



2024 ARC CUSTOMER DAY

THE POWER OF SHARED SERVICES



Agenda

1

ARC's Strategic Vision: An Overview of Key Objectives and Initiatives
9:00a – 10:00a

2

Enhancing User Experience: The Importance of Modernization
10:10a – 11:10a

3

Maintaining a Solid Foundation: The Value Add of Core Systems
12:40p – 1:40p

4

Beyond the Surface: The Profound Value of Shared Services
1:50p – 2:50p



Session 2:

Enhancing User Experience

The Importance of Modernization

Brittany Huffman

Moderator



“ Embracing continuous improvement toward a better customer experience is a commitment. Striving to elevate the customer’s experience by listening to feedback and adapting to ever evolving needs is a necessity. Excellence is not a destination, it’s a continuous journey. ”



Poll question

Which service line are you looking forward to hearing the most from?

- Financial Management
- Procurement
- Human Resources
- Travel
- None specifically, just tell me something good!



Poll question

What is your preference when interacting with ARC, generally speaking?

- Self Service
- Call Center, Talking to a Person
- Specific Specialist Providing Information
- Email

Enhancing User Experience

Speakers



David Drennen

oneARC Update



Jacob Oberlin

oneARC Update



Holly Burnside

Data Insight Portal



To boldly go where no man has gone before (oneARC Update)

David Drennen and Jacob Oberlin

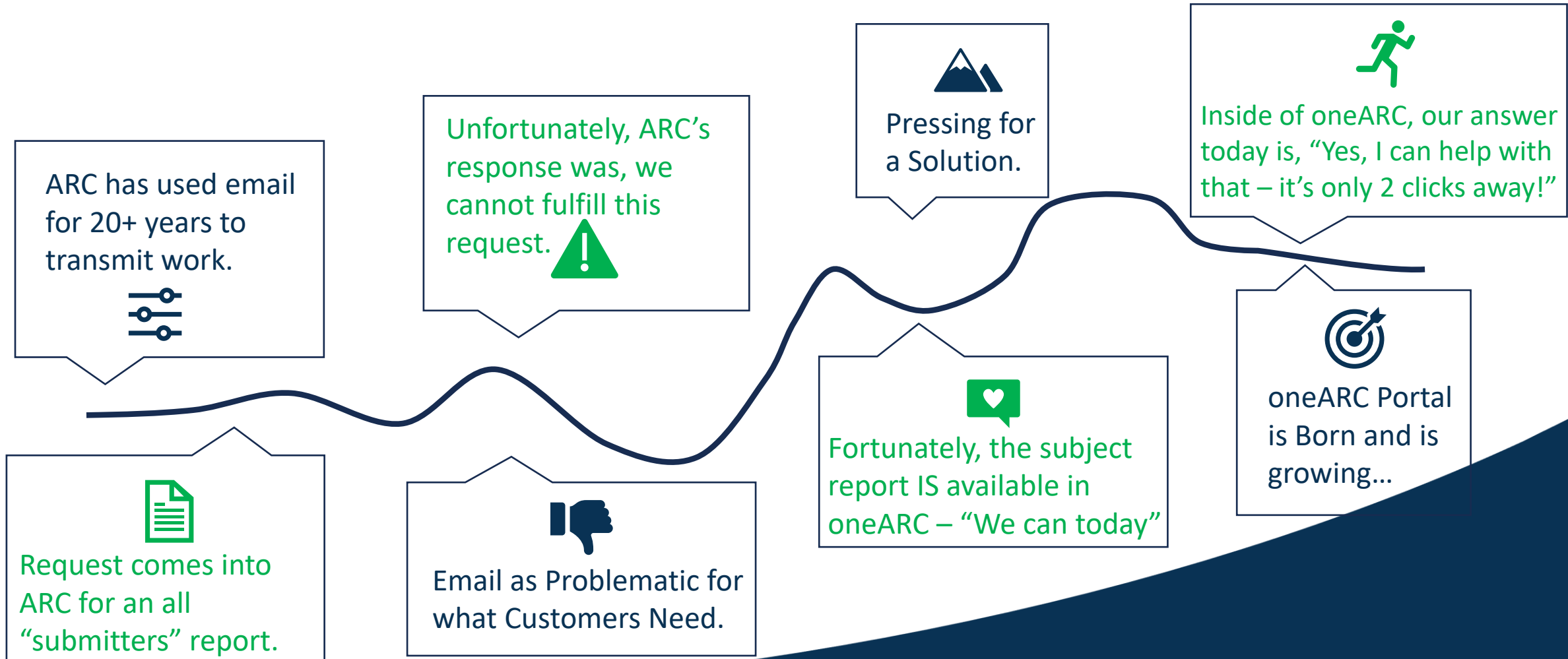


Poll question

How familiar are you with the oneARC Portal?

- Very familiar - I work in it everyday
- Pretty familiar - I work in oneARC about weekly
- Not familiar - I have only heard of oneARC or I have staff the work in it
- I have never heard of the oneARC Portal

What's the story with the oneARC Portal?



