

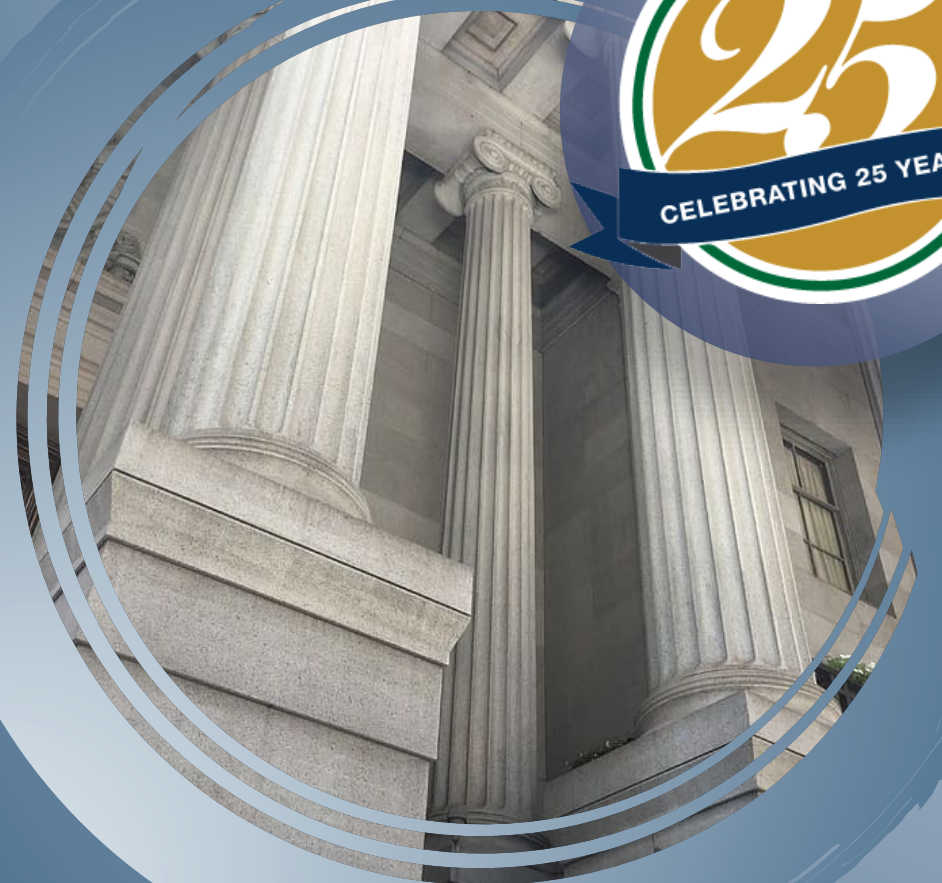


BUREAU OF THE FISCAL SERVICE

# 2023 ARC CUSTOMER DAY

CELEBRATING 25 YEARS OF  
EXCELLENCE

# SESSION 3: TECHNOLOGY AND MODERNIZATION





## **Travis Daugherty**

Director, ARC Technology

“

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.

”

# Technology and Modernization



Scott Miller

---

Manager, Financial  
Mangement Development  
Team

OCI DATA Center  
Migration



Shannon Rhodes

---

Manager, Financial  
Management Systems

ARC Systems  
Infrastructure  
Modernization

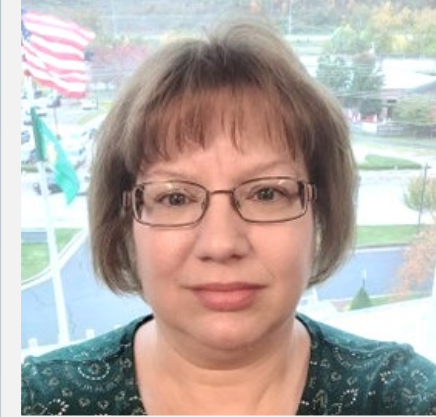


Kelly Snider

---

Program Analyst,  
Travel Services

Travel System Updates  
and Enhancements



Diane Dawkins

---

HR Specialist,  
Human Resources

HRConnect and  
WebTA Modernization  
Initiatives and What it  
Means to You

# OCI DATA CENTER MIGRATION

SCOTT MILLER

MANAGING SPONSOR



# Introduction and connecting the dots...

What is OCI and how am I impacted?



