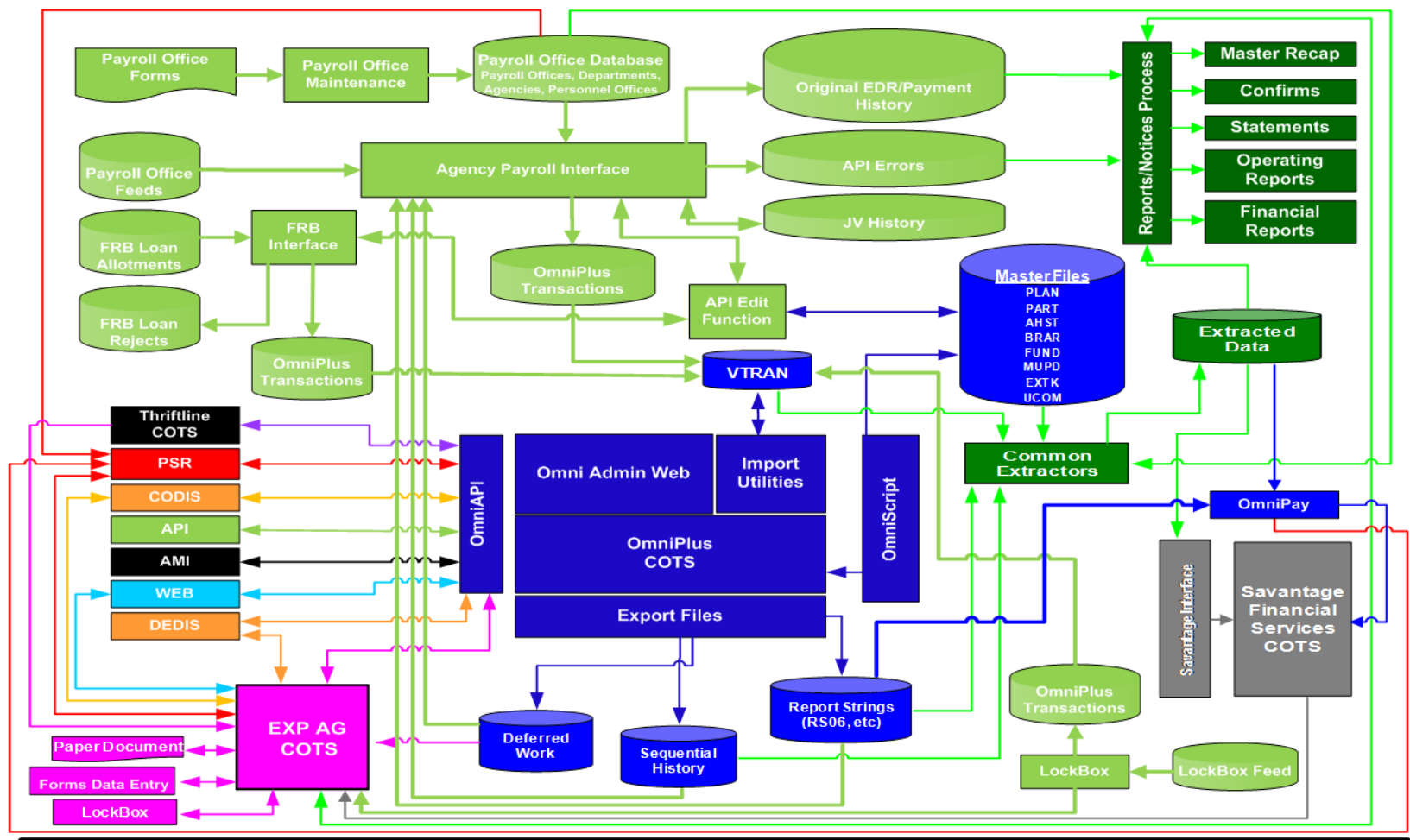


ED Comments

- Highlights
 - New Employees
 - COO Hiring Action Update
 - Short and Long-term Plans

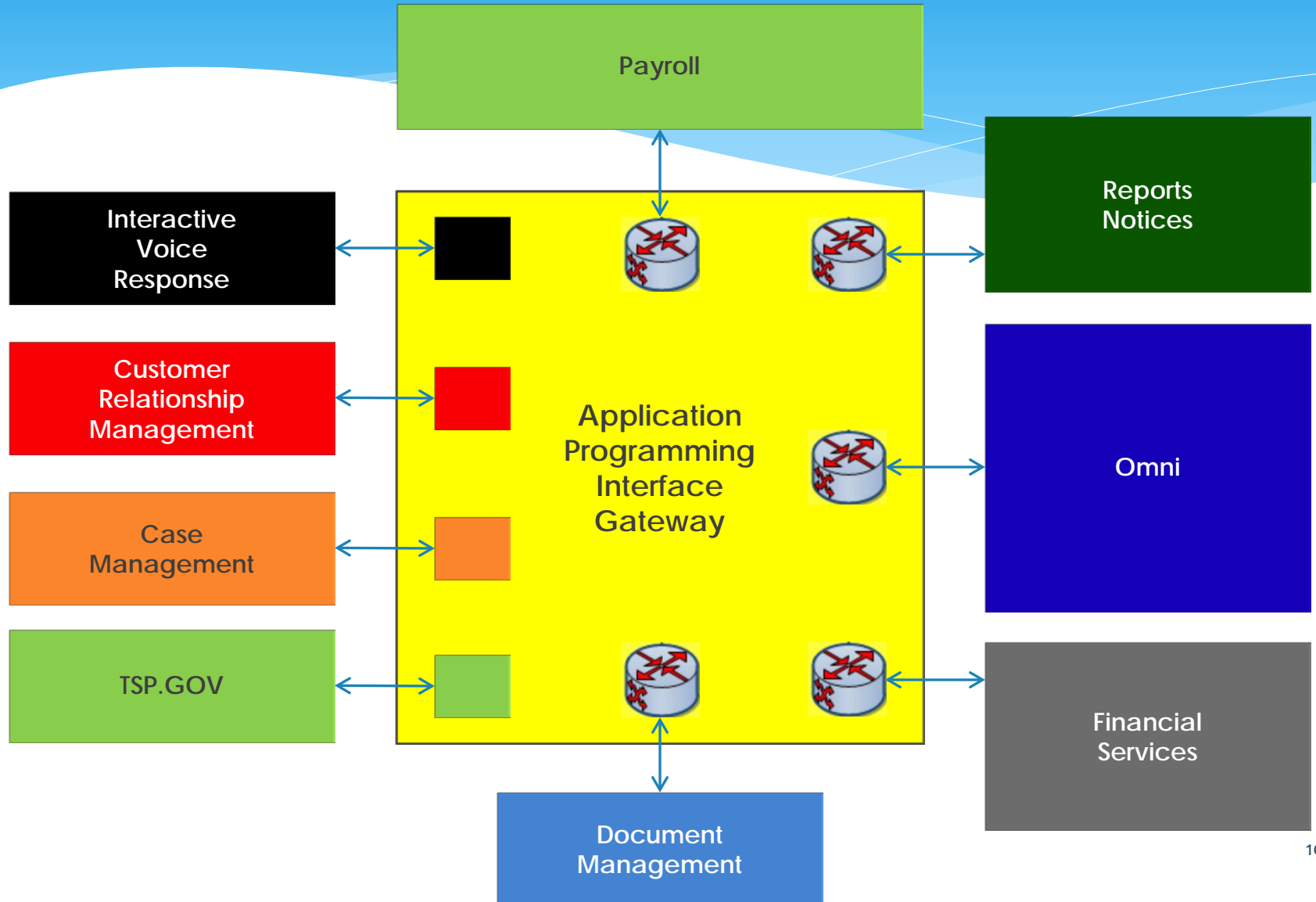


As-Is Application Architecture





Target Architecture v2.0 = Service Oriented Architecture





ED Comments

- Highlights
 - New Employees
 - COO Hiring Action Update
 - Short and Long-term Plans



