# 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

arc
administrative resource center

# 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.*

# 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.*

# 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.

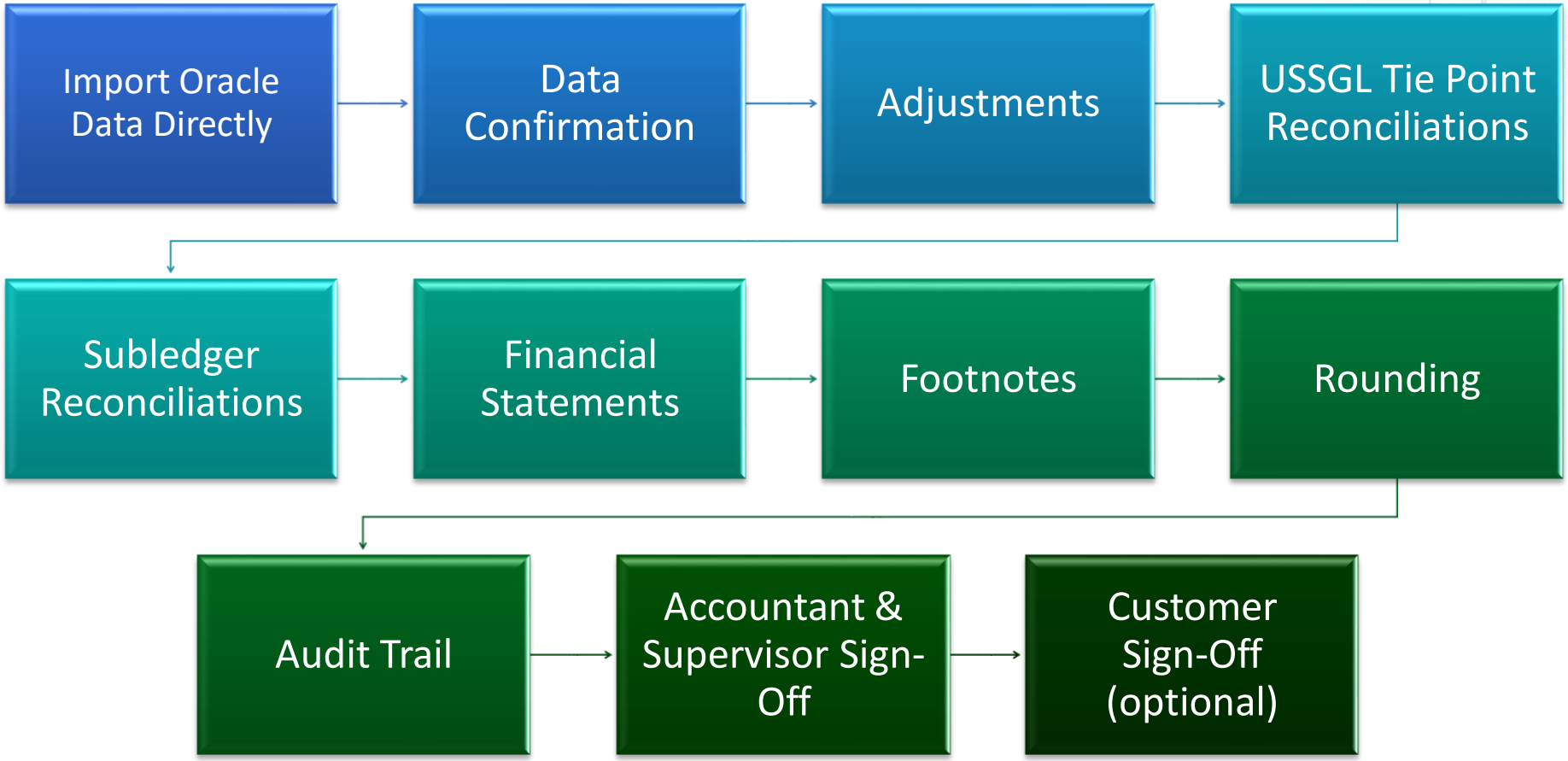
Cloud-Based Solution

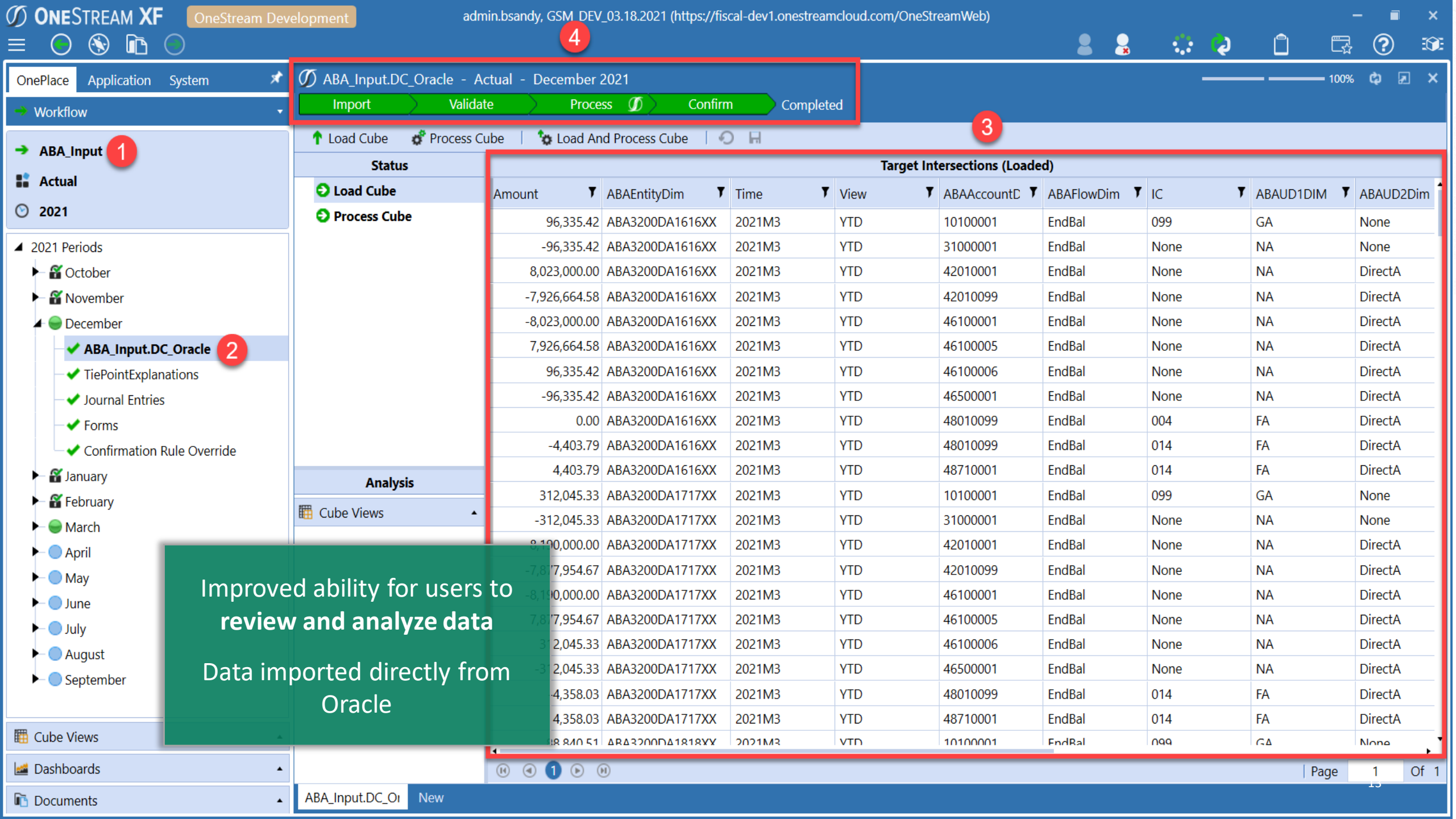
Financial Statement and Footnote Consolidation

