



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 4: Beyond the Surface

The Profound Value of Shared Services

Brittany Huffman

Moderator



“ My goal is not just rolling out new products or changes, it’s learning how to solve the customer’s problem. This is where strategic partnerships come in. We need to build lasting relationships with customers to better understand their needs in order to deliver exceptional customer experiences. ”

Beyond the Surface

Speakers



Adam Charlton



Monica Allen

**Providing the Best Value
to Customers**



Providing the Best Value to Customers

**Adam Charlton and
Monica Allen**

Home Maintenance Checklist

MONTHLY

- ☐ Clean or replace HVAC filters
- ☐ Deep clean
- ☐ Test/inspect each smoke alarm, CO detector, & fire extinguisher
- ☐ Clean kitchen drain/garbage disposal
- ☐ Unclog drains

SPRING

- ☐ Clean gutters & downspouts
- ☐ Vacuum fridge coils
- ☐ Clean and/or replace windows & screens
- ☐ Inspect roof & siding for damage
- ☐ Sharpen lawn mower blades
- ☐ Refinish exterior wood surfaces (e.g. deck)
- ☐ Inspect driveway and other concrete paths
- ☐ Service air conditioning unit
- ☐ Clear lint from dryer vent
- ☐ Inspect septic tank (if applicable)
- ☐ Fertilize your lawn

FALL

- ☐ Service heating system
- ☐ Vacuum fridge coils
- ☐ Schedule a chimney sweep
- ☐ Put outdoor furniture in storage
- ☐ Fix weather stripping and seal cracks
- ☐ Rake leaves
- ☐ Winterize sprinklers and hoses
- ☐ Aerate lawn
- ☐ Drain sediment from hot water heater
- ☐ Clean gutters & downspouts
- ☐ Clean window wells

SUMMER

- ☐ Check your home for insect activity
- ☐ Vacuum fridge coils
- ☐ Mulch garden beds
- ☐ Clean kitchen hood and exhaust fan filter
- ☐ Ensure ceiling fans run counter-clockwise
- ☐ Clean grill and fill propane tank

WINTER

- ☐ Remove screens
- ☐ Vacuum fridge coils
- ☐ Install storm windows and doors
- ☐ Clean kitchen hood and exhaust fan filter
- ☐ Test your sump pump
- ☐ Ensure ceiling fans run clockwise