How much are your agencies
already using oneARC?

oneARC

Search...



oneARC

Dashboards

YTD Sys Admin Dash...

Dashboard

YTD Sys Admin Dashboard

⚠ Last refreshed 7 days ago. Refresh this dashboard to see the latest data.

As of Apr 23, 2024, 12:54 PM · Viewing as Kaylee Hardbarger

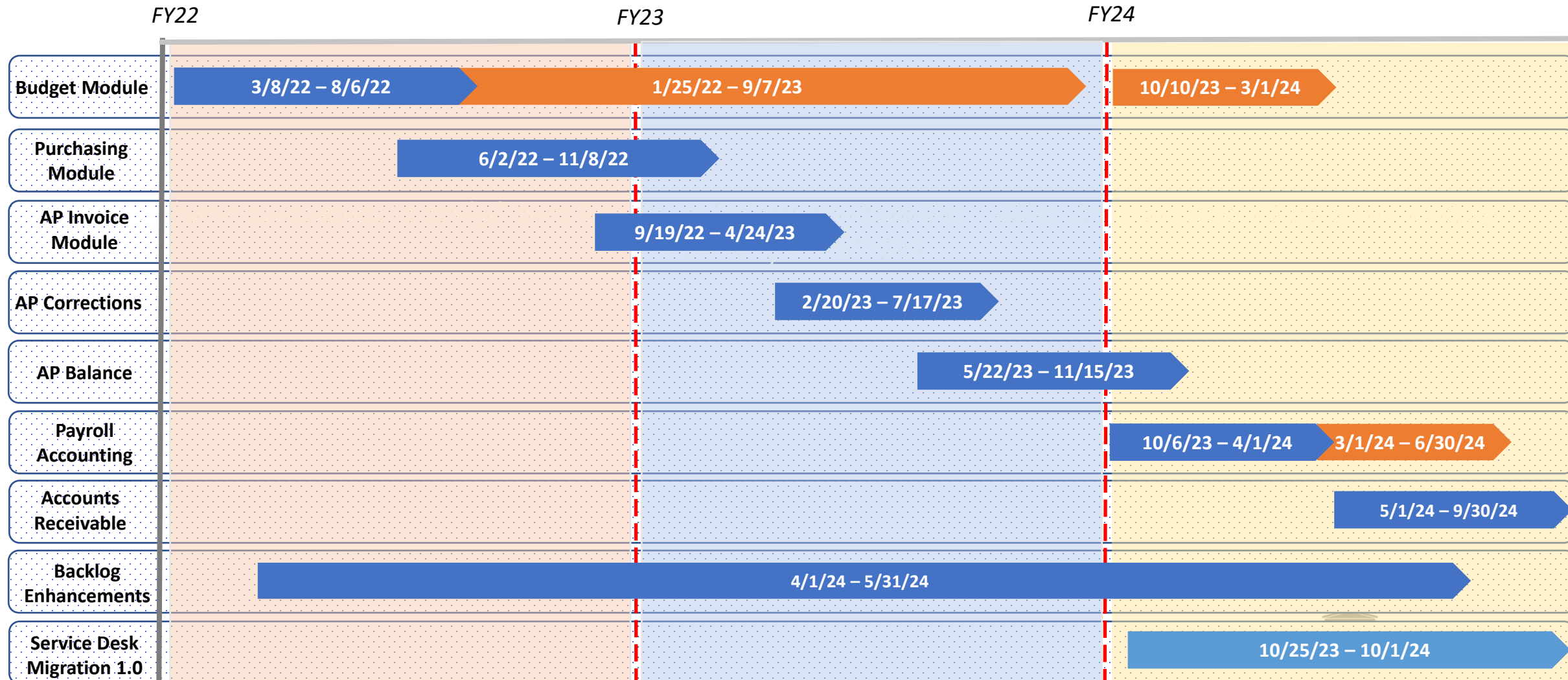
Refresh

Edit

Subscribe

<div>YTD Budget Requests</div> <div>3.5k</div> <div>View Report (YTD Budget Requests)</div>	<div>YTD Purchasing Requests</div> <div>2.9k</div> <div>View Report (YTD Purchasing Requests)</div>	<div>YTD AP Requests</div> <div>2.3k</div> <div>View Report (YTD AP Requests)</div>	<div>YTD PA Requests</div> <div>152</div> <div>View Report (YTD PA Requests)</div>
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What we have already accomplished



Unveiling Enhancements Driven by HCD



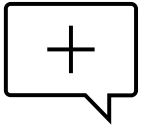
ARC, create a “bulk load” request type for Individual Expense Accrual Reversals



ARC, improve the authorization mechanism in oneARC



ARC, make the approver function in oneARC more flexible



“Providing training would be very helpful.”

“I’m happy with my experience with oneARC.”

“Creating and managing AFF settings.. [because]... our CAM1s require almost constant maintenance.”