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
May
June
July
August
September
Cube Views
Dashboards
Documents
ABA_Input.DC_Oracle - Actual - December 2021
Import
Validate
Process
Confirm
Completed
3
Load Cube
Process Cube
Load And Process Cube
Status
Load Cube
Process Cube
Analysis
Cube Views
Target Intersections (Loaded)
Amount
ABAEntityDim
Time
View
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
7,926,664.58 ABA3200DA1616XX 2021M3 YTD 46100005 EndBal None NA DirectA
96,335.42 ABA3200DA1616XX 2021M3 YTD 46100006 EndBal None NA DirectA
-96,335.42 ABA3200DA1616XX 2021M3 YTD 46500001 EndBal None NA DirectA
0.00 ABA3200DA1616XX 2021M3 YTD 48010099 EndBal 004 FA DirectA
-4,403.79 ABA3200DA1616XX 2021M3 YTD 48010099 EndBal 014 FA DirectA
4,403.79 ABA3200DA1616XX 2021M3 YTD 48710001 EndBal 014 FA DirectA
312,045.33 ABA3200DA1717XX 2021M3 YTD 10100001 EndBal 099 GA None
-312,045.33 ABA3200DA1717XX 2021M3 YTD 31000001 EndBal None NA None
ABA3200DA1717XX 2021M3 YTD 42010001 EndBal None NA DirectA
ABA3200DA1717XX 2021M3 YTD 42010099 EndBal None NA DirectA
ABA3200DA1717XX 2021M3 YTD 46100001 EndBal None NA DirectA
ABA3200DA1717XX 2021M3 YTD 46100005 EndBal None NA DirectA
ABA3200DA1717XX 2021M3 YTD 46100006 EndBal None NA DirectA
ABA3200DA1717XX 2021M3 YTD 46500001 EndBal None NA DirectA
ABA3200DA1717XX 2021M3 YTD 48010099 EndBal 014 FA DirectA
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

ONESTREAM XF | OneStream Development | admin.bsandy, GSM_DEV_03.18.2021 (https://fiscal-dev1.onestreamcloud.com/OneStreamWeb)

OnePlace | Application | System

Workflow

- ABA_Input
- Actual
- 2021

2021 Periods

- October
- November
- December
  - DC_Oracle
  - 1 ABA_Input.TiePointExplanations
  - Journal Entries
  - Forms
  - Confirmation Rule Override
- January
- February
- March
- April
- May
- June
- July
- August
- September

Cube Views

Dashboards

Documents

ABA_Input.TiePointExplanations - Actual - December 2021

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 | -88, |
| Proprietary Cash (Indirect Method) | 96,335.42 | | 312,045.33 | | 88, |
| 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 | | | | | |
| ...able for Tie Point | Applicable | Applicable | Applicable | Applicable | Applicable |
| **...y = Delivered Orders Budgetary** | | | | | |
| Delivered Orders Budgetary | | | | | |
| Funded Expenses Proprietary | | | | | - |

Improved and expanded **data validation** capabilities

ABA_Input.TiePoi | New

ONESTREAM XF | OneStream Development | admin.bsandy, GSM_DEV_03.18.2021 (https://fiscal-dev1.onestreamcloud.com/OneStreamWeb)

OnePlace | Application | System

Workflow

**ABA_Input**

**Actual**

**2021**

2021 Periods

- October
- November
- **December ABA_Input** (1)
  - DC_Oracle
  - TiePointExplanations
  - Journal Entries
  - Forms
  - Confirmation Rule Override
- January
- February
- March
  - DC_Oracle
  - TiePointExplanations
  - Journal Entries
  - Forms
  - Confirmation Rule Override
- April
- May

Cube Views

Dashboards

Documents

ABA_Input - Actual - December 2021 (4)

Process | Confirm | Certify | Completed

Run Confirmation

**Status**

**Confirmation** (2)

**( 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 |
| | ABA3200DA1818XX | 0.00 | | Total Assets = 87,851.20 | Total Liabilities and Net Position = |

(3)

ABA_Input - Act | New

**Accurate** financial reporting

ONESTREAM XF | OneStream Development | admin.bsandy, GSM_DEV_03.18.2021 (https://fiscal-dev1.onestreamcloud.com/OneStreamWeb)

