2021 ARC CUSTOMER MEETING

BETTER TOGETHER: CO-CREATING OUR FUTURE

July 28, 2021

MODERNIZING TOGETHER: IMPROVING SERVICE DELIVERY FOR YOU

11:00 AM – 12:30 PM

90 minutes

DANIELLE LAWRENCE
MODERATOR

Program Manager
Engagement and Outreach

Engagement and Outreach is dedicated to delivering high-value promotional activities that highlight ARC programs and services, and seek customer feedback to improve the customer experience.

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2021 ARC CUSTOMER MEETING
BETTER TOGETHER: CO-CREATING OUR FUTURE

1

BUILDING TOGETHER: LEVERAGING CUSTOMERS' VOICES TO TRANSFORM ARC SERVICES

8:30 AM – 10:00 AM
90 minutes

Focus on using customer feedback to shape ARC services

2

MODERNIZING TOGETHER: IMPROVING SERVICE DELIVERY FOR YOU

11:00 AM – 12:30 PM
90 minutes

Focus on modernizing systems and building efficiencies

3

ACHIEVING TOGETHER: YEAR-END GUIDANCE AND THE IMPACT OF POLICY CHANGES

2:00 PM – 3:30 PM
90 minutes

Focus on year end requirements and legislative changes related to the pandemic or administration change

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https://arc.fiscal.treasury.gov/about-arc/news-and-events/

A FEW NOTES

- Today's presentation is available as a "Handout" through your GoToWebinar panel.
- We want to hear from you! Please send your questions through the "Questions" tab on GoToWebinar panel.
- Your feedback is important to us. Please complete our post-webinar survey.
- Today's sessions will be recorded and posted at arc.fiscal.treasury.gov/about-arc/news-and-events/.

JASON HILL
Deputy Assistant Commissioner

ARC works with you to improve your agency's success by delivering responsive, customer-focused, cost-effective administrative support. Our mission is to fully and professionally support your mission.

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MODERNIZING TOGETHER:
IMPROVING SERVICE DELIVERY FOR YOU

ONESTREAM IMPLEMENTATION IS UNDERWAY. LEARN HOW IT'S GOING AND GAIN INSIGHTS FROM AN EXPERT

Ben Sandy, Senior Accountant, Financial Management Services

GET PREPARED FOR G-INVOICING WITH GUIDANCE FROM AN EXPERT

Alexis McShaw, G-invoicing Enrollment Accountant, Financial Management Services

GAME CHANGER: IMPROVING ACQUISITION SUPPORT THROUGH FORECAST MODELING

Jeff Couch, Procurement Data Analyst, Procurement Services

EXPANDING INNOVATION TO ENHANCE BUSINESS PROCESSES WITH THE NEW DIGITAL END-TO-END EFFICIENCY FRAMEWORK

Brian Shackleford, Project Manager, Transformation Management Office

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BENJAMIN SANDY

Senior Accountant
Financial Management Services

ONESTREAM IMPLEMENTATION IS UNDERWAY. LEARN HOW IT'S GOING AND GAIN INSIGHTS FROM AN EXPERT.

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ONESTREAM IMPLEMENTATION

AGENDA

BACKGROUND

What it is and what we've been doing

HOW ONESTREAM WORKS

We designed OneStream with you in mind

LOOK INSIDE ONESTREAM

See what OneStream can do for you

BACKGROUND

With OneStream, ARC is implementing a **comprehensive cloud-based solution** to replace an Excel-based solution for producing financial statements, footnotes, and supporting reconciliations.

OneStream planning and implementation for HUD began in 2017. We are now **transitioning 40+ ARC customers** into the Global Standard Model (GSM) application.

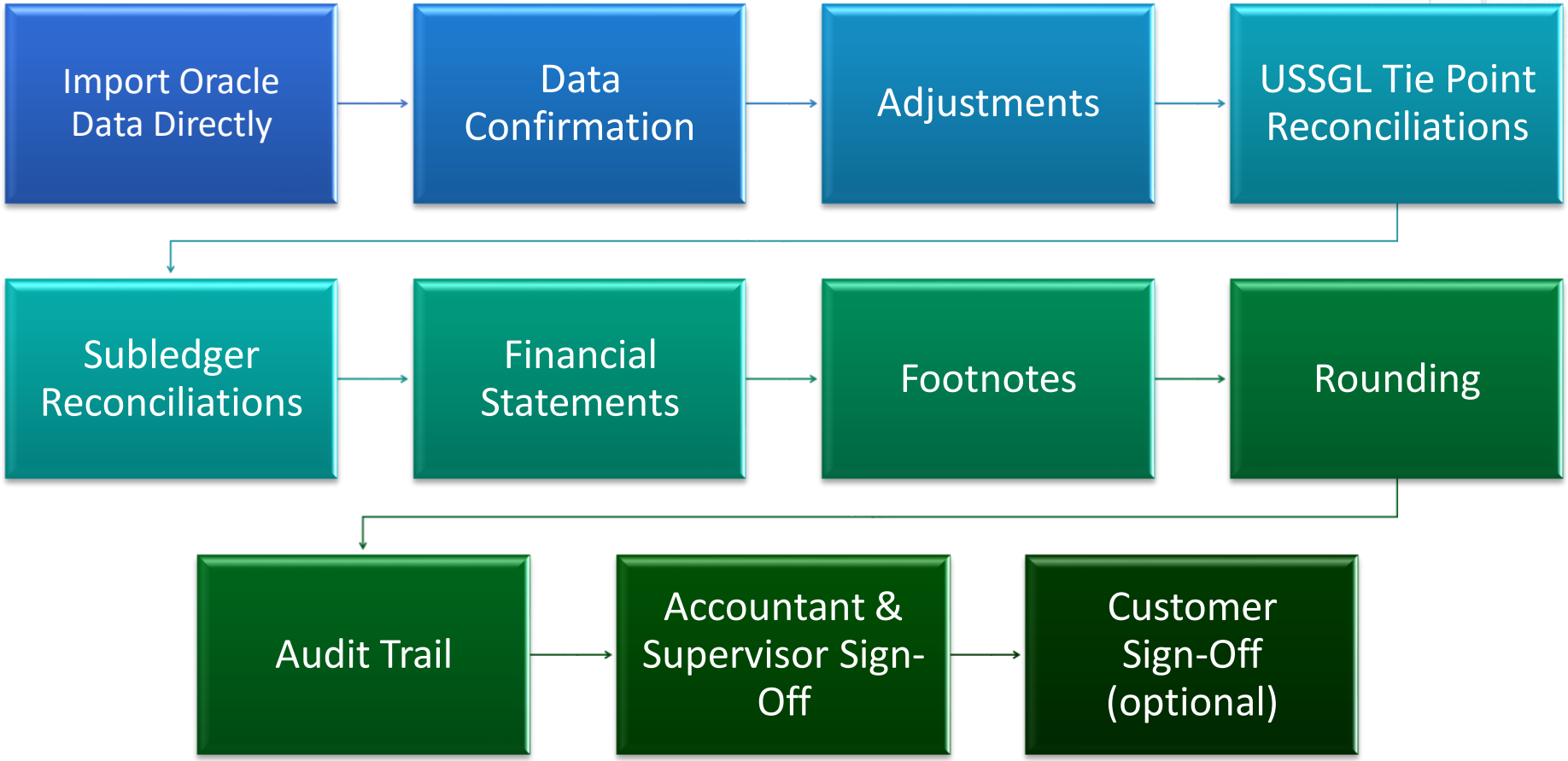
Cloud-Based Solution

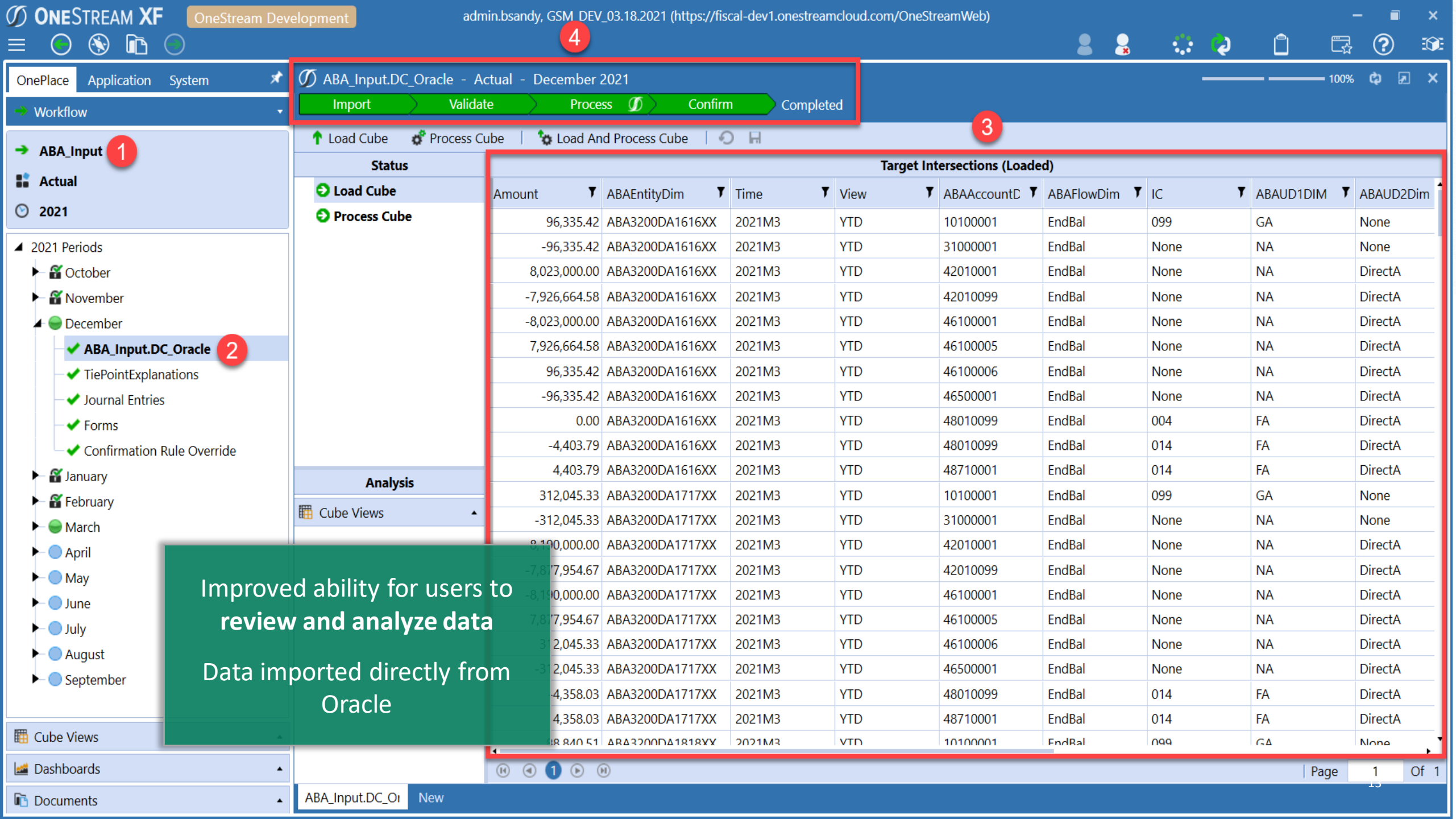
Financial Statement and Footnote Consolidation