“My main issue is not having an expense accrual reversal type of bulk for accrual reversals.”

And where are we going next – Notional Roadmap

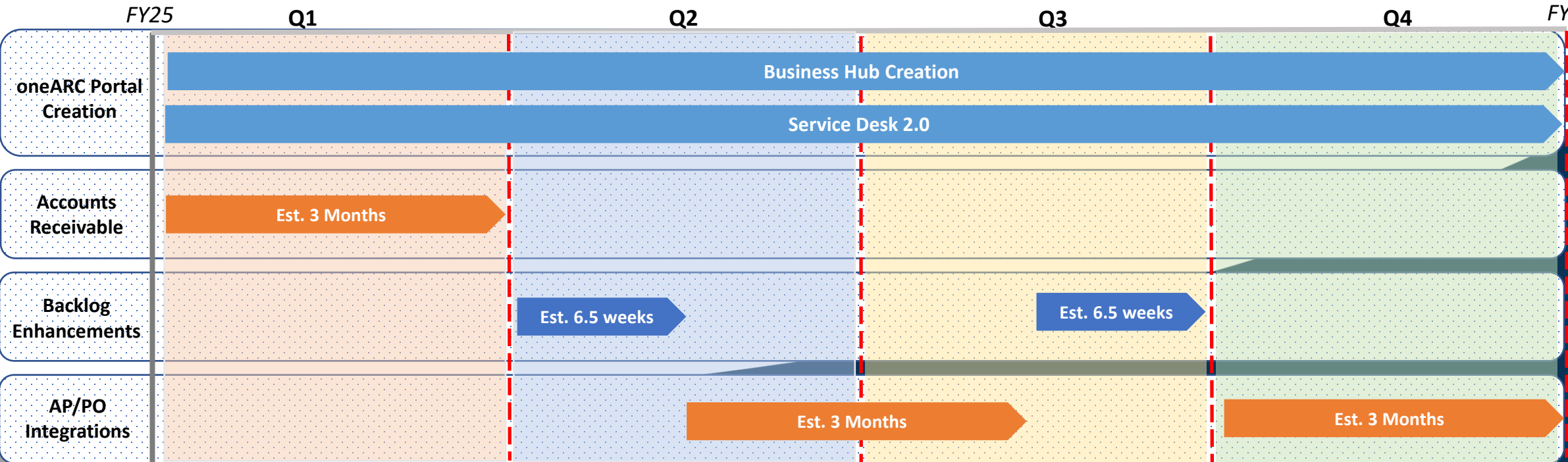
FY25 Outcomes:

• **All** ARC Customers accessing the oneARC Portal for **All** ARC’s service lines.

• Self-Service and Knowledge Sharing functionality available within portal.

• Significantly reduce ARC’s reliance on contractor support.

• Progress towards known cost saving integrations





Poll question

Which module training would deliver the most value to oneARC users?

- Budget
- Accounts Payable
- Purchasing
- Payroll Accounting



Poll question

Do you plan on attending our Accounts Receivable Customer listening session on May 20th?

- Yes – I work with ARC on Accounts Receivable
- Yes – I don't work in Accounts Receivable, but I want to stay in the know
- No – I don't work in Accounts Receivable, and I don't need to stay updated
- I'm not sure

THANK YOU

David Drennen

📱 (304) 480-7511

✉️ David.Drennen@fiscal.treasury.gov

Jacob Oberlin

📱 (304) 480-7180

✉️ Jacob.Oberlin@fiscal.treasury.gov



Questions?

Submit questions using the Questions tab on the Teams panel.



Data Insight Portal

Holly Burnside
Human Resources Specialist
Human Resources Systems Division



Poll question

How often do you run your own HR reports?

- I run reports regularly
- I run reports occasionally
- I never run reports
- I request reports from Fiscal Service's HR Reports Team

What is the Data Insight Portal?

Provides self-service reporting capabilities for authorized users in a secure environment with dataflows from HRConnect, National Finance Center (NFC), webTA, and Personnel Action Workflow System (PAWS)

Key Benefits

- Standard reports and dashboards
- Ability to filter and slice data to deliver customized views
- Subscription-based and data-triggered delivery methods
- Self-Service and cost savings
- Custom reports capability



How to Login

- 1 User must authenticate to **HRConnect** at least **one day prior** to creating Data Insight Portal user account

