

***PERFORMANCE SECTION –
GOVERNMENT PERFORMANCE AND RESULTS ACT (GPRA)
REPORT***

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Performance Section - Government Performance and Results Act (GPRA) Report

The following performance report is based on the major goals and objectives from the RRB's Strategic Plan for 2006 – 2011. The indicators we developed support our mission and communicate our intentions to meet challenges and seek opportunities for greater efficiency, effectiveness, and economy.

To achieve our performance goals, the RRB holds managers accountable for achieving program results and improving program effectiveness by focusing on results, service quality, and customer satisfaction. In addition, the annual performance budget is used to help managers improve service delivery by requiring that they plan for meeting program objectives and by providing them with information about program results and service quality. To provide reasonable assurance that the reported performance information is relevant and reliable, performance goals are incorporated into performance standards for managers and supervisors, and monitored on an agency-wide basis. We have also implemented an initiative to conduct validation studies on selected indicators, and developed an administrative circular regarding documentation, validation and retention of performance data.

During fiscal year 2007, the RRB's two benefit programs (the RRA and the RUIA) were evaluated for the first time under the Program Assessment and Rating Tool (PART) process. Each program earned an overall performance rating of "Effective," which is the highest rating a program can achieve. As a result of the PART process, the agency set more ambitious annual performance targets, defined several long-term goals and laid out three program improvement initiatives which are discussed below. The agency's Performance Improvement Officer, appointed in fiscal year 2008 in response to Executive Order 13450: "Improving Government Program Performance," monitors the progress of those initiatives as well as reviews and evaluates ongoing program performance.

PART program improvement plans

Data optimization – During 2006 and 2007, RRB completed a major infrastructure improvement project to change its database environment to allow for more effective and efficient systems. In 2008, the RRB is optimizing the data in the new relational environment to better enable various system modernization initiatives in subsequent years.

Expansion of field imaging – In 2007, the RRB conducted a pilot project to image documents in four field offices. The purpose of the project was to determine the feasibility of using the technology to make field office documents available on-line to all RRB staff for processing benefit payments and responding to inquiries from our beneficiaries. The pilot was successful and the technology is being expanded to all RRB field offices during fiscal years 2008 and 2009.

Nationwide toll-free service – As discussed on page 30, in 2007, the RRB entered into a contract with Qwest Government Services, Inc. to provide state-of-the-art toll-free telephone service. This contract was one of the first in the Federal Government under the GSA-Network Universal program. RRB's new system combines voice and data transmission and will automatically distribute incoming calls efficiently to available claims representatives, providing enhanced service to our customers. The new nationwide toll-free service will also replace the RRB's current Help Line, which provides interactive voice response service for the public. System development and implementation began in 2008, and will be completed in fiscal year 2009.

Automation and e-Government initiatives

In addition to the initiatives being tracked under the PART, over the last several years, the RRB has also implemented significant automation initiatives and other improvements. Because of these accomplishments, the RRB is able to operate with reduced resources and continue to streamline its operations with the assistance of information technology. We believe that significant new investments in information technology and further management improvements will help us to meet or exceed our customer service goals efficiently.

In January 2008, the RRB implemented use of a new application that allows its Medicare Part B carrier, Palmetto GBA, to electronically report beneficiary address changes, beneficiary dates of death, and requests for replacement Medicare cards to the agency. The secure application is accessed through the Internet by authorized Palmetto GBA customer service representatives (CSR). The new application and related procedures eliminate the need for Palmetto's CSRs to refer callers to the RRB, and helps ensure that the agency receives up-to-date information on a timely basis.

During fiscal years 2007 and 2008, the RRB worked closely with the approximately 600 rail employers to expand the format for annual reports of service and compensation. Several enhancements were also incorporated into this massive project which will eventually eliminate some duplicate reporting. One consequence of this change was that some of the rail employers were not able to submit accurate reports within the designated time frame. While this resulted in the RRB missing its performance goal for timely processing, this was a one-time situation, and there was no lasting negative impact.

The RRB expanded its web-based training facility during fiscal year 2008 in order to provide brief presentations to the public and to rail employers on www.rrb.gov. Through May 2008, there were 10 presentations available for viewing on topics of interest to those applying for benefits, filing reports, or anticipating retirement. We will increase this number extensively during the coming months.