Financial Reconciliations & Analysis

Audit Controls

HOW DOES ONESTREAM WORK?




ONESTREAM XF
OneStream Development
admin.bsandy, GSM_DEV_03.18.2021 (https://fiscal-dev1.onestreamcloud.com/OneStreamWeb)
4
OnePlace
Application
System
Workflow
ABA_Input
1
Actual
2021
2021 Periods
October
November
December
ABA_Input.DC_Oracle
2
TiePointExplanations
Journal Entries
Forms
Confirmation Rule Override
January
February
March
April
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July
August
September
Cube Views
Dashboards
Documents
ABA_Input.DC_Oracle - Actual - December 2021
Import
Validate
Process
Confirm
Completed
100%
Load Cube
Process Cube
Load And Process Cube
3
Status
Load Cube
Process Cube
Analysis
Cube Views
Target Intersections (Loaded)
Amount
ABAEntityDim
Time
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ABAAccountD
ABAFlowDim
IC
ABAUD1DIM
ABAUD2Dim
96,335.42 ABA3200DA1616XX 2021M3 YTD 10100001 EndBal 099 GA None
-96,335.42 ABA3200DA1616XX 2021M3 YTD 31000001 EndBal None NA None
8,023,000.00 ABA3200DA1616XX 2021M3 YTD 42010001 EndBal None NA DirectA
-7,926,664.58 ABA3200DA1616XX 2021M3 YTD 42010099 EndBal None NA DirectA
-8,023,000.00 ABA3200DA1616XX 2021M3 YTD 46100001 EndBal None NA DirectA
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-96,335.42 ABA3200DA1616XX 2021M3 YTD 46500001 EndBal None NA DirectA
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-4,403.79 ABA3200DA1616XX 2021M3 YTD 48010099 EndBal 014 FA DirectA
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312,045.33 ABA3200DA1717XX 2021M3 YTD 10100001 EndBal 099 GA None
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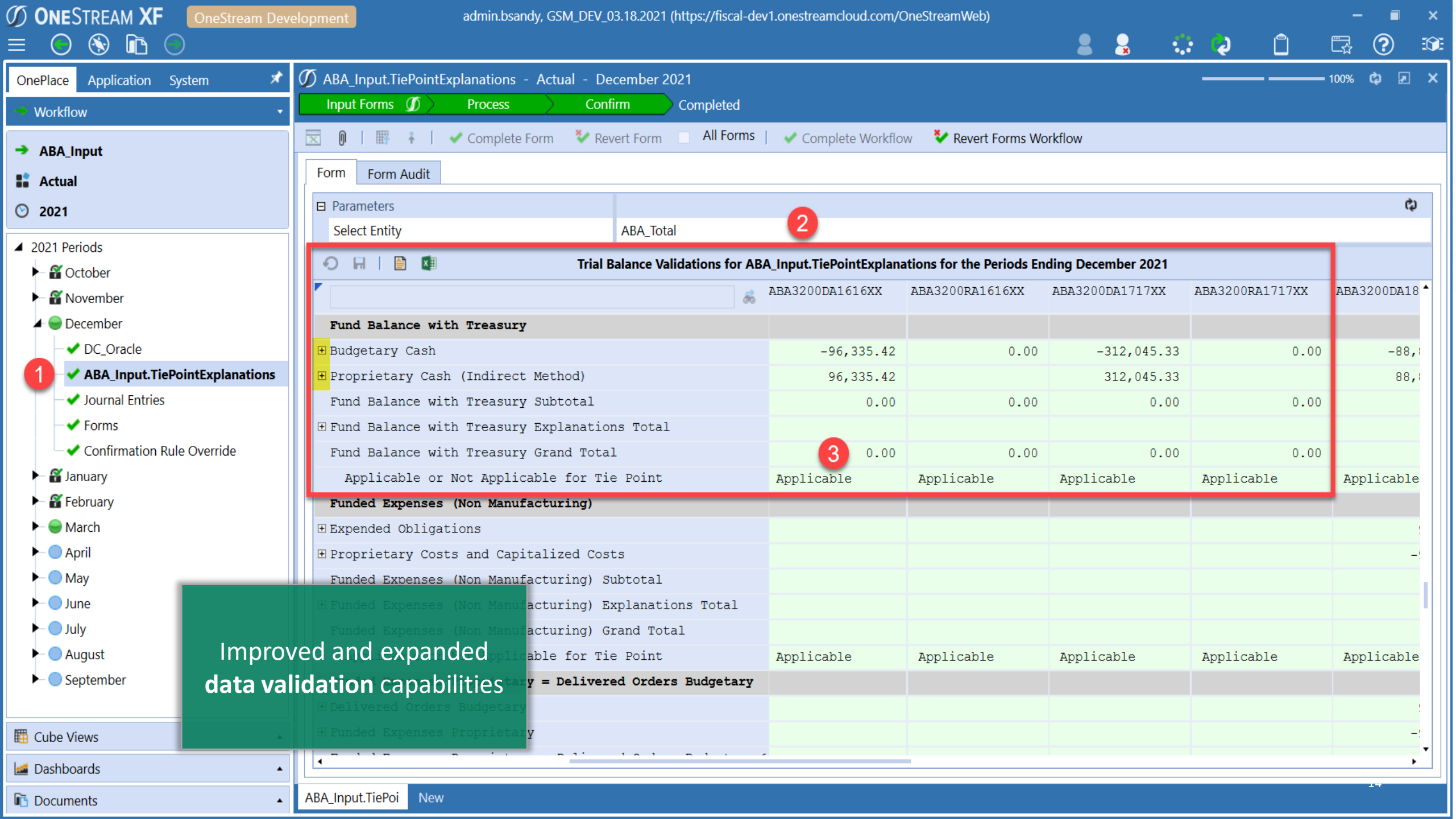
ABA3200DA1717XX 2021M3 YTD 48710001 EndBal 014 FA DirectA
Page 1 Of 1
ABA_Input.DC_Or
New
Improved ability for users to review and analyze data
Data imported directly from Oracle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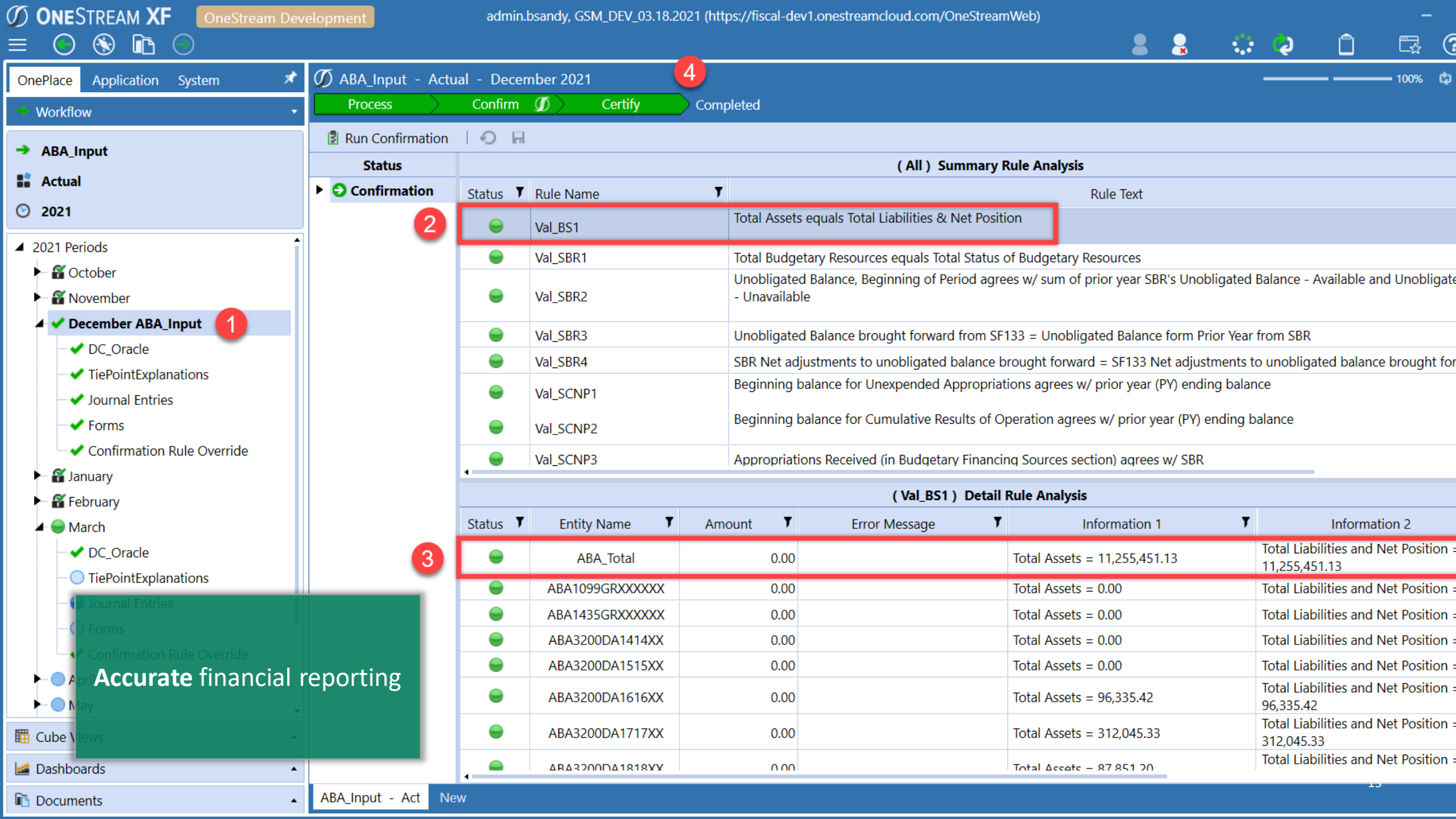
Dashboards
Documents
ABA_Input.TiePointExplanations - Actual - December 2021
100%
Input Forms
Process
Confirm
Completed
Complete Form
Revert Form
All Forms
Complete Workflow
Revert Forms Workflow
Form
Form Audit
Parameters
Select Entity
ABA_Total
2
Trial Balance Validations for ABA_Input.TiePointExplanations for the Periods Ending December 2021
ABA3200DA1616XX
ABA3200RA1616XX
ABA3200DA1717XX
ABA3200RA1717XX
ABA3200DA18
Fund Balance with Treasury
Budgetary Cash
-96,335.42
0.00
-312,045.33
0.00
Proprietary Cash (Indirect Method)
96,335.42
312,045.33
Fund Balance with Treasury Subtotal
0.00
0.00
0.00
0.00