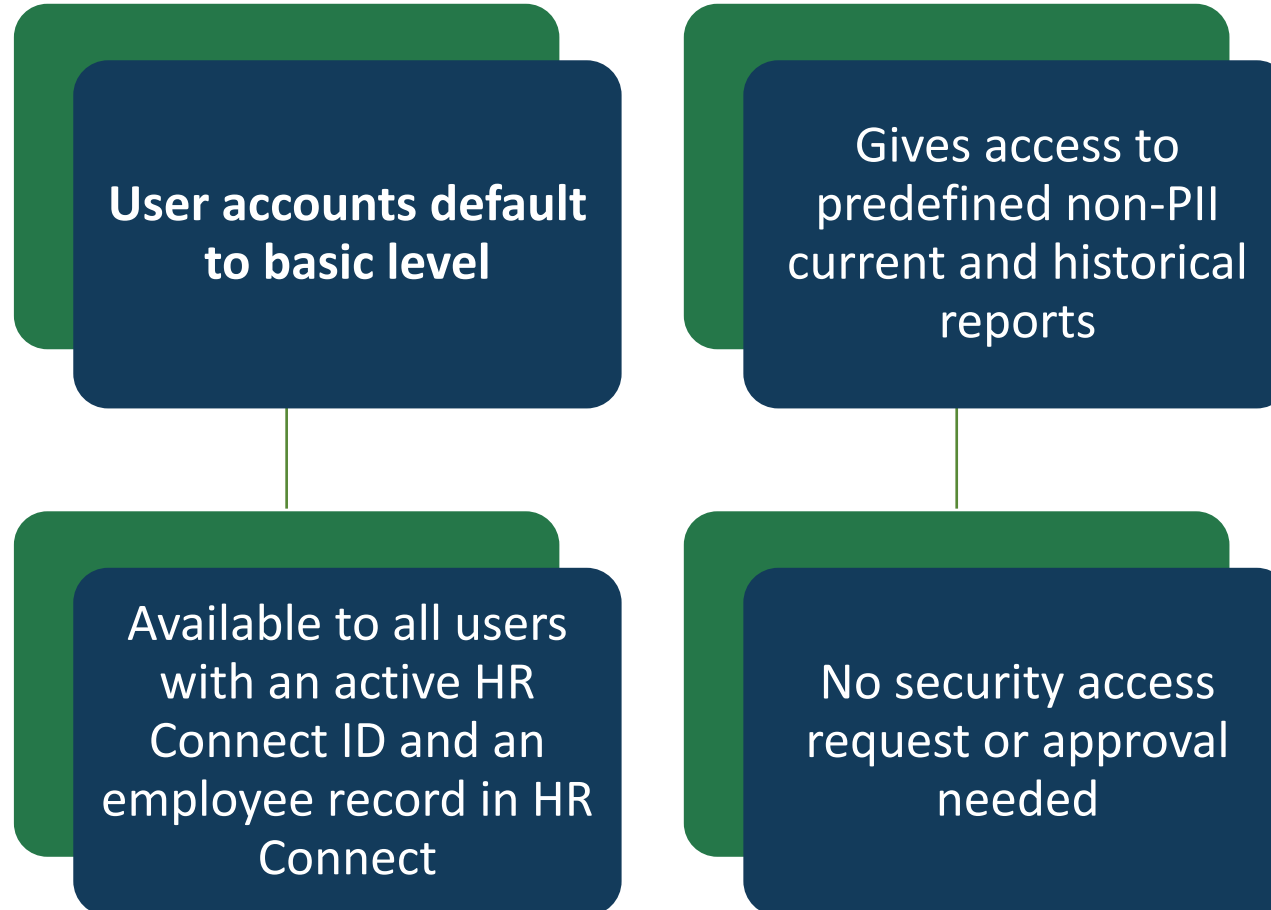
- 2 Login to **Data Insight Portal** to create account:
<https://datainsight.teaps.treasury.gov/>



- 3 All logins utilize **Multifactor Authentication (MFA)**



Basic User Account Settings



Privileged User Account Settings

Privileged level user accounts provide:

- Access to Standard PII report set
- Access to data sources – custom report capability

Organization Leads provide support for these requests

- Require approval and additional oversight
- Typical users would be HR Personnel and Management

Basic Level User Standard Report Set

Standard Report Catalog: Basic User

Report Description: The Standard Report Catalog is intended to show Standard Reports created by the EDM team that show data commonly requested by customers.

Report Type	Report Count
Total	77 Standard Reports
Current WA	Number of Reports: 45
Historical WA	Number of Reports: 28
SF-113 Report Suite	Number of Reports: 4

Current WA Reports

- Current Headcount By Organization
- Current Contractor Headcount by Organization
- Current Headcount By Org And Age Group
- Current Headcount By Org Building Location
- Job code Details
- Listing of Nature of Action Codes (NOAC) with Action Reason
- Position Management
- Telework Summary By Fiscal Year
- Workforce by ERI and Gender
- Workforce by ERI and Gender Disability

Historical WA Reports

- Attrition Rates
- Historical Headcount Attrition Rates By Occupational Series
- Historical Headcount Accessions By Fiscal Year
- Historical Headcount By Org and Age Group
- Historical Headcount Separations By Organization Fiscal Year
- Historical Headcount Veteran Pref By Pref Code Fiscal Year
- Historical Onboard by Occupational Series
- Retention Rate
- Veteran Preference
- On Board

PII WA Reports – Higher Level Access

- Active Employees Contractors Or Persons of Interest
- Alpha Roster
- Awards Detail
- Bargaining Unit Employees
- Contractor Additions and Separations by Date
- Employee Contact Info
- Employee Telework Eligibility Roster
- Employee Telework Remote Work Status
- Pending Actions
- Vacant Positions With Last Encumbered Date

Benefits to you...



