2024 ARC CUSTOMER DAY

THE POWER OF SHARED SERVICES

ARC | ADMINISTRATIVE RESOURCE CENTER

BUREAU OF THE FISCAL SERVICE

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 3:
Maintaining a Solid Foundation
The Value Add of Core systems

Travis Daugherty
Director, Operations Support Division
Moderator

"Modernizing technology is not just about improving the efficiency and productivity of our service lines, but it's also about enhancing the customer experience. By embracing new technologies, we can offer our customers better service, faster response times, and more personalized interactions, ultimately creating a competitive advantage and building stronger relationships with our customers."

Maintaining a Solid Foundation
Speakers

Garett Foggin

Recent and Upcoming System Changes

Oracle Business Intelligence (OBI)

Claudine Woodyard

webTA Replacement - GovTA

Josh Kupfner

USA STAFFING

Kelly Snider

ETSNext

Recent and Upcoming System Changes
Oracle Business Intelligence (OBI)

Garett Foggin
Supervisory Financial Systems Analyst
Operations Support Division

Topics

- Recent and Upcoming System Changes
- Oracle Business Intelligence (OBI)

Poll question

Please select the systems you use from the list below? If you're a non-user select N/A:

- Oracle/OBI
- PRISM
- OneStream
- N/A

Recent System Changes

Server Processing Upgrade

- Increases Server Speed (AMD)

- Enhances Front-end Performance

- Ability to triple processing speed

- Includes all virtual machines except PRISM

PRISM Upgrade

- Latest Software Version (7.5.10)

- Enhances Support

- Provides Scalability for peak demand and future growth

- Includes AMD virtual machine updates

OneStream Upgrade

- Version 7.2.4

- FedRAMP compliance

- Performance increases

- Additional dashboard & spreadsheet functions

- Additional usability improvements

Upcoming System Changes

Oracle Federal Financials

- Upgrading to version 12.2.13.

- Go-Live is still TBD.

- Non-production environments will be identified and prepared for Q4 of FY24.

Database Upgrade

- This upgrade will take us to version 23c.

- The time frame of this change is still TBD.

Prism Upgrade

- Latest Software Version (7.5.13)

- Enhances Support

- Faster Forms

- Bug Fixes

- Q1 FY25

Oracle Business Intelligence (OBI)

Key Improvements:

- Repurposed available system resources.

- Last years move to the Oracle Cloud Infrastructure (OCI).

Results:

- OBI reports ran one minute faster on average compared to FY22.

- Only TWO tickets opened for slowness.

- Helpdesk calls are at their lowest in a decade.

- These improvements led to a successful and efficient year-end for ARC in FY23.

Future:

- Complete a Proof of Concept (PoC) regarding methods to modernize the OBI reporting data model (Q4 FY24)

- An OBI upgrade is slated for late 2027.

Poll question

Have you noticed an improvement in system performance in one of the following applications: Oracle/OBI, PRISM, OneStream?

- Yes

- No

THANK YOU

Garett Foggin

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Questions?

Submit questions using the Questions tab on the Teams panel.

webTA Replacement - GovTA

Claudine Woodyard
Managing Sponsor,
GovTA Implementation Project

Poll question

Are you aware of the webTA Replacement - GovTA Project?

- I am fully aware

- I've heard about the project

- No knowledge

- My agency does not use webTA

webTA Replacement
GovTA

GovTA is similar to webTA

Three Implementation Waves (Tentative)
- March 2025
- April 2025
- June 2025

Accessibility Standards
- Web Content Accessibility Guidelines (WCAG)
- Section 508 Compliant