Fund Balance with Treasury Explanations Total
Fund Balance with Treasury Grand Total
3
0.00
0.00
0.00
0.00
Applicable or Not Applicable for Tie Point
Applicable
Applicable
Applicable
Applicable
Applicable
Funded Expenses (Non Manufacturing)
Expended Obligations
Proprietary Costs and Capitalized Costs
Funded Expenses (Non Manufacturing) Subtotal
Funded Expenses (Non Manufacturing) Explanations Total
Funded Expenses (Non Manufacturing) Grand Total
Applicable for Tie Point
Applicable
Applicable
Applicable
Applicable
Applicable
= Delivered Orders Budgetary
Delivered Orders Budgetary
Funded Expenses Proprietary
ABA_Input.TiePoi
New
Improved and expanded
data validation capabilities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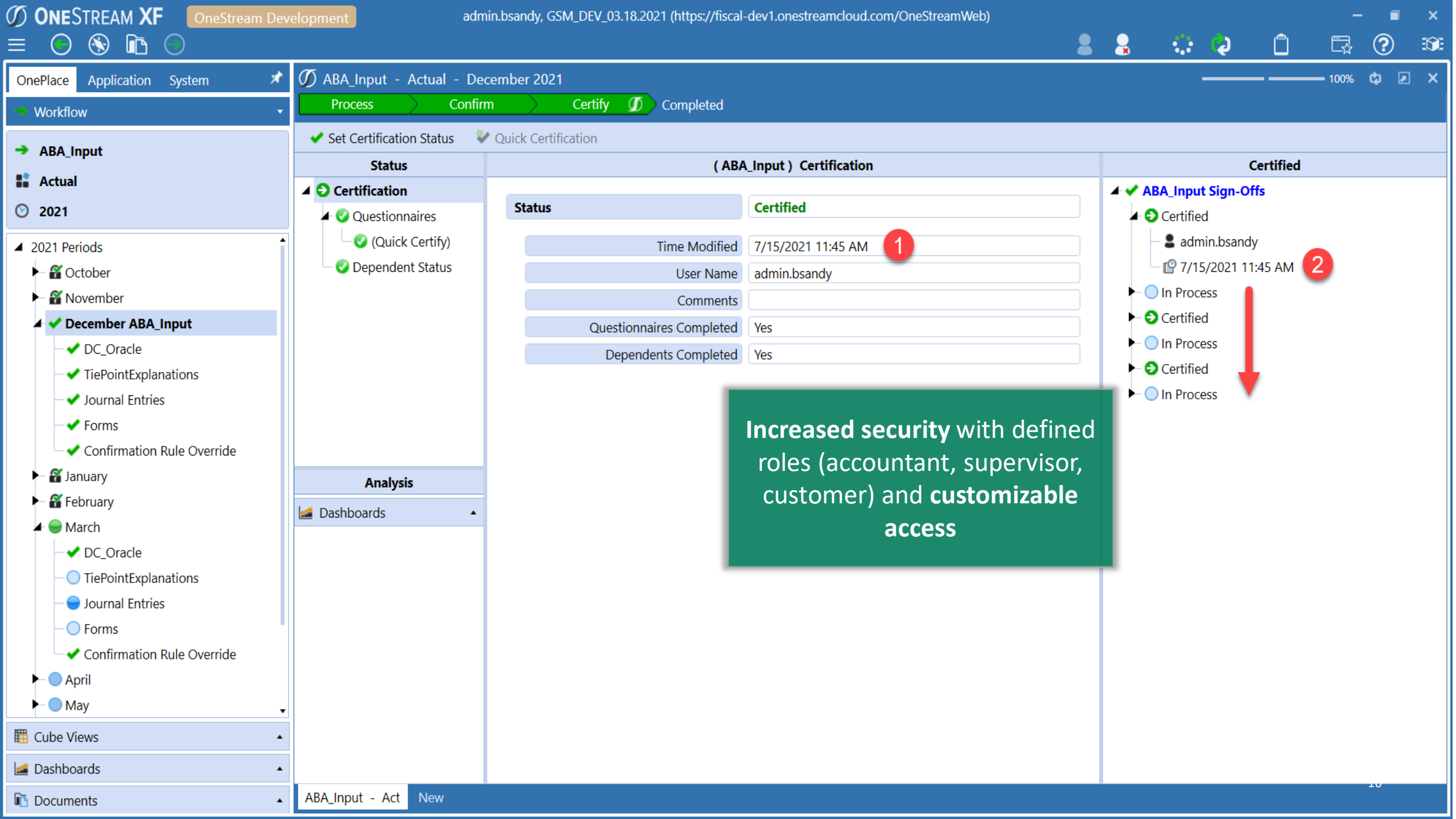
Confirmation Rule Override
Cube Views
Dashboards
Documents
ABA_Input - Actual - December 2021
Process
Confirm
Certify
Completed
100%
Run Confirmation
Status
Confirmation
(All) Summary Rule Analysis
Status
Rule Name
Rule Text
Val_BS1
Total Assets equals Total Liabilities & Net Position
Val_SBR1
Total Budgetary Resources equals Total Status of Budgetary Resources
Val_SBR2
Unobligated Balance, Beginning of Period agrees w/ sum of prior year SBR's Unobligated Balance - Available and Unobligate
- Unavailable
Val_SBR3
Unobligated Balance brought forward from SF133 = Unobligated Balance form Prior Year from SBR
Val_SBR4
SBR Net adjustments to unobligated balance brought forward = SF133 Net adjustments to unobligated balance brought for
Val_SCNP1
Beginning balance for Unexpended Appropriations agrees w/ prior year (PY) ending balance
Val_SCNP2
Beginning balance for Cumulative Results of Operation agrees w/ prior year (PY) ending balance
Val_SCNP3
Appropriations Received (in Budgetary Financing Sources section) agrees w/ SBR
(Val_BS1) Detail Rule Analysis
Status
Entity Name
Amount
Error Message
Information 1
Information 2
ABA_Total
0.00
Total Assets = 11,255,451.13
Total Liabilities and Net Position =
11,255,451.13
ABA1099GRXXXXXX
0.00
Total Assets = 0.00
Total Liabilities and Net Position =
ABA1435GRXXXXXX
0.00
Total Assets = 0.00
Total Liabilities and Net Position =
ABA3200DA1414XX
0.00
Total Assets = 0.00
Total Liabilities and Net Position =
ABA3200DA1515XX
0.00
Total Assets = 0.00
Total Liabilities and Net Position =
ABA3200DA1616XX
0.00
Total Assets = 96,335.42
Total Liabilities and Net Position =
96,335.42
ABA3200DA1717XX
0.00
Total Assets = 312,045.33
Total Liabilities and Net Position =
312,045.33
Total Liabilities and Net Position =
ABA_Input - Act
New
1
2
3
4
Accurate financial reporting