## Financial Management

Oracle Federal Financials (OFF) either Platform or Full Service Accounting, including OBI reporting



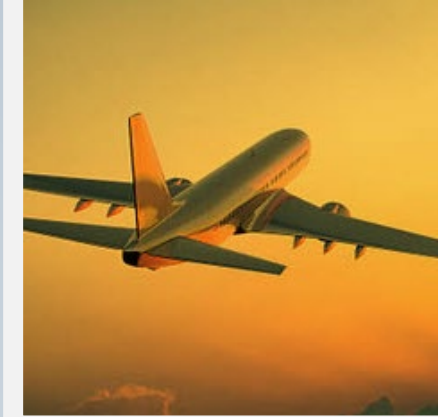
## Procurement

PRISM functionality includes real time integrations to OFF along with OBI reporting



## Human Resources

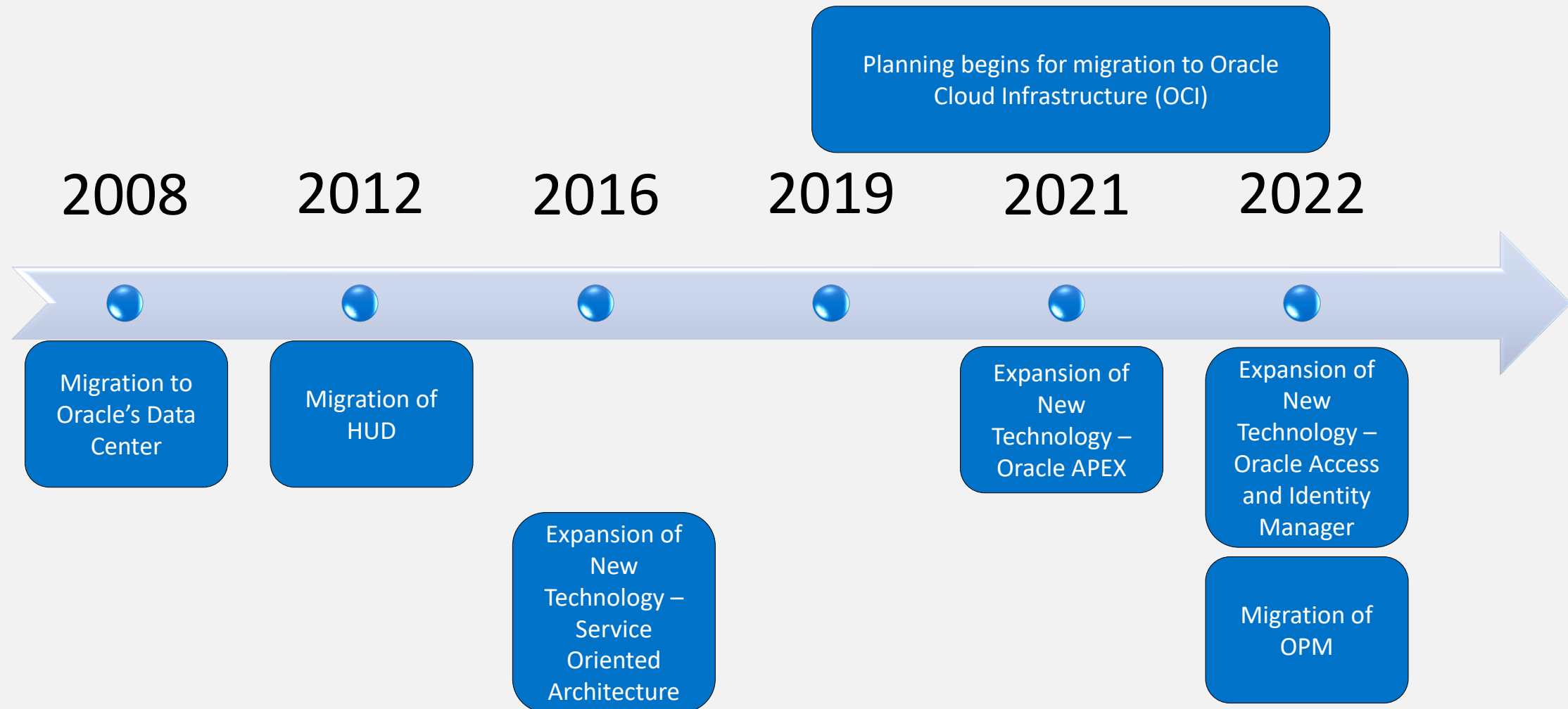
WebTA Payroll transactions are processed in OFF



