

**Federal Deposit Insurance Corporation (FDIC):  
Development and Implementation of a Large Bank Skills Inventory, Gap Analysis,  
and Knowledge Mapping Program  
OPM TMA Project**

<p align="center"><b>Intended Results</b></p>	<p>FDIC's Goals:</p> <ul style="list-style-type: none"> <li>• A large bank, market risk competency model to serve as the foundation for human capital systems and processes.</li> <li>• Identification of the desired proficiency, current proficiency, and the gap between the two for every skill contained in the competency model.</li> <li>• Improvement in addressing career development, training, and recruitment needs.</li> </ul>
<p align="center"><b>Achieved Results</b></p>	<p>Following a standard OPM TMA competition, PDRI was selected to perform the work. PDRI had worked in partnership with FDIC in performing similar work for FDIC's Department of Information Technology (DIT).</p> <p>PDRI achieved the following results:</p> <ul style="list-style-type: none"> <li>• A customized competency model that captured the full range of skills for three program areas by 1) conducting an extensive review of background information pertaining to large bank, 2) facilitating focus groups with FDIC representation, and 3) surveying the entire workforce using web-based surveys.</li> <li>• Formal ratings obtained from FDIC representation on the necessary importance and desired proficiency level required for each skill within each program area.</li> <li>• Skill gaps calculated for every performance level within each program area.</li> <li>• An objective process for assigning a labor cost to each skill gap.</li> <li>• Strategies, plans, and workforce communications developed and implemented that provided education and facilitated buy-in of the results.</li> <li>• Following implementation, FDIC expanded project to perform skill gap analyses for numerous other large bank areas.</li> <li>• All products and services delivered on schedule and within budget.</li> </ul>
<p align="center"><b>Management Process</b></p>	<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"> <li>• The need to assist in briefing upper management on the value of competency models and skills gap analyses. PDRI effectively supported the customer in explaining value.</li> <li>• The need to incorporate feedback early and often. PDRI used a rapid prototyping approach so stakeholders would have a concrete understanding of deliverables as early as possible.</li> </ul>