ONESTREAM XF
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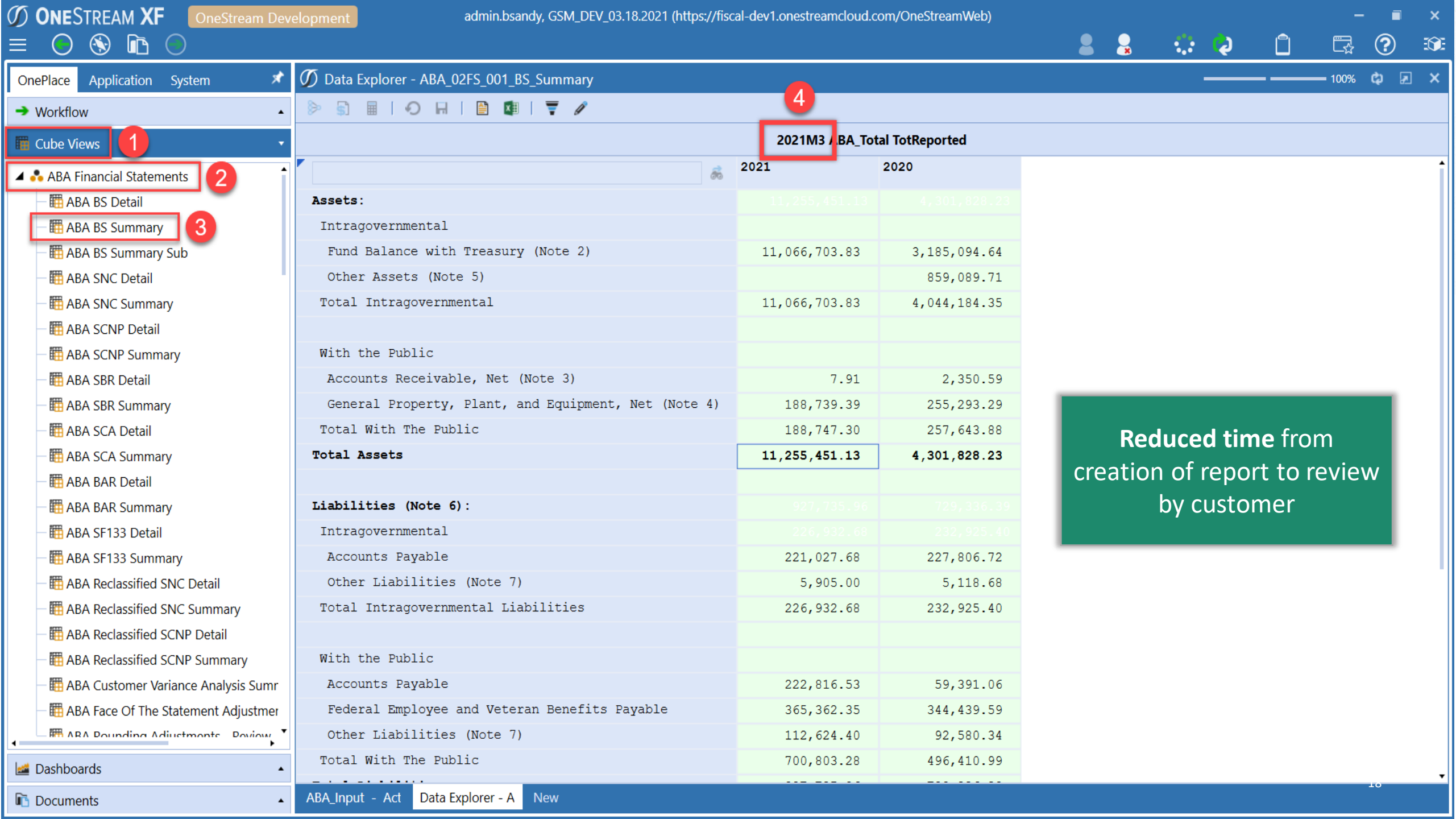
TiePointExplanations
Journal Entries
Forms
Confirmation Rule Override
April
May
Cube Views
Dashboards
Documents
ABA_Input - Actual - December 2021
100%
Process
Confirm
Certify
Completed
Set Certification Status
Quick Certification
Status
Certification
Questionnaires
(Quick Certify)
Dependent Status
Analysis
Dashboards
(ABA_Input) Certification
Status
Certified
Time Modified
7/15/2021 11:45 AM
1
User Name
admin.bsandy
Comments
Questionnaires Completed
Yes
Dependents Completed
Yes
Certified
ABA_Input Sign-Offs
Certified
admin.bsandy
7/15/2021 11:45 AM
2
In Process
Certified
In Process
Certified
In Process
Increased security with defined roles (accountant, supervisor, customer) and customizable access
ABA_Input - Act
New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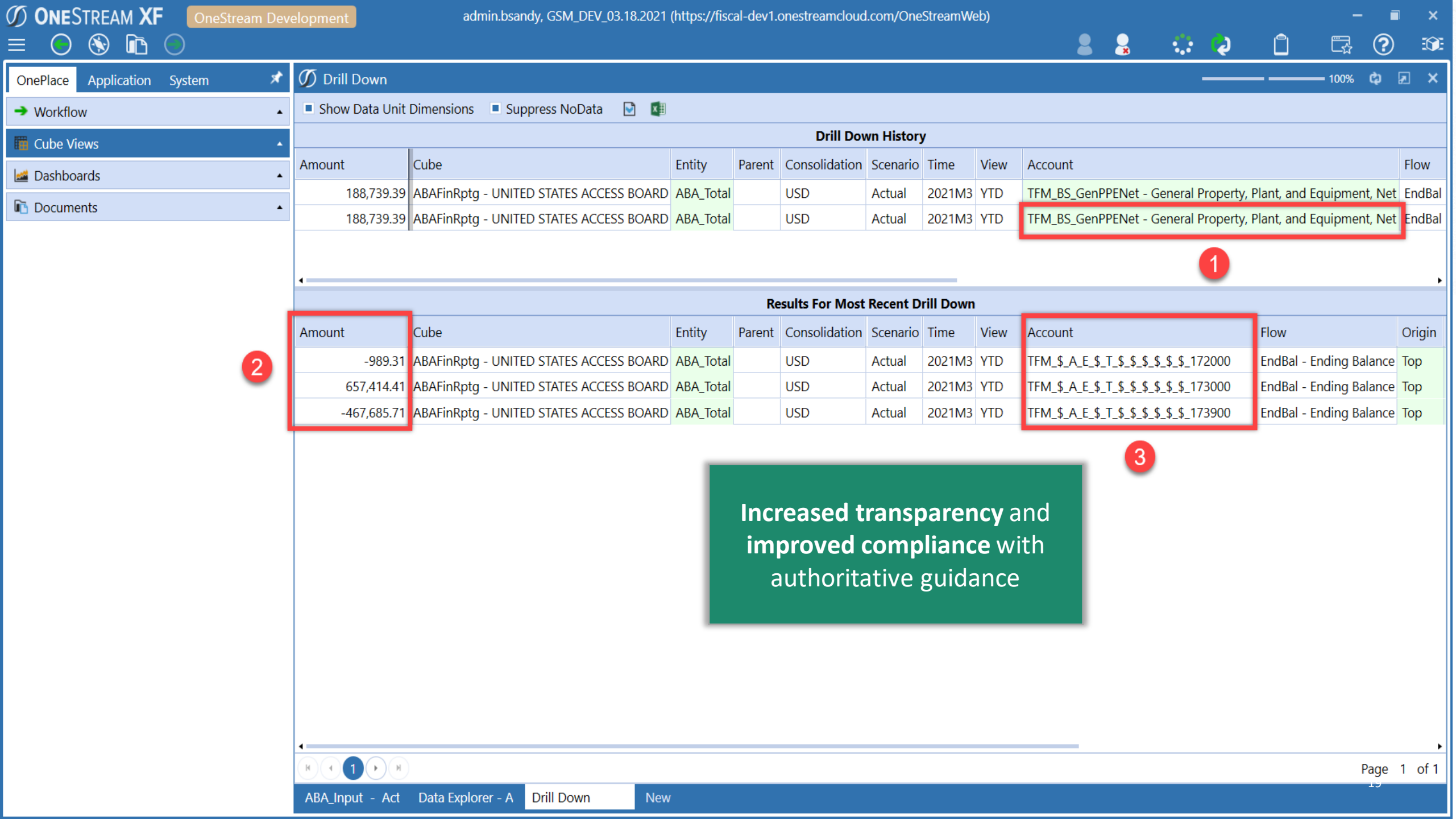
OnePlace
Application
System
Workflow
Cube Views
1
ABA Financial Statements
2
ABA BS Detail
ABA BS Summary
3
ABA BS Summary Sub
ABA SNC Detail
ABA SNC Summary
ABA SCNP Detail
ABA SCNP Summary
ABA SBR Detail
ABA SBR Summary
ABA SCA Detail
ABA SCA Summary
ABA BAR Detail
ABA BAR Summary
ABA SF133 Detail
ABA SF133 Summary
ABA Reclassified SNC Detail
ABA Reclassified SNC Summary
ABA Reclassified SCNP Detail
ABA Reclassified SCNP Summary
ABA Customer Variance Analysis Sumr
ABA Face Of The Statement Adjustmer
Dashboards
Documents
Data Explorer - ABA_02FS_001_BS_Summary
100%
4
2021M3 / BA_Total TotReported
2021
2020
Assets:
11,255,451.13
4,301,828.23
Intragovernmental
Fund Balance with Treasury (Note 2)
11,066,703.83
3,185,094.64
Other Assets (Note 5)
859,089.71
Total Intragovernmental
11,066,703.83
4,044,184.35
With the Public
Accounts Receivable, Net (Note 3)
7.91
2,350.59
General Property, Plant, and Equipment, Net (Note 4)
188,739.39
255,293.29
Total With The Public
188,747.30
257,643.88
Total Assets
11,255,451.13
4,301,828.23
Liabilities (Note 6):
927,735.96
729,336.39
Intragovernmental
226,932.68
232,925.40
Accounts Payable
221,027.68
227,806.72
Other Liabilities (Note 7)
5,905.00
5,118.68
Total Intragovernmental Liabilities
226,932.68
232,925.40
With the Public
Accounts Payable
222,816.53
59,391.06
Federal Employee and Veteran Benefits Payable
365,362.35
344,439.59
Other Liabilities (Note 7)
112,624.40
92,580.34
Total With The Public
700,803.28
496,410.99
Reduced time from creation of report to review by customer
ABA_Input - Act
Data Explorer - A
New


