

SOCIAL SECURITY ADMINISTRATION AGENCY STRATEGIC PLAN

FISCAL YEARS 2014 – 2018



SERVICES

Goal: Deliver Innovative, Quality Services

- Develop and Increase the Use of Self-Service Options
- Enhance the Customer Experience by Completing Customers' Business at the First Point of Contact
- Partner with Other Agencies and Organizations to Improve Customers' Experience and Align with the Administration's One-Government Approach
- Evaluate Our Physical Footprint to Incorporate Improved Service Options

Goal: Strengthen the Integrity of Our Programs

- Transform the Way We Record Earnings to Enhance Data Accuracy
- Protect the Public's Data and Provide Secure Online Services
- Increase Payment Accuracy

Goal: Serve the Public through a Stronger, More Responsive Disability Program

- Improve the Quality, Consistency, and Timeliness of Our Disability Decisions
- Maximize Efficiencies throughout the Disability Program
- Enhance Employment Support Programs and Create New Opportunities for Returning Beneficiaries to Work

PEOPLE

Goal: Build a Model Workforce to Deliver Quality Service

- Attract and Acquire a Talented and Diverse Workforce that Reflects the Public We Serve
- Strengthen the Competency, Agility, and Performance of Our Workforce to Align with the Needs of the Public
- Foster an Inclusive Culture that Promotes Employee Well-Being, Innovation, and Engagement
- Enhance Planning and Alignment of Human Resources to Address Current and Future Public Service Needs

INFRASTRUCTURE

Goal: Ensure Reliable, Secure, and Efficient Information Technology Services

- Maintain System Performance and the Continuity of IT Services
- Enhance and Execute Plans to Modernize Our Systems
- Incorporate Innovative Advances in Service Delivery
- Continuously Strengthen Our Cybersecurity Program

my Social Security