Succession planning

The agency has continued to make good progress on workforce and succession planning. The Executive Committee completed workforce planning documents that identify the current staffing levels, projected attrition and planned hiring in fiscal years 2008, 2009 and 2010. Each executive has also completed a gap analysis for his/her organization that identifies skills that need to be developed in order to prepare employees to fill critical positions in the future.

While the planning progresses, budget restrictions have hampered our ability to fill some vacancies and postponed certain training. In fiscal year 2008, the RRB's budget was reduced by about \$1.8 million due to a rescission. This adversely impacted the execution of our workforce plan, with separations significantly exceeding accessions during the year. When additional funding becomes available, training and hiring will resume in accordance with the succession plan.

Systems security

Information security is a critical consideration for government agencies where maintaining the public's trust is essential. The RRB relies extensively on computerized systems to support its mission operations and store the sensitive information that it collects. The RRB's information

security program is established and maintained to reasonably protect systems data and resources against internal failures, human errors, attacks and natural catastrophes that might cause improper disclosure, modification, destruction, or denial of services. To ensure mission continuity and connect with the agency's overall business processes, we have a comprehensive training program that utilizes the OPM-sponsored GoLearn.gov's Karta computer security curriculum. For the fourth consecutive year, all employees with computer security responsibilities are enrolled in this role-based training program. Additional specialized technical education is also provided as necessary for the computer analysts, software developers and network/system engineers to maintain their skills and enhance proficiency.

Federal agencies are required to provide annual computer security awareness training for employees and contractors. Security awareness efforts are designed to change behavior or reinforce good security practices by focusing attention on security. We continue to develop new approaches for refreshing the awareness initiative by providing updated and innovative presentations for the agency staff. This year the new "Physical Information Security Awareness" pamphlet, prepared to be read by all employees or contractors without RRB network access, was used as part of the awareness program. Additionally, the "Information Systems Security Awareness Training for the Railroad Retirement Board" pamphlet was updated and expanded with additional information to make it a comprehensive security awareness training document. The agency supplements the formal awareness training program with the weekly Security News feature story that is prominently headlined on the Intranet's home page. Every year, the RRB's awareness program has been able to report exemplary levels of participation measures by all employees and contractors.

Faced with an increasingly dangerous threat environment, the RRB relies on a sophisticated hardware and software defense that utilizes carefully monitored and maintained firewall technology, anti-virus software and intrusion detection systems to prevent viruses, worms, spam and malicious content from infiltrating the network, as well as to ensure that critical data and sensitive information are not compromised. To buttress these proactive threat management resources in the event of a successful malware attack, the agency has implemented a robust incident response capability. With the fully operational forensic analysis workstation that is now in place, the RRB Computer Emergency Response Team has the ability to conduct forensic collection and analysis of electronic evidence from almost any type of digital media in use today.

Certification and accreditation are important activities integral to the information security programs of Federal agencies. Performing certification and accreditation helps provide an understanding of the risks and other factors that could adversely affect agency missions. Last year, the RRB's LAN/PC general support system underwent security certification, an assessment of the information system's management, operational and technical security controls, to determine whether controls are implemented properly, operating as intended and satisfy system security requirements. After evaluating the certification results, the Chief Information Officer, as the designated accrediting authority, authorized operation of the LAN/PC system through a formal accreditation decision that affirmed the operation of that system was an acceptable risk to agency operations, agency assets, or individuals based upon the implementation of the defined set of security controls. This year, the RRB's mainframe general support system and five of the major applications of the agency are being assessed in a similar certification and accreditation process. The completion of this major project will place the agency in full compliance with a major provision of the Federal Information Security Management Act, a fiscal responsibility law holding agencies to a high degree of responsibility and accountability for the information resources they manage.