Agenda

- Opening Comments – ED (10 minutes)
- **Federal Employee Viewpoint Survey (FEVS) Results – ORM/Gisile (20 minutes)**
- Email Q&A – ORM/Joseph (10 minutes)



2016 Federal Employee Viewpoint Survey Results

* FEVS Respondent Overview

- *83% response rate (179 out of 216)
- *Response rate decreased 1% from 2015

Demographics Breakdown

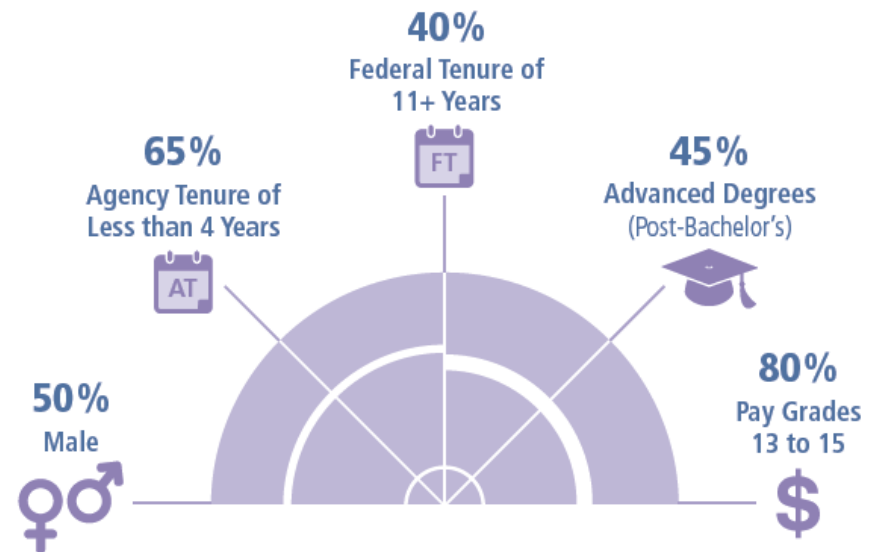
(Except for military status and race, the most frequently selected response choice for each demographic item is below)

Generation Breakdown



Generations		
0%	Traditionalists	(born 1945 or earlier)
34%	Baby Boomers	(born 1946–1964)
56%	Generation X	(born 1965–1980)
11%	Generation Y	(born 1981 or later)

Note: The sum of percentages may not add to 100 due to rounding.





Employee Engagement Index

Employee Engagement Index Benchmarks



* Engagement Index Benchmarks:

- * FRTIB ranked 14th out of 40 small/independent agencies
- * 3 percentage points above small agency average (69%)

Employee Engagement Index Component Scores and Trends

	EEI Trends				2016 EEI Subfactors		
	2013	2014	2015	2016	Leaders Lead	Supervisors	Intrinsic Work Experience
Small Agencies, Combined	66	65	67	69	57	78	72
Federal Retirement Thrift Investment Board	72	74	74	72	60	83	73

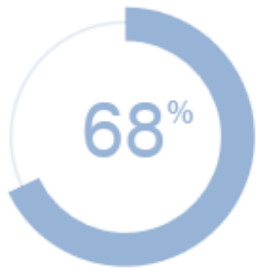
* Engagement Index Trends (change from previous year):

- * Small Agency Combined: +2%
- * FRTIB Overall: -2%
- * Leaders Lead: -5%
- * Supervisors: +4%
- * Intrinsic Work Experience: -5%

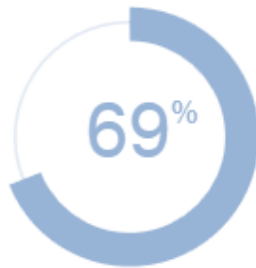


Global Satisfaction Index

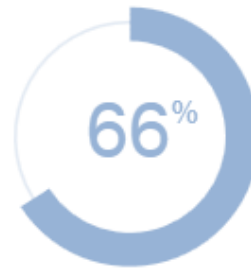
Overall



Job Satisfaction



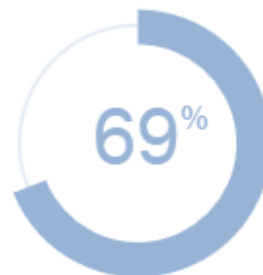
Org Satisfaction



Pay Satisfaction



Recommend Agency



Overall Global Satisfaction Index Benchmarks:

- * 4 percentage points above small agency average (64%)
- * 7 percentage points above Governmentwide average (61%)

Satisfaction Index Trends (change from previous year):

- * Small Agency Combined: +2%
- * FRTIB Overall: -5%
- * Job Satisfaction: -3%
- * Pay Satisfaction: -3%
- * Agency Satisfaction: -8%



Top Positive & Negative Items

* **47** Items identified as strengths (65% or higher)

Highest Percent Positive

97.2%	When needed I am willing to put in the extra effort to get a job done. (Q.7)
93.6%	I am constantly looking for ways to do my job better. (Q.8)
92.0%	In the last six months, my supervisor has talked with me about my performance. (Q.50)
90.3%	How would you rate the overall quality of work done by your work unit? (Q.28)
90.2%	The work I do is important. (Q.13)

* **1** Item identified as challenges (35% negative or higher)

Highest Percent Negative

38.6%	Pay raises depend on how well employees perform thier jobs. (Q.33)
30.2%	In my work unit, differences in performance are recognized in a meaningful way. (Q24)
29.8%	How satisfied are you with your opportunity to get a better job. (Q.67)
29.3%	Employees have a feeling of personal empowerment with respect to work proesses (Q.30)
29.2%	Senior leaders generate high levels of motivation and commitment in the workforce. (Q.53)



Greatest Increases

Greatest Increases

- * **18** Items increased since 2015
- * **New Strengths** – **2** Items became new strengths in 2016 (rose above 65%)

	2015 Positive	2016 Positive	2016 Neutral	2016 Negative	Increase Since 2015
I have trust and confidence in my supervisor. (Q. 51)	71	77	12	11	+6
Employees have a feeling of personal empowerment with respect to work processes. (Q. 30)	51	57	14	29	+6
Managers review and evaluate the organization's progress toward meeting its goals and objectives. (Q. 57)	64	69	16	15	+5
Overall, how good a job do you feel is being done by your immediate supervisor? (Q. 52)	75	80	13	7	+5
My supervisor treats me with respect. (Q. 49)	83	88	3	9	+5
Supervisors in my work unit support employee development. (Q. 47)	82	86	7	7	+4
In the last six months, my supervisor has talked with me about my performance. (Q. 50)	88	92	3	5	+4
Managers support collaboration across work units to accomplish work objectives. (Q. 59)	60	64	17	19	+4
I believe the results of this survey will be used to make my agency a better place to work. (Q. 41)	63	65	16	19	+2



Greatest Decreases

Greatest Decreases

- * **48** Items decreased from 2015
- * **Past Strength** – 9 Items are no longer strengths in 2016 (fell below 65%)

	2015 Positive	2016 Positive	2016 Neutral	2016 Negative	Decrease Since 2015
I have sufficient resources (for example, people, materials, budget) to get my job done. (Q. 9)	71	60	12	28	-11
My workload is reasonable. (Q. 10)	73	62	9	29	-11
How satisfied are you with the policies and practices of your senior leaders? (Q. 66)	59	49	24	27	-10
I have a high level of respect for my organization's senior leaders. (Q. 61)	66	57	19	24	-9
In my work unit, differences in performance are recognized in a meaningful way. (Q. 24)	53	44	26	30	-9
Considering everything, how satisfied are you with your organization? (Q. 71)	74	66	16	18	-8
Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor? (Q. 60)	69	61	22	17	-8
I am held accountable for achieving results. (Q. 16)	94	86	10	4	-8
My talents are used well in the workplace. (Q. 11)	70	63	11	27	-7
I recommend my organization as a good place to work. (Q. 40)	76	69	16	16	-7



Agenda

- Opening Comments – ED (10 minutes)
- Federal Employee Viewpoint Survey (FEVS) Results – ORM/Gisile (20 minutes)
- **Email Q&A – ORM/Joseph (10 minutes)**



Email Q&A

1. “Do the Security Specialists have someone who can act as a backup to address badge issues when they are all out of the office and/or not responding to emails for days? Has they ever been added to the Service Portal under Security so that others can monitor the status of late items in their absence?”
2. “The Agency requires two consecutive years with an exceptional rating to receive a Quality Step Increase (QSI). Please explain the rationale for linking performance across two years. Is this a best practice in the government? The policy greatly increases tension during the evaluation process because if someone receives an Exceptional rating, there are expectations that another one will be given in the following year. If someone gets a Superior rating, they’re disappointed, even though it’s a Superior rating.”