## Travel

Concur Travel Vouchers and Invoices are integrated in real time to OFF, in addition to MoveLinq for Relocation

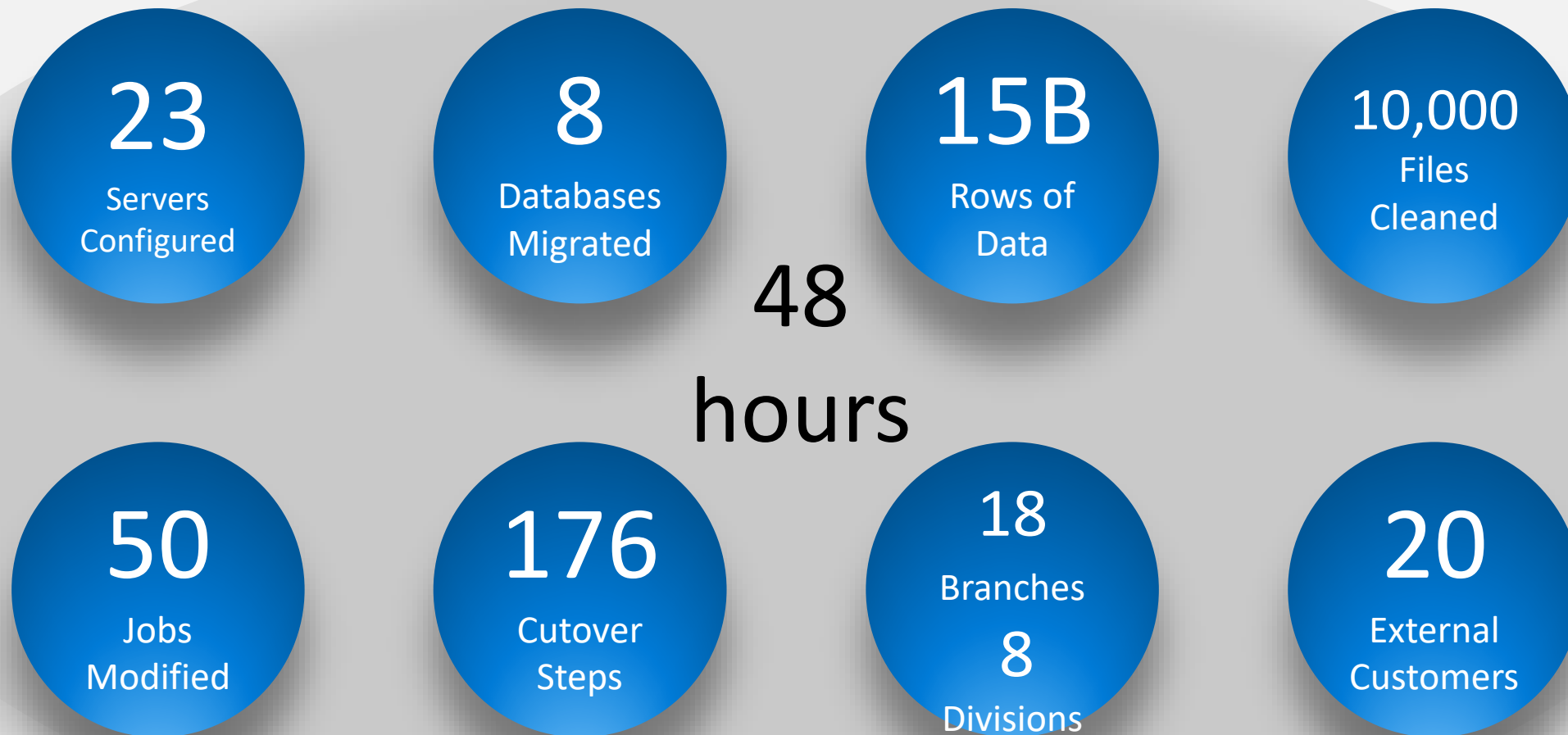
# ARC's History with Oracle Hosting



# Success Factors



# All about the numbers!



# Mission Accomplished!

## ✓ Improved Security

- Fed Ramp High Rating
- Data Encryption at Rest
- Fully MFA Enabled

## ✓ Greater Efficiency

- Lessons Learned from other agencies
- Customer Testing
- Under Budget

## ✓ System Performance

- Utilization of Fast Connect
- Overall increase in system performance
- Migration Statistics