Program Evaluations

Program Evaluation	Results in Fiscal Year 2008
Federal Managers' Financial Integrity Act Reports	See "Systems and Controls" in the "Management's Discussion and Analysis" section.
Annual actuarial report required by the Railroad Retirement Act of 1974 and the Railroad Retirement Solvency Act of 1983	The report, which was completed in June 2008, addresses the 25-year period 2008-2032, and contains generally favorable information concerning railroad retirement financing. It indicates that no cash flow problems arise over the 25-year projection period. The report recommends no change in the rate of tax imposed on employers and employees.
Railroad Unemployment Insurance System, annual report required by section 7105 of the Technical and Miscellaneous Revenue Act of 1988	The report, which was released in June 2008, contains generally favorable information. Experience-based contribution rates are expected to maintain solvency, and no new loans are expected even under our most pessimistic assumption. The report did not include any recommendations for financing changes.
Program Assessment and Rating Tool (PART) Review	In fiscal year 2007, OMB conducted a comprehensive assessment of RRB programs and operations through the PART review. The PART review resulted in a rating of "effective" for both the railroad retirement/survivor program and the unemployment/ sickness insurance program. Annual updates are provided according to OMB guidance.
Customer service performance reports	The RRB continuously monitors the timeliness and accuracy of our performance in managing program workloads. These results are reflected in the performance objectives shown in the chart on the following pages.
Program integrity report	The RRB's program integrity report for fiscal year 2007, released in October 2007, showed that program integrity activities resulted in the establishment of about \$12.4 million in recoverables, recovery of \$9.9 million, benefit savings of \$942,000, and referral of 90 cases to the Office of Inspector General.
Quality assurance reviews and special studies	RRA adjudicative and payment accuracy is measured in regular diagnostic reviews conducted by quality assurance staff within the RRB's Assessment and Training (A&T) component. A&T also evaluates policies and processes through special studies, as needed. A&T reports to the Director of Programs.
Occupational disability reviews	Advisory doctors, representing the rail industry (labor and management), are authorized by law to review agency medical decisions. An audit was done in 2000; another audit was completed in 2008. In addition, consulting physicians from Consultative Examinations, Ltd. perform a quarterly quality review of disability documentation to ensure it is adequate to support medical decisions.
RRB Office of Inspector General audits	See "Inspector General's Statement on Management and Performance Challenges" and "Management's Comments" in the "Other Accompanying Information" section.

Program Evaluation	Results in Fiscal Year 2008
Performance budget monitoring	Results of performance budget monitoring are shown in the chart of performance objectives on the following pages. Actual performance data are reviewed, validated and certified prior to inclusion in this report. Validation and certification processes are documented as part of the RRB's management control review process.
Enterprise architecture assessment	The RRB completed an enterprise architecture assessment in February 2008, reporting a total assessment value of 2.93 out of a possible 5.00.
Computer security and privacy assessment	See performance goals II-C-2, II-C-3, II-C-4 and II-C-13 in the chart of performance objectives on the following pages. During fiscal year 2008, we are using contractual assistance to perform certification and accreditation of major application systems, as required under the Federal Information Security Management Act.
Electronic government (E-Gov) activities	See "Program Improvements" in the "Management's Discussion and Analysis" section.
Improper payment evaluation	See "Improper Payments Information Act (IPIA)" in the "Management's Discussion and Analysis" section.

The next page begins a consolidated presentation of our actual performance in fiscal year 2005 through March 31, 2008 (except as noted), followed by a discussion of our unmet performance goals and objectives for fiscal year 2007. At the time this report was prepared, we had incomplete information on our fiscal year 2008 performance. The discussion of any unmet fiscal year 2008 performance goals and indicators will be presented in next year's report. This performance report was prepared by RRB employees.

RAILROAD RETIREMENT BOARD FY 2008 ANNUAL PERFORMANCE REPORT		2005 Actual (At \$102.5m) ^{1/}	2006 Actual (At \$101.5m) ^{1/}	2007 Actual (At \$103.7m) ^{1/}	2008 Projected (At \$101.9m) ^{1/}	2008 Actual (At \$101.9m) ^{1/}
Strategic Goal I: Provide Excellent Customer Service						
Performance Goal I-A: Pay benefits accurately and timely.						
I-A-1. Achieve a railroad retirement benefit payment accuracy rate ^{2/} of at least 99%. (Measure: % accuracy rate)	a) Initial recurring payments:	99.62%	99.91%	99.82%	99.50%	Data not available
	b) Sample post recurring payments:	99.89%	99.94%	100%	99.50%	Data not available
I-A-2. Achieve a railroad unemployment/sickness insurance benefit payment accuracy rate ^{2/} of at least 99%. (Measure: % accuracy rate)	a) Unemployment:	98.73%	99.08%	99.64%	99.00%	99.76%
	b) Sickness:	99.94%	99.78%	100%	99.70%	99.88%
I-A-3. Achieve a railroad retirement case accuracy rate ^{2/} of at least 94%. (Measure: % of case accuracy)	a) Initial cases:	95.5%	94.5%	94.9%	94.0%	Data not available
	b) Post cases:	95.8%	96.3%	98.7%	96.0%	Data not available
I-A-4. Achieve a railroad unemployment/sickness insurance case accuracy rate ^{2/} of at least 98%. (Measure: % of case accuracy)	a) Unemployment:	98.01%	97.5%	98.01%	97.5%	99.0%
	b) Sickness:	99.51%	99.03%	100%	99.0%	98.97%
I-A-5. Railroad retirement employee or spouse receives initial annuity payment, or a decision, within 35 days of annuity beginning date, if advanced filed. (Measure: % ≤ 30 adjudicative processing days ^{3/4/})		93.1%	92.9%	92.8%		