Email Q&A

3. “Why did we do Reduction–In–Force (RIF) procedures?”
4. “Would it be possible in 2017 to publish the mandatory training matrix at the end of September, so we can use it to accurately complete our IDPs? This year IDPs were due on 10/14, but the matrix wasn’t published until 11/02.”
5. “We used to send out pictures of new staff that came on board, but stopped doing that. Just wondering why and if we can bring this back. Thought it was a useful human touch to our culture.”



**See You in
2017!!!**



FRTIB ALL HANDS MEETING

November 20, 2014



Agenda

- **Remarks from the Executive Director (5 minutes)**
 - **Greenhouse – OEP/R. Wilder (15 minutes)**
 - **PSR Password Reset – OPOP/T. Emswiler (20 minutes)**
 - **2014 Federal Employee Viewpoint Survey (FEVS) Results – ORM/G. Goethe (15 minutes)**
 - **COO Remarks and Upcoming Events (5 minutes)**
-



FRTIB Mission

To administer the TSP solely in the interest of the participants and beneficiaries





Our Values

- **Participant-Focused**

- We are passionate about delivering valuable products and services to participants.
- We listen, respect, and carefully consider the needs of participants in all we do.
- We respond in a timely and accurate manner to participant requests.

- **Integrity**

- We are trustworthy and value individual and organizational honesty, consistency, and credibility.
- We ensure the financial integrity of the Thrift Savings Fund.
- We operate with independence and act ethically to carry out our fiduciary responsibility.

- **Efficiency**

- We deliver the best value for our participants.
 - We simplify processes and optimize technology to deliver secure and cost-effective solutions.
 - We work as an integrated team and communicate clearly internally and externally.
-



Our Vision

- We help people retire with dignity
- We ensure that FRTIB is a great place to work
- We pursue flawless operations
- We maintain excellent relationships with entities that oversee, regulate, govern and influence the TSP



Welcome New Employees

- **OCE – Lazetta Braxton**
 - **OERM – Reamona Goodwin**
 - **OFM – Ellie Sagastizado
Jerrod Coates**
 - **OGC – Austen Townsend**
 - **ORM – Kyra Pugh
Leo Kim
April Edwards**
 - **OTS – Keith Alberts
Tracey Teston**
-



Remarks by the Executive Director

- Designing the Re-imagined Participant Experience
- Metrics that matter
- Prioritizing Work
- Audit Activity
- Risk Posture, Appetite and Mitigation Plans



Agenda

- Remarks from the Executive Director (5 minutes)
- Greenhouse – OEP/R. Wilder (15 minutes)
- **PSR Password Reset – OPOP/T. Emswiler (20 minutes)**
- **2014 Federal Employee Viewpoint Survey (FEVS) Results – ORM/G. Goethe (15 minutes)**
- **COO Remarks and Upcoming Events (5 minutes)**



Green House

Deloitte.

Federal Retirement Thrift Investment Board (FRTIB)
Custom Lab

- Greenhouse Experience





Green House



Explore

Align

Create





Word Games

The team worked in two breakout groups to analyze FRTIB's vision statement to build alignment around the reinterpretation of the statement from the perspective of the organization and participants.

“HELP PEOPLE RETIRE WITH DIGNITY”

The team aligned around the following themes:

- Provide *advice*
- Deliver a *personalized* experience
- Offer a simple experience
- Enable participants
- “Dignity” in retirement is about comfort, freedom, and choice
- Retirement is not a single point in time



PERSPECTIVE OF THE ORGANIZATION



PERSPECTIVE OF THE PARTICIPANTS



Debate Club (Continued)





Debate Club (Continued)

Open questions and concerns associated with the three strategic choices included:

Mutual Fund Windows

- Who pays and how?
- What is the opportunity cost? What else could we be doing with our time and money?
- Do we really know that people want so many choices? Or will use them even if provided?

Holistic Education

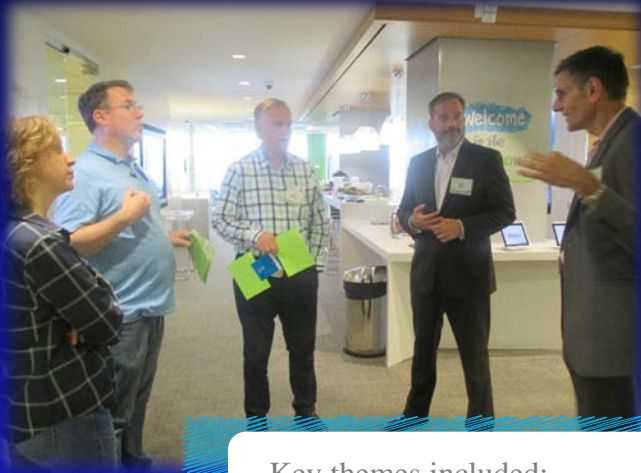
- Is this a singular “thing” related to mission/statutes? Is there a way to share relationship with participant?
- Is financial literacy the same as holistic education? Where is the dividing line with advice?

Advice

- Must we provide solicited and unsolicited advice? Or just one?
- How do Fortune 500 companies handle the risk?
- What is the cost of offering advice? (Unsolicited advice may be the last bridge to cost)
- How will we pay for this?
- Do we have a responsibility to participants outside of fiduciary?
- Why do we think we could do it better?
- Would our advice, based on our relationship, be “sticky” enough to be valuable? Or would it be a “drive-by” advice model?



Vision for the Participant Experience



After exploring the arguments and open questions associated with three strategic choices facing the organization, the team focused on defining how those changes should impact the FRTIB participant experience. Starting with a visioning exercise, they identified key themes that should characterize the future participant experience.



Key themes included:

- Ease
- Customer service channel preference
- Understanding the participants
- Consultative
- Personalization
- Participant choice
- Holistic education
- Advice
- Challenges:
 - Access to data
 - Ability to make informed assumptions



Closing - Headlines

TSP: Who Says a Monopoly can't be World Class?

Improving Retirement Outcomes Through Understanding

To close the day, each individual wrote a headline from the future responding to the question: What do you want the press to say about the TSP five years from now?

Why are TSP Participants so Happy?

The TSP is the Best Place to Keep Your Money, Hands Down!

