

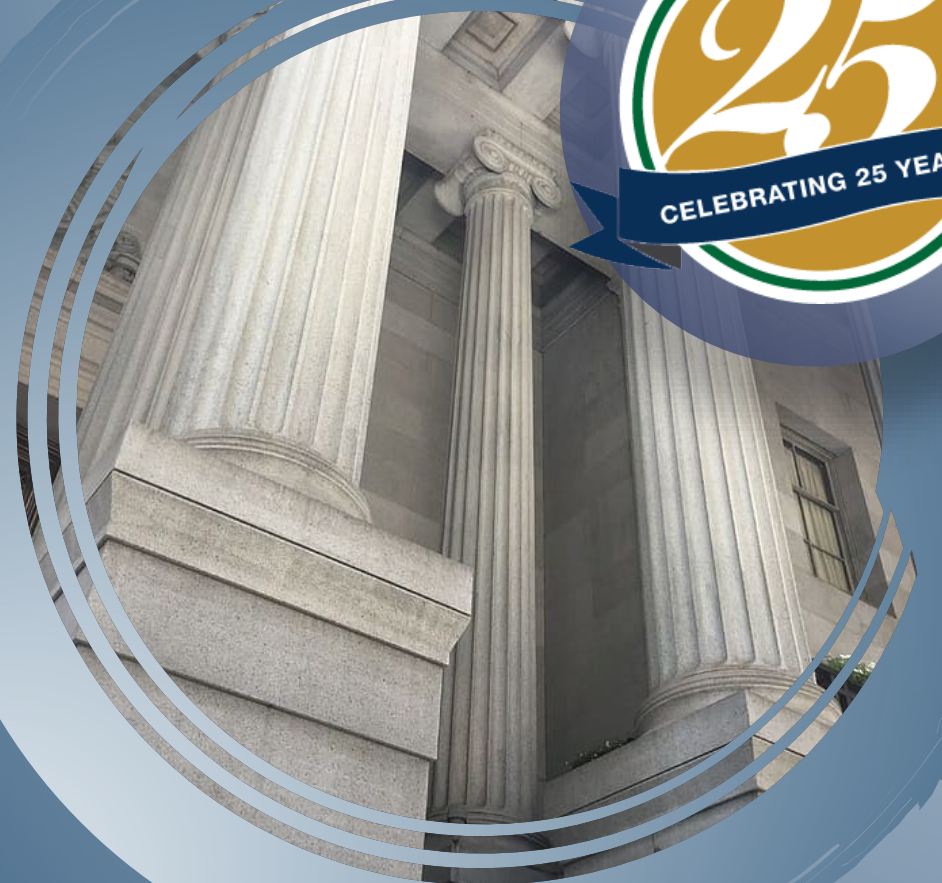


BUREAU OF THE FISCAL SERVICE

2023 ARC CUSTOMER DAY

CELEBRATING 25 YEARS OF
EXCELLENCE

SESSION 2: CREATING A MODERN, INTUITIVE CUSTOMER EXPERIENCE



“

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.

”