## ✓ Oracle 2.0

- Contract Renewal
- Foundation for Future
- Access to latest Tech

# ARC SYSTEM INFRASTRUCTURE MODERNIZATION

SHANNON RHODES





## Bridging the Gap We hear you!

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## *You Spoke....We Listened*

### Customer Feedback:

Need to be more effective and efficient with process transactions and reports within ARC Systems

### ARC's Response:

- **Quick Wins:** Cause analysis and system infrastructure changes
- **Long Term:** A team of Technology SMEs for continuous updates for overall system infrastructure of ARC Systems

# ARC System Infrastructure Modernization



## Completed

- PRISM Web Application Server Memory
- Performance Tuning
- Oracle database CPU
- JAVA Memory
- PRISM File Decompressor
- Oracle Cloud Infrastructure (OCI) Migration



## In Progress

- PRISM Second Web Application Server (Shared Only)
- Increased Diagnostic Monitoring

# And the results are in.....How did we do?

## End User Experience

- ✓ Reduced transaction processing times and improved report execution performance



## Metrics

- ✓ Alignment with target Customer Service Level Agreement metrics



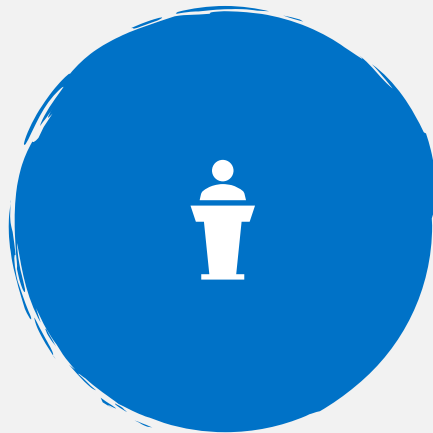
## Scalability

- ✓ Ready for future enhancements and monitoring capabilities



## Evaluate

Continuous evaluation of ARC's system infrastructure to formulate recommendations for improvement



## Prioritize

Budget, plan, and document to gain proper approval



## Share

Open lines of communication - Engage with Customers early and often

# What's Next

# TRAVEL SYSTEM UPDATES AND ENHANCEMENTS

KELLY SNIDER

TRAVEL SERVICES, PROGRAM ANALYST



- ConcurGov Cloud Migration
- ConcurGov Single-Sign On
- ConcurGov Replacement
- moveLINQ Relocation Vendor Portal



## Enhancing our Travel Environment

System updates and upcoming enhancements for ARC Travel Services.

# You won't see the transition... But the benefits will be there!



More Reliable

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More Scalable

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More Secure

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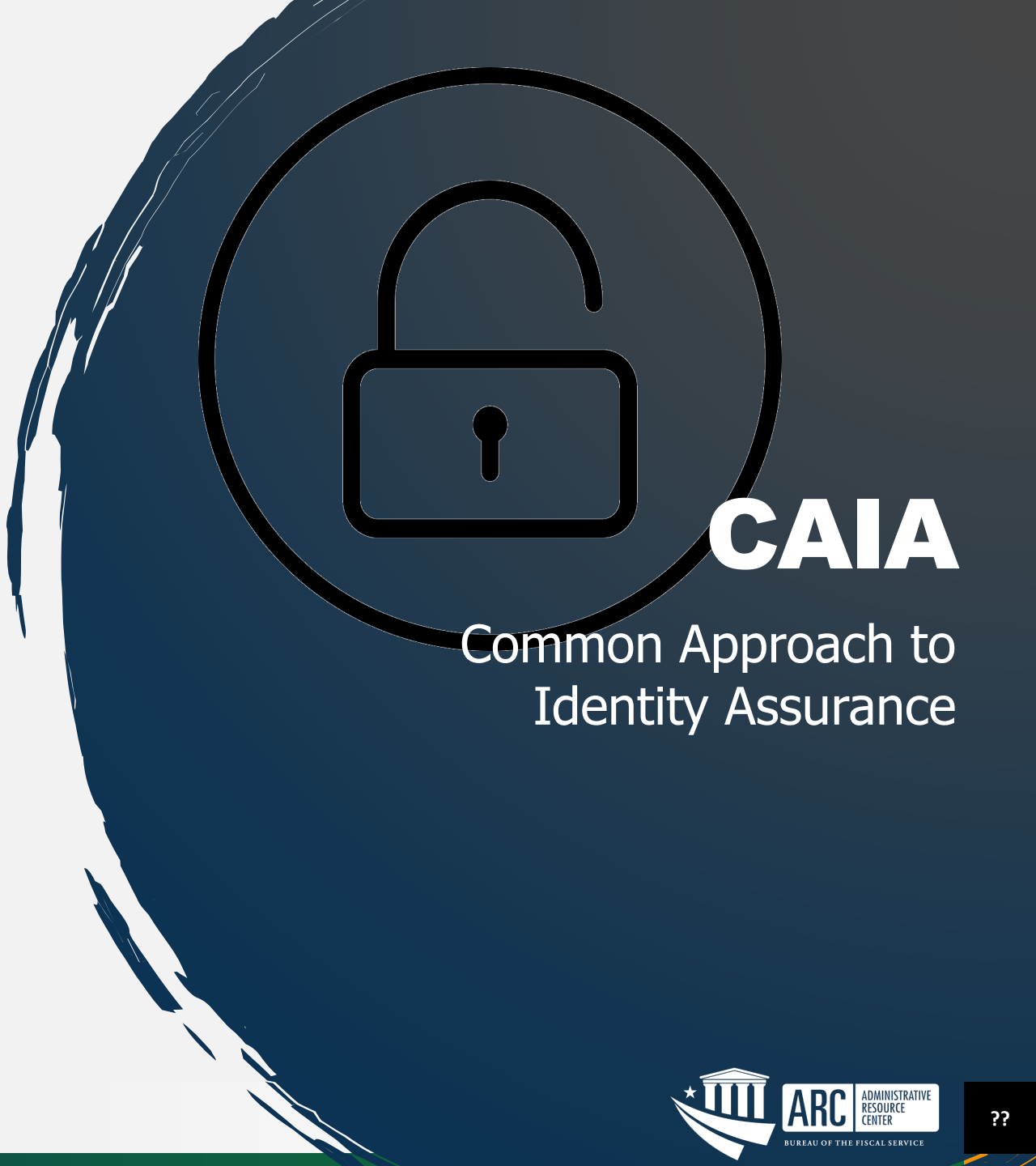
## ConcurGov Cloud Migration

