

**Merit Systems Protection Board**

**Strategic Plan**

**FY 2004 – FY 2009**



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**MERIT SYSTEMS PROTECTION BOARD  
STRATEGIC PLAN  
FY 2004 – FY 2009**

**MISSION**

The Merit Systems Protection Board (MSPB) is an independent quasi-judicial agency established to protect Federal merit systems against partisan political and other prohibited personnel practices and to ensure adequate protection for employees against abuses by agency management. The Board carries out its statutory mission principally by:

- Adjudicating employee appeals of personnel actions over which the Board has jurisdiction, such as removals, suspensions, furloughs, and demotions;
- Adjudicating appeals of administrative decisions affecting an individual's rights or benefits under the Civil Service Retirement System or the Federal Employees' Retirement System;
- Adjudicating employee complaints filed under the Whistleblower Protection Act (WPA), the Uniformed Services Employment & Reemployment Rights Act (USERRA), and the Veterans Employment Opportunities Act (VEOA);
- Adjudicating cases brought by the Special Counsel, principally complaints of prohibited personnel practices and Hatch Act violations;
- Adjudicating requests to review regulations of the Office of Personnel Management (OPM) that are alleged to require or result in the commission of a prohibited personnel practice—or reviewing such regulations on the Board's own motion;
- Ordering compliance with final Board orders where appropriate; and
- Conducting studies of the Federal civil service and other merit systems in the Executive Branch to determine whether they are free from prohibited personnel practices.

To accomplish its mission, the MSPB has established the following strategic goals:

1. To provide fair, timely, and efficient adjudication of cases filed with the Board and to make effective use of alternative methods of dispute resolution in Board proceedings
2. To support strong and viable merit systems that ensure the public's interest in a high quality, professional workforce managed under the merit principles and free from prohibited personnel practices.

3. To strategically manage MSPB's human capital and strengthen its internal systems and processes to support a continually improving, highly effective and efficient organization

**ADJUDICATION**

**Goal #1**

**To provide fair, timely, and efficient adjudication of cases filed with the Board and to make effective use of alternative methods of dispute resolution in Board proceedings**

**OBJECTIVES**

1. Issue high quality decisions
2. Issue timely decisions at both the regional office and Board headquarters levels
3. Continue alternative dispute resolution (ADR) procedures in MSPB proceedings at both the regional office and Board headquarters levels
4. Hold increase in average case processing costs to no more than the percentage increase in operating costs, adjusted for the change in the number of decisions issued
5. Implement an integrated, streamlined electronic case processing system that allows appellants and agencies to file and receive documents electronically
6. Obtain customer input regarding the adjudicatory process

**ASSUMPTIONS/FACTORS AFFECTING OUTCOME**

- Relative stability in case intake
- Quorum (two sitting Board members) on the 3-member Board
- Trained and skilled staff
- Adequate technical, program, training, and financial resources
- Normal attrition rate

**PERFORMANCE INDICATORS**

- Conformity with established decision quality standards
- Percentage of petitions for review reversed and/or remanded by the Board to MSPB judges for new decisions

- Percentage of proposed decisions returned by the Board to headquarters legal offices for rewrite
- Percentage of final Board decisions unchanged on review by the United States Court of Appeals for the Federal Circuit
- Average case processing times for initial decisions issued on appeals and addendum cases in the regional/field offices
- Average age of PFRs (on appeals and addendum cases) pending at headquarters
- Number of PFRs and other appellate jurisdiction cases pending more than 300 days at headquarters
- Settlement rate for appeals and settlement rate for PFRs selected for PFR settlement program
- Average total case processing costs for initial decisions and petitions for review
- Implementation of components of the electronic case processing system
- Feedback from customer surveys and informal feedback received in outreach appearances

**MERIT SYSTEMS STUDIES**

**Goal #2**

**To support strong and viable merit systems that ensure the public's interest in a high quality, professional workforce managed under the merit principles and free from prohibited personnel practices**

**OBJECTIVES**

1. Assess and support effective and efficient merit systems and human capital management laws, regulations and policies and provide information for improvements and corrections to policymakers
2. Support effective and efficient implementation and practice of human capital management laws, regulations and policies that ensure the workforce is managed under the merit systems and free from prohibited personnel practices

**ASSUMPTIONS/FACTORS AFFECTING OUTCOME**

- Trained and skilled staff
- Adequate technical, program, training, and financial resources
- Normal attrition rate

**PERFORMANCE INDICATORS**

- Indications that the findings and recommendations from MSPB studies are being used, e.g., implementation of recommendations; requests for presentations and/or participation in professional meetings by MSPB staff; references to MSPB studies in policy papers, professional literature, and the media
- Feedback on quality and usefulness of reports and other products from customer surveys and key stakeholders
- Number and scope of MSPB reports and *Issues of Merit* newsletters issued

**MANAGEMENT SUPPORT**

**Goal #3**

**To strategically manage MSPB's human capital and strengthen its internal systems and processes to support a continually improving, highly effective and efficient organization**

**OBJECTIVES**

1. Attract, develop, and retain the diverse and highly motivated workforce needed to effectively and efficiently accomplish the MSPB mission
2. Leverage human resources strategies, policies, and services to result in optimum individual and organizational performance
3. Implement effective workforce analysis and planning to meet evolving mission needs and technological advances
4. Maintain electronic access to and dissemination of MSPB information, explore application of governmentwide e-Government initiatives to MSPB operations, and ensure compliance with statutory e-Government requirements
5. Maintain information security sufficient to safeguard agency information and assets from compromise and to ensure the highest possible availability of information services to customers

**ASSUMPTIONS/FACTORS AFFECTING OUTCOME**

- Trained and skilled staff
- Adequate technical, program, training, and financial resources
- Normal attrition rate

**PERFORMANCE INDICATORS**

- Improved individual and organizational performance
- Improved human resources management services that meet the human capital needs of program offices
- Electronic availability of MSPB information, application of governmentwide e-Government initiatives, and compliance with statutory e-Government requirements

- CIO accreditation of information systems, results of internal information security reviews, and results of independent evaluations of information security
- Customer (internal and external) feedback