Convenience

- Reports when you need them
- Option for automatic subscriptions



Cost Savings

- Custom reports saved in Shared Library
- Predefined reports at no cost



Poll question

Which of the following reports would you use the most?

- Telework Summary
- Position Management
- Alpha Roster
- Awards Detail
- Hires and Separations



Report Examples



Current WA Report Example

Department	Department of the Treasury	Perm Or Temp	Permanent,Temporary
Is Targeted Disability	No Disability,Not Targeted,Targete	Pay Plan Code	AD,EF,ES,EX,GL,GS,IG,IR,KG,KL,KS,N
Occupational Series	2001,2005,1640,0018,1105,1603,0:	Work Sch Type	Full Time,Full Time Seasonal,Intern
Is A Veteran	Not a Veteran,Veteran	POI	2724,2730,2731,2743,2753,2758,2:
Special Employment Type (GAO/USAID Only)	N/A	View By	WorkSchType
Gender Desc	Female,Male		

Total Employee Workforce

Total employee workforce by the selected column values



Workforce Analytics

Organization	Total Employees	Full Time	Full Time Seasonal	Intermittent	Intermittent-Seasonal	Part Time	Part-Time Seasonal	Phased Employ/Retire
BEP	0	0	0	0	0	0	0	0
DO	0	0	0	0	0	0	0	0
FINCEN	0	0	0	0	0	0	0	0
FS	0	0	0	0	0	0	0	0
IRS	0	0	0	0	0	0	0	0
MINT	0	0	0	0	0	0	0	0
OCC	0	0	0	0	0	0	0	0
OIG	0	0	0	0	0	0	0	0
TIGTA	0	0	0	0	0	0	0	0
TTB	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0

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FS	0	0	0	0	0	0	0	0
01 - OFFICE OF THE COMMISSIONER	0	0	0	0	0	0	0	0
02 - OFFICE OF THE CHIEF COUNSEL	0	0	0	0	0	0	0	0
03 - DEP COMMISSIONER TRNS & MODNZ	0	0	0	0	0	0	0	0
04 - DEP COMMISSIONER FINACING & OP	0	0	0	0	0	0	0	0
05 - EXCTVE DRCTR ADMNSTRV RSC CNTR	0	0	0	0	0	0	0	0

Current WA Report Example

Select Bureau

Bureau of Fiscal Service

▼

Select Fiscal Year

2023

▼

1. Total Employees is calculated using the total bureau population sourced from NFC Payta
2. Total Active teleworkers is based on distinct users with any amount of telework time recorded on the time card for the payperiod or fiscal year.
3. Total Eligible is based on the number of "Yes" responses to each employee's telework eligibility designation in HR Connect. All employees require a designation, not only teleworkers.
4. Telework participation is calculated as total active teleworks/ total telework eligible from HR Connect (with a "Yes" response)
5. Total Not Eligible is based on the number of "No" responses to each employee's telework eligibility designation in HR Connect. All employees require a designation, not only teleworkers.
6. Total No Designation is based on the number of employees with no designation made in HR Connect.
7. Calculated using the Mode calculation to identify the most frequently occurring instances of telework by employee

Telework Summary for FY 2023

	Total Employees (1)	Total Active Teleworkers (2)	Total Telework Eligible (3)	Telework Participation (4)	Total Telework Not Eligible (5)	Total Eligibility Not Designated (6)	Total Teleworkers Situational	Total Teleworkers 1 -2 Days Routine (5)	Total Teleworkers 3 Days or More Routine (7)
BUREAU OF FISCAL SERVICE	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0

Historical WA Report Examples

FY: 2023

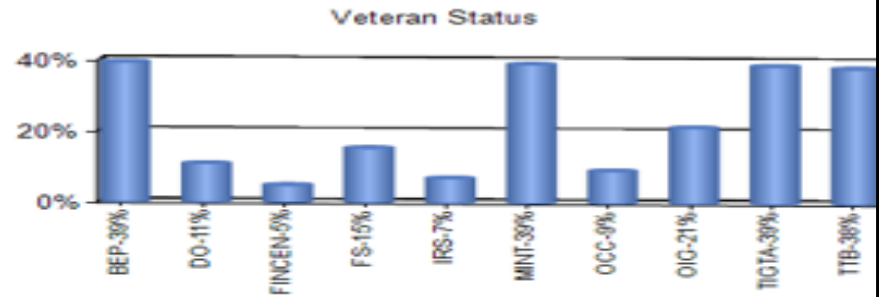
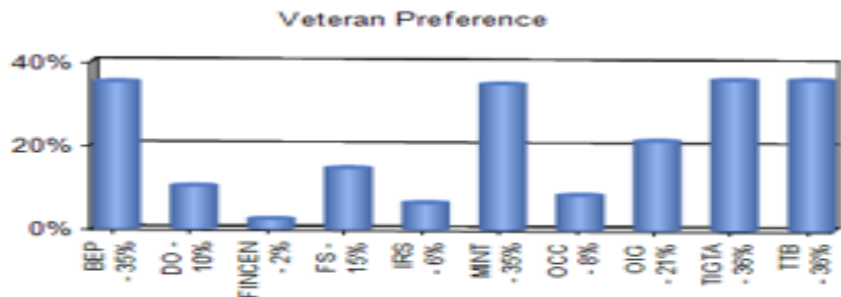
Department: Department of the Treasury