Brittany Huffman

Moderator
ARC Customer Experience Strategist

Creating a Modern, Intuitive Customer Experience

Speakers



Samantha Brantner

Supervisory Financial
Systems Analyst, Travel

Travel Trends



Brian Shackleford

HR Specialist, HR
HR Service Management
on ServiceNow



Barry Holstein

Branch Manager,
Procurement
Procurement's Vision



Jacob Oberlin

Product Manager
Delivering Self-Service
through oneARC
Salesforce Portal



David Drennen

Branch Manager
Delivering Self-Service
through oneARC
Salesforce Portal



TRAVEL TRENDS

SAMANTHA BRANTNER
TRAVEL SERVICES

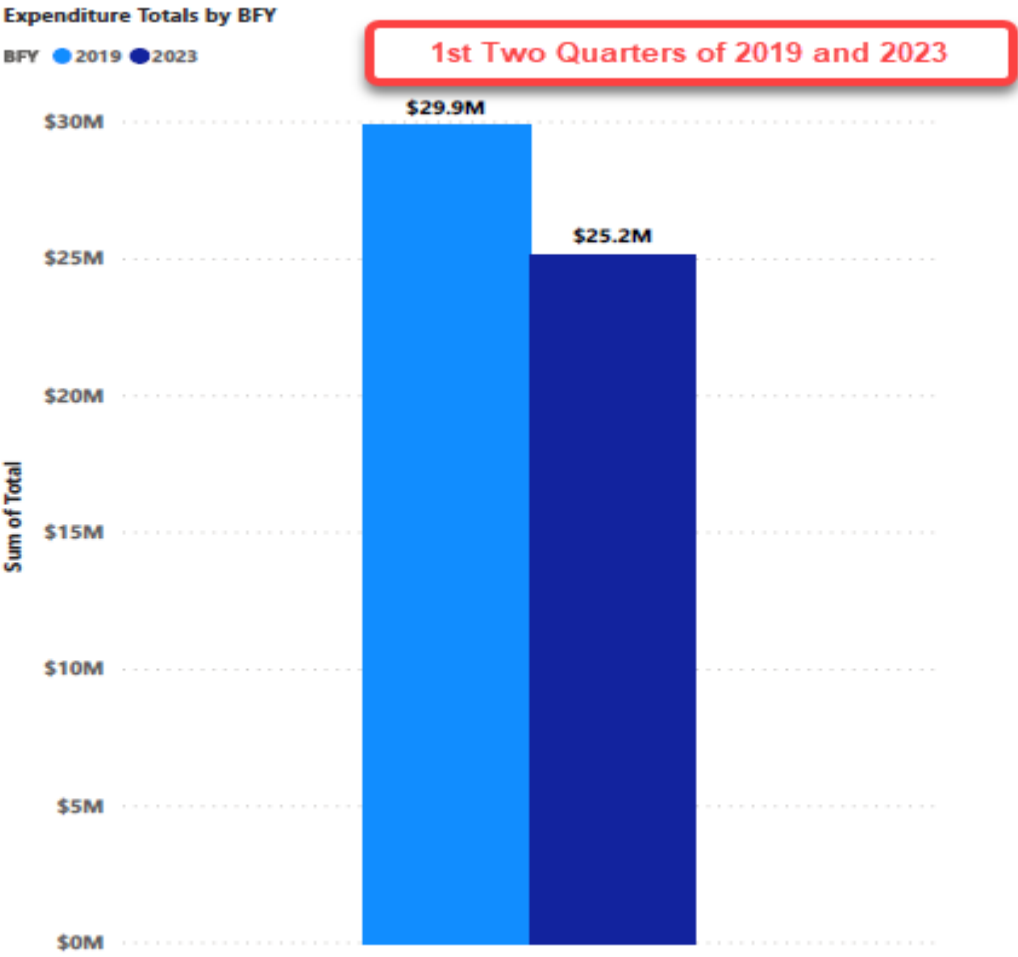
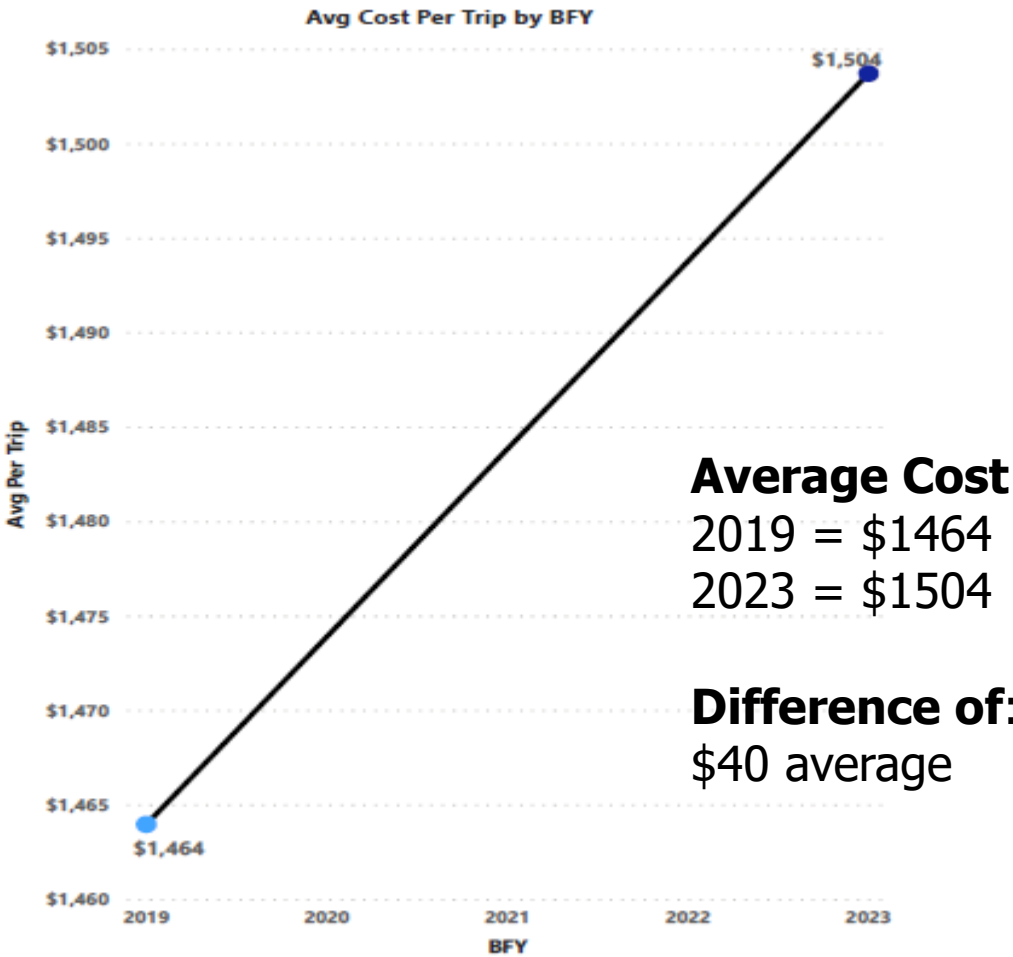


TRAVEL TRENDS

Comparing Pre-COVID Data to Post-COVID data.