OnePlace | Application | System

Workflow

ABA_Input
Actual
2021

2021 Periods
- October
- November
- December ABA_Input
  - DC_Oracle
  - TiePointExplanations
  - Journal Entries
  - Forms
  - Confirmation Rule Override
- January
- February
- March
  - DC_Oracle
  - TiePointExplanations
  - Journal Entries
  - Forms
  - Confirmation Rule Override
- April
- May

Cube Views
Dashboards
Documents

ABA_Input - Actual - December 2021

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

ONESTREAM XF | OneStream Development | admin.bsandy, GSM_DEV_03.18.2021 (https://fiscal-dev1.onestreamcloud.com/OneStreamWeb)

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
    - ABA Rounding Adjustments - Review
- Dashboards
- Documents

Data Explorer - ABA_02FS_001_BS_Summary (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 |

ABA_Input - Act | Data Explorer - A | New

**Reduced time** from creation of report to review by customer

ONESTREAM XF | OneStream Development | admin.bsandy, GSM_DEV_03.18.2021 (https://fiscal-dev1.onestreamcloud.com/OneStreamWeb)

OnePlace | Application | System

- 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

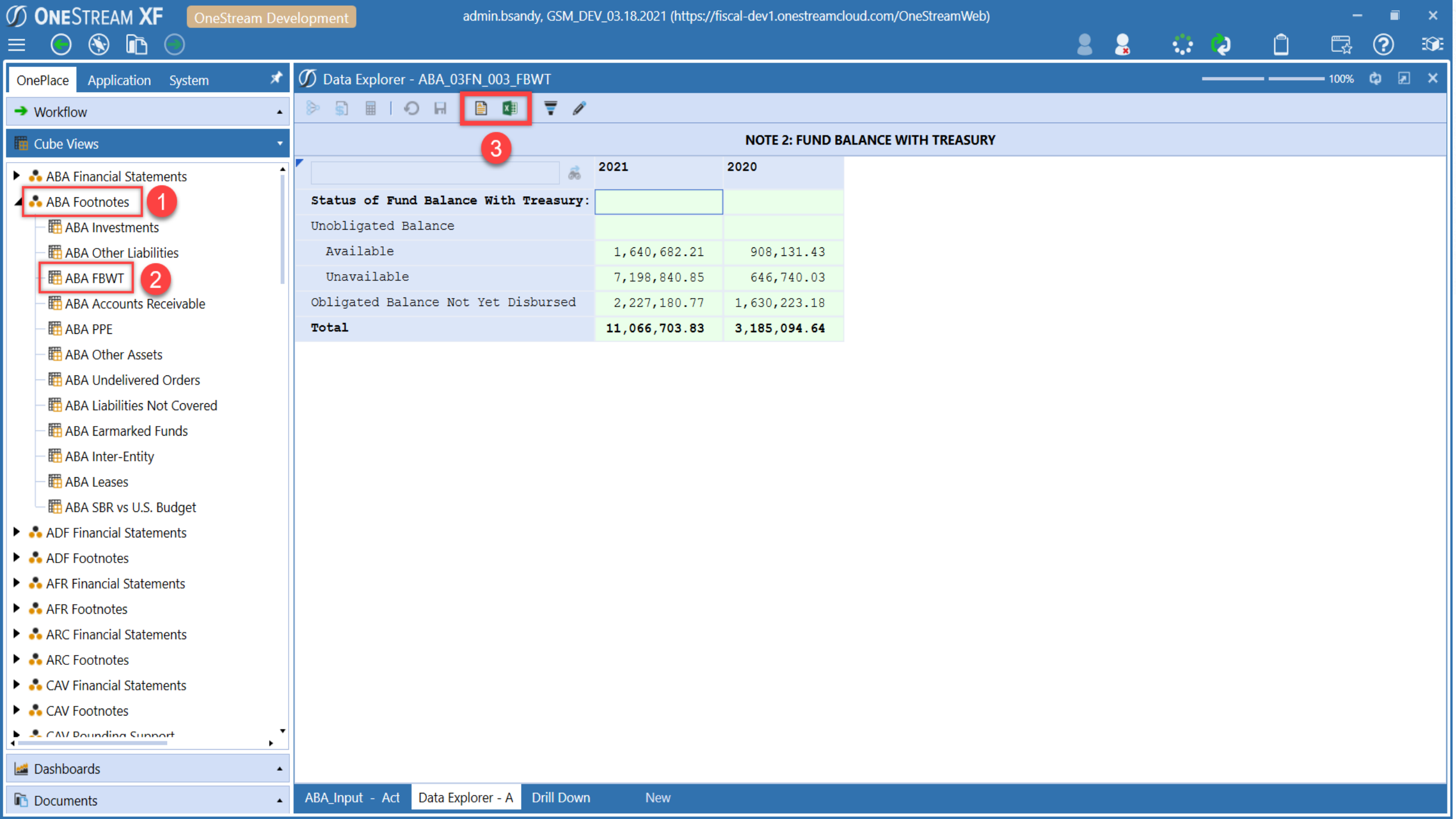
| Amount | Cube | Entity | Parent | Consolidation | Scenario | Time | View | Account | Flow | Origin |
|---|---|---|---|---|---|---|---|---|---|---|
| -989.31 | ABAFinRptg - UNITED STATES ACCESS BOARD | ABA_Total | | USD | Actual | 2021M3 | YTD | TFM_$_A_E_$_T_$_$_$_$_$_$_172000 | EndBal - Ending Balance | 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