Status: Hires

Select targeted/non-targeted: All Employees

Veteran Preference - Hires FY 2023

Report lists Veteran Preference (# and %) and Veteran Status (# and %) total for the selected action (Hires or Separations), organization and fiscal year.



Org / Total Hires		None	5-Pt	10-Pt other	10-Pt Dis.	10-Pt Comp.	10-Pt /30 Percent Comp.
BEP	0		0		0		0
DO	0		0		0		0
FINCEN	0		0		0		0
FS	0		0		0		0
IRS	0		0		0		0
MINT	0		0		0		0
OCC	0		0		0		0
OIG	0		0		0		0
TIGTA	0		0		0		0
TTB	0		0		0		0

Org / Total Hires		Post-Vietnam-era Vet.	Vietnam-era Vet.	Not a Vet.	Pre-Vietnam-era Vet.
BEP	0			0	
DO	0			0	
FINCEN	0			0	
FS	0			0	
IRS	0			0	
MINT	0			0	
OCC	0			0	
OIG	0			0	
TIGTA	0			0	
TTB	0			0	

Historical WA Report Examples

FY:	2023	Department:	Department of the Treasury
Select Targeted/Not Targeted	Targeted,Not Targeted,No Disabilit	Select Occ Series:	0018 SAFETY & OCCUPATIONAL H
Select Work Schedule:	Full Time,Full Time Seasonal,Intern	Type of Employee:	Permanent
Veteran:	Not a Veteran,Veteran	Disable Veteran:	Disabled Veteran,Not a Disabled V

Employee Retention Rate for Department of the Treasury during FY 2021-2023

Org	2023				2022				2021			
	Total Hires	% Stay After 365	% Stay After 730	% Stay After 1095	Total Hires	% Stay After 365	% Stay After 730	% Stay After 1095	Total Hires	% Stay After 365	% Stay After 730	% Stay After 1095
BEP	0	N/A	N/A	N/A	0	95%	N/A	N/A	0	95%	95%	N/A
DO	0	N/A	N/A	N/A	0	95%	N/A	N/A	0	95%	95%	N/A
FINCEN	0	N/A	N/A	N/A	0	95%	N/A	N/A	0	95%	95%	N/A
FS	0	N/A	N/A	N/A	0	95%	N/A	N/A	0	95%	95%	N/A
IRS	0	N/A	N/A	N/A	0	95%	N/A	N/A	0	95%	95%	N/A
MINT	0	N/A	N/A	N/A	0	95%	N/A	N/A	0	95%	95%	N/A
OCC	0	N/A	N/A	N/A	0	95%	N/A	N/A	0	95%	95%	N/A
OIG	0	N/A	N/A	N/A	0	95%	N/A	N/A	0	95%	95%	N/A
SIGT	0	N/A	N/A	N/A	0	95%	N/A	N/A	0	95%	95%	N/A
TIGTA	0	N/A	N/A	N/A	0	95%	N/A	N/A	0	95%	95%	N/A
TTB	0	N/A	N/A	N/A	0	95%	N/A	N/A	0	95%	95%	N/A

N/A means that hires in the given fiscal year have not had the opportunity to work for the corresponding number of days in the column.

The following is the weighted retention rates for the department.

Total	17,816	N/A	N/A	N/A	17,131	66%	N/A	N/A	12,476	68%	58%	N/A
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As of PP7 ending on 4/20/2024

Historical WA Report Examples

FY:	2023	Organization:	FS
Select targeted/ not targeted:	Targeted Disability,Not Targeted,N	Select OccSeries:	0018 SAFETY & OCCUPATIONAL H
Select Work Schedule:	Full Time,Full Time Seasonal,Intern	Type of Employee:	Permanent
Veteran:	Not a Veteran,Veteran	Disable Veteran:	Disabled Veteran,Not a Disabled V

Employee Retention Rate Detail for FS					
Report lists the number of permanent hires for a given organization and a period of ten fiscal years prior. Detail is provided to show total and percentage retained after one year (365 days) and after two years (730 days).					
FY	Total Hires	Total Left During Year 1	% Stay After 365	Total Left During Year 2	% Stay After 730
2023	0	0	0%	0	0%
2022	0	0	0%	0	0%
2021	0	0	0%	0	0%
2020	0	0	0%	0	0%
2019	0	0	0%	0	0%
2018	0	0	0%	0	0%
2017	0	0	0%	0	0%
2016	0	0	0%	0	0%
2015	0	0	0%	0	0%
2014	0	0	0%	0	0%
Total	0	0	0%	0	0%