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Time to take your business to the cloud!

# New Sign On Coming for ConcurGOV!

- Government Personal Identity Verification (PIV) log in
- Username/password will no longer be an option
- Go live by FY' End '23



# E-gov Travel and Expense (ETS) Next Generation solution (ETSNext)

## ARC Leading the way:

### History of ETravel

- ETS1 – Placed first government task order and deployed 2004
- ETS2 – First transaction in 2014
- ETSNext – Requested to be in the Initial Operating Capability (IOC) pilot



## What we've been doing:

### ETSNext Updates

- ETS2 contract expiring June 2027.
- Partnering with GSA to award vendor and ensure seamless transition
- Preparing for the final Request for Proposal (RFP)
- GSA is expecting to award one vendor.
- ARC will be establishing and maintaining the contract for TMCs.

# ETSNext Notional Timeline

Contract expires: June 2027

**Spring 2024**

GSA Awards  
Contract



**Fall/Winter 2024**

ARC Pilot  
Migration begins



**2025-2026**

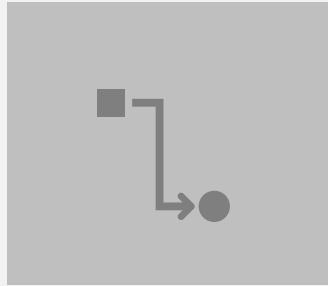
Phased Customer  
Migration begins



## More Secure

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upload  
invoices into a  
secure portal



## More Efficient

---

multiple  
invoices in  
one  
submission

### Upcoming enhancements:

- Create own vouchers for payment in the system
- Ability to compare *Household Goods Shipment rates*

# moveLINQ

## Relocation Vendor Portal

# HRCONNECT MODERNIZATION EFFORTS

DIANE DAWKINS

HR SPECIALIST, HR SYSTEMS HELP DESK



### Announcements

There are no announcement(s).

[Maintenance Schedule](#)

[Upcoming Releases](#)

### My Team (Under Construction)



Performance, Award, and Other  
Info Now Available for  
Managers and Proxies!

### My Team



My Team functionality is  
unchanged with this release.

### My HR Roles



### My Information Dashboard



### Position Description Library



### Recruitment Dashboard



Submit new Position  
Description Requests here

### Reports



### Worklist



You have item(s) in your  
worklist.

### Employee Search for Managers



### View Employee Information



### Security Information

[Privacy and Security Policy](#)  
[Rules of Behavior](#)



U.S. Department of the Treasury

### Help and Support



Access job aids, user guides,  
FAQs, and support contacts.