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<p><i>Revised goal for 2008 and later</i></p> <p>I-A-5. RRB makes a decision to pay or deny a railroad retirement employee or spouse initial annuity application within 35 days of the annuity beginning date, if advanced filed. (Measure: % ≤ 30 adjudicative processing days ^{3/})</p>				92.0%	91.4%
<p>I-A-6. Railroad retirement employee or spouse receives initial annuity payment, or notice of denial, within 65 days of the date the application was filed, if not advanced filed. (Measure: % ≤ 60 adjudicative processing days ^{3/4/})</p>	97.3%	96.2%	96.8%		
<p><i>Revised goal for 2008 and later</i></p> <p>I-A-6. RRB makes a decision to pay or deny a railroad retirement employee or spouse initial annuity application within 60 days of the date the application was filed. (Measure: % ≤ 60 adjudicative processing days ^{3/})</p>				96.0%	95.5%
<p>I-A-7. Survivor annuitant not already receiving a benefit receives initial payment, a decision, or notice of transfer to SSA within 65 days of the annuity beginning date, or date filed (whichever is later). (Measure: % ≤ 60 processing days ^{4/})</p>	92.8% ^{5/}	93.2%	93.3%		
<p><i>Revised goal for 2008 and later</i></p> <p>I-A-7. RRB makes a decision to pay, deny or transfer to SSA an initial annuity application for a railroad retirement survivor not already receiving a benefit within 60 days of the annuity beginning date. (Measure: % ≤ 60 days)</p>				94.0%	90.5%
<p>I-A-8. Survivor annuitant receiving benefits as spouse receives payment as survivor, notice of denial, or notice of application transfer to SSA, within 35 days of RRB receipt of the notice of employee's death. (Measure: % ≤ 30 processing days ^{4/})</p>	94.6%	95.7%	94.8%		

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<p><i>Revised goal for 2008 and later</i></p> <p>I-A-8. RRB makes a decision to pay, deny or transfer to SSA an initial annuity application for a railroad retirement survivor already receiving the benefits as a spouse within 30 days of the date the application was filed. (Measure: % ≤ 30 days)</p>				94.0%	93.6%
<p>I-A-9. Applicant for any railroad retirement death benefit receives payment, or notice of denial, within 65 days of date filed. (Measure: % ≤ 60 processing days ^{4/})</p>	96.9%	97.5%	97.5%		
<p><i>Revised goal for 2008 and later</i></p> <p>I-A-9. RRB makes a decision to pay or deny a railroad retirement death benefit application within 60 days of RRB's receipt of the first notice of death. (Measure: % ≤ 60 days)</p>				97.0%	95.5%
<p>I-A-10. Unemployed railroad worker receives UI claim form, or notice of denial, within 15 days of the date application filed. (Measure: % ≤ 10 processing days ^{4/})</p>	99.8%	99.5%	99.5%		
<p><i>Revised goal for 2008 and later</i></p> <p>I-A-10. RRB releases a UI claim form or letter of denial within 10 days of receiving an application for unemployment benefits. (Measure: % ≤ 10 processing days)</p>				99.5%	99.5%
<p>I-A-11. Railroad employee unable to work due to temporary illness or injury receives SI claim form, or notice of denial, within 15 days of the date application filed. (Measure: % ≤ 10 processing days ^{4/})</p>	99.6%	99.5%	99.2%		