- Average Cost Per Trip
- Expenditure Totals
- Help Desk Tickets Per Trip
- New ConcurGov Profile Registrations
- New Travel Card Applications

TDY Expenditures

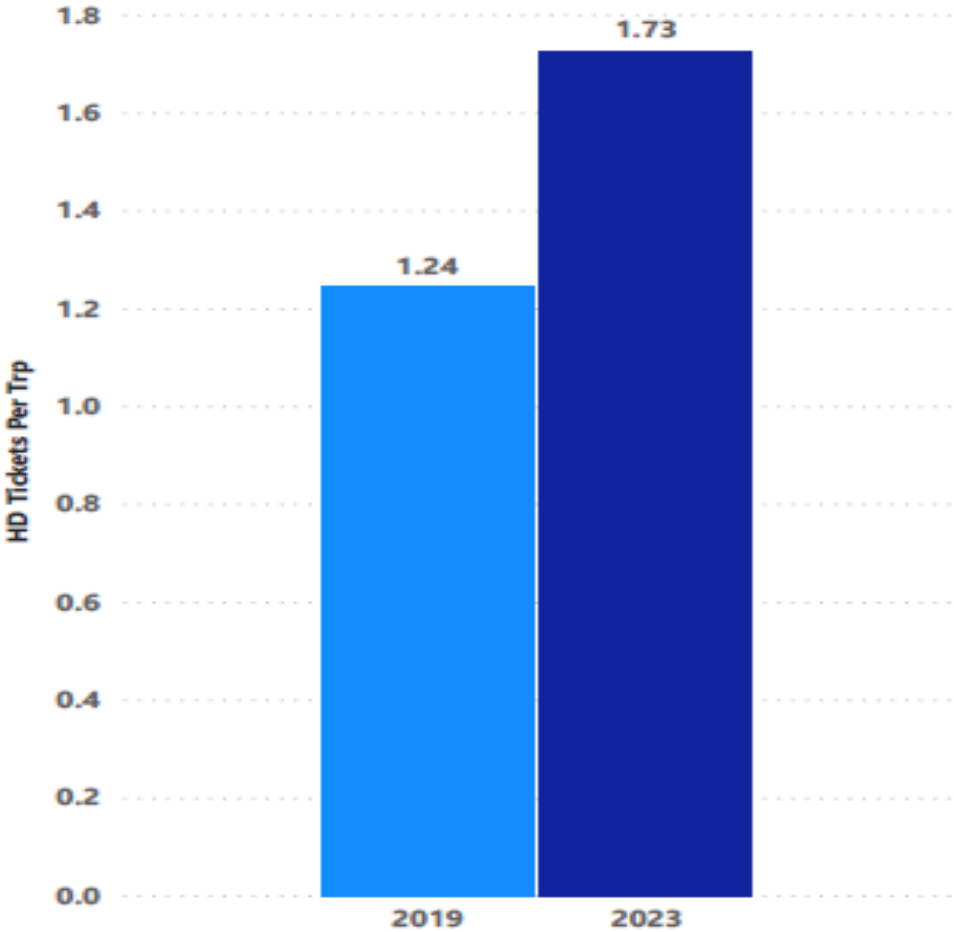


Help Desk Tickets Per Trip

ALL 2023

Help Desk Tickets

HD Tickets Per Trip by BFY



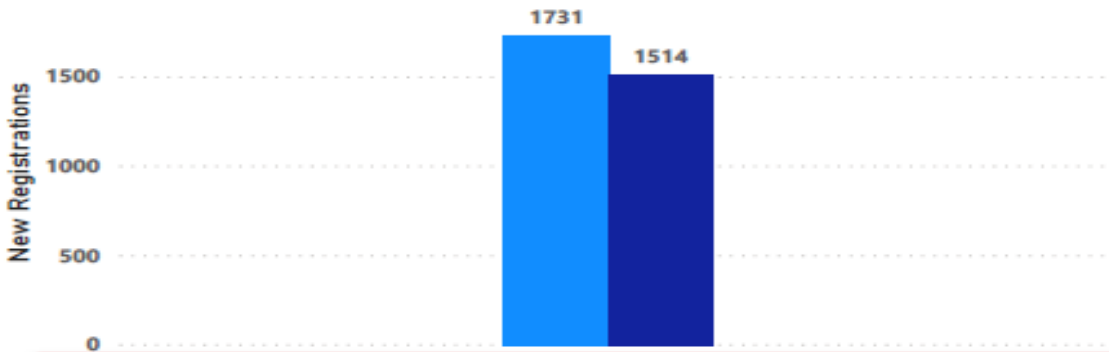
New User Profiles and Travel Cards

ALL 2023

ConcurGov Profiles and Travel Cards

New Profile Registrations by FY

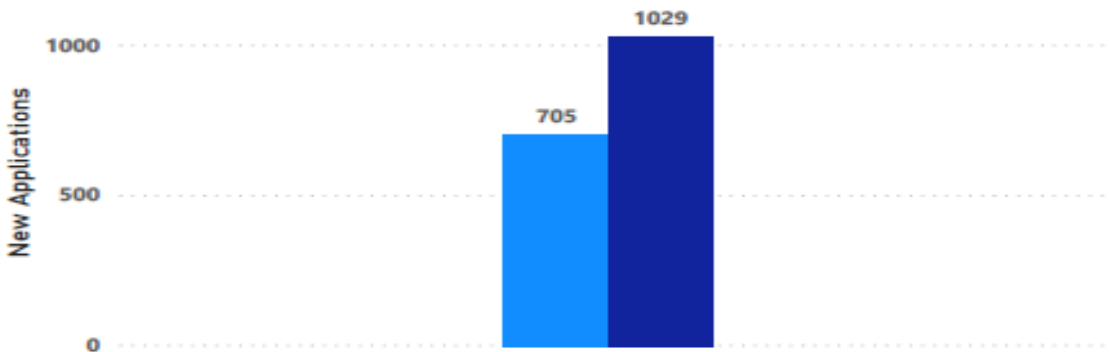
FY ● 2019 ● 2023



FY 2019 - Full Year FY 2023 - 1st 2 Quarters

New Travel Card Applications by FY

FY ● 2019 ● 2023



Need Travel Assistance?