ONESTREAM XF
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Workflow
Cube Views
Dashboards
Documents
Drill Down
100%
Show Data Unit Dimensions
Suppress NoData
Drill Down History
Amount | Cube | Entity | Parent | Consolidation | Scenario | Time | View | Account | Flow
188,739.39 | ABAFinRptg - UNITED STATES ACCESS BOARD | ABA_Total | | USD | Actual | 2021M3 | YTD | TFM_BS_GenPPENet - General Property, Plant, and Equipment, Net | EndBal
188,739.39 | ABAFinRptg - UNITED STATES ACCESS BOARD | ABA_Total | | USD | Actual | 2021M3 | YTD | TFM_BS_GenPPENet - General Property, Plant, and Equipment, Net | EndBal
1
Results For Most Recent Drill Down
2
Amount | Cube | Entity | Parent | Consolidation | Scenario | Time | View | Account | Flow | Origin
-989.31 | ABAFinRptg - UNITED STATES ACCESS BOARD | ABA_Total | | USD | Actual | 2021M3 | YTD | TFM_$_A_E_$_T_$_$_$_$_$_172000 | EndBal - Ending Balance | Top
657,414.41 | ABAFinRptg - UNITED STATES ACCESS BOARD | ABA_Total | | USD | Actual | 2021M3 | YTD | TFM_$_A_E_$_T_$_$_$_$_$_173000 | EndBal - Ending Balance | Top
-467,685.71 | ABAFinRptg - UNITED STATES ACCESS BOARD | ABA_Total | | USD | Actual | 2021M3 | YTD | TFM_$_A_E_$_T_$_$_$_$_$_173900 | EndBal - Ending Balance | Top
3
Increased transparency and improved compliance with authoritative guidance
Page 1 of 1
ABA_Input - Act
Data Explorer - A
Drill Down
New

OnePlace | Application | System

Workflow

Cube Views

ABA Financial Statements
ABA Footnotes
ABA Investments
ABA Other Liabilities
ABA FBWT
ABA Accounts Receivable
ABA PPE
ABA Other Assets
ABA Undelivered Orders
ABA Liabilities Not Covered
ABA Earmarked Funds
ABA Inter-Entity
ABA Leases
ABA SBR vs U.S. Budget
ADF Financial Statements
ADF Footnotes
AFR Financial Statements
AFR Footnotes
ARC Financial Statements
ARC Footnotes
CAV Financial Statements
CAV Footnotes

Dashboards

Documents

1

2

3

Data Explorer - ABA_03FN_003_FBWT

100%

NOTE 2: FUND BALANCE WITH TREASURY

	2021	2020
Status of Fund Balance With Treasury:		
Unobligated Balance		
Available	1,640,682.21	908,131.43
Unavailable	7,198,840.85	646,740.03
Obligated Balance Not Yet Disbursed	2,227,180.77	1,630,223.18
Total	**11,066,703.83**	**3,185,094.64**

B36 | 10505182.58

	A	B	C
1			
2			
3		**UNITED STATES ACCESS BOARD**	
4		**BALANCE SHEET**	
5		**AS OF DECEMBER 31, 2020 AND 2019**	
6		**(In Dollars)**	
7			
8		**2021**	**2020**
9	**Assets:**		
10	Intragovernmental		
11	Fund Balance with Treasury (Note 2)	$ 11,066,703.83	$ 3,185,094.64
12	Other Assets (Note 5)		859,089.71
13	Total Intragovernmental	$ 11,066,703.83	$ 4,044,184.35
14			
15	With the Public		
16	Accounts Receivable, Net (Note 3)	$ 7.91	$ 2,350.59
17	General Property, Plant, and Equipment, Net (Note 4)	188,739.39	255,293.29
18	Total With The Public	$ 188,747.30	$ 257,643.88
19	**Total Assets**	**$ 11,255,451.13**	**$ 4,301,828.23**
20			
21	**Liabilities (Note 6):**		
22	Intragovernmental		
23	Accounts Payable	$ 221,027.68	$ 227,806.72
24	Other Liabilities (Note 7)	5,905.00	5,118.68
25	Total Intragovernmental Liabilities	$ 226,932.68	$ 232,925.40
26			
27	With the Public		
28	Accounts Payable	$ 222,816.53	$ 59,391.06
29	Federal Employee and Veteran Benefits Payable	365,362.35	344,439.59
30	Other Liabilities (Note 7)	112,624.40	92,580.34
31	Total With The Public	$ 700,803.28	$ 496,410.99
32	Total		

FOR MORE INFORMATION

BENJAMIN SANDY
304-480-7466
Benjamin.Sandy@fiscal.treasury.gov

KYLE MCLAIN
304-480-8740
Kyle.McLain@fiscal.treasury.gov

Thank you for your time and attention.

Please do not hesitate to reach out with questions or feedback.

THANK YOU!

ARCCOMMUNICATIONSMAILBOX@FISCAL.TREASURY.GOV

ARC.FISCAL.TREASURY.GOV

ALEXIS MCSHAW

Accountant
ARC G-Invoicing Enrollment Team
Financial Management Services

GET PREPARED FOR G-INVOICING WITH GUIDANCE FROM AN EXPERT

GET PREPARED FOR G-INVOICING

AGENDA

BACKGROUND

The purpose and benefits of G-invoicing, and the mandate behind it

HOW TO BE G-INVOICING READY

System features and enhancements, readiness and support activities, and a system readiness checklist

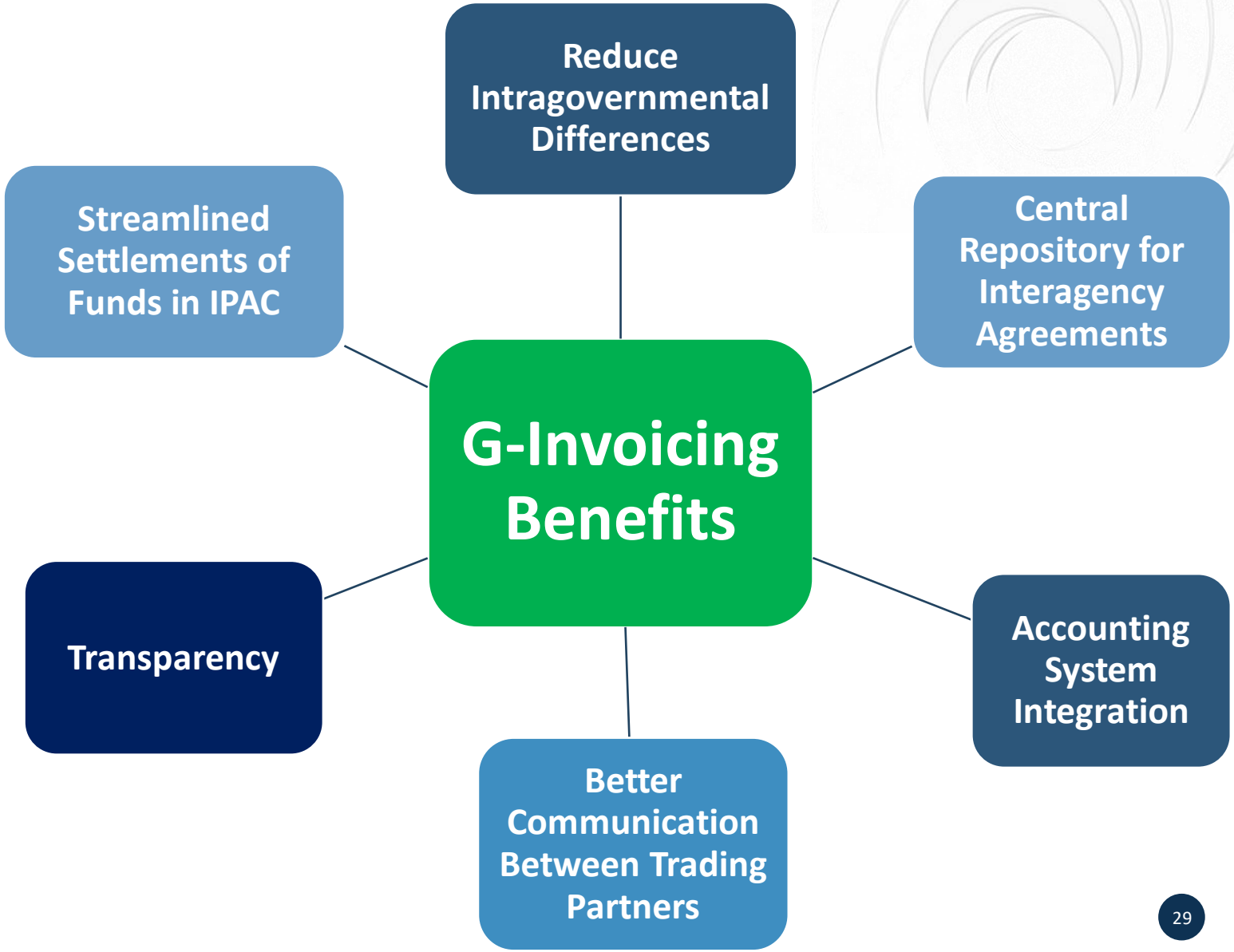
RESOURCES

References materials and points of contact

THE PURPOSE AND BENEFITS OF G-INVOICING

What is G-Invoicing?