webTA Replacement

GovTA

Designated Agency Points of Contact (POC)
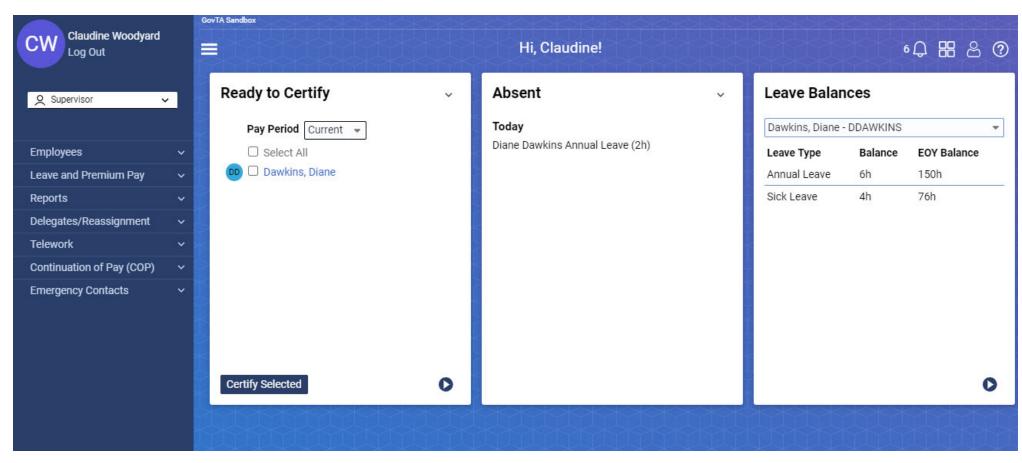
POC(s) will work directly with us to:

- Develop and distribute announcements to employees

- Develop and present union notifications (if applicable)

- Develop a training plan and coordinate training attendance

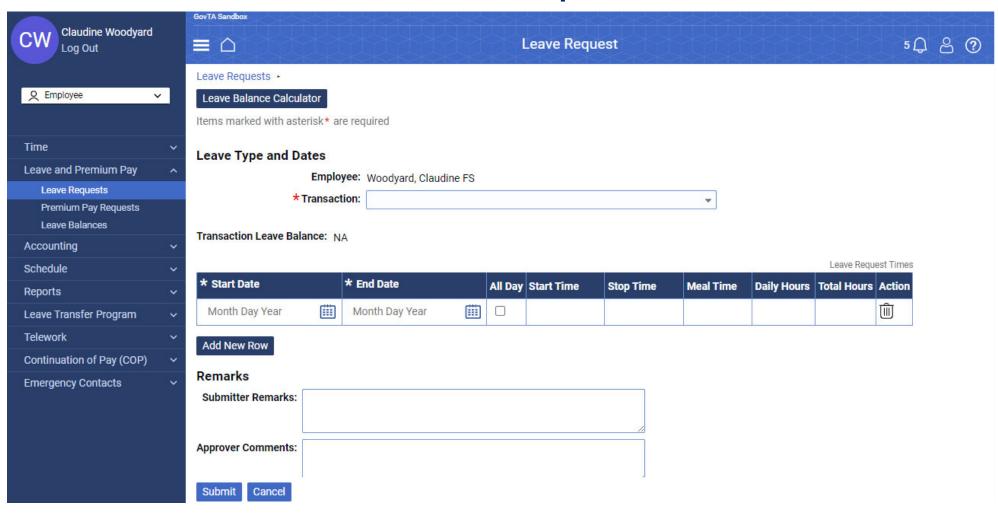- Uphold project implementation schedule
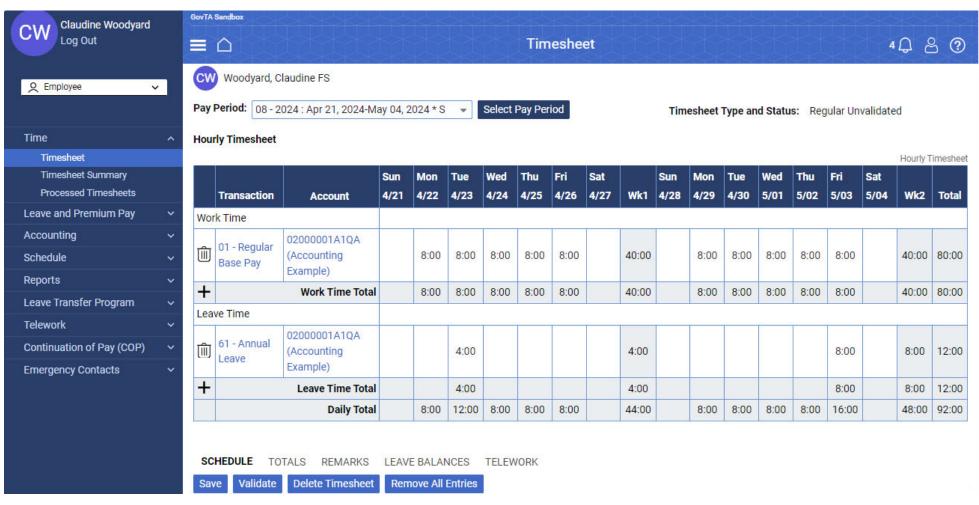
GovTA
Employee Dashboard