The Travel Help Desk is available Monday-Friday, 7AM-6PM EST. to assist with your travel related needs, including:

- System Navigation
- Travel Policy
- Travel Card Questions
- Payment Questions
- Reporting Requests



Travel Help Desk

✉ travel@fiscal.treasury.gov

📞 304-480-8000 option 1



HR SERVICE MANAGEMENT WITH SERVICENOW

BRIAN SHACKLEFORD, HR SPECIALIST

HR SERVICES

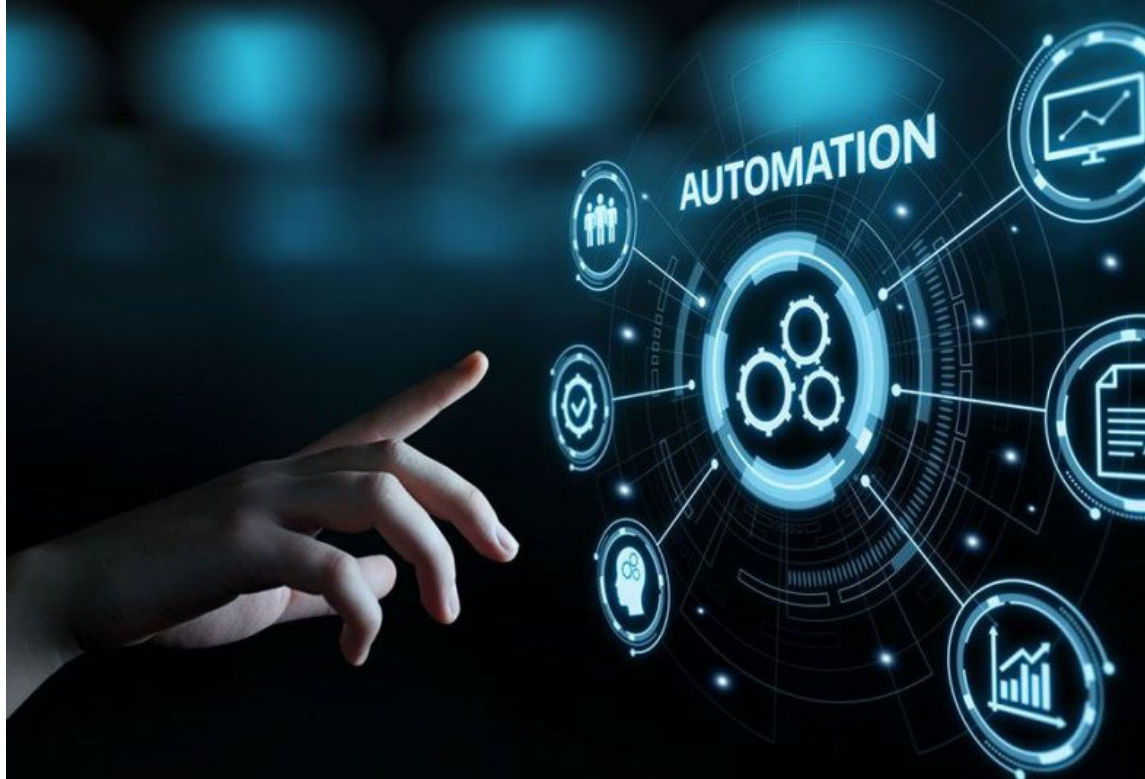
Modernizing HR Service Case Management

Leveraging automation and modern case management (workflow) to enhance HR service delivery from ARC.



HR Service Management

HR solutions on the Now Platform from ServiceNow



Taking the Leap

Moving from manual case tracking and management to automated process controls



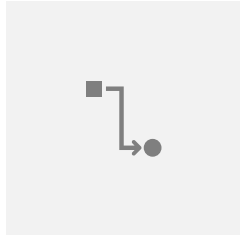
Manual Processes:

- Case Assignment
- Case Tracking/Management
- Handoffs/Communication
- Data Consolidation
- Reporting
- Oversight



Automated Processes:

- Case Assignment
- Workload Management
- Notifications/Tasks
- Real-Time Dashboards
- Automated Reports
- Continuous Performance Monitoring