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<i>Revised goal for 2008 and later</i> I-A-11. RRB releases an SI claim form or letter of denial within 10 days of receiving an application for sickness insurance benefits. (Measure: % ≤ 10 processing days)				99.0%	99.2%
I-A-12. Railroad employee, unemployed or unable to work due to temporary illness or injury, receives a payment for unemployment or sickness insurance benefits, or a decision, within 15 days of claim receipt. (Measure: % ≤ 10 processing days ^{4/})	99.8%	99.8%	99.7%		
<i>Revised goal for 2008 and later</i> I-A-12. RRB certifies a payment or releases a letter of denial of UI or SI benefits within 10 days of the date RRB receives the claim. (Measure: % ≤ 10 processing days)				99.7%	99.8%
I-A-13. Disabled applicant or family member receives notice of decision to pay or deny within 105 days of the date application for disability is filed. (Measure: % ≤ 100 processing days ^{4/})	67.9%	65.9%	69.6%		
<i>Revised goal for 2008 and later</i> I-A-13. RRB makes a decision to pay or deny a benefit for a disabled applicant or family member within 100 days of the date the application is filed. (Measure: % ≤ 100 days)				68.0%	69.8%
I-A-14. Disabled applicant receives payment within 25 days of decision or earliest payment date (whichever is later). (Measure: % ≤ 20 processing days ^{4/ 6/})	94.4%	95.2%	95.3%	94.5%	93.5%

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I-A-15. Reduce the number of days elapsed between the date the appeal is filed and a decision is rendered. (Measure: average elapsed days)	207	206	159	190	180
Performance Goal I-B: Provide relevant, timely, and accurate information which is easy to understand.					
I-B-1. Achieve quality and accuracy of correspondence, publications, and voice communications. (Measure: surveys and reviews; number of valid challenges to published data)	The final report on the widow(er)s survey was completed in August 2005. RRB's score of 90 was highest of Federal agencies.	Completed a survey of initial disability decisions. RRB's score was 85.	ACSI survey deferred	ACSI survey deferred	ACSI survey deferred
	No challenges to published data	No challenges to published data	No challenges to published data	No more than two valid challenges to published data in FY 2008	No challenges to published data
Performance Goal I-C: Provide a range of choices in service delivery methods.					
I-C-1. Offer electronic options to our customers, allowing them alternative ways to perform primary services via the Internet or interactive voice response systems. (Measure: # of services available through electronic media)	14 services available	16 services available	16 services available	18 services available	17 services available
Performance Goal I-D: Ensure efficient and effective business interactions with covered railroad employees.					
I-D-1. Improve timeliness and efficiency in posting service and compensation data to agency records. (Measure: % of service and compensation records posted by April 15)	99.7%	99.6%	99.81%	99.0%	70.4% (through 4/15/08)
I-D-2. Improve accuracy in posting service and compensation data to agency records. (Measure: % of service and compensation records posted accurately)	99.0%	99.9%	99.5%	99.0%	93.3%

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I-D-3. Covered employer annual reports of employees filed electronically, or on magnetic media. (Measure: % of employee records filed electronically, or on magnetic media)	98.0%	97.8%	98.2%	95.0%	98.8%
I-D-4. Enable employers to use the Internet to conduct business with the RRB, in support of the Government Paperwork Elimination Act. (Measure: % of employers who use the new online reporting process; # of services available through electronic media)	55.0% 4 Internet services available	58.0% 6 Internet services available	62.0% 7 Internet services available	65.0% 9 Internet services available	67.0% 7 Internet services available
Strategic Goal II: Serve as Responsible Stewards for Our Customers' Trust Funds and Agency Resources					
Performance Goal II-A: Ensure that trust fund assets are projected, collected, recorded and reported appropriately.					
II-A-1. Debts will be collected through billing, offset, reclamation, referral to outside collection programs and a variety of other collection efforts. (Measure: funds collected vs. total debts outstanding)	66%	62%	59%	55%	41%
II-A-2. Release quarterly and annual notices accurately and timely to employers regarding their experience rating-based contributions. (Measure: Yes/No)	Yes	Yes	Yes	Yes	Yes
II-A-3. Complete compensation reconciliations at least 1 year before the statute of limitations expires. (Compensation reconciliations involve a comparison of compensation reported by railroad employers to the RRB for benefit calculation purposes with compensation reported to the IRS for tax purposes.) (Measure: % completed)	100% of the 2002 reconciliations by 12/17/04	100% of the 2003 reconciliations by 2/15/05	100% of the 2004 reconciliations by 12/11/06	100% of the 2005 reconciliations by 2/28/08	100% of the 2005 reconciliations were completed by 2/26/08
II-A-4. Perform monthly reasonableness tests comparing railroad retirement taxes deposited electronically, which represent over 99 percent of all railroad retirement taxes, against tax receipts transferred to the RRB trust funds by the Department of the Treasury (Treasury) to provide reasonable assurance the RRB trust funds are receiving appropriate tax funds. (Measure: reasonableness test performed and anomalies reconciled with Treasury (Yes/No))	Yes	Yes	Yes	Yes	Yes, through February 2008