### Organizational Development

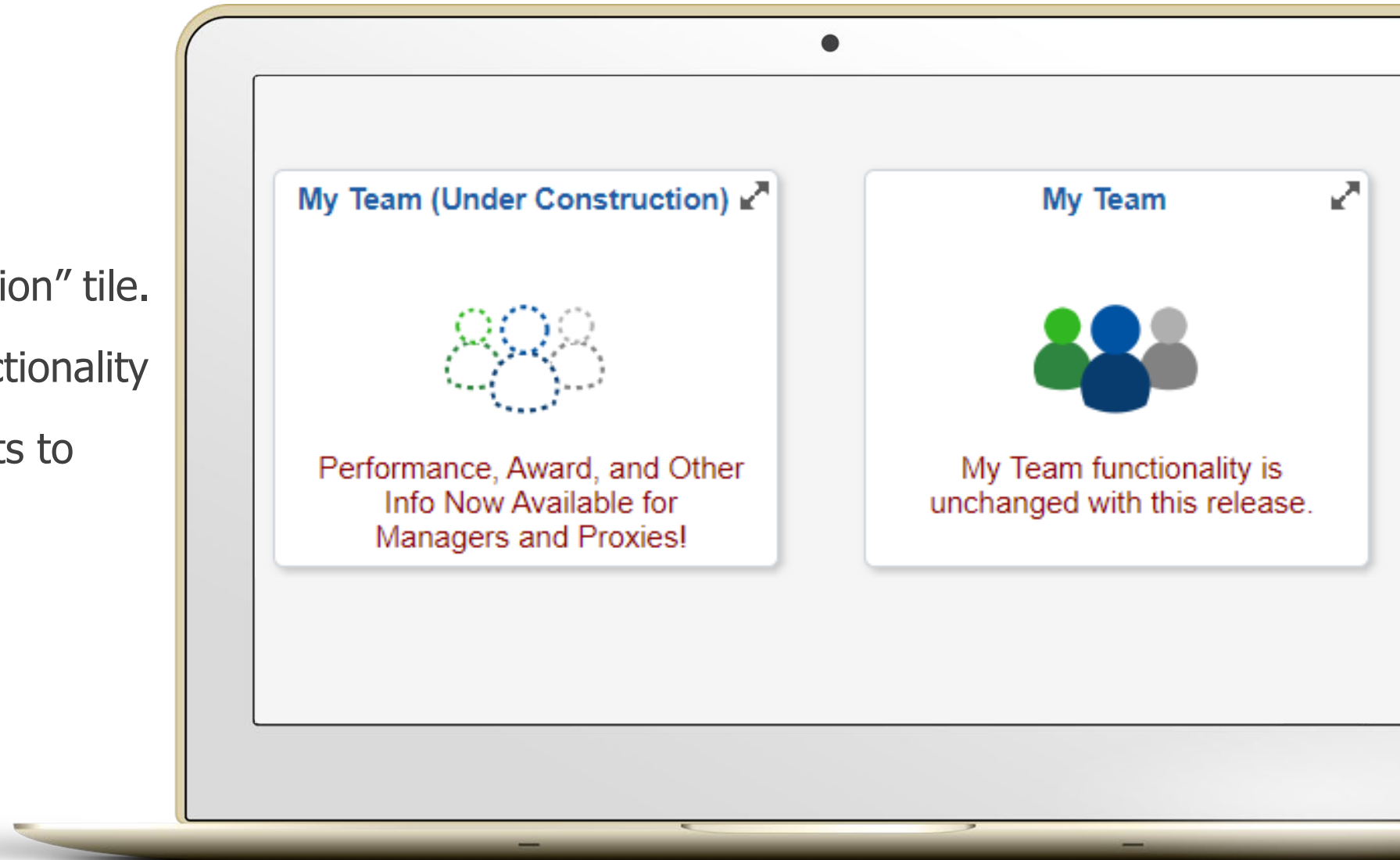


# HRConnect Modernization Efforts

## Fluid Workflow

Began in 2022 Introducing...

- “My Team Under Construction” tile.
- Organization Delegate functionality
- Manager self-service reports to changes.