TSP Builds World Class DC Plan

TSP Just Keeps Getting Better

TSP Goes Paperless

Financial Services Industry Model After TSP





Agenda

- Remarks from the Executive Director (5 minutes)
- Greenhouse – OEP/R. Wilder (15 minutes)
- **PSR Password Reset – OPOP/T. Emswiler (20 minutes)**
- 2014 Federal Employee Viewpoint Survey (FEVS) Results – ORM/G. Goethe (15 minutes)
- **COO Remarks and Upcoming Events (5 minutes)**



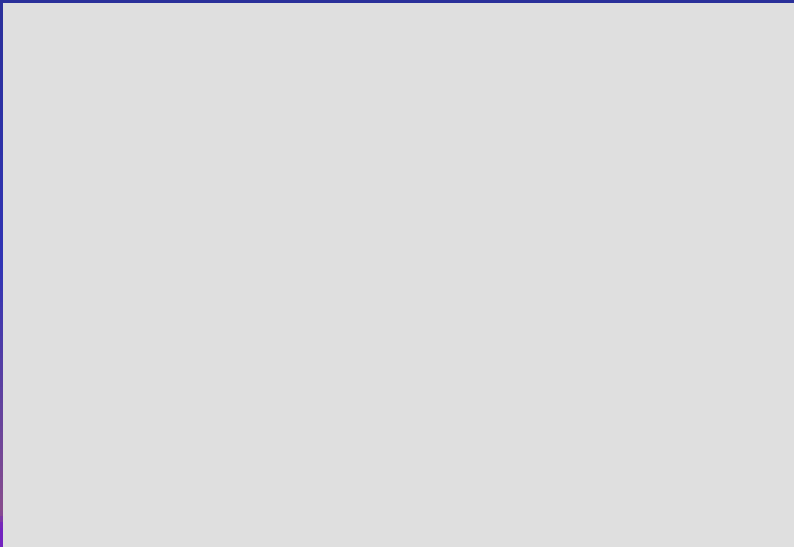
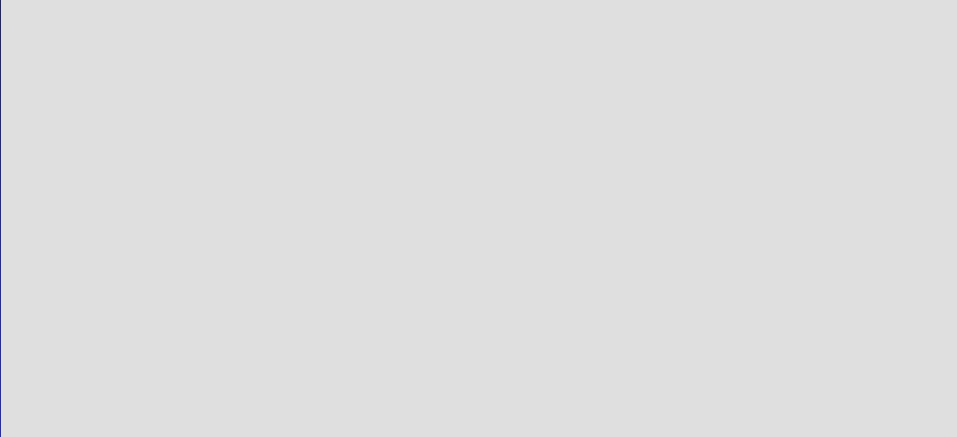
PSR Password Reset





Call Centers

(b)(7)f

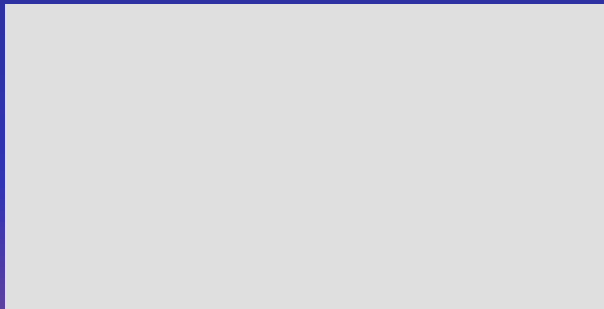


Call Centers Handle
roximately 10,000 Calls
Per Day



Call Centers

(b)(7)(f)



Service Level Metric
Handle 90 % of Calls
in 20 Seconds or Less



PSR

The screenshot shows a web interface for "Participant Service: Thrift Savings Plan". At the top, there are navigation links for "Logout", "Search", and "Help", along with a "Test Fileset F" indicator. Below these are several menu buttons: "Account Information", "History", "Loans", "Withdrawals", "Transactions", "Mail", "Notes", and "Operations". The main content area is a large grey rectangle, with the text "(b)(7)e" in red at the top-left corner. A "Elapsed Time: 00:00:00" label is visible in the bottom-right corner of the main area.

Participant Service: Thrift Savings Plan [Logout](#) | [Search](#) | [Help](#) **Test Fileset F**

[Account Information](#) [History](#) [Loans](#) [Withdrawals](#) [Transactions](#) [Mail](#) [Notes](#) [Operations](#)

(b)(7)e

Elapsed Time: 00:00:00

Figure 3-1 Main Account Screen



Preparation

- A suggestion at “Now and Then” presentation
- OTS takes the lead and creates an SCR
 - OPOP and OCE help OTS define requirements
- OTS leads an aggressive development schedule and SCR deployed Saturday, November 1st.
- Preparing the PSRS
 - OTS provides demo for PSRs on October 21st
 - Screen shots of web and PSR images sent to each call center along with procedures/instructions for their training use
- Preparing the screen scrapers



A Soft Roll-Out

A screenshot of a web browser window titled "STEP_86198_New Login to WEB - Windows Photo Viewer". The browser's address bar is empty. The page header includes a navigation menu with links for "Home", "Site Help", "What's New", "Forms & Publications", and "Contact TSP". The Thrift Savings Plan logo is visible on the left. A prominent message reads "Login Suspended, One Hour Time-out". Below this, a red information icon is followed by the heading "Account Locked". The main body of text explains that the user's account is locked due to multiple failed login attempts and provides instructions on how to reset the password or contact customer support.

STEP_86198_New Login to WEB - Windows Photo Viewer

File Print E-mail Burn Open

Home Site Help What's New Forms & Publications Contact TSP

Thrift Savings Plan

Login Suspended, One Hour Time-out

Account Locked

You have made several unsuccessful attempts to log into your account. For security reasons, we cannot permit you to access this account for one hour. However, if you need to immediately reset your password, call the TSP at 1-877-968-3778 (Monday through Friday, 7 a.m. to 9 p.m., Eastern time). A Participant Services Representative will be able to assist you. If you are calling from outside the United States and Canada, please call 404-233-4400 (not a toll-free number). Otherwise, please recheck your TSP account number (or user ID) and try again later.



The Former Process

Participant Service: Thrift Savings Plan Logout | Search | Help Test Fileset F

Account Information History Loans Withdrawals Transactions Mail Notes Operations

Elapsed Time: 00:00:00

(b)(7)e Workflow Items: GO

System Generated PIN / Password

A system generated PIN and/or Password will be mailed to the following address of record, and should be received within 10 days.

Select option for PIN and/or Password reset:

- PIN
- Password

Participant Address of Record:

(b)(6)

Submit Request



The Former Process (Can't)

Participant Service: Thrift Savings Plan

Logout | Search | Help

Test Fileset F

Account Information | History | Loans | Withdrawals | Transactions | Mail | Notes | Operations

Elapsed Time: 00:00:00

(b)(6) Workflow Items: [dropdown] GO

System Generated PIN / Password

Submit the PASSWORD Mailer transaction?



PSR Password Reset



Thank you for calling the TSP. I need to ask you a few questions to verify your identity.



PSR Password Reset

(b)(7)e

msn tsp.gov

Participant Service: Thrift Savings Plan [Logout](#) | [Search](#) | [Help](#) Test Fileset F

[Account Information](#) | [History](#) | [Loans](#) | [Withdrawals](#) | [Transactions](#) | [Mail](#) | [Notes](#) | [Operations](#)

Elapsed Time: 00:00:00

(b)(6) Workflow Items:

System Generated PIN / Password

A system generated PIN or password can be mailed to the following address of record and should be received within 10 days; or, a system generated password can be vocalized to the participant and the participant can create a strong password without delay.