System Management



Shared Cost and
Efficiency



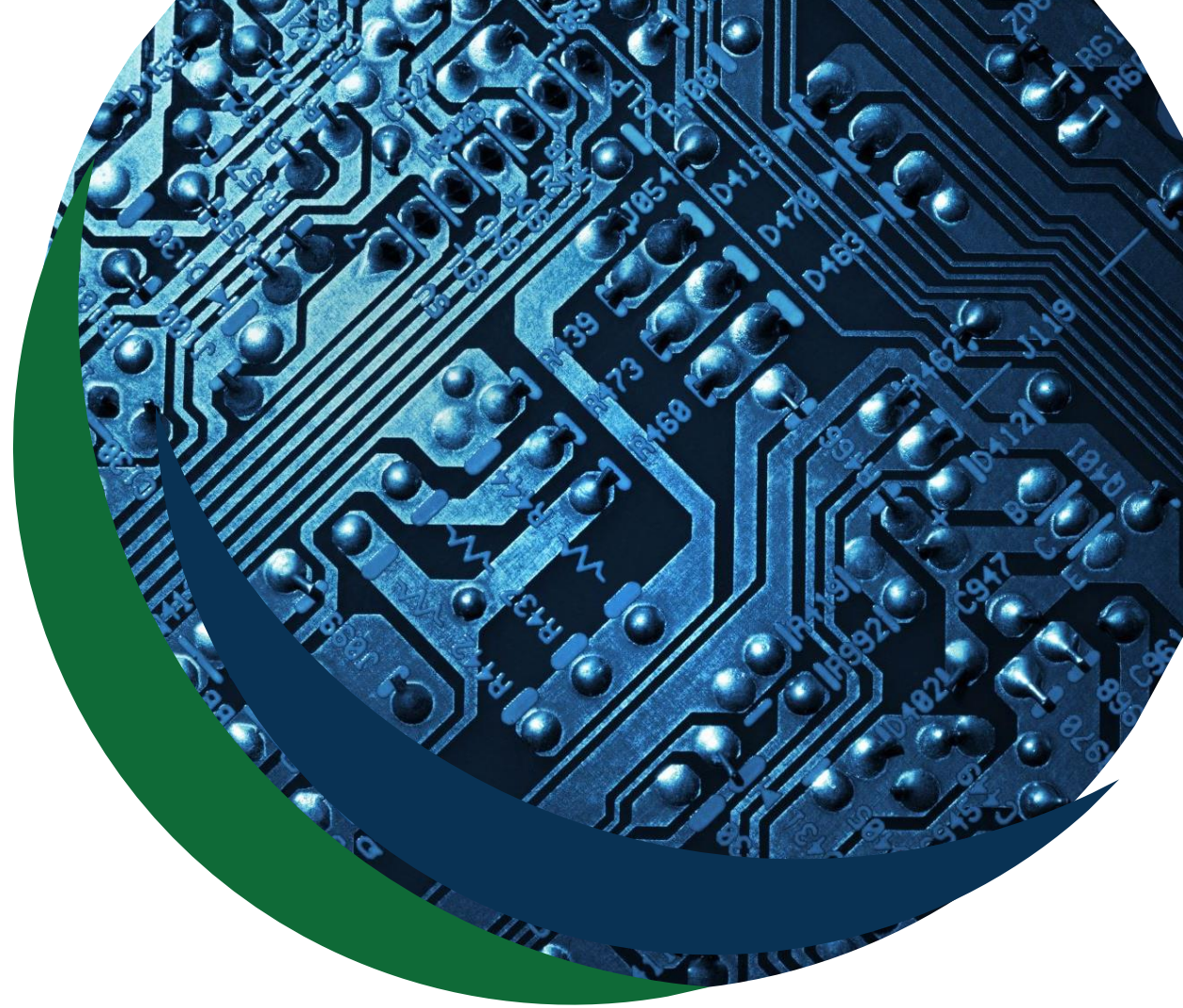
Compliance
and Security



Reliability and
Stability



Continuous
Improvement



System Management



**Shared Cost and
Efficiency**



**Compliance
and Security**



**Reliability and
Stability**



**Continuous
Improvement**

Megan Dowler

User Support
Fiscal/ARC
Employee
9.5 years



Zach Offenberger

Information Security
Fiscal/ARC Employee
5 years





Poll question

Which piece of system management would be the most difficult for your agency without ARC?

- Monitor mailboxes (that receive 500,000+ emails annually)
- Service over 55,000 users between four service lines
- Conduct an annual 9-month security ritual to ensure systems have authority to operate
- Apply 250+ patches/updates to ensure FM systems are compliant

Service Delivery



SLA Adherence



**Enhanced
Efficiency**



**Consistent Performance
and Clean Audits**



**Shared Solutions
for Individual Needs**



Service Delivery



SLA Adherence



**Enhanced
Efficiency**



**Consistent Performance
and Clean Audits**



**Shared Solutions
for Individual Needs**

Jackie Lake

Audit/Security
Fiscal/ARC Employee
19 years





Poll question

How is your agency leveraging Robotics Process Automation (RPA) technology?

- We maintain several bots and are actively adding more.
- We have some bots and occasionally add new ones.
- We have a small number of bots and do not typically create new ones.
- We do not currently utilize bots to support our work.

Resource Optimization



Bench Strength



**Subject Matter
Experts**



**Highly Qualified and
Trained Staff**



Mission Focused



Resource Optimization



Bench Strength



**Subject Matter
Experts**



**Highly Qualified and
Trained Staff**



Mission Focused

Jessica Kibbey

Project Management
Fiscal/ARC Employee
8 years





Questions?

Submit questions using the Questions tab on the Teams panel.



THANK YOU!

Session 4:

Beyond the Surface

The Profound Value of Shared Services

Brittany Huffman
BrittanyHuffman@fiscal.treasury.gov