1 Page 1 of 1

ABA_Input - Act | Data Explorer - A | Drill Down | New


ONESTREAM XF
OneStream Development
admin.bsandy, GSM_DEV_03.18.2021 (https://fiscal-dev1.onestreamcloud.com/OneStreamWeb)
OnePlace
Application
System
Workflow
Cube Views
ABA Financial Statements
ABA Footnotes
1
ABA Investments
ABA Other Liabilities
ABA FBWT
2
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
Data Explorer - ABA_03FN_003_FBWT
100%
3
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
ABA_Input - Act
Data Explorer - A
Drill Down
New

AutoSave Off ABA Financial Statements & Foonotes - Excel Search Benjamin M. Sandy
File Home Insert Page Layout Formulas Data Review View Help Acrobat Share Comments
B36 10505182.58

**UNITED STATES ACCESS BOARD**
**BALANCE SHEET**
**AS OF DECEMBER 31, 2020 AND 2019**
**(In Dollars)**

| | 2021 | 2020 |
|---|---|---|
| **Assets:** | | |
| 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 |
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| Total With The Public | $ 188,747.30 | $ 257,643.88 |
| **Total Assets** | **$ 11,255,451.13** | **$ 4,301,828.23** |
| | | |
| **Liabilities (Note 6):** | | |
| Intragovernmental | | |
| 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 |
| | | |
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| 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 |
| **Total** [illegible] | [illegible] | [illegible] |

BS Summary | SNC Summary | SCNP Summary | SBR Summary | SCA Summary | BAR Summary | SF133 Summary | Investments FN | Other Liabilities FN | FBWT FN | AR FN | PPE FN ...
Ready Display Settings 100%

# FOR MORE INFORMATION

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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