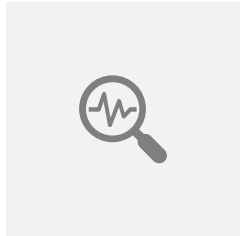
Case Management

End-to-End Process-
Focused Workflows



Document Management

Alignment and Direct
Connection to Cases



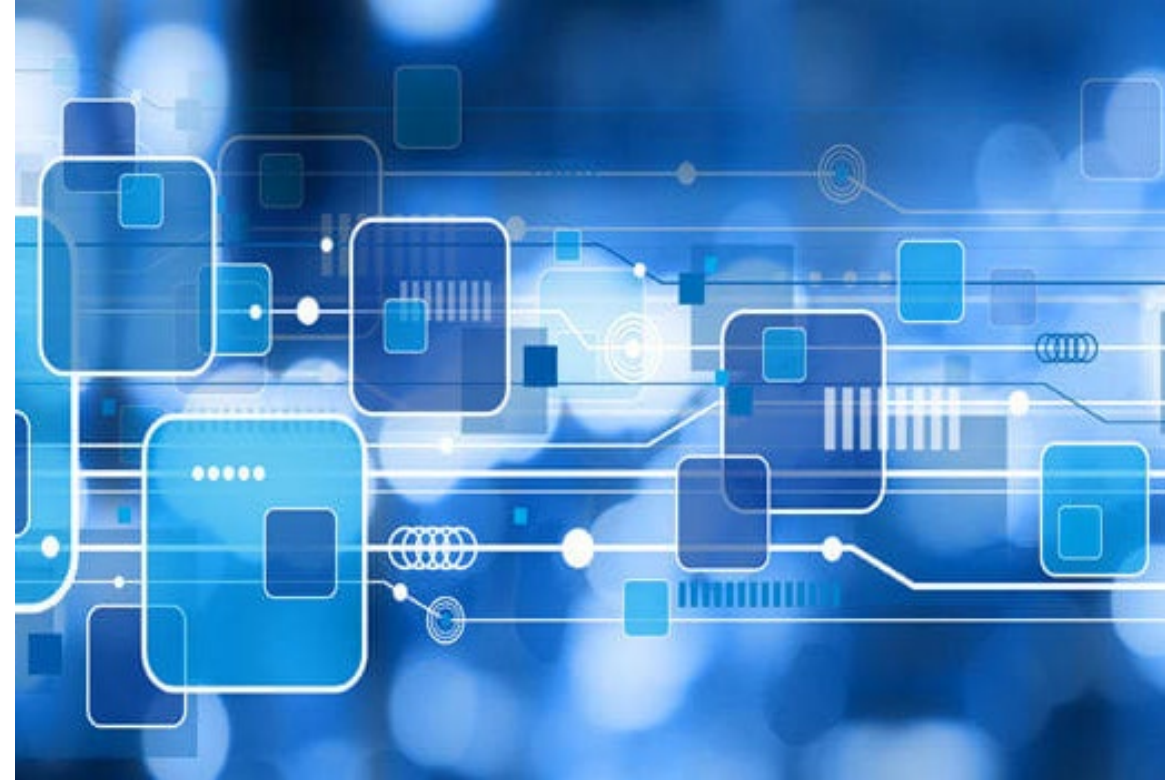
Analytics

Automated
Performance & Metrics
Reporting



Security

Enhance Access &
Security Controls



Targeted Benefits

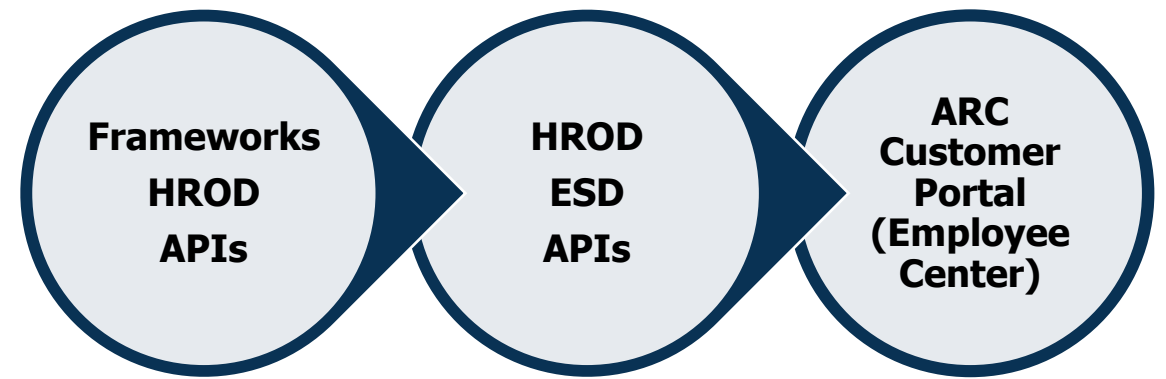
ARC will realize benefits that will directly
enhance HR services to our customers.



IMPLEMENTATION

Phased Approach

Leveraging Agile implementation principles to incrementally develop solutions



Phase 1:

- Frameworks
 - Case Management
 - Internal Knowledge Management (SOPs, Job Aids)
 - Document Management
 - Performance Analytics
- HROD Services (NFC Customer Base)
- API – HR Connect

Phase 2:

- HROD Service (IBC Customer Base)
- ESD (Position Classification & Staffing)
- APIs (Enhance existing and create new)

Phase 3:

- Configure Employee Center as part of the ARC Customer Portal

- Modernize HR service management at ARC
- Move from manual processes to automation
- Realize benefits for ARC and its customers
- Implement in phases
- Deliberate MVPs in each project



Summary/Close

Making changes now for a better tomorrow.

