

FEDERAL LABOR RELATIONS AUTHORITY
PERFORMANCE PLAN
FY 2011

The FLRA's FY 2011 Performance Plan consists of eight (8) goals:

1. Modernize agency information technology (IT) business systems to support and enhance program achievement.
2. Provide timely review and disposition of Unfair Labor Practice (ULP) cases.
3. Provide timely review and disposition of Representation (REP) cases.
4. Provide timely review and disposition of Arbitration (ARB) cases.
5. Provide timely review and disposition of Negotiability (NEG) cases.
6. Provide timely review and disposition of bargaining impasse (FSIP) cases.
7. Develop, manage and utilize FLRA's human resources to meet program needs.
8. Promote program effectiveness and public accountability to improve labor-management relations.

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Performance Goal 1 - Modernize agency information technology (IT) business systems to support and enhance program achievement.

Objective: Improve agency program efficiencies through leveraging technology for internal and external customers.

Outcome	Measure	Target	Component/Office
A. Establish Shared Service model for voice, email, applications and IT helpdesk.	A. Percentage enterprise applications utilizing Software as a Service (SaaS) and Platform as a Service (PaaS)	A. 90%	A. IRMD
B. Embrace virtual desktop provisioning which will protect the data enterprise while at the same time leverage the availability of the anywhere / anytime environment.	B. Percentage of user computers utilizing virtual desktop provisioning.	B. 95%	B. IRMD
C. Assess, revise and implement an agency IT life cycle plan.	C. Percentage of user computers refreshed in the FY.	C. 33%	C. IRMD
D. Enhanced integration for agency-wide e-filing and case management.	D. Percent completeness of integration between systems that face the customer and the FLRA employee	D. 100%	D. IRMD
C. Reduce total enterprise IT computing costs.	B. Percent reduction of IT Enterprise Total Cost of Ownership (TCO)	E. 40%	E. IRMD

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Performance Goal 2 - Provide timely review and disposition of cases.

Objective: Remedy all ULP cases in a timely manner.

Outcome	Measure	Target	Component/Office
A. Resolve all ULP charges (issuance of a complaint, withdrawal, dismissal, or settlement of the charge) within 120 days from the date filed.	A. Percentage of ULP charges resolved within 120 days from the date filed.	A. 55%	A. OGC
B. Issue decisions on appeals from Regional Director's dismissal of ULP charges within 60 days of receipt of the appeal, and in no case more than 120 days.	B. Percentage of decisions on appeals issued within 60 days.	B. 90/100%	B. OGC
C. All cases in which a complaint is issued and forwarded to OALJ will be resolved within 180 days of the issuance of complaint.	C. Percentage of cases resolved within 180 days of the issuance of the complaint.	C. 90%	C. OALJ
D. Decide all ULP cases within 180 days of assignment to an Authority Member Staff.	D. Percentage of ULP cases decided within 180 days of assignment to an Authority Member staff.	D. 50%	D. Authority

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Performance Goal 3 - Provide timely review and disposition of Representation (REP) cases.

Objective: Review all REP cases in a timely manner.

Outcome	Measure	Target	Component/Office
A. Representation cases will be resolved by withdrawal of petition, conducting of election, or issuance of Decision and Order within 120 days of filing of the petition.	A. Percentage of representation cases resolved within 120 days from the filing of the petition.	A. 70%	A. OGC
B. Upon assignment to an Authority Member staff, a decision whether to grant review in a REP case will issue by day 60.	B. Percentage of REP cases in which a decision whether to grant review issued by day 60.	B. 100%	B. Authority

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Performance Goal 4 - Provide timely review and disposition of Arbitration (ARB) cases.

Objective: Remedy all ARB cases in a timely manner.

Outcome	Measure	Target	Component/Office
A. Decide all ARB cases within 180 days of assignment to an Authority Member Staff.	A. Percentage of ARB cases decided within 180 days of assignment to an Authority Member staff.	A. 40%	A. Authority

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Performance Goal 5 - Provide timely review and disposition of Negotiability (NEG) cases.

Objective: Review all NEG cases in a timely manner.

Outcome	Measure	Target	Component/Office
A. Decide all NEG cases within 180 days of assignment to an Authority Member Staff.	A. Percentage of NEG cases decided within 180 days of assignment to an Authority Member staff (reflecting reasonable time for a post-petition conference).	A. 45%	A. Authority

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Performance Goal 6 - Provide timely review and disposition of Bargaining Impasses (FSIP) cases.