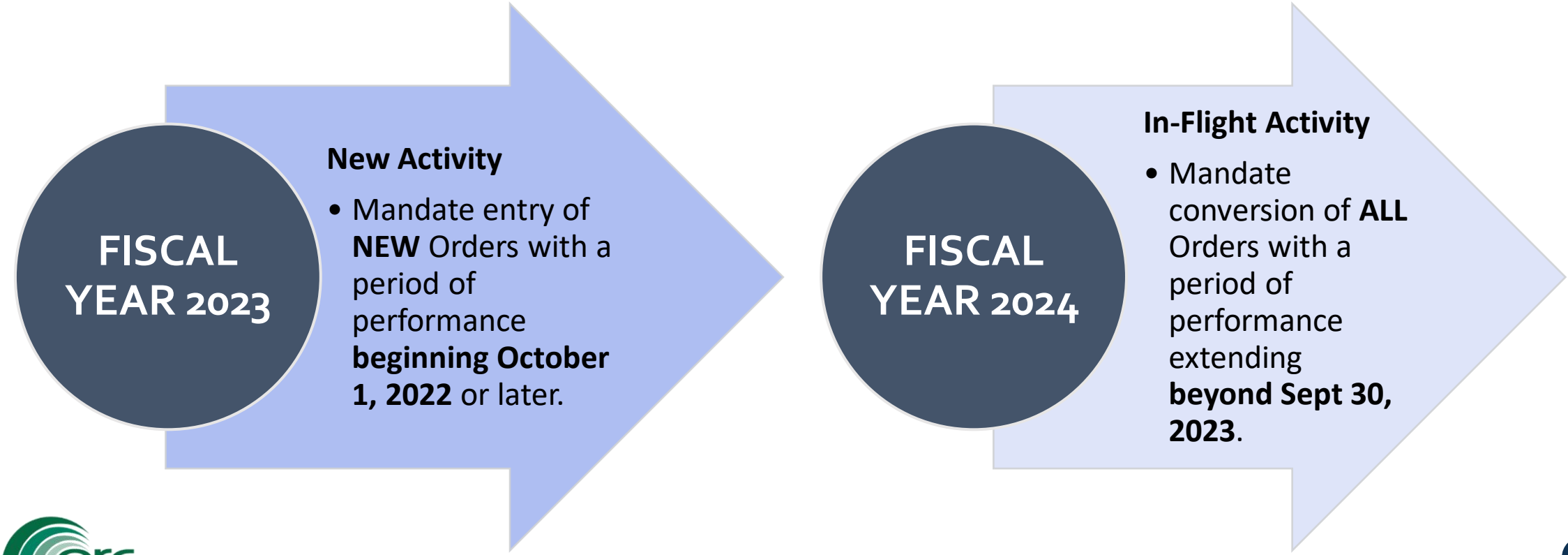
G-Invoicing is the long-term solution for Federal Program Agencies to manage their Intragovernmental Buy/Sell Activity.



IMPLEMENTATION MANDATE

Treasury Financial Manual (TFM) Chapter 4700 – Appendix 8 *(Published June 2020)*

- Mandated that all Federal Program Agencies (FPAs) who process Intergovernmental Buy/Sell transactions must implement G-Invoicing.



SYSTEM FEATURES AND ENHANCEMENTS

Currently Available

- Full General Terms & Conditions (GT&C), Order, and Performance/Settlement functionality.
- Seller Facilitated Order (SFO) – Servicing Agency can initiate the Order.
- GT&C workflow for initiating agency.

Future Items

- GT&C workflow for receiving agency.
- Order workflow.
- G-Invoicing and Financial System Integration – ARC anticipates testing full system integration before the mandate date.

READINESS AND SUPPORT ACTIVITIES

Both ARC and our Customer agencies have certain activities that need to be done in order to be G-invoicing ready.

Customer Readiness Activities

- Conduct internal meetings to identify users and their roles.
- Ensure every account structure is accurate, and each group has users assigned.
- Have users participate in training.
- Work with trading partner to determine when to enter a specific Interagency Agreement (IAA) into the system.

ARC Support Activities

- Assist in new account creation.
- Complete administrative functions, such as user creation and org structure modification.
- Continue to provide training to users.
- Assist in submitting Implementation Plan and Attachment A updates
- Address customer questions.

SYSTEM READINESS CHECKLIST

Use this checklist provided to ensure your agency is ready for G-Invoicing.

- ❑ Complete onboarding spreadsheet.
- ❑ Identify/approve account structure.
- ❑ Assign users to roles within each routing group.
- ❑ Submit completed user forms for all identified users.
- ❑ Ensure users have attended training.
- ❑ Perform a test IAA in G-Invoicing to ensure processing flow is accurate.

If you are unsure on your agency's status, reach out to **ARCGINV@fiscal.treasury.gov.**

ADDITIONAL LEARNING AND REFERENCE MATERIALS

G-Invoicing Web Site: Information and learning materials, including:

- Intergovernmental Transaction Working Group (ITWG) presentations and meeting minutes
- Treasury Financial Manual (TFM) Bulletins
- G-Invoicing Program Guide (supplement to TFM)
- G-Invoicing Rules of Engagement

OMB MAX : Access the Trading Partner Directory for the status of all Agency Location Codes (ALCs) within G-Invoicing

WE'RE HERE FOR YOU

ARCGINV@fiscal.treasury.gov

IT Help Desk (304) 480-7777

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(304) 480-7823
alexis.mcshaw@fiscal.treasury.gov

ADAM KOONTZ
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adam.koontz@fiscal.treasury.gov

JULIE EMIGH
(304) 480-7927
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THANK YOU!

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GAME CHANGER: IMPROVING ACQUISITION SUPPORT THROUGH FORECAST MODELING

IMPROVING ACQUISITION SUPPORT THROUGH FORECAST MODELING

AGENDA

BACKGROUND

Using open data to help you track procurement activities

APPLIED ANALYTICS WITHIN PROCUREMENT

Collect, Analyze and Visualize the data

RESOURCES

Where to go for more information

APPLIED ANALYTICS WITHIN PROCUREMENT

In 2018, ARC estimated customer activity using historical procurement data for similar size customers. This manual process was limited in the ability to analyze trends in customers' procurement behavior and the ability to develop predictive analytics for new and prospective customers.

Follow the Data!

The government has tons of open data that can support effective decision making.

A Bureau of the Fiscal Service open data website, USASpending.gov, is a great source to find federal spending data. To foster innovation, ARC leveraged USAspending.gov to develop a forecast model that helps customers plan for procurement activities over the next 12 months!

OUR PROCESS: *COLLECT, ANALYZE* AND *VISUALIZE* THE DATA

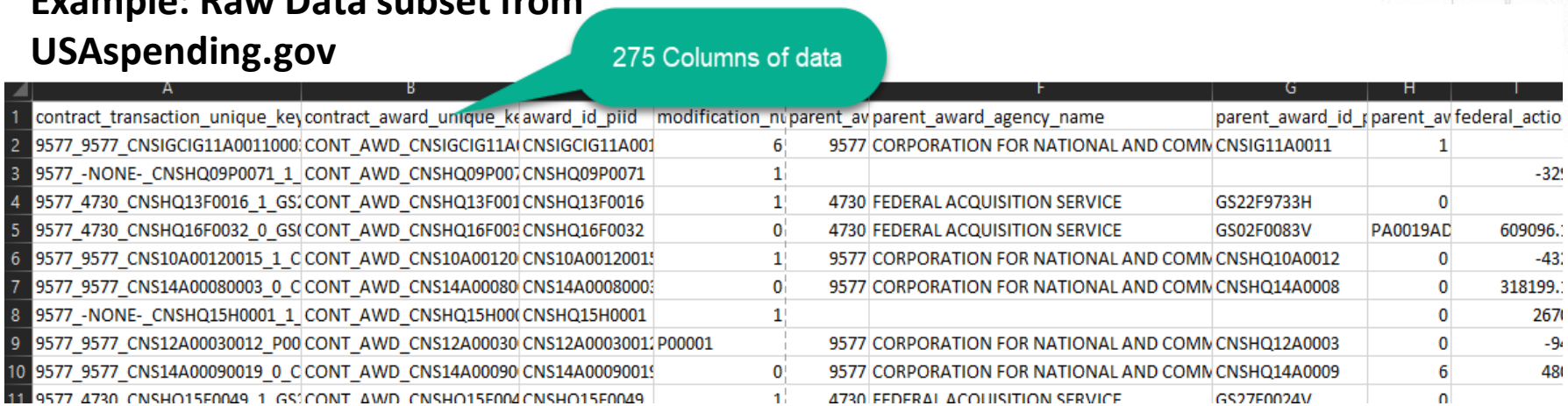
Yes, it's that simple!

