

Office of Personnel Management



Transform hiring, pay, and benefits across the Federal Government to attract and retain the best civilian workforce	Lead the establishment and modernization of human capital information technology and data management systems and solutions	Improve integration and communication of OPM services to Federal agencies to meet emerging needs	Optimize agency performance
1.1) Drive improvements to the hiring process so agencies are able to hire the best candidate in a timely manner	<i>2.1) Establish a Center of Excellence by leveraging data analytics and research to advance evidence-based human capital management (2019 FAFI)</i>	3.1) Strengthen OPM coordination of policy, service delivery, and oversight resulting in agencies' achievement of human capital objectives (2019 NP)	4.1) Improve collaboration, transparency, and communication among OPM leadership to make better, more efficient decisions, increasing OPM's collaborative management score by 4 percentage points
1.2) Achieve reforms to the pay system to drive performance excellence and greater responsiveness to changes in labor markets	2.2) Advance human capital management through the strategic use of interoperable HR IT that connects all parts of the talent management lifecycle and drives agency adoption of the Software as a Service model by the end of 2022	3.2) Achieve recognition as the trusted human capital management advisor	4.2) Invest in OPM management and provide the tools managers need to maximize employee performance, improving OPM's score in dealing with poor performers, by 4 percentage points
1.3) Reduce the complexity and costs to administer Federal employee retirement earned benefits by achieving and implementing legislative reform	2.3) Streamline data collection and leverage data repositories to enhance enterprise-wide Human Resource (HR) data analytics and reduce low-value reporting requirements		4.3) Exceed the Government-wide average satisfaction score for each agency mission support service
1.4) Improve healthcare quality and affordability in the Federal Employees Health Benefits (FEHB) Program with 75 percent of enrollees in quality, affordable plans (2019 NP)			4.4) Improve retirement services by reducing the average time to answer calls to 5 minutes or less and achieve an average case processing time of 60 days or less
1.5) Transform the background investigation process to improve investigation timeliness (2019 NP)			