Objective: Review all FSIP cases in a timely manner.

Outcome	Measure	Target	Component/Office
A. FSIP cases where jurisdiction is declined will close within 100 days of filing.	A. Percentage of declined cases closed within 100 days of filing.	A. 90%	A. FSIP
B. FSIP cases voluntarily settled after jurisdiction is asserted will close within 120 days of filing.	B. Percentage of voluntarily settled cases closed within 120 days of filing.	B. 80%	B. FSIP
C. FSIP cases resolved through a final action will be closed within 150 days of filing.	C. Percentage of final action cases closed within 150 days of filing.	C. 80%	C. FSIP

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Performance Goal 7 - Develop, manage and utilize FLRA’s human resources to meet program needs.

***Objective:** Recruit, develop and retain a multi-skilled, well-trained, highly performing, culturally diverse workforce that meets program needs and is collaboratively involved in workforce matters.*

Outcome	Measure	Target	Component/Office	
A. Operate as a continuous learning organization using a broad spectrum of learning methodologies to support current and future skills development and career paths.	A. Employees will have current individual development plans (IDPs).	A. 100%	A. OPPM	
	Delivery of training through a coordinated agency-wide training program.	100% of employees receiving training through program.		
	B. Operate with an effective and dynamic Human Capital Plan	B. 100%		B. OPPM
	Percentage of components where succession planning, that includes employee and leadership development and institutional knowledge preservation, has been implemented.	100%		
	Develop a comprehensive recruitment strategy to hire and retain highly talented and diverse employees.			
	Percentage of vacancies filled in a	100%		

<p>C. Improved employee job satisfaction</p>	<p>timely manner, utilizing a user-friendly application process that is clear and understandable, consistent with OPM directives and modern technology.</p> <p>C. Employee job satisfaction in targeted areas increase, as measured by the FHCS and agency annual employee survey.</p> <p>Health and Wellness programs will be available to all employees.</p>	<p>C. Improvement will occur in all targeted areas.</p> <p>100%</p>	<p>C. OPPM</p>
<p>D. High functioning performance management system.</p>	<p>D. Percentage of position descriptions, Performance Work Plans (PWP's), progress reviews and appraisals that are current and timely.</p> <p>Recognize exceptional performance, through an agency-wide performance based appraisal system, and address poor performance through improved performance management.</p> <p>Operate under a certified SES system.</p> <p>Employee performance elements and standards are clearly aligned</p>	<p>D. 100%</p> <p>Effective for 100% of employees</p> <p>100% of SES employees will be covered by a certified system</p> <p>100% of employees will be covered by an up to date</p>	<p>D. OPPM</p>

	with positions and grades, the agency's mission and strategic goals. The performance appraisal system is revised to reflect current agency policy.	performance appraisal system.	
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Performance Goal 8 - Promote program effectiveness and public accountability to improve labor-management relations.

Objective: Assist parties in minimizing and resolving labor-management disputes.

Outcome	Measure	Target	Component/Office
A. Reduce backlog of overage cases (pending before Authority Members for more than 180 days from the date of assignment to a Member staff) by 75% such that, at the end of FY2011, no more than 50 cases are overage.	A. Number of pending cases that are overage.	A. No more than 50 cases.	A. Authority
B. Use collaboration techniques and ADR services to minimize and/or resolve labor-management disputes.	B. Percentage of negotiability cases in which offer of ADR assistance is accepted by parties that are partially or totally resolved.	B. 80%	B. Authority
	Percentage of negotiability cases in which offer of ADR assistance is accepted by parties that are partially or totally resolved.	50%	Authority
	Percentage of ULP cases in OALJ where offer of settlement judge services is accepted by parties that are partially or totally resolved.	70%	OALJ
	Percentage of FSIP cases that are		

<p>C. Expand training, outreach and facilitation activities to improve effectiveness of agency operations and provide parties with tools to constructively management workplace disputes.</p>	<p>partially or totally resolved without Panel final action.</p>	<p>30%</p>	<p>FSIP</p>
	<p>Percentage of ULP and REP cases in which an offer of ADR services is accepted by the parties that are partially or totally resolved.</p>	<p>55% (ULP)/ 50%(REP)</p>	<p>OGC</p>
	<p>C. Number of training, outreach, and facilitation activities conducted.</p>	<p>C. 175</p>	<p>C. OGC, Authority, and FSIP</p>
	<p>Number of participants in training, outreach, and facilitation activities.</p>	<p>5000</p>	