PII WA Report Examples

Select Bureau

Bureau Of Fiscal Service-(FD)FS

View Mismatch Between HRC and NFC Employee Telework Designation

Mismatch,No Mismatch

Employee Telework Eligibility Roster

Bureau	Agency Code	SetId	POI	Employee Name	Emplid	Barg Unit	Work Schedule	Enter On Duty Date	Position Official Title	Reports To Position Number	Reports To Name	Reports to Emplid
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Employee Position Number	Jobcode	Pay Plan	Occupational Series	Grade	DEPTID	Location	Telework Type	NFC Position Telework Elig	HRC Position Telework Elig	HRC Emp Telework Elig	Oprid	NFC Emp Telework Elig	Lastupddtm	Lastupdoprid	NFCOrg
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PII WA Report Examples

Agency

Employee Telework Remote Work Status													
Employee Name	Emplid	POI	Position Number	Sub Agency	Last Action	Effective Date	Reports To Manager	Supervisor Name	Remote Telework Type	Available Telework Position	Position Telework Indicator	NFC PMSO Telework Ind	Employee Telework Eligibility 120

PII WA Report Examples

Bureau

Bureau Of Fiscal Service-(FD)FS

▼

Emp Type

Employee,POI,Contractor

▼

Select Org Level 2

04-DEP COMMISSIONER FINACIN

▼

Select Org Level 3

0480-ASSOCIATE COMMSNR FINC

▼

Select Org Level 4

All,2100-TAX AND COMPLIANCE

▼

Employees, Contractors Or Person Of Interest

Count of all rows 36

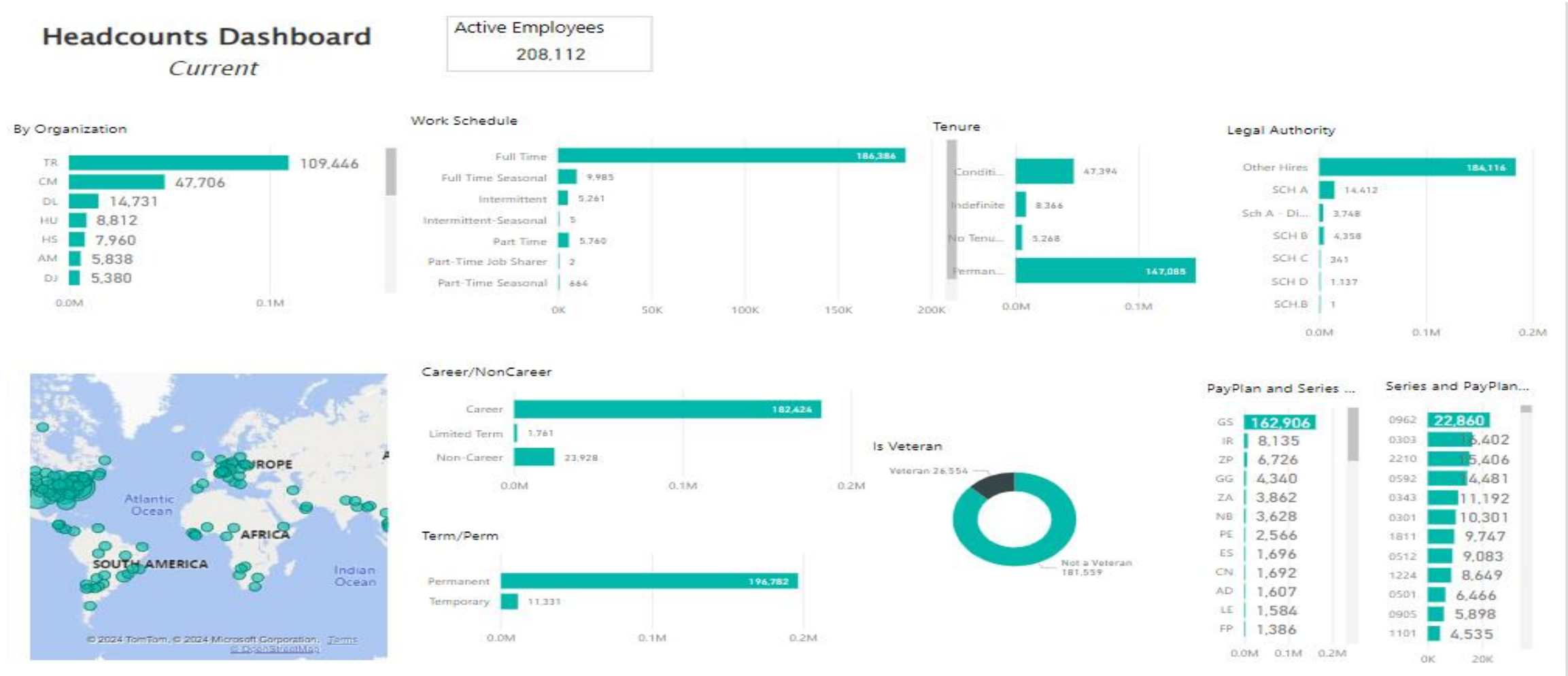
Emplid	Name	Email Address	Other Email	Sponsor Name	Employee Type	Position Nbr								
Contract Number	Position Location	Grade	Step	Supervisory Code	Full/Part Time	Agency EOD Date	Gvt NTE Date	Work Schedul	Std Hours	Last Hire Date	Position Title	Position Sensitivity	Reports To	Supervisor Name
Supervisor Dept ID	Supervisor Dept Name	Fund Source	Fund Source Desc	Duty City	Duty State	Dept ID	Work Address	Work Address 2	Building	Location Descr	Dept Desc			
NFCOrg Code				NFC Org Level 2			NFC Org Level 3			NFC Org Level 4		NFC Org Level 5		