GovTA
Supervisor Dashboard

GovTA
Leave Request

GovTA
Timesheet

GovTA Sandbox

Timesheet

Woodyard, Claudine FS

Pay Period: 08 - 2024 : Apr 21, 2024-May 04, 2024 * S ▼ | Select Pay Period

Timesheet Type and Status: Regular Unvalidated

Hourly Timesheet

Hourly Timesheet

	Transaction	Account	Sun 4/21	Mon 4/22	Tue 4/23	Wed 4/24	Thu 4/25	Fri 4/26	Sat 4/27	Wk1	Sun 4/28	Mon 4/29	Tue 4/30	Wed 5/01	Thu 5/02	Fri 5/03	Sat 5/04	Wk2	Total
Work Time																			
🗑	01 - Regular Base Pay	02000001A1QA (Accounting Example)		8:00	8:00	8:00	8:00	8:00		40:00		8:00	8:00	8:00	8:00	8:00		40:00	80:00
➕		**Work Time Total**		8:00	8:00	8:00	8:00	8:00		40:00		8:00	8:00	8:00	8:00	8:00		40:00	80:00
Leave Time																			
🗑	61 - Annual Leave	02000001A1QA (Accounting Example)			4:00					4:00						8:00		8:00	12:00
➕		**Leave Time Total**			4:00					4:00						8:00		8:00	12:00
		Daily Total		8:00	12:00	8:00	8:00	8:00		44:00		8:00	8:00	8:00	8:00	16:00		48:00	92:00

SCHEDULE   TOTALS   REMARKS   LEAVE BALANCES   TELEWORK

Save | Validate | Delete Timesheet | Remove All Entries

THANK YOU

Claudine Woodyard

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HRSystems@fiscal.treasury.gov

Questions?

Submit questions using the Questions tab on the Teams panel.

USA STAFFING

Josh Kupfner
Supervisory Human Resources Specialist
Human Resources Systems Division

USA Staffing Production Statistics

17,160
Jobs Announced

19,279
Offers Accepted
(Tentative & Official)

988,470
Applications

10,436
Entrance on Duty

43,535
Certificates

30,825
Documents/Forms Transmitted to eOPF

14,679
Selections Made

ARC Data 2021 - Present

26

Request Event Log

- Enhances the Hiring Managers self-service capabilities by instantly capturing events for each hiring milestone as HR moves a hiring action from approval to EOD.

- Each event will be associated with details such as when each event occurred and who completed it.

- Feature was launched on January 5, 2024.
  - Any request that was created in USA Staffing after the feature was launched will include the Event Log. Requests that were already in progress will not show the Event Log.

What is Candidate Inventory?

- Candidate Inventory allows hiring managers direct access to search for candidates who have already applied to jobs within their organization without the need to undergo a new recruitment. Eliminating the need to initiate a new recruitment process will improve efficiency and reduce the time to hire for Federal agencies.

- Human Resources users manage their agency's Candidate Inventory by including candidates who may be considered for certain noncompetitive, excepted service, merit promotion and direct hire recruitments.

- Delegated examining certificates should not be shared. Delegated examining certificates can only be shared in accordance with the guidance outlined in the Competitive Service Act.

Candidate Inventory Benefits

Hiring Managers

Hiring Managers have easy access to **Pre - Qualified candidates.**

Agencies

Agencies & HR have **improved time to hire** with less effort by filling **Direct Hire & Merit Promotion** positions.

Applicants

Applicants experience efficiency in the hiring process as they **submit a single application.**

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Building your Candidate Inventory

All four requirements must be met for candidates from a recruitment to populate Candidate Inventory.

HR may disable sharing from an applicant list at any time or adjust the date range in which the candidates are shared.

Managers can see candidates across their (USA Staffing) Organization.