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II-A-5. Prepare annual Performance and Accountability Report (including audited financial statements and other financial and performance reports) by the required due dates. (Measure: Yes/No)	Yes. The FY 2004 Performance and Accountability Report was released on 11/10/04.	Yes. The FY 2005 Performance and Accountability Report was released on 11/10/05.	Yes. The FY 2006 Performance and Accountability Report was released on 11/15/06.	Yes	Yes. The FY 2007 Performance and Accountability Report was released on 11/15/07.
II-A-6. Take prompt corrective action on audit recommendations. (Measure: % of audit recommendations implemented by target date)	90.3% ^{2/}	97.2%	93.2%	95.0%	91.1%
Performance Goal II-B: Ensure the integrity of benefit programs.					
II-B-1. Achieve a return of at least \$3.60 for each dollar spent on program integrity activities. (Measure: \$ recoveries & savings per \$ spent)	\$5.11 : \$1.00	\$5.36 : \$1.00	\$5.48 : \$1.00	\$5.00 : \$1.00	Data will be not be available until November 2008.
Performance Goal II-C: Ensure effectiveness, efficiency, and security of operations.					
II-C-1. Continue succession planning by ensuring there is a cadre of highly skilled employees available for key positions. (Measure: Number of position types (descriptions) for which core competencies have been defined. Number of employees whose skills have been assessed. Number of employees involved with skills-enhancement programs.)	6 positions 73 employees 31 employees				
(Measure for FY 2006 and later: Structured succession planning activities are continuing. (Yes/No))		Yes	Yes	Yes	Yes

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II-C-2. Annually assess/update all computer security, disaster recovery, and business resumption plans for the agency. (Measure: Yes/No)	Yes. The agency completed a Business Impact Analysis and a Business Continuity Plan (BCP).	No. The BCP was updated with alternate non-IT site information in January 2006, and Appendix H of the BCP, the Emergency Management Organization, was updated in February 2006. An IT Disaster Recovery Plan was in draft status at the end of the fiscal year.	RRB met its performance goal for fiscal year 2007. RRB certified and accredited one general support system. The agency also hired an information availability analyst and completed a training test and exercise of the Continuity of Operations Plan.	RRB has acquired contractor assistance to certify and accredit other systems. Self-assessments will be performed on selected control components of the systems. Contingency planning and related training material will also be updated.	Yes. As of 7/02/08, the certification and accreditation project team has completed work on the test and evaluation of security controls for the Mainframe General Support System and five major applications. An exercise of the Disaster Recovery Plan was successfully performed in March 2008.
II-C-3. Develop and implement new procedures for responding to and reporting computer security incidents. (Measure: Yes/No)	Yes. The IDS was installed on 11/19/04, and was placed in operation on 02/12/05. The IDS tuning phase was completed by 06/30/05. Computer security incident procedures are in place and reports of incidents are documented.	Yes. The Department of Energy's Computer Incident Advisory Center began vulnerability assessment testing in January 2006, and completed testing of the RRB's LAN general support system.	Yes. The Intrusion Detection System was upgraded to Intrusion Prevention. A network access control device was installed on the agency LAN/WAN general support system to provide increased security management capabilities.	A Network Access Control appliance will be fine-tuned. The Computer Security Incident Response Plan will be reviewed and updated as necessary.	Yes. Components of the Core Intrusion Detection/Prevention System were updated to improve the stability and uptime of back-end processes. As of 7/02/08, tuning of Network Access Control has been completed. A Vulnerability Remediation Task Force has been formed to improve the RRB's security incident response capability.