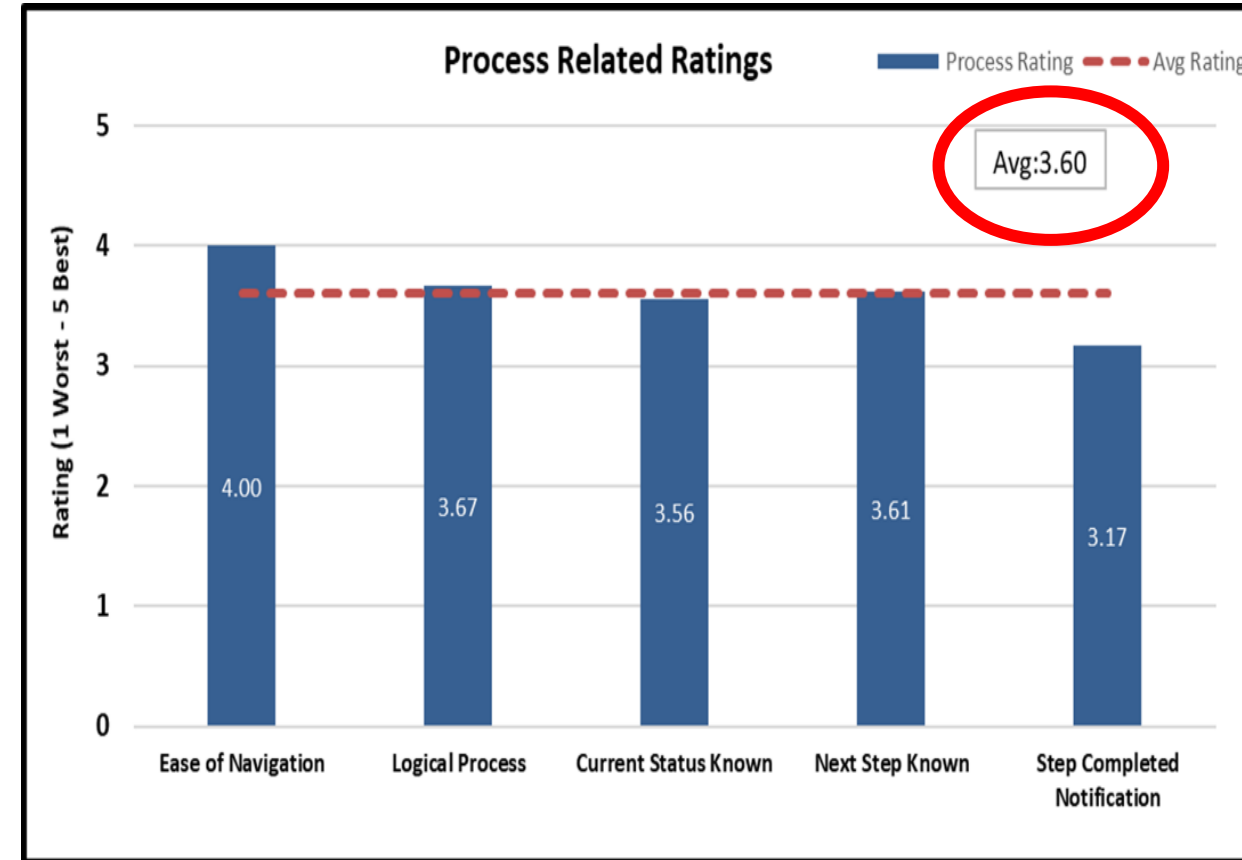
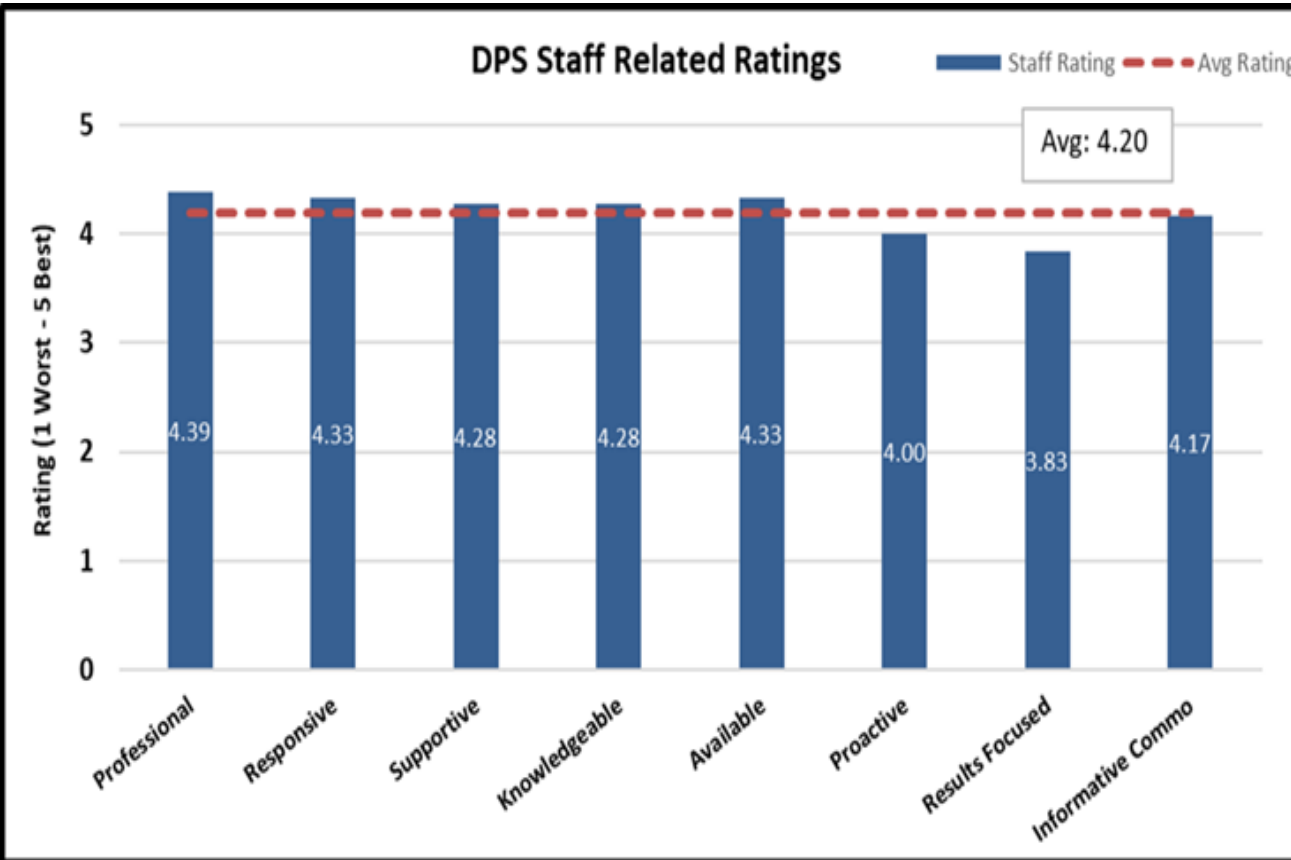


