

**Federal Deposit Insurance Corporation (FDIC):
Development and Implementation of a Skills Assessment Tool and Gap Analysis
OPM TMA Project**

Intended Results	<p>FDIC's Goals:</p> <ul style="list-style-type: none"> ● A skills assessment process designed to gather critical skills and information that would be used to inform the Division of Information Technology's (DIT) strategic staffing plan and career development, training, recruitment, and sourcing strategies. ● Identification of important skills, proficiency levels, critical skills gaps, and prioritized training needs for the newly created DIT organization. ● A customizable, web-based skills assessment survey tool and process that can be used to conduct future skills assessments and inform workforce planning during upcoming organizational change initiatives.
Achieved Results	<p>PDRI achieved the following results:</p> <ul style="list-style-type: none"> ● Skill profiles were developed for 29 DIT occupations that served as the foundation for the on-line skills assessment tool, gap analysis, and training needs identification. ● Skill requirements were identified for all skills by band level for each of the 29 DIT occupational profiles. ● Critical skill rankings were derived for each of the 29 DIT occupations. ● Web-based skills survey was developed to gather information about individual employee skills. The survey allows for manager verification of reported skills. ● Actionable information was provided identifying gaps between current and required skills for 29 DIT occupations and individual employees. ● All products and services delivered on schedule and within budget.
Management Process	<p><i>PDRI successfully utilized its standard project management process to perform this work. Specific challenges related to the current project included:</i></p> <ul style="list-style-type: none"> ● The need for an aggressive timeline. PDRI leveraged past work and organized tasks to be performed with utmost efficiency in order to complete the required deliverables in six months. ● Competing demands and requirements from multiple stakeholder groups. PDRI engaged with customer in a collaborative, responsive, flexible, and service-oriented manner to satisfy the needs of several occupational group constituencies and organizational branches. ● A charged political environment based on negative past experiences with skills assessments and a recent, significant reduction in force. PDRI developed consensus among branch organizations and engaged in effective coordination/collaboration with representatives from multiple functional areas.