
ARC Monthly Bulletin – March 2013

Valuable information for ARC's customers

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1. Annual Test of Notification System

To kick off our annual Business Functionality Test, we will be conducting a test of its Universal Communications System. The system is to be used to initiate an automated phone notification informing our customers that we have activated our Business Continuity or Pandemic Plan, and that we will provide additional information regarding the event when possible. We will be conducting the annual test of the system on April 8th, 2013. Designated points of contact at customer agencies should expect to receive an automated phone call on this day.

If you have questions, contact Amy Miller at 304-480-7257 or Amy.Miller@bpd.treas.gov.

2. Promoting Customer Interaction

We value your business and strive to offer as many opportunities as possible to promote and build upon these partnerships. We find great value in our interactions to share information and work collaboratively with you to ensure that we are delivering high-quality services. Annually, the Division of Franchise Service's customer service representatives visit multiple customer agencies for the purpose of meeting staff, sharing information, and discussing and assisting in resolving any service questions or issues.

Although we are unable to visit all of our customer agencies annually, we are making every effort to expand other opportunities that will promote communication and interaction between our personnel and your staff. We welcome and encourage all customers to visit our facilities in Parkersburg, WV. It is an opportunity for you to tour our facility, meet the service line owners and the staff that you work with on a daily basis. Customers have found their visits to be a valuable use of their time and a productive means to resolving service issues. We are also offering the opportunity for you to schedule a video conference with us. If you have interest in either of these options, please reach out to your customer service representative who can assist in coordinating meetings on your behalf.

If you have questions, contact Michael Satterfield at 304-480-5527 or Michael.Satterfield@bpd.treas.gov.

3. E-Gov Travel Services (ETS2) Status Update

After a January task order award to Concur Technologies for ETS2 Status Update services, we are making progress towards a summer pilot. Current activities include system configuration, gap analysis, internal training, and integration development as well as a Line of Accounting enhancement for compatibility with Oracle 12. We plan to transition all current customers to ETS2 by the summer of 2014.

If you have questions, contact Diana Bonnell at 304-480-5573 or Diana.Bonnell@bpd.treas.gov.

4. Central Accounting Reporting System

Since early February, we have been working with Government Wide Accounting's (GWA) Customer Relationship Management team to begin discussions on a transition plan to meet the October 1, 2014 federal mandate to submit Treasury Account Symbol and Business Event Type Code (TAS/BETC) on all cash payment and collection transactions. This change in business process will require that all Intra-Governmental Payment and Collections (on-line and bulk files), payments (Secure Payment System, Payment Application Modernization, Automated Standard Application for Payments and ITS.gov) and collections (OTCNet, PAY.Gov, Credit Gateway, Electronic Check Processing, and Electronic Federal Tax Payment System) include a TAS/BETC classification at the inception of each cash transaction.

Once fully converted, it will eliminate the end of month processing of the FMS-224: Statement of Transactions and will provide each agency a daily view of their Fund Balance with Treasury. At the end of calendar year 2012, GWA completed the modifications necessary to modernize the Federal government's Central Accounting and Reporting System, transforming current government-wide central accounting into real-time, event-driven processes and enabling better financial management across government. Now is the best time for us to work with GWA to transition our customers to this new way of reporting. We will be joining the ranks of about 200 other Agency Location Codes government-wide that are working toward making improvements to eliminate end of month reporting well in advance of the October 1, 2014 mandate.

For more information, you can attend an upcoming training session by registering at www.fms.treas.gov/sps.

If you have questions, contact Matt Conrad at 304-480-7004 or Matt.Conrad@bpd.treas.gov.

5. New Service Desk Tool

Last month we reported that the Travel Services Help Desk would implement a new service desk tool called HP Service Manager (HPSM) on March 1, 2013. The Travel Services Help Desk implementation was successful so the roll out will continue to the remaining help desks on April 1, 2013. The help desks involved in the upcoming roll out will be the ARC Support Desk, Oracle Help Desk, PRISM Help Desk, Accounts Payable Help Desk and the HR Systems Help Desk. HPSM is a software solution that integrates and automates service management and quality control of the service desks that our customers depend upon. Features of the new system will include automated email notifications when tickets are opened and closed, streamlined process improvements for issue escalations and more robust reporting capabilities.

If you have questions, contact the ARC Support Desk at 304-480-8000 or ARCSupport@bpd.treas.gov.

6. Migration of Treasury Departmental Office - Office of the Chief Information Officer Applications to Fiscal Service Data Center

At the beginning of January, ISS management collaborated with the Treasury Departmental Office – Office of the Chief Information Officer (DO – OCIO) to kick off an application hosting engagement in direct support of Treasury's Data Center Consolidation Initiative efforts. Several public-facing applications residing in a commercial data center in Sterling, VA needed to be migrated by the end of February due to contractual limitations. The scope of this effort included the Foreign Credit Reporting System, the Small Business Electronic Capability System, and several Office of Foreign Asset Control applications. The project made heavy use of the Trusted Internet Connection and virtualized server infrastructures, further proving the value of those investments. As the project teams worked through their migration planning, they tackled several technical challenges with a sense of determination and synergy, successfully completing the migrations on February 24, 2013.

If you have questions, contact Patrick Greer at 304-480-6926 or Patrick.Greer@bpd.treas.gov.

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