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II-C-4. Assess computer security training requirements and implement an ongoing training program for agency staff. (Measure: Yes/No)	Yes. The agency established two training tracks. Track one provides technical expertise and functional skills for IT technical staff, and track two focuses on knowledge of security assessments, planning, policy development and safeguard controls. All employees requiring IT security education participate in track two; however, technical employees use both tracks.	Yes. A total of 181 RRB employees with computer security responsibilities received Web-based training at the OPM USALearning site, with a second training track for specialized technical education. All RRB staff annually complete a computer security awareness program.	Yes. All staff with computer security responsibilities received role-based security training at OPM's GoLearn.gov. Technical IT specialists participate in a track that requires security-specific technical education associated with their job. The annual computer awareness program for all employees and contractors with network access was completed.	The two-track training concept will be maintained. All agency staff and contractors with computer security responsibilities will receive role-based security training with a second training track for specialized technical education. Also, all RRB staff will complete a computer security awareness program.	Yes. The annual RRB computer security awareness program was launched in March 2008. As of 7/02/08, the OPM GoLearn.gov role-based security training program has been completed. Specialized technical education has been approved for all training designated as critical or vital for achieving performance goals.
II-C-5. Implement a methodology to successfully estimate, track and monitor total costs and time schedules for information technology investments through the project life cycle, incorporating both web and mainframe investments. (Measure: Yes/No)	The pilot portion of this multi-phase project was completed at the end of FY 2005. All projects are now being entered and tracked in MS Project.	A post-implementation review was completed in FY 2006 to tune the system to ensure that project measures were working in the IT environment. Some best practices were developed.	This objective has been completed with full implementation of the project management system in the Bureau of Information Services.	Completed	Completed
II-C-6. Assemble and publicize an annual inventory of RRB commercial activities on the RRB Website. (Measure: Yes/No)	Yes	Yes	Yes	Yes	Yes
II-C-7. Complete public-private competitions on the required activities listed on the Federal Activities Inventory Reform (FAIR) Act inventory. (Measure: % of the FTEs listed on the FAIR Act inventory for which competitions completed)	5% (cumulative)	OMB did not establish a target for FY 2006. RRB has competed about 5% of the FTEs on the FAIR Act inventory.	OMB did not establish a target for FY 2007. RRB has competed about 5% of the FTEs on the FAIR Act inventory.	Meet target level established by OMB	OMB did not establish a target for FY 2008. RRB has competed about 3.5% of the FTEs on the FAIR Act inventory.

RAILROAD RETIREMENT BOARD FY 2008 ANNUAL PERFORMANCE REPORT	2005 Actual (At \$102.5m) ^{1/}	2006 Actual (At \$101.5m) ^{1/}	2007 Actual (At \$103.7m) ^{1/}	2008 Projected (At \$101.9m) ^{1/}	2008 Actual (At \$101.9m) ^{1/}
II-C-8. Meet government percentage goal for use of performance-based contracting techniques for eligible service contract funds. (Measure: Yes/No)	Yes	Yes	Yes	Yes	Yes
II-C-9. Support government-wide procurement of E-Government initiatives using the point of entry vehicle of www.FedBizOpps.gov for all eligible actions. (Measure: Yes/No)	Yes	Yes	Yes	Yes	Yes
II-C-10. Complete migration from the agency's current mainframe database management system (IDMS) to DB2, and initiate efforts to optimize the performance of those databases and further reduce data redundancy. (Measure: Meet target dates for the migration. Yes/No)	New indicator for FY 2007	New indicator for FY 2007	Yes. The IDMS/DB2 database conversion was successfully completed as of 8/13/07.	Completed	Completed
II-C-11. Complete data optimization to optimize the performance of DB2 databases for future developmental efforts, and to further reduce and document the data. (Measure: Meet target dates for the project. Yes/No)	New indicator for FY 2007	New indicator for FY 2007	Yes. RRB contracted for this effort.	Yes	Yes
II-C-12. Complete modernization of RRB processing systems in accordance with long-range planning goals. (Measure: Meet target dates for each phase of the project. Yes/No)	New indicator for FY 2009	New indicator for FY 2009	New indicator for FY 2009	New indicator for FY 2009	New indicator for FY 2009
II-C-13. Complete 16 corrective actions to correct the RRB's material weakness related to information security. (Measure: Meet target dates for the project. Yes/No)	New indicator for FY 2008	New indicator for FY 2008	New indicator for FY 2008	Most projects that do not require funding will be completed. Others will be completed if funding is available.	Three corrective actions have been completed and implemented. We plan to have nine additional corrective actions completed in FY 2008 and all the corrective actions completed and implemented in FY 2009.
Performance Goal II-D: Effectively carry out the responsibilities of the Railroad Retirement Board under the Railroad Retirement and Survivors' Improvement Act of 2001 with respect to the activities of the National Railroad Retirement Investment Trust.					
II-D-1. Review monthly reports submitted by the Trust. (Measure: Yes/No)	Yes	Yes	Yes	Yes	Yes
II-D-2. Review annual management reports submitted by the Trust. (Measure: Yes/No)	Yes	Yes	Yes	Yes	Yes