# HRConnect Modernization Efforts

## Recruitment Dashboard



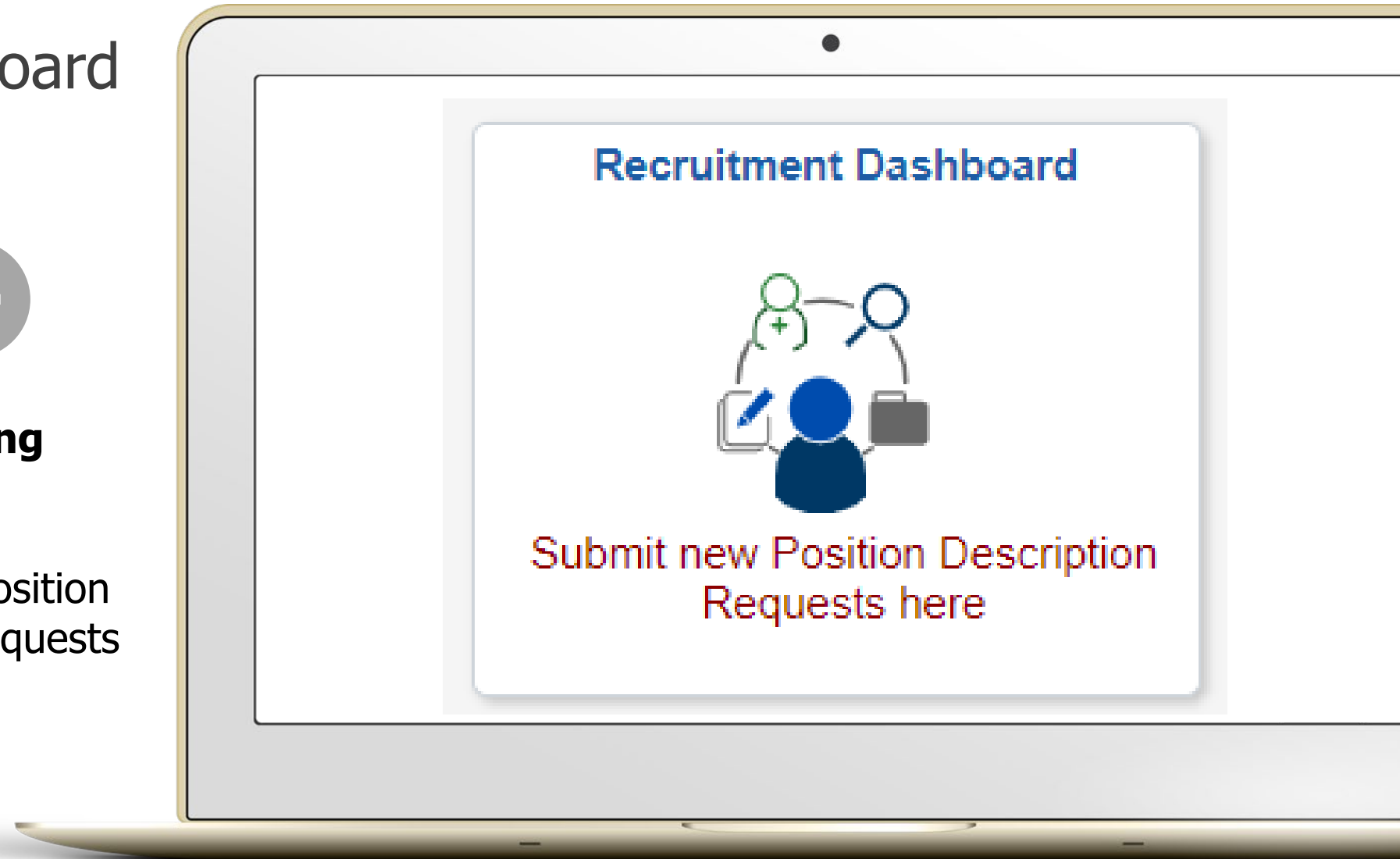
**Currently  
includes:**

PD Request  
(Mar 2023)



