

## **National Personnel Security System (NSPS): Development of Enterprise-wide Performance Management Tools**

**Start - Completion Date (Status):** May 2005 – January 2006 (Completed)

### **Intended Results**

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NSPS project goals:

- Integrated, state-of-the-art, and results-oriented human resource management systems for the Department of Defense's civilian personnel, in accordance with the President's Management Agenda.
- Implementation of effective performance management and pay-for-performance systems.

### **Achieved Results**

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Well after the initial contractor team began work, PDRI was sought out by SRA to provide performance management validation capabilities that were being required by OPM.

PDRI achieved the following results:

- A *Results-Oriented* performance management process developed to effectively and defensibly support compensation decisions.
- Customized competency models, including key work behaviors, that captured the full range of performance requirements for DoD civilian jobs developed by 1) conducting benchmarking studies, 2) facilitating focus groups with Agency-wide representation, and 3) surveying entire DoD professional civilian workforce using web-based job analytic survey.
- Performance standards describing different levels of performance effectiveness for different occupational groups and band levels developed for all NSPS professional jobs.
- “*Achieving Results*” performance standards developed and implemented for evaluating extent to which employees meet individualized goals/objectives; these aid managers in accurately distinguishing employees' level of contribution on the job.
- All performance management tools and products validated to comply with legal and professional standards necessary to withstand legal challenges.
- All products and services delivered on schedule and within budget.