Select option for PIN and/or Password reset:

PIN
 Password

Participant Address of Record:

(b)(6)



PSR Password Reset

(b)(7)e

msn tsp.gov

Participant Service: Thrift Savings Plan Logout | Search | Help Test Fileset F

Account Information | History | Loans | Withdrawals | Transactions | Mail | Notes | Operations

Elapsed Time: 00:00:00

(b)(6) Workflow Items: [dropdown] GO

System Generated PIN / Password

A system generated PIN or password can be mailed to the following address of record and should be received within 10 days; or, a system generated password can be vocalized to the participant and the participant can create a strong password without delay. Select option for PIN and/or Password reset:

- PIN
- Password
 - Send Password Notification Mailer
 - Vocalize Password to Participant

Participant Address of Record:

(b)(6)

Submit Request



PSR Password Reset

(b)(7)e

msn tsp.gov

Participant Service: Thrift Savings Plan Logout Search Help Test Fileset F

Account Information History Loans Withdrawals Transactions Mail Notes Operations

Elapsed Time: 00:00:00

(b)(6) Workflow Items: GO

System Generated PIN / Password

A system generated PIN or password can be mailed to the following address of record and should be received within 10 days; or, a system generated password can be vocalized to the participant and the participant can create a strong password without delay.

Select option for PIN and/or Password reset:

- PIN
- Password
 - Send Password Notification Mailer
 - Vocalize Password to Participant

Participant Address of Record:

(b)(6)

Submit Request



PSR Password Reset

(b)(7)e

msn tsp.gov

Participant Service: Thrift Savings Plan Logout | Search | Help Test Fileset F

Account Information History Loans Withdrawals Transactions Mail Notes Operations

Elapsed Time: 00:00:00

(b)(6) Workflow Items: GO

System Generated PIN / Password

Generate a system-generated Password, allowing the PSR agent to vocalize the password to the participant, rather than sending the password mailer notification?



PSR Password Reset

(b)(7)e

msn tsp.gov

Participant Service: Thrift Savings Plan Logout | Search | Help Test Fileset F

Account Information | History | Loans | Withdrawals | Transactions | Mail | Notes | Operations

Elapsed Time: 00:00:00

(b)(6) Workflow Items:

System Generated PIN / Password

The participant has requested a new system-generated password - with the option of 'vocalize' selected. As a result, no password mailer will be sent to the participant. The new password is effective immediately. It is

t

.



Confirmation Screen

(b)(7)e

(b)(6)

View Notes

Phone Nbr:		Added By:	(b)(7)e
Inquiry Method:	(b)(7)e	Organization:	
Inquiry Type:		Received Date:	
Reply Code:		Verification Chose	

Closed Date:

Note Information

(b)(7)e

[Close](#)

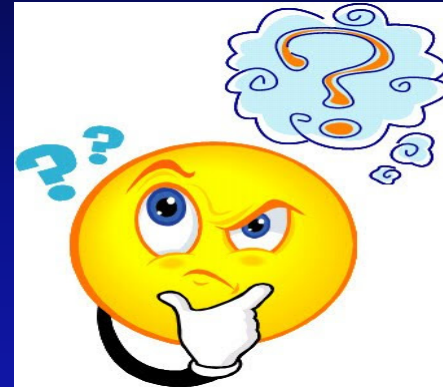


Success

Verbal Password Resets								
Functionality Deployed 11/1/2014								
Date	PSR Calls Answered (from call volume report)	System generated verbal password resets	% of total call volume	PSR notes using inquiry code 533	% of total call volume	Password reset via mail	% of total call volume	PSR Notes Total (from PSR inquiry report)
11/3/14	11,099	1,966	17.7%	1,361	12.3%	322	2.9%	11,294
11/4/14	8,884	1,600	18.0%	1,137	12.8%	264	2.9%	9,106
11/5/14	8,977	1,627	18.1%	1,209	13.5%	238	2.6%	9,188
11/6/14	7,923	1,561	19.7%	1,226	15.5%	187	2.4%	8,774
11/7/14	8,093	1,373	17.0%	1,046	12.9%	151	1.9%	8,265
11/10/14	11,260	2,075	18.4%	1,556	13.8%	239	2.1%	11,422
11/12/14	11,241	1,897	16.9%	1,454	12.9%	220	1.9%	11,405
11/13/14	9,160	1,555	17.0%	1,240	13.5%	197	2.1%	9,337
Totals	76,637	13,654	17.9%	10,229	13.4%	1,818	2.4%	78,791



QUESTIONS





Agenda

- Remarks from the Executive Director (5 minutes)
- Greenhouse – OEP/R. Wilder (15 minutes)
- PSR Password Reset – OPOP/T. Emswiler (20 minutes)
- **2014 Federal Employee Viewpoint Survey (FEVS) Results – ORM/G. Goethe (15 minutes)**
- **COO Remarks and Upcoming Events (5 minutes)**



2014 Federal Employee Viewpoint Survey (FEVS) Results

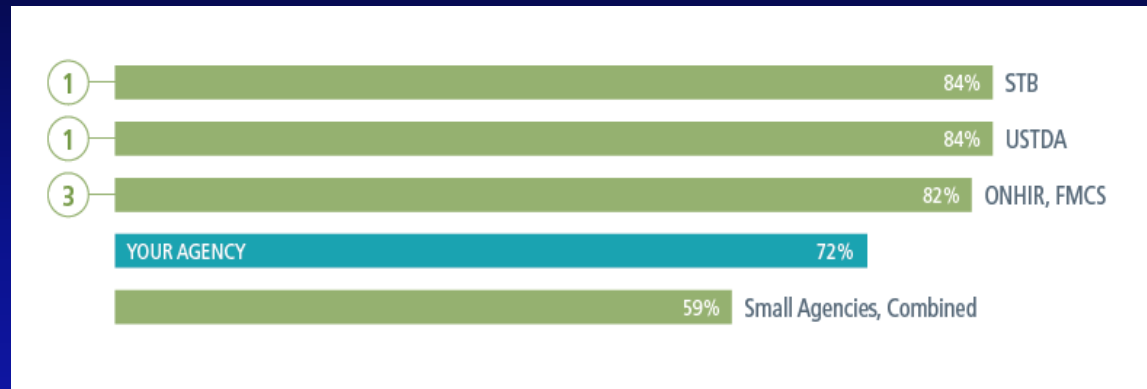
Office of Resource Management



Global Satisfaction Index

- Overall global satisfaction index score remained unchanged from 2013.
- 2 of the 4 elements decreased from 2013 - job satisfaction and organizational satisfaction.
- The 5 percentage point increase in pay satisfaction and 1 percentage point increase in organization recommendation offset the declines.

Small Agency Benchmarking



Global Satisfaction Index Scores





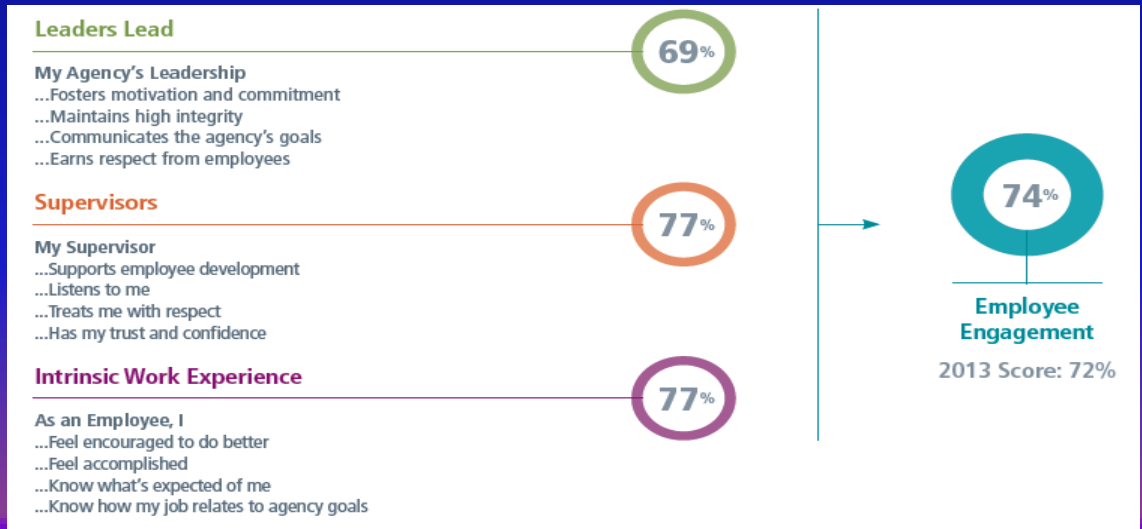
Employee Engagement Index

Small Agency Benchmarking

- Engagement scores are on the rise with a 2 percentage point increase from 2013, 9 percentage points above the small agency average, and 11 percentage points above the government wide.
- Engagement Sub factors: Leaders Lead, Supervisors, and Intrinsic Work Experience All 3 saw an increase from 2013.
- Key contributors to high engagement scores –
 - Senior leaders maintaining high levels of honesty and integrity (70%)
 - All levels of FRTIB agency leadership listening to (79%) and respecting (85%) their employees.