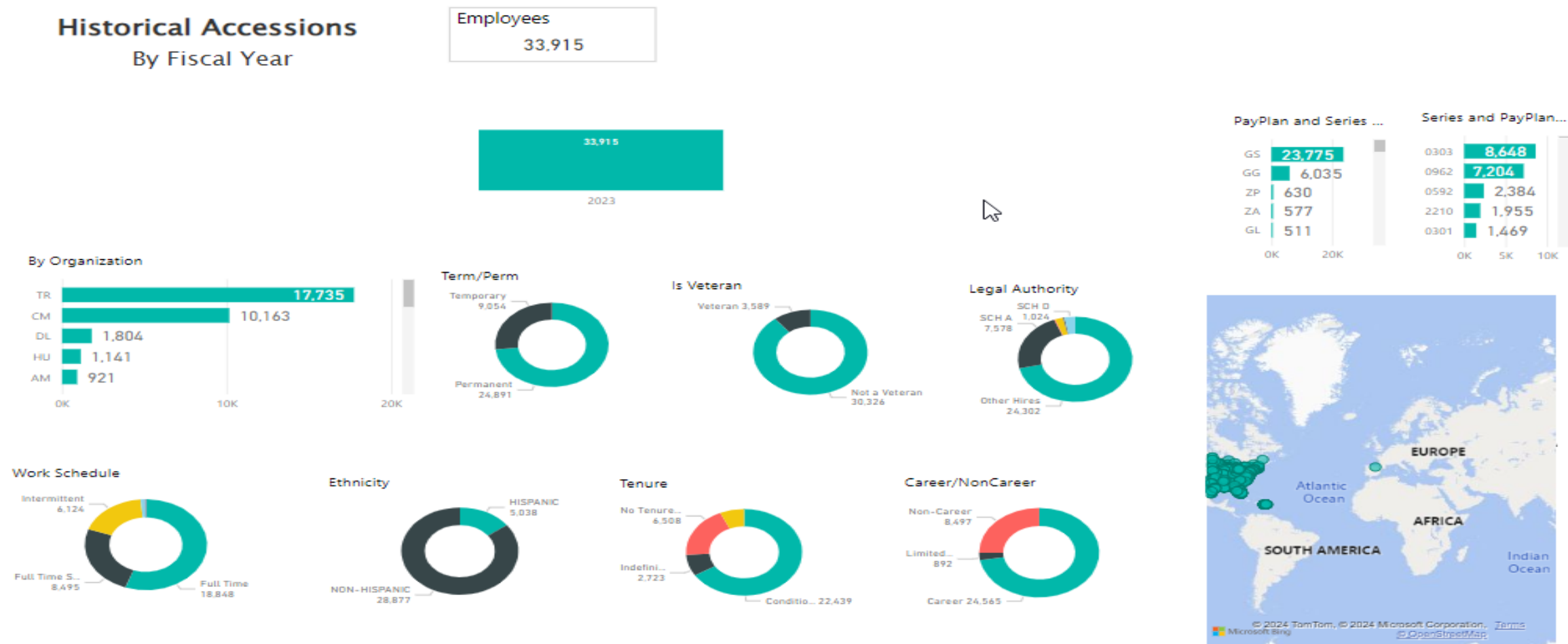
Dashboard Examples



Standard Dashboard Examples



Standard Dashboard Examples



THANK YOU

Holly Burnside

📞 (304) 480-8456

✉️ Holly.Burnside@fiscal.treasury.gov

✉️ HRReports@fiscal.treasury.gov



Questions?

Submit questions using the Questions tab on the Teams panel.



THANK YOU!

Session 2:

Enhancing User Experience

The Importance of Modernization

Brittany Huffman

Brittany.Huffman@fiscal.treasury.gov