RAILROAD RETIREMENT BOARD FY 2008 ANNUAL PERFORMANCE REPORT	2005 Actual (At \$102.5m) ^{1/}	2006 Actual (At \$101.5m) ^{1/}	2007 Actual (At \$103.7m) ^{1/}	2008 Projected (At \$101.9m) ^{1/}	2008 Actual (At \$101.9m) ^{1/}
II-D-3. Review annual audit reports of the Trust's financial statements. (Measure: Yes/No)	Yes	Yes	Yes	Yes	Yes

^{1/} Dollar amounts shown are funds obligated or appropriated for the fiscal year. Actual results for fiscal year 2008 represent status as of 3/31/08 unless otherwise noted.

^{2/} Payment Accuracy Rate – the percentage of **dollars** paid correctly as a result of adjudication actions performed. Case Accuracy Rate – the percentage of **cases** that do not contain a material payment error. Case accuracy rates reflect only those errors that are detected as a result of reviewing award actions performed during the fiscal year being studied. (A material error is (1) an incorrect payment of \$5.00 or more at the point the error is identified, (2) an incorrect payment of less than \$5.00 totaling 1 percent or more of the monthly rate, or (3) any situation in which a non-entitled benefit is paid.)

^{3/} In audit report 05-05, dated May 17, 2005, the OIG found problems with the performance data for these indicators. One significant problem has been resolved, allowing us to report performance for fiscal year 2005, and later. However, there are still some system limitations that prevent inclusion of all internal processing time in the performance data. We are addressing them. Until the system changes are in place, performance will be calculated as the percent of cases adjudicated within the time specified in the measure. Another program error causes a small number (less than 1 percent) of spouse applications to be calculated incorrectly. The performance data includes these cases.

^{4/} Measure does not include the time for customer receipt (from U.S. Treasury or Postal Service).

^{5/} Measurement and reporting inconsistencies, which resulted in a net understatement of actual performance, were identified during the reporting period. These inconsistencies have been corrected effective with April 2005 data. Therefore, the fiscal year 2005 performance is for the last 6 months only.

^{6/} This indicator includes both retirement and survivor disability payments. The retirement payments are impacted by the system limitations identified in footnote 3 above. When the system limitations for retirement cases are corrected, this inconsistency will be eliminated.

^{7/} The percentage has been adjusted from 88.4 percent to reflect two audit recommendations implemented at the end of the fiscal year.

Discussion of Unmet Performance Goals and Indicators for Fiscal Year 2007

INDICATOR	DISCUSSION OF VARIANCE
<p>Performance indicator I-C-1. Offer electronic options to our customers, allowing them alternative ways to perform primary services via the Internet or interactive voice response systems. (Measure: number of services available through electronic media.)</p> <p>Our goal for fiscal year 2007 was to provide 17 services. We provided 16 services.</p>	<p>A new application to enable Palmetto GBA staff to perform transactions via the Internet was deployed on January 18, 2008, and the system has been successfully implemented. The previous target completion date was September 21, 2007, but the project was delayed due to competition for limited information technology resources.</p>
<p>Performance indicator II-A-6. Take prompt corrective action on audit recommendations. (Measure: percent of audit recommendations implemented by target date.)</p> <p>Our goal for fiscal year 2007 was to complete 95 percent of audit recommendations by the target date. We completed 93.2 percent.</p>	<p>The agency implemented 41 recommendations out of 44 with target dates in fiscal year 2007. Had one additional recommendation been completed before the end of the fiscal year, the agency would have exceeded the target. Of the three not completed, two were extended into fiscal year 2008, while implementation of the remaining one proved cost prohibitive.</p>

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