Example: Bureau of the Fiscal Service

1 **HR configures Vacancy to be Shared**
Triggers "Opt-In" question for applicants, and cannot be changed after announcement is released

2 **Applicants Opt-In/Out**
Applicants may change their response by reapplying or contacting HR

3 **HR Reviews Applicants for Min Quals & Eligibilities and Creates Lists**
Normal quality checks ensure applicants are qualified and eligible for referral

4 **HR Configures Applicant Lists/Certificates to be Shared**
For each list, determine if its applicants should be shared and when/for how long

5 **Candidates are available for Managers in Candidate Inventory**
Candidates who opted in and are certified on a certificate with Candidate Inventory enabled are available for managers to see

Hiring Manager Experience

Managers will navigate to Candidate Inventory from the navigation bar on the dashboard

Search

Managers are guided to select criteria that will focus search results on the right job series, grade, and location.

On-page instructions orient managers to this new process and provide context on what they can expect next

Hiring Manager Experience

USA Staffing®

← Back to Candidate Inventory Home

Find Candidates

To fill a position, you can search, save, and prioritize candidates meeting your criteria.

Browse Candidates   Saved Candidates

Tell us about the position you'd like to fill.

What is the occupational series of your position?

2210 - Information Technology Management ▼

What is the position's pay plan?

GS ▼

What is the position's grade?

12 ▼

What duty location would you like to search for?

Sabetha, Kansas ▼

Submit search

Review Results

If candidates match the manager's search criteria, the results will show on candidate cards.

Candidate cards will allow managers to access applicant's documents and take further actions to save candidate on boards or notify HR of interest to hire.

Hiring Manager Experience

Review Resumes

Hiring Managers review resumes and other documents for relevant skills and experience.

Relevant candidate information such as name, contact information, and last updated application date remain easily accessible.

Hiring Manager Experience

Contact HR

Managers may send candidate information back to their HR representatives.

HR will make the final decision based on agency policy for what the next steps should be.

Hiring Manager Experience

Implementation Materials now Available

https://help.usastaffing.gov/ResourceCenter/index.php/Resources

Pre-Implementation Guide

Briefing Slides

NEW: Business Process Rules Example

Marketing Flyer

Candidate Inventory Frequently Asked Questions

Frequently Asked Questions

Demonstration Recording

Poll question

Select the response that indicates your interest in implementing Candidate Inventory for your agency?

- Extremely Interested (Let's do this!)

- Somewhat Interested (Sounds cool, but I would like to see further demonstrations.)

- Interested (I can see the benefit, but I need more information.)

- Not Interested (Sounds too complicated.)

THANK YOU

Josh Kupfner

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Questions?

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ETSNext

Kelly Snider
Program Analyst
Travel Services Division

ETSNext Notional Timeline

Contract expires: June 2027

November 2024

GSA Awards
Contract

Spring/Summer 2025

ARC Pilot
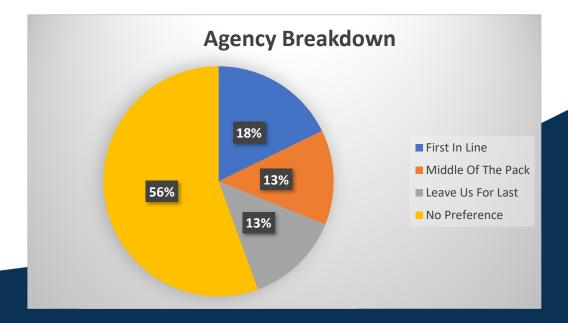Migration begins

2025-2026

Phased Customer
Migration begins

Migration Preferences

We Asked: Does your agency have a timing preference for migrating over to ETSNext?

You Answered:
- 8 – We would like to be first in line – Early 2026
- 6 – Prefer to be middle of the pack – Spring 2026
- 6 – Please leave us for last – Summer 2026
- 25 – No preference

Agency Breakdown

- First In Line — 18%
- Middle Of The Pack — 13%
- Leave Us For Last — 13%
- No Preference — 56%

Poll question

What are you looking most forward to with the migration to ETSNext?

- Improved Traveler Experience
- Improved Approving Official Experience
- Improved Travel Program Administration
- Potential for different TMC
- Nothing, heartbroken to lose ConcurGov

THANK YOU

Kelly Snider

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Session 3:
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