For this process to work, you'll need some key ingredients:

- A **culture** that supports exploratory research (Test & Learn)
- **Expertise** into professions that generate subject data
- **Drive** to improve customer experiences

COLLECT: GATHERING DATA

Example: Raw Data subset from USAspending.gov



	A	B	C	D	E	F	G	H	I
1	contract_transaction_unique_key	contract_award_unique_ke	award_id_piid	modification_nu	parent_av	parent_award_agency_name	parent_award_id_p	parent_av	federal_actio
2	9577_9577_CNSIGCIG11A0011000	CONT_AWD_CNSIGCIG11A(	CNSIGCIG11A001	6	9577	CORPORATION FOR NATIONAL AND COMM	CNSIG11A0011	1	
3	9577_-NONE-_CNSHQ09P0071_1_	CONT_AWD_CNSHQ09P007	CNSHQ09P0071	1					-325
4	9577_4730_CNSHQ13F0016_1_GS/	CONT_AWD_CNSHQ13F001	CNSHQ13F0016	1	4730	FEDERAL ACQUISITION SERVICE	GS22F9733H	0	
5	9577_4730_CNSHQ16F0032_0_GS(	CONT_AWD_CNSHQ16F003	CNSHQ16F0032	0	4730	FEDERAL ACQUISITION SERVICE	GS02F0083V	PA0019AD	609096.
6	9577_9577_CNS10A00120015_1_C	CONT_AWD_CNS10A00120	CNS10A0012001	1	9577	CORPORATION FOR NATIONAL AND COMM	CNSHQ10A0012	0	-43
7	9577_9577_CNS14A00080003_0_C	CONT_AWD_CNS14A00080	CNS14A0008000	0	9577	CORPORATION FOR NATIONAL AND COMM	CNSHQ14A0008	0	318199.
8	9577_-NONE-_CNSHQ15H0001_1_	CONT_AWD_CNSHQ15H00(	CNSHQ15H0001	1				0	267
9	9577_9577_CNS12A00030012_P00	CONT_AWD_CNS12A00030	CNS12A0003001	P00001	9577	CORPORATION FOR NATIONAL AND COMM	CNSHQ12A0003	0	-9
10	9577_9577_CNS14A00090019_0_C	CONT_AWD_CNS14A00090	CNS14A0009001	0	9577	CORPORATION FOR NATIONAL AND COMM	CNSHQ14A0009	6	48
11	9577_4730_CNSHQ15F0049_1_GS/	CONT_AWD_CNSHQ15F004	CNSHQ15F0049	1	4730	FEDERAL ACQUISITION SERVICE	GS27F0024V	0	

There are 275 columns ranging from organizational data, cost data, performance data, vendor data, to socio-economic data…oh my!

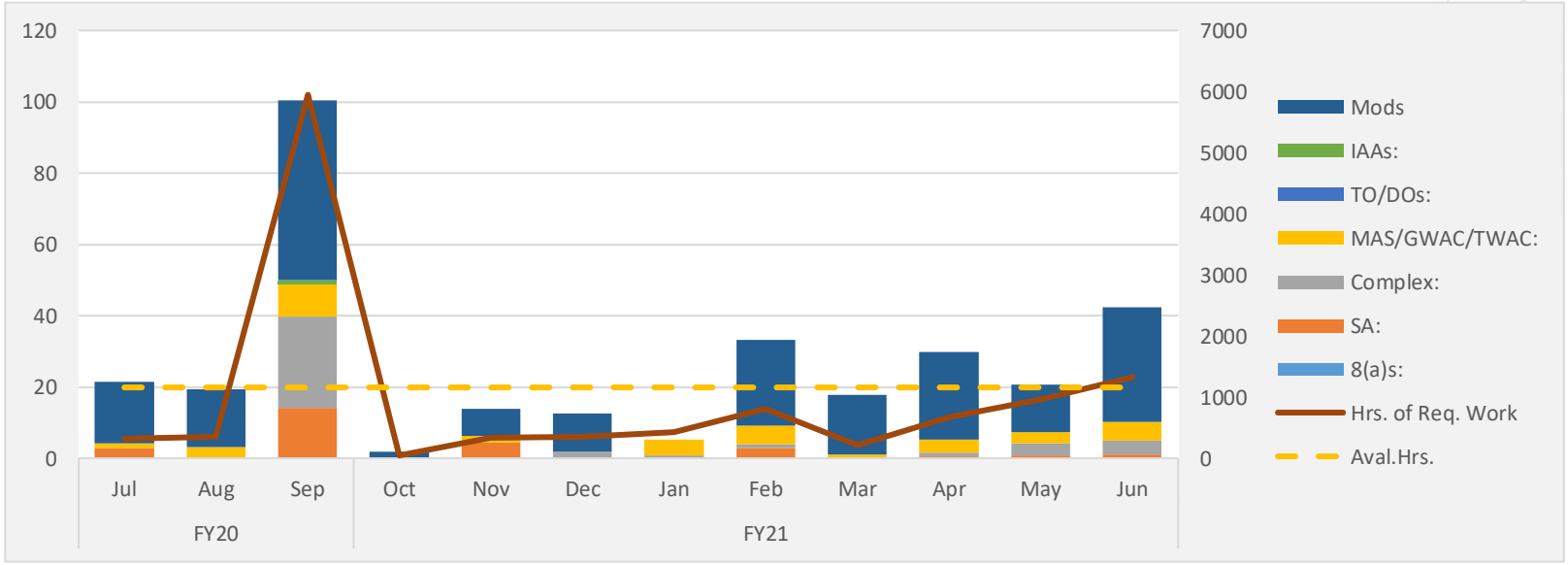
ARC's procurement experts use this data to develop the framework necessary to apply context to data for every customer.

ANALYZE: BRINGING IT ALL TOGETHER!

Example Agency	2015	2016	2017	2018	2019	2020	FTE's	Hrs. of work	FTE's	FTE's	FTE's
									GS9	GS11	GS12
AS-8(a)Direct	0	0	0	0	0	0	0.00	0.00		0.00	
AS-SA	315	251	176	147	90	35	0.53	1105.98	0.53		
AS-CS	54	42	55	56	42	52	4.29	8931.00		4.29	
AS-MAS/GWAC/TWAC	6	17	20	22	26	31	1.02	2118.63		1.02	
CAS-BPAIDIQ	0	0	0	0	0	0	0.00	0.00		0.00	
CAS-IAA	40	2	1	1	1	0	0.00	0.00	0.00		
CAS-Mod	486	597	475	458	316	296	1.12	2323.53	0.84	0.28	
TOTAL	901	909	727	684	475	**413**	6.96	14479.14	1.37	5.59	3.09

Benefit: Though advanced data analytics, ARC created cost drivers to help determine the resources and requirements needed for customer procurement transactions. These cost drivers are now in the customer agency service agreement and support Procurement leaders in balancing priorities and personnel resources.

VISUALIZE: USING DATA TO TELL *YOUR* STORY



Benefit: Using federal spending data, ARC developed a forecast model that identified monthly transaction volumes, level of complexity, and the time needed to complete agency procurement activities. ARC's detailed analysis is provided as a monthly report to existing customers and is available for prospective customers.

FOR MORE INFORMATION

For more information on ARC's Procurement Analytics Contact:

Jeffrey.Couch@fiscal.treasury.gov

Data Resources:

USASpending.gov: Government Spending Open Data | USAspending

DataLab: Data Lab - Federal Finance Data Visualizations (usaspending.gov)

FiscalData: U.S. Treasury Fiscal Data

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BRIAN SHACKLEFORD

Project Manager

Transformation Management Office

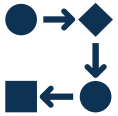
EXPANDING INNOVATION TO ENHANCE BUSINESS PROCESSES WITH THE NEW DIGITAL END-TO-END EFFICIENCY (DEEE) FRAMEWORK

DIGITAL END-TO-END EFFICIENCY (DEEE) FRAMEWORK

AGENDA

BACKGROUND AND FRAMEWORK

What DEEE is and what it can do for you



HOW TO USE

Where to start, what to solve, and how to assess solutions

RESOURCES

Additional information and points of contact

DIGITAL END TO END EFFICIENCY (DEEE)

A framework to **assess and transform business processes.** It includes methods and tools to optimize processes by **identifying pain points and determining the right solutions** to mitigate or eliminate them.

Key Tenets

End-to-End Process Focused
DEEE looks at the entire process to understand the full opportunity, starting from the provider all the way down to the customer and end user.