**Adding  
In:**

Vacant Position  
Recruit requests



# WEBTA REPLACEMENT

DIANE DAWKINS

HR SPECIALIST, HR SYSTEMS HELP DESK



# webTA Replacement

## GovTA

Similar to webTA

Three implementation waves

- October 2024
- February 2025
- March 2025

WCAG and 508 compliance testing

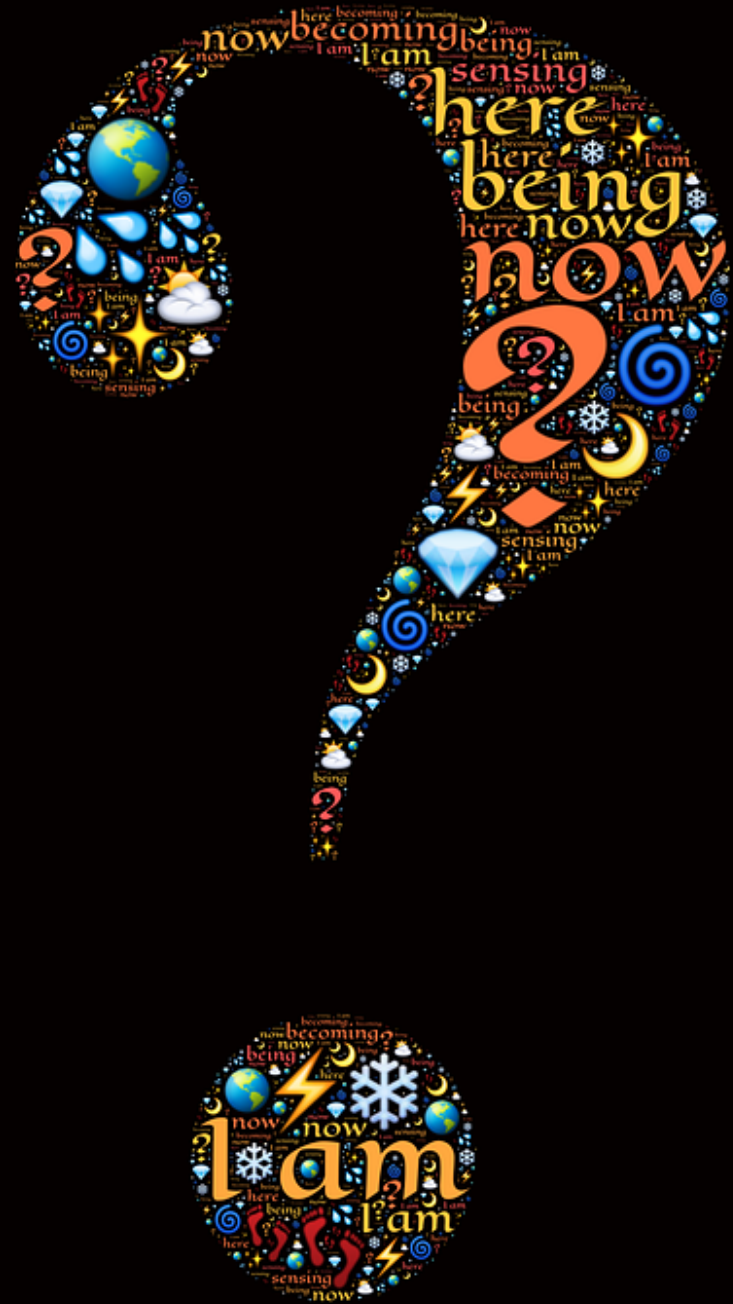
Agency POCs

The screenshot displays the GovTA web application interface. On the left is a dark blue sidebar with a user profile (DD) and a 'Log Out' button. Below this is a search bar labeled 'Employee' and a list of menu items: Time, Leave and Premium Pay, Accounting, Schedule, Reports, Leave Transfer Program, Telework, Continuation of Pay (COP), and Emergency Contacts. The main content area has a blue header with 'GovTA Integration Region', a greeting 'Hi, Diane!', and notification icons. The interface is divided into six panels:

- Timesheet:** Includes fields for \*Hours (0h 0m), \*Transactions (None), and Account (Select an account...). It has 'Submit' and 'Clear' buttons.
- Leave Request:** Includes fields for \*Transaction (None), \*Start Date, \*End Date, \*Hours (0h 0m), and Meal (0h 0m). It has a checkbox for 'I agree to the terms' and 'Submit'/'Clear' buttons.
- Premium Pay Request:** Includes fields for \*Transaction (None), \*Start Date, \*End Date, \*Hours (0h 0m), and Meal (0h 0m). It has a 'Submitter' field, a 'Remarks' text area, and 'Submit'/'Clear' buttons.
- Leave Request Status:** Displays the message 'There are no future Leave Requests.'
- Profile:** Shows user information for Diane Dawkins (DD), including Timekeeper, Supervisor, and Organization (NFCEXAMPLE).
- Leave Balances:** A table showing leave balances for Annual and Sick Leave.

Leave Type	Balance	EOY Balance
Annual Leave	4h	76h
Sick Leave	4h	76h

# Questions?



# SESSION 3: TECHNOLOGY AND MODERNIZATION



# THANK YOU

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