Employee Engagement Index Scores



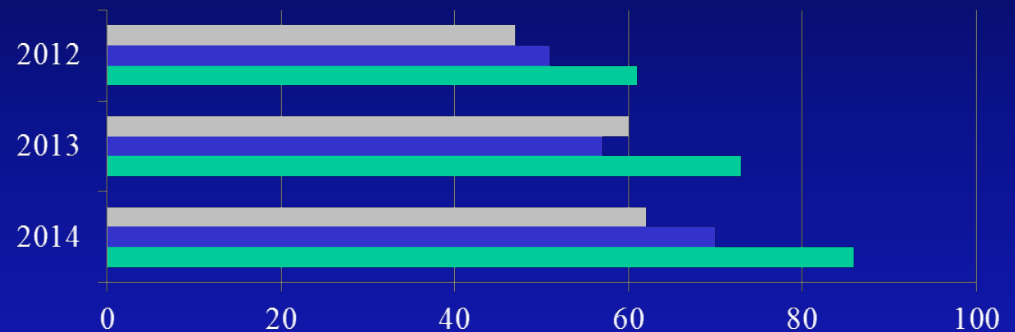


Results at a Glance – Celebratory & Cautionary Items

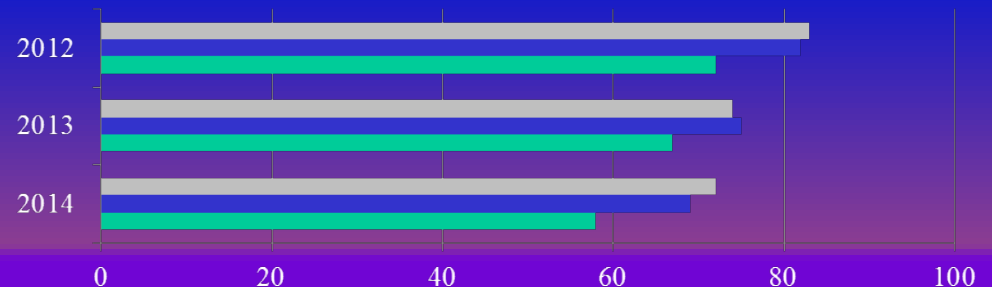
- **12** out of 71 items have increased by 2 or more percentage points across each of the last several survey administrations.

- **6** out of 71 items have decreased by 2 or more percentage points across each of the last several survey administrations.

- Managers promote communication among different work units.
- Policies and programs promote diversity.
- Senior leaders generate high levels of motivation and commitment.



- I feel encouraged to come up with new and better ways of doing things.
- Considering everything how satisfied are you with your job.
- How satisfied are you with the recognition you receive for doing a good job.





Results at a Glance – Strengths & Challenges

Most Positive Response Items			
	FRTI B	Small Agency	Gov' t
When needed I am willing to put in the extra effort to get a job done.	98%	96%	96%
The work I do is important.	97%	87%	90%
I am constantly looking for ways to do my job better.	94%	89%	90%
My Agency is successful at accomplishing its mission.	92%	76%	73%
Most Negative Response Items			
Pay raises depend on how well employees perform their jobs.	34%	-	54%
In my work unit, difference in performance are recognized in a meaningful way.	27%	-	40%
How satisfied are you with your opportunity to get a better job in your organization.	27%	-	39%
In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	23%	-	45%

- **56** out of 71 items identified as strengths (65% or higher).
- **0** out of 71 items identified as challenges (35% negative or higher).



Results at a Glance – Increases & Decreases

Increased the Most			
	2013	2014	Difference
Policies and programs promote diversity in the workplace.	54	70	+16
My supervisor provides me with constructive suggestions to improve my performance.	58	73	+15
Managers promote communication among different work units.	57	70	+13
Decreased the Most			
How satisfied are you with the recognition you receive for doing a good job.	67	58	-9
In my work unit, differences in performance are recognized in a meaningful way.	54	47	-7
My performance appraisal is a fair reflection of my performance.	77	70	-7

- 1 Year Trend – **48** items increased from 2013 and **23** items decreased.
- 2 Year Trend – **40** items increased from 2012 and **29** items decreased.
- 3 Year Trend – **40** items increased from 2011 and **30** items decreased.

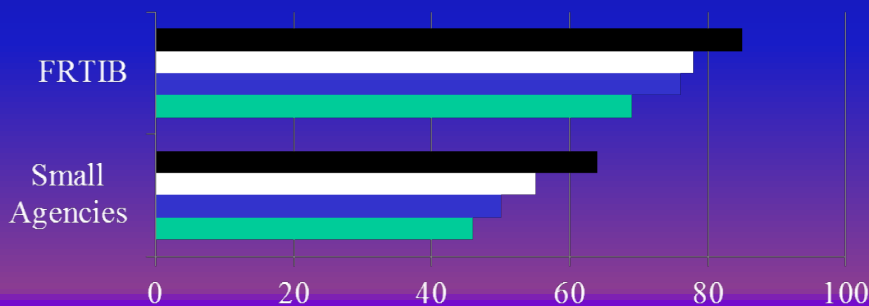


Results at a Glance – Above and Below Small Agency

- 67 out of 71 items are above the combined small agency average and 57 are 5 or more percentage points higher.
- 4 out of 71 items are below the combined small agency average and 0 are 5 or more percentage points lower.

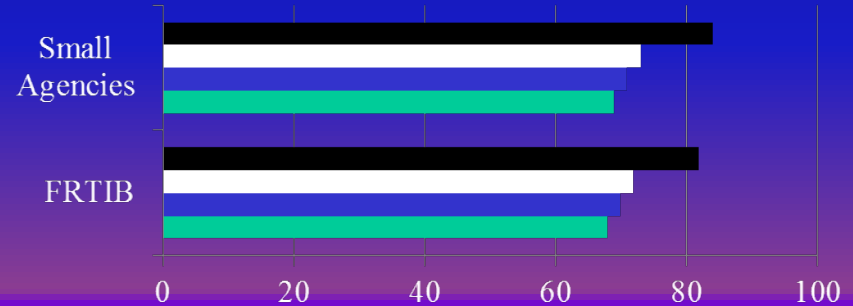
Above...

- Opportunity to improve skills.
- The skill level in my work unit has improved.
- Satisfaction w/ training received.
- My training needs are assessed.



and Below

- Supervisor supports work/life balance.
- Trust and confidence in supervisor.
- Overall job of supervisor.