PROCUREMENT'S VISION

BARRY HOLSTEIN, BRANCH MANAGER
DIVISION OF PROCUREMENT SERVICES (DPS)

ARC Procurement Services CX 1.0 (Past)

2020 CX Survey Program Results



Progress with PRISM Insight



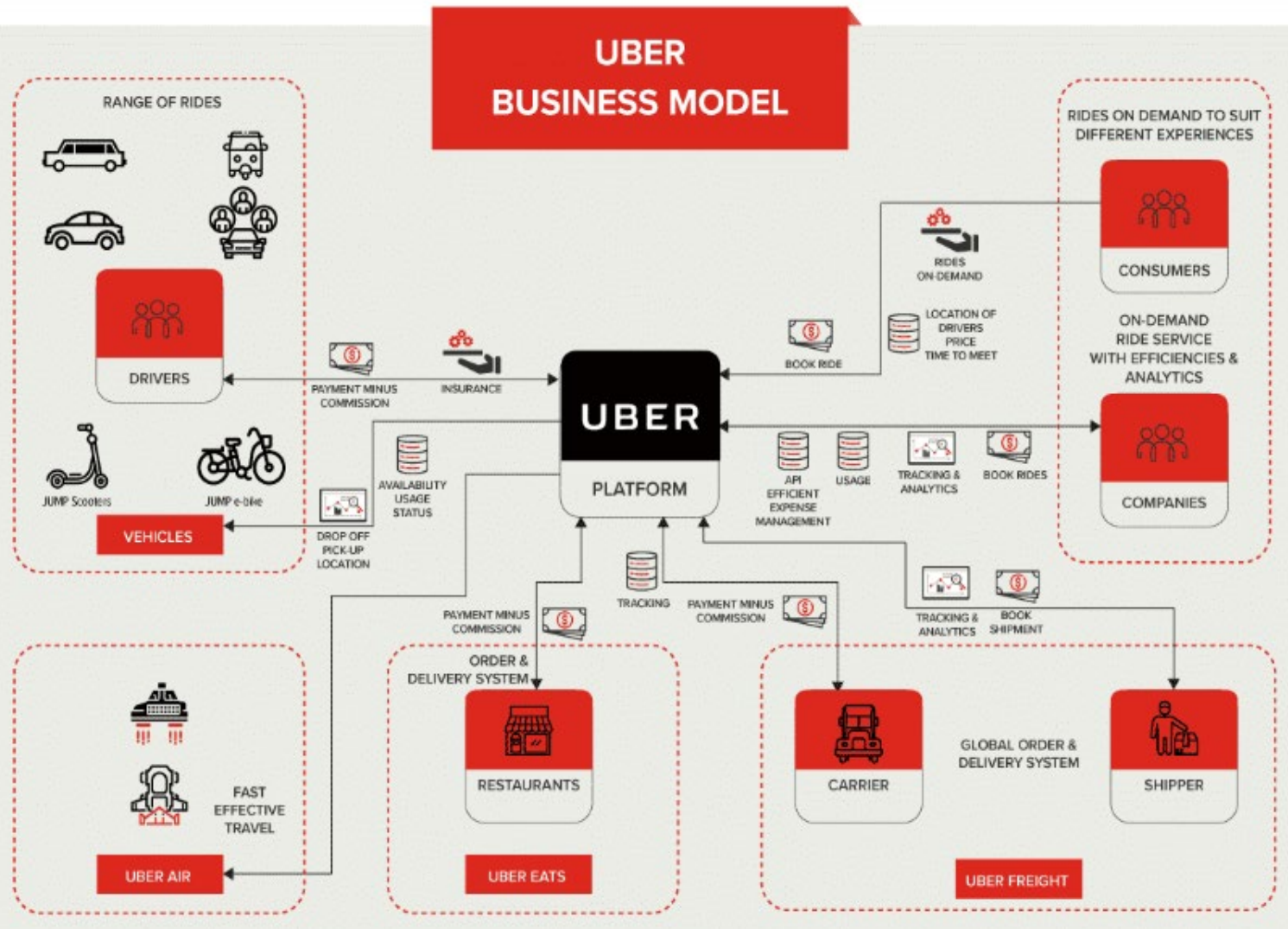
ARC Procurement Services CX 2.0 (Current)

- Improved Procurement Request Submission
- Library of Documents and Forms
- @Mentions to Improve Communications
- Self-Serve Status



What's New
w/ PRISM Insight?

