

**Human Resources Directorate - FY21 SLA HR Performance Metrics**

Metric #	Measurement	Metrics	Who	Method of Measurement	1 <sup>st</sup> Qtr	2 <sup>nd</sup> Qtr	3 <sup>rd</sup> Qtr	4 <sup>th</sup> Qtr	FY 21
1	<u><b>Organization and Position Management</b></u> Positions are classified in accordance with OPM published classification standards.	95% of all positions are classified in accordance with OPM published classification standards within 14 calendar days of receiving all appropriate materials from client management *  *If major classification activity is taking place, e.g. reorganization, management will prioritize work with the understanding that metric will be impacted by the special project	Brittany Gonzalez	Manual - MEASUREMENT: Information is tracked manually	100.00%				100.00%
2	<u><b>Staff Acquisition</b></u> Posting of vacancy announcement, reviewing applicants, issuing certificates and making tentative job offer.	90% of vacancy announcements will be posted within 7 calendar days of receipt of completed recruitment package, including approved SF 52, Request for Eligible, and final job analyses.	Brittany Gonzalez	Manual - MEASUREMENT: Information is tracked through USA Staffing	93.10%				93.10%
3	<u><b>Staff Acquisition</b></u> Posting of vacancy announcement, reviewing applicants, issuing certificates and making tentative job offer.	92% of the time upon receipt of properly documented selection certificate, Human Resources Representative will make tentative job offer within 4 calendar days.	Brittany Gonzalez	Manual - MEASUREMENT: Information is tracked through USA Staffing	100.00%				100.00%
4	<u><b>Benefits Management</b></u> Retirement annuity estimates will be provided.	Retirement annuity estimates will be provided within 14 calendar days of receipt of all supporting information 95% of the time.*  *Metric may be impacted if IBC does not have complete employee record, e.g. waiting for OPF from National Records Center or former agency.	Brittany Gonzalez	MEASUREMENT: Information is input into an excel spreadsheet where formulas are used to determine if measurement is met.	100.00%				100.00%
5	<u><b>Employee Relations</b></u> Draft corrective action documents (Letters of Counseling, Letters of Warning, etc.) will be provided to management.	Draft corrective action documents (Letters of Counseling, Letters of Warning, etc.) will be provided to management within 7 calendar days of receipt of all supporting information 95% of the time.	Brittany Gonzalez	Manual - MEASUREMENT: Information is tracked manually	100.00%				100.00%
6	<u><b>Employee Relations</b></u> Draft disciplinary, adverse and performance action documents (e.g., Letters of Reprimand, proposals, decision documents) will be provided to management. IBC will coordinate with general/legal counsel, union, and or employee representative as necessary, which may impact metric time. Special attention will be given to critical employee relations issues.	Draft disciplinary, adverse and performance action documents (e.g., Letters of Reprimand, proposals, decision documents) will be provided to management within 14 calendar days of receipt of all supporting information 95% of the time.	Brittany Gonzalez	Manual - MEASUREMENT: Information is tracked manually	100.00%				100.00%
7	<u><b>Personnel Action Processing</b></u> SF-50 personnel actions and other actions will be processed for proposed allowable effective date.	SF-50 personnel actions and other actions will be processed for proposed allowable effective date 95% of the time.  Measurement will track within-grade increases (NOAC 893). *Within-grade increases processed by IBC HROD due to another HRO's mistake, will not count as "missed".	Brittany Gonzalez	Manual - MEASUREMENT: Information is tracked manually	97.64%				97.64%
8	<u><b>FPPS Security</b></u> User profiles will be established or changed.	User profiles will be established or changed within 7 calendar days of receiving completed user access request 90% of the time.	Brittany Gonzalez	Manual - MEASUREMENT: Information is tracked manually	94.12%				94.12%
Comments:									