Agenda

- Remarks from the Executive Director (5 minutes)
- Greenhouse – OEP/R. Wilder (15 minutes)
- PSR Password Reset – OPOP/T. Emswiler (20 minutes)
- 2014 Federal Employee Viewpoint Survey (FEVS) Results – ORM/G. Goethe (15 minutes)
- **COO Remarks and Upcoming Events (5 minutes)**



COO Remarks

- Safety Message
- Charitable and In-Kind Giving Drives
- FRTIB Service Pins
- Timekeeping (QuickTime) Software Refresh
- Status of CTO Vacancy
- Holiday Party



FRTIB ALL HANDS MEETING

May 22, 2014



Agenda

- **Remarks from the Executive Director (10 minutes)**
 - **Update on 9th floor expansion (Tanner Nohe) – 15 minutes**
 - **Records Management (Diana Avery) – 10 minutes**
 - **Update on MAP Unit (Toni Bush Neal) – 15 minutes**
 - **Update on NoMa Construction (Dustin Hicks) – 10 minutes**
 - **Coming Months/Closing Comments (5 minutes)**
-



FRTIB Mission

To administer the TSP solely in the interest of the participants and beneficiaries





Our Values

- **Participant-Focused**

- We are passionate about delivering valuable products and services to participants.
- We listen, respect, and carefully consider the needs of participants in all we do.
- We respond in a timely and accurate manner to participant requests.

- **Integrity**

- We are trustworthy and value individual and organizational honesty, consistency, and credibility.
- We ensure the financial integrity of the Thrift Savings Fund.
- We operate with independence and act ethically to carry out our fiduciary responsibility.

- **Efficiency**

- We deliver the best value for our participants.
 - We simplify processes and optimize technology to deliver secure and cost-effective solutions.
 - We work as an integrated team and communicate clearly internally and externally.
-



Our Vision

- We help people retire with dignity
- We ensure that FRTIB is a great place to work
- We pursue flawless operations
- We maintain excellent relationships with entities that oversee, regulate, govern and influence the TSP



Welcome New Employees

- **OED – ShaNice Stokes**
 - **ORM – Shalondra “Nicole” Smith
Nicole Scarborough**
 - **OGC – Tyrone Crawford
Marla Greenberg**
 - **OTS – Shad Harsh**
 - **OERM – Derek Richardson**
 - **OFM – Johnnie Lloyd**
-



Remarks From the ED

- FEVS
- Highlights from May Board Meeting
- Participant Survey
- Mutual Fund Window Study



Agenda

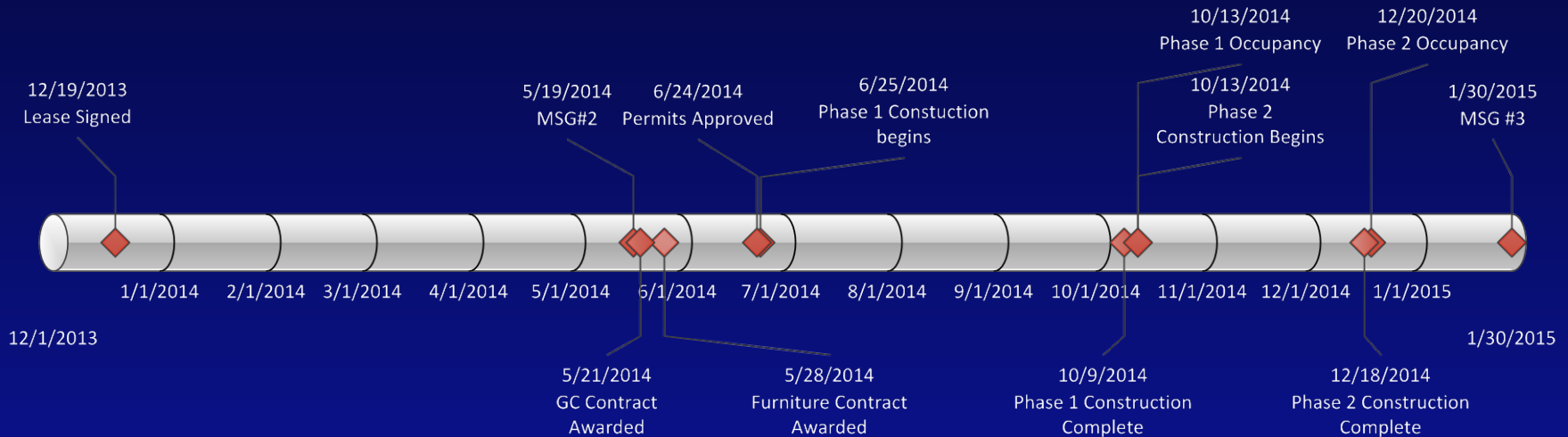
- **Remarks from the Executive Director (10 minutes)**
 - **Update on 9th floor expansion (Tanner Nohe) – 15 minutes**
 - **Records Management (Diana Avery) – 10 minutes**
 - **Update on MAP Unit (Toni Bush Neal) – 15 minutes**
 - **Update on NoMa Construction (Dustin Hicks) – 10 minutes**
 - **Coming Months/Closing Comments (5 minutes)**
-



9th Floor Expansion

Integrated Project Team:

Dustin Hicks, Linda Bethke-Cyr, David Heimann, Adrienne Albritton, Khatrina Higgs, Kristina Kim, Karrenthya Simmons, Antonio Johnson, Leonard Dillard, Monique Marshall, Paul Anderson, Tanner Nohe (PM)





9th Floor Layout

(b)(7)f





Agenda

- **Remarks from the Executive Director (10 minutes)**
 - **Update on 9th floor expansion (Tanner Nohe) – 15 minutes**
 - **Records Management (Diana Avery) – 10 minutes**
 - **Update on MAP Unit (Toni Bush Neal) – 15 minutes**
 - **Update on NoMa Construction (Dustin Hicks) – 10 minutes**
 - **Coming Months/Closing Comments (5 minutes)**
-



Records and Information Management

Records and Information Management (RIM) Diana Avery, Records Manager

May 22, 2014

Records Management Branch
Office of Resource Management



Records and Information Management

What is Records and Information Management (RIM)?

To help FRTIB better follow NARA regulations:

- **Developing policy and procedures**
 - **Establishing a team of coordinators**
 - **Educating FRTIB staff**
 - **Managing records within an electronic recordkeeping system**
-



FRTIB Records Management Team (RMT)

Office	Coordinator
OED	ShaNice Stokes
OTS	JeNeen Spencer and Yaneldy Gonzalez
OEA and ETAC	David Toro
ORM	Maggie Garcia and Katrina Ward
OFM	Kelly Wheeler and Kathleen Dillard
OGC	Marquita Foster
OI	Bill Jacobson
OPOP	Ashley Cortesi, Kristina Kim, and Stormy Ramsey
OCE	Areela Smith-Boadu and Tracy Rhymes
OEP	Valerie Drakeford
OERM	Antonio Johnson

Current Goal: Inventory all records



Way Forward

- **By December 31, 2016**
Establish an email management system
 - **By December 31, 2017**
Develop an interactive RIM training tool
 - **By December 31, 2019**
Establish an Electronic Records Management System (ERMS) to manage all FRTIB records both in electronic and paper format
-



Questions?

FRTIB's Records Management Program is administered
by the Records Management Branch
in the Office of Resource Management (ORM)

Diana Avery, Records Manager
Angela Tucker, Records Liaison

Contact Your Records Coordinator for Assistance



Agenda

- **Remarks from the Executive Director (10 minutes)**
 - **Update on 9th floor expansion (Tanner Nohe) – 15 minutes**
 - **Records Management (Diana Avery) – 10 minutes**
 - **Update on MAP Unit (Toni Bush Neal) – 15 minutes**
 - **Update on NoMa Construction (Dustin Hicks) – 10 minutes**
 - **Coming Months/Closing Comments (5 minutes)**
-



Management and Performance

- Responsible for coordinating and championing the day-to-day activities of service review, performance measurement, and continuous business improvement
 - Design, implement, and deliver meaningful information via analyses, reports and metrics that meet management needs, and measure performance against the Agency's overall goals and strategic plan
 - Serve as a liaison to the Executive Leadership Council (ELC), providing information that will be used to establish targets, measure and forecast performance, and support strategic decision-making



Performance Measurement

What is Performance Measurement?