Moving Forward...



What is Uber?

ARC Procurement Services CX 3.0 (Future)

- Improved Analytics
- Faster Acquisitions
- Greater Partnerships

DATA!
DATA!
DATA!



How Do We
Get There?



ONEARC PORTAL

DAVE DRENNEN, BRANCH MANAGER
JACOB OBERLIN, PRODUCT MANAGER

Your one-stop-shop for Administrative Needs

Satisfy your agency's financial service needs with oneARC's streamlined experience that enables you to access data, automatically track the status of your requests, generate reports, connect with ARC experts, and more.

[Get Started](#)

Welcome to oneARC

The Administrative Resource Center (ARC) aims to deliver "responsive, customer-focused, cost-effective administrative support". As such, our goal is to expand ARC's mission by enabling you to accomplish your administrative needs in one central, easy to use platform.

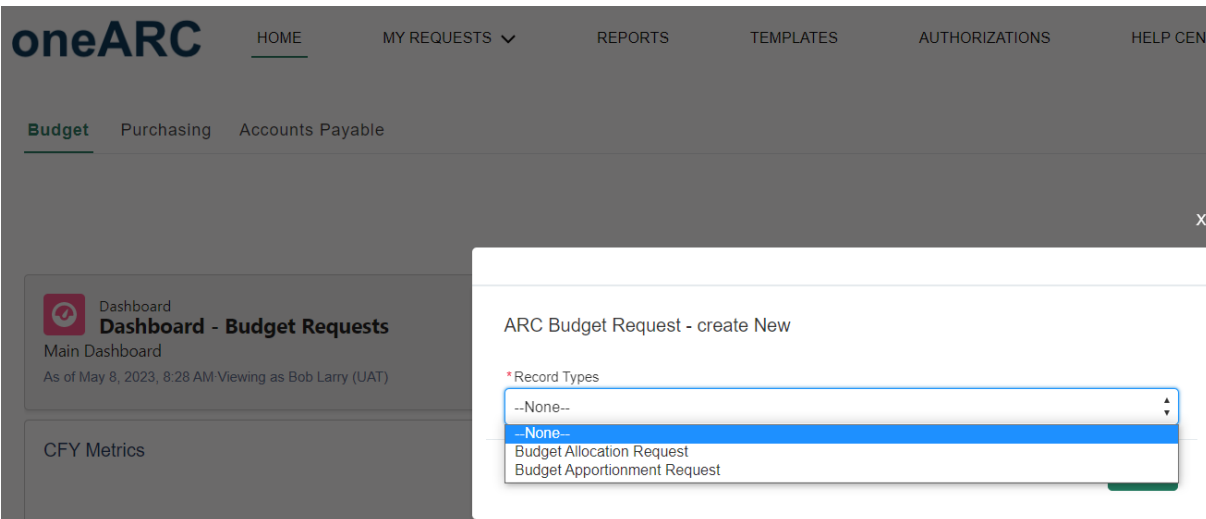
oneARC is just the first step in changing the way we interact and engage with you, the customer. Gone are the days of email chain communication, lengthy manual form completion, and wondering who to contact to find out the status of your requests. Intuitively designed for your convenience, we aim to fully and professionally support your mission so that you don't have to just work hard but also work smart.

What We Have Been Up To.

Building functionality that makes your life better.

Parameters so far...

- Financial Management focus
- Customer involved workflows
- Improving efficiency
- Improving transparency
- Giving you a voice



oneARC Portal Vision

Giving you a place to go!



By the Numbers

10

Successful Go-Lives with YOU

768 people trained

9

Program Increments
Working with YOU

More than 54 Customer
Engagements, Listening
Sessions and Demos

8k

Transparent
Interactions for YOU

ARC is working to make
your life more efficient
and better

By the Numbers

7

Custom Portal Videos
Developed for YOU

3 User Guides, 4 QRGs –
all developed to equip
you to be more efficient

6

Sprints to Deliver a
Workflow to YOU

Trending at 12 weeks to
delivery entirely new
workflow types

5

Flows has become 18
with YOUR input

Goal to deliver 9 more in
PI 9

By the Numbers

4

Major oneARC self-service
options for YOU

Help ticket submission

Reports/Dashboards

User guides (training)

Authorizations

3

Dashboards to provide
quick insight to YOU

Budget Module

Purchasing Module

Accounts Payable Module

2

Major Security
Features Protect YOU

Encryption at Rest and in
Transit

Single-Sign-On

By the Numbers

1

Logical Solution for all YOUR
ARC Needs

oneARC Portal!

0

Downtime to ensure
productivity for YOU

0% Unplanned System
Downtime

0% Planned System
Downtime

oneARC Testimonials

“

”

I think I actually like the oneARC process better than the old manual form. You guys rock!

OGE

“

”

Love the new system. It is so much better than the old way.

HUD

“

”

Great system, worked so well.

Treasury Departmental Offices

“

”

This is the greatest development ARC has done in my 10-year history.

United States Mint



Questions and Feedback



What is your biggest pain point in FM?



What could we do to increase the benefit to you?



What is the greatest benefit to you from this work?



How do you prefer to learn of these things?

Questions?



SESSION 2: CREATING A MODERN, INTUITIVE CUSTOMER EXPERIENCE



THANK YOU

Brittany Huffman 

BrittanyHuffman@fiscal.treasury.gov 

<https://arc.fiscal.treasury.gov/> 