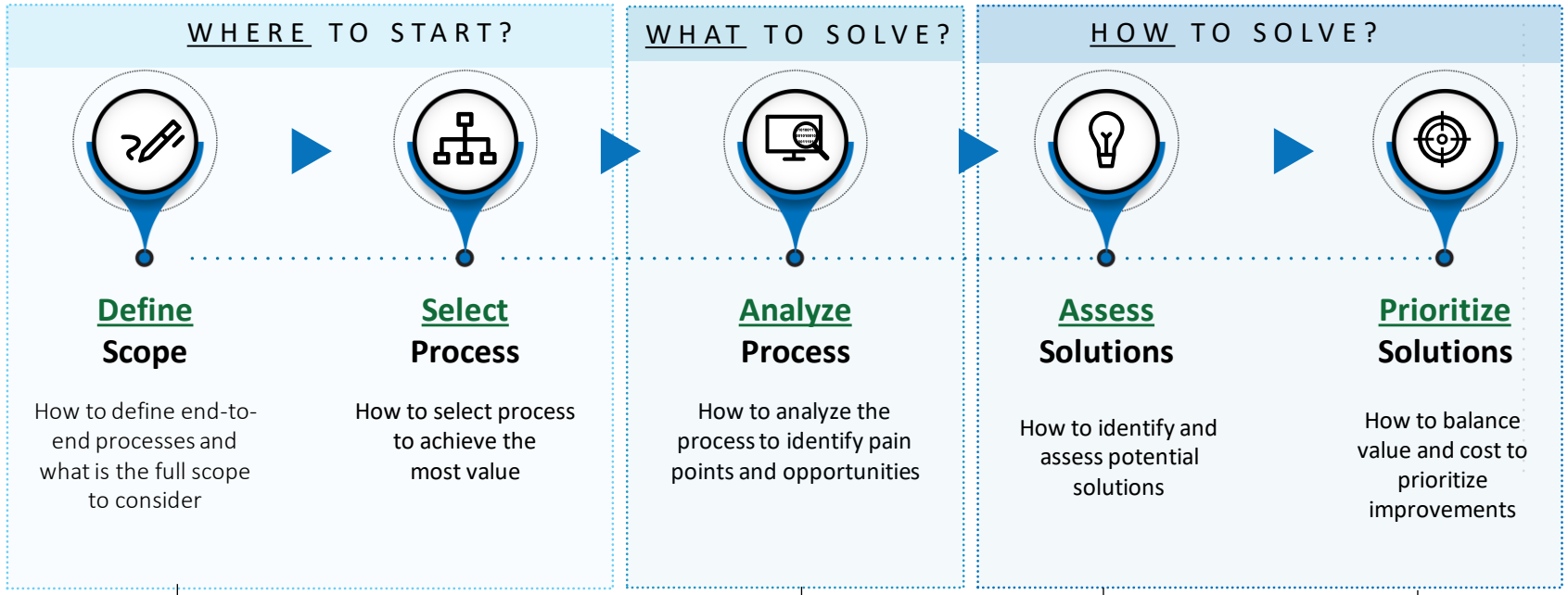
Customer Focused
DEEE evaluates the customer experience (CX) alongside the business process, gaining more insights and a deeper understanding of the customer and employee needs.

Repeatable
DEEE is packaged into a playbook with actionable steps, tools, templates, and leading practices to enable any agency to apply the framework to any process.

Scalable
DEEE will look at opportunities and solutions that will drive the most scalable transformation for the enterprise and government-wide.

OUR FRAMEWORK

DEEE → **Implement & Scale**



Deploy selected solution(s) and expand across processes and agencies

- Develop a Proof of Concept (POC), if needed, and/or Pilot within agency.
- Deploy full solution within agency.
- Monitor and measure Key Performance Indicators (KPIs), building a business case to evaluate scaling the solution.
- Scale and expand to other processes within the agency (or across agencies).

Provides a set of **opportunities for process improvement**

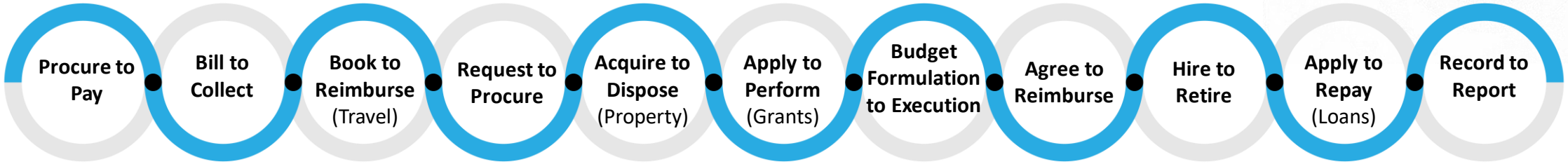
Produces a set of **prioritized solutions**

Results in a set of **deployed and scaled solutions**

WHERE TO START: SELECT PROCESS

There are 11 Government-Wide End-to-End (E2E) Business Processes:

First crosswalk processes to standard definitions



Then Apply criteria to a select processes to analyze:

Criteria for Efficiency Gains

Transactional (vs. Analytical)

High Volume

More Manual

Many Staff Members

WHAT TO SOLVE: ANALYZE PROCESS

Human Centered Design

Who are my users? What do they do? Why do they do it?

- Apply techniques focused on collaboration, conversation, and engagement from all agency participants

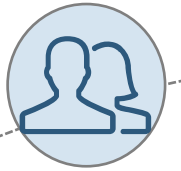
Technical Process Analysis

What is the documented process?

- Identify and examine process documentation
- Collect summary data and existing analysis on major challenges

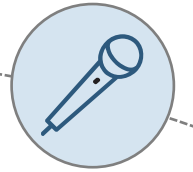
Collect Process Data

Compile and analyze process documentation



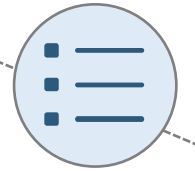
Identify Personas (customer/provider)

Define key actors in the end-to-end process



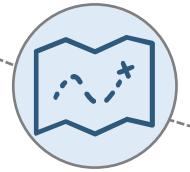
Conduct Interviews

Capture observations, pain points, and needs



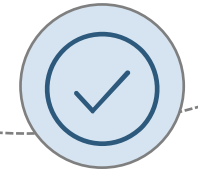
Collect Pain Points

Understand and analyze the full scope of challenges



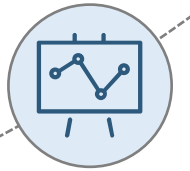
Develop Journey Maps

Visualize the process experience from the user's point of view



Validate with Stakeholders

Confirm that process accurately reflects "reality on the ground"



Identify Solutions

Develop solutions for identified pain points

ASSESS SOLUTIONS

To help think through the potential solution set for a given pain point, **DEEE divides solutions into three solution categories with varying level of cost and technical advancement**:

Reduce/Optimize: Eliminate cumbersome process steps and streamline

What it is: Reduce unnecessary activities considering whether the way business is done today is how it needs to be done (including policy changes to enable process changes or trainings, etc.)

Investment: Low to no cost (non-technology solution)

Digitize: Move from manual to systematic or automated processes

What it is: Apply digital technology to automate/eliminate manual steps, reduce paper-based steps, and streamline the process

Investment: Limited cost (often using existing technology or capabilities)

Innovate: Transform digital capabilities with intelligent automation

What it is: Apply new and emerging technologies to transform business processes and unlock long-term efficiency gains

Investment: Variable cost (may include net new investments)

BENEFITS TO ARC CUSTOMERS

Provider/Customer Collaboration

Commonality of the Framework

Realizing Digitization

Continuous Improvement Mindset

DEEE RESOURCES

- **DEEE Playbook-**https://www.fiscal.treasury.gov/fit/deee/

- **Website**: Financial Innovation & Transformation - Digital is Here for Federal Government (treasury.gov)

DEEE Points of Contact:

- **Cindy Good**

DEEE Program Manager, Financial Innovation &Transformation

Email: Cindy.Good@fiscal.treasury.gov

- **Jesreal Lopez-Rosario**

DEEE Program Manager, Financial Innovation &Transformation

Email: Jesreal.Lopez-Rosario@fiscal.treasury.gov

- **Mike Moore**

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MODERNIZING TOGETHER:
IMPROVING SERVICE DELIVERY FOR YOU

ONESTREAM IMPLEMENTATION IS UNDERWAY. LEARN HOW IT'S GOING AND GAIN INSIGHTS FROM AN EXPERT

Ben Sandy, Senior Accountant, Fiscal Accounting

GET PREPARED FOR G-INVOICING WITH GUIDANCE FROM AN EXPERT

Alexis McShaw, Supervisory G-invoicing Enrollment Accountant, Fiscal Accounting

GAME CHANGER: IMPROVING ACQUISITION SUPPORT THROUGH FORECAST MODELING

Jeff Couch, Procurement Data Analyst, Procurement Services

EXPANDING INNOVATION TO ENHANCE BUSINESS PROCESSES WITH THE NEW DIGITAL END-TO-END EFFICIENCY FRAMEWORK

Brian Shackleford, Project Manager, Transformation Management Office

2021 ARC CUSTOMER MEETING
BETTER TOGETHER: CO-CREATING OUR FUTURE

1

BUILDING TOGETHER: LEVERAGING CUSTOMERS' VOICES TO TRANSFORM ARC SERVICES

8:30 AM – 10:00 AM
90 minutes

Focus on using customer feedback to shape ARC services

2

MODERNIZING TOGETHER: IMPROVING SERVICE DELIVERY FOR YOU

11:00 AM – 12:30 PM
90 minutes

Focus on modernizing systems and building efficiencies

3

ACHIEVING TOGETHER: YEAR-END GUIDANCE AND THE IMPACT OF POLICY CHANGES

2:00 PM – 3:30 PM
90 minutes

Focus on year end requirements and legislative changes related to the pandemic or administration change

arc
administrative resource center

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