- A comparison that provides objective evidence of the degree to which a performance result is occurring over time.¹



Continuous Improvement

What is Continuous Improvement?

- A method for identifying opportunities for improvement by streamlining processes to create more value with less expended effort and resources.
 - Excellence will only be achieved through the pursuit of finding better and smarter ways to work.
-



Agenda

- **Remarks from the Executive Director (10 minutes)**
 - **Update on 9th floor expansion (Tanner Nohe) – 15 minutes**
 - **Records Management (Diana Avery) – 10 minutes**
 - **Update on MAP Unit (Toni Bush Neal) – 15 minutes**
 - **Update on NoMa Construction (Dustin Hicks) – 10 minutes**
 - **Coming Months/Closing Comments (5 minutes)**
-

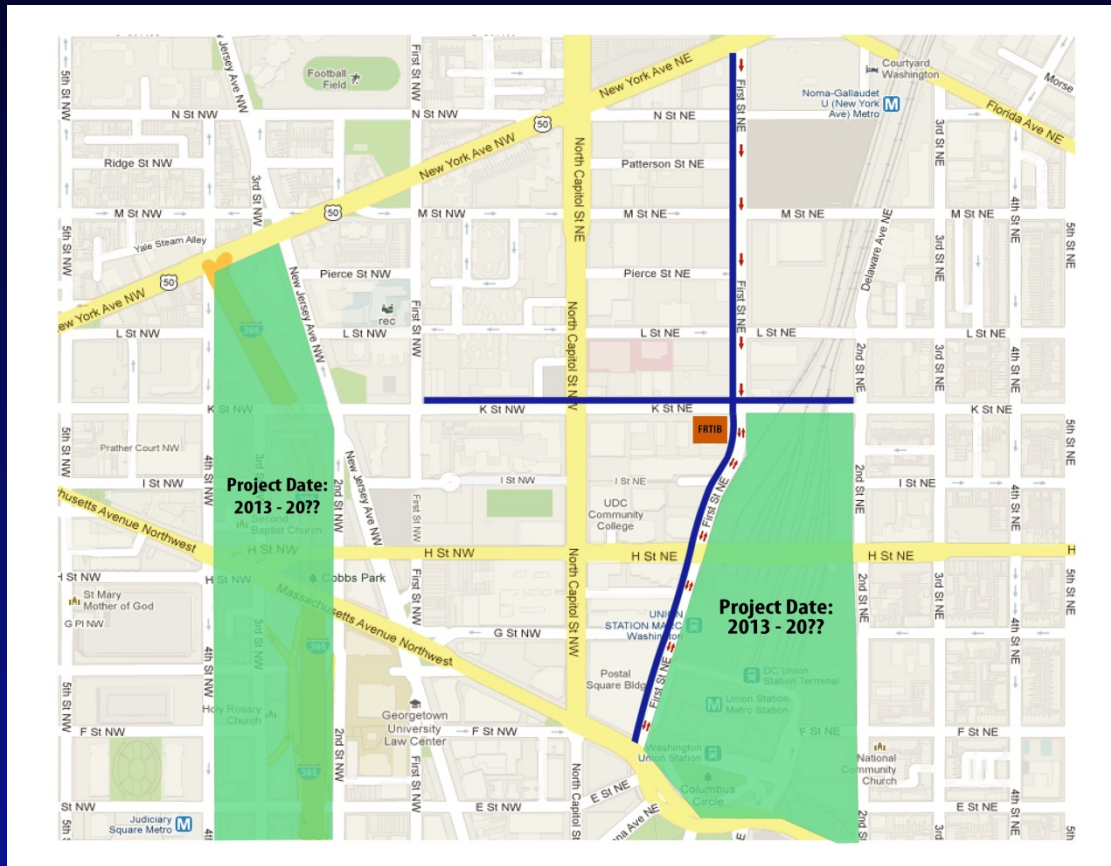


NOMA Projects

- **1st Street NE**
- **K Street**
- **Union Station/Burnham Place (H Street)**
- **Capitol Crossing (I-395)**
- **NOMA News**



Traffic





Union Station





NOMA News

DEVELOPMENT SUMMARY

Type	Office (SF)	Retail (SF)	Residential (units)	Hotel (rooms)	Total (SF)	% of Total
Delivered Before 2005	6,243,000	234,350	-	-	6,477,350	19%
Commercial Delivered 2005 – April 2014	6,508,258	331,426	-	-	6,839,684	20%
Residential	-	-	3,836	-	3,836,000*	11%
Hotel	-	-	-	622	435,400	1%
Planned	9,324,197	548,349	6,247	886	16,739,746	49%
TOTAL	22,075,455	1,114,125	10,083	1,508	34,328,180	

* Estimate

Walk Score

92

Walker's Paradise

Daily errands do not require a car.

Transit Score

82

Excellent Transit

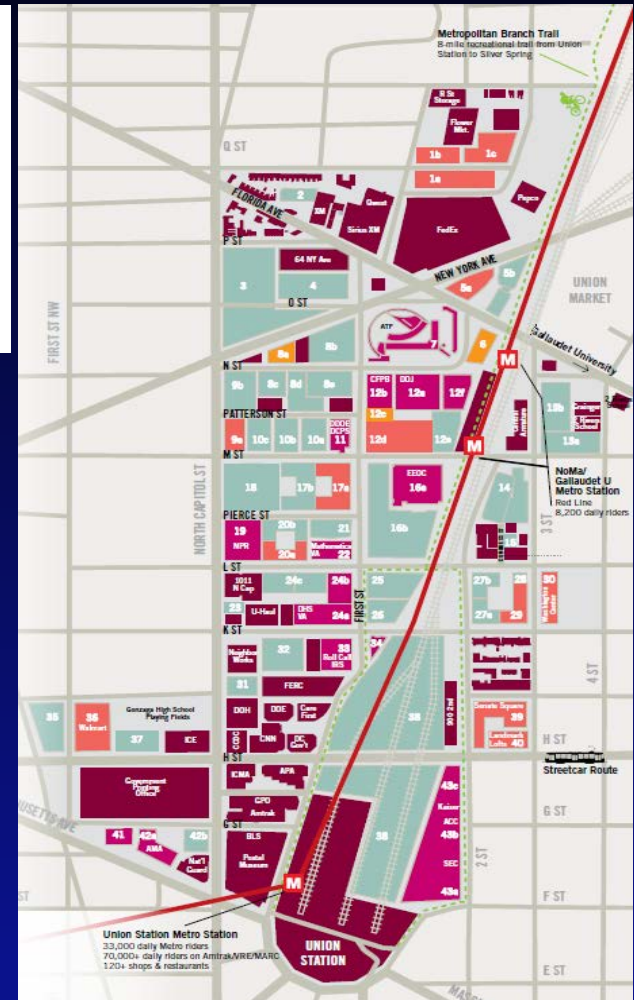
Transit is convenient for most trips.

Bike Score

92

Biker's Paradise

Flat as a pancake, excellent bike lanes.





Web Sites

<http://www.burnhamplace.com/index.html>

<http://www.nomabid.org/>

http://pgp.us.com/capitol_crossing/overview.php



Agenda

- **Remarks from the Executive Director (10 minutes)**
- **Update on 9th floor expansion (Tanner Nohe) – 15 minutes**
- **Records Management (Diana Avery) – 10 minutes**
- **Update on MAP Unit (Toni Bush Neal) – 15 minutes**
- **Update on NoMa Construction (Dustin Hicks) – 10 minutes**
- **Coming Months/Closing Comments (5 minutes)**



The Coming Months/Closing Comments

- Security Awareness Training
- Nats Game – June 5
- Suggestion Box
- COO