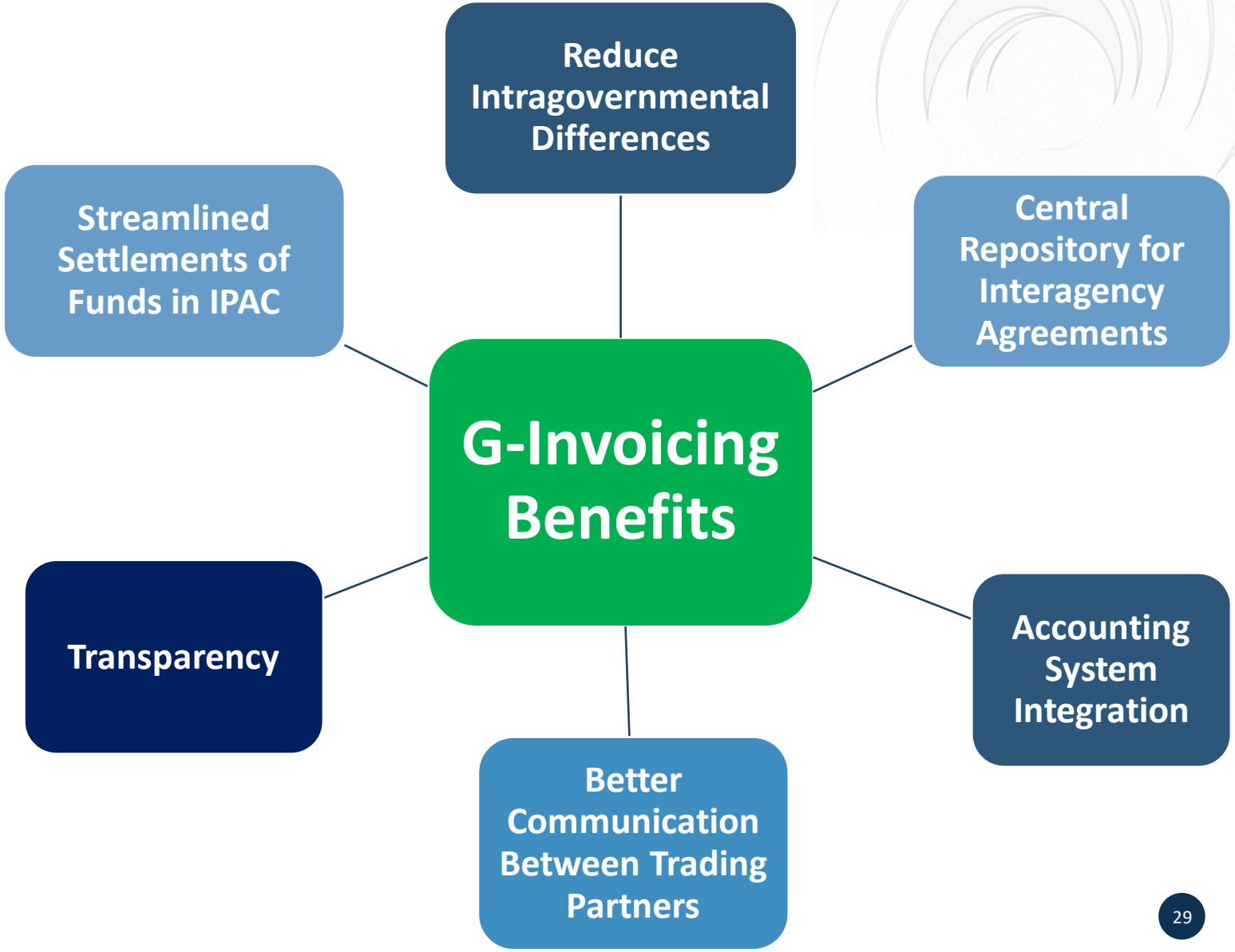
## RESOURCES

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.

**FISCAL YEAR 2023**

**New Activity**

- Mandate entry of **NEW** Orders with a period of performance **beginning October 1, 2022** or later.

**FISCAL YEAR 2024**

**In-Flight Activity**

- Mandate conversion of **ALL** Orders with a period of performance extending **beyond Sept 30, 2023**.

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# 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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**JULIE EMIGH**
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# THANK YOU!

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# JEFFREY COUCH

**Data Analyst**

**Procurement Services**

## GAME CHANGER: IMPROVING ACQUISITION SUPPORT THROUGH FORECAST MODELING

# AGENDA

IMPROVING ACQUISITION SUPPORT THROUGH FORECAST MODELING

## 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.

USASPENDING.gov

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**

275 Columns of data

| | A | B | | | | 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 | | | | | -32 |
| 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 | CNS10A00120015 | 1 | 9577 | CORPORATION FOR NATIONAL AND COMM | CNSHQ10A0012 | 0 | -43 |
| 7 | 9577_9577_CNS14A00080003_0_C | CONT_AWD_CNS14A00080 | CNS14A00080003 | 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 | CNS12A00030012 | P00001 | 9577 | CORPORATION FOR NATIONAL AND COMM | CNSHQ12A0003 | 0 | -9 |
| 10 | 9577_9577_CNS14A00090019_0_C | CONT_AWD_CNS14A00090 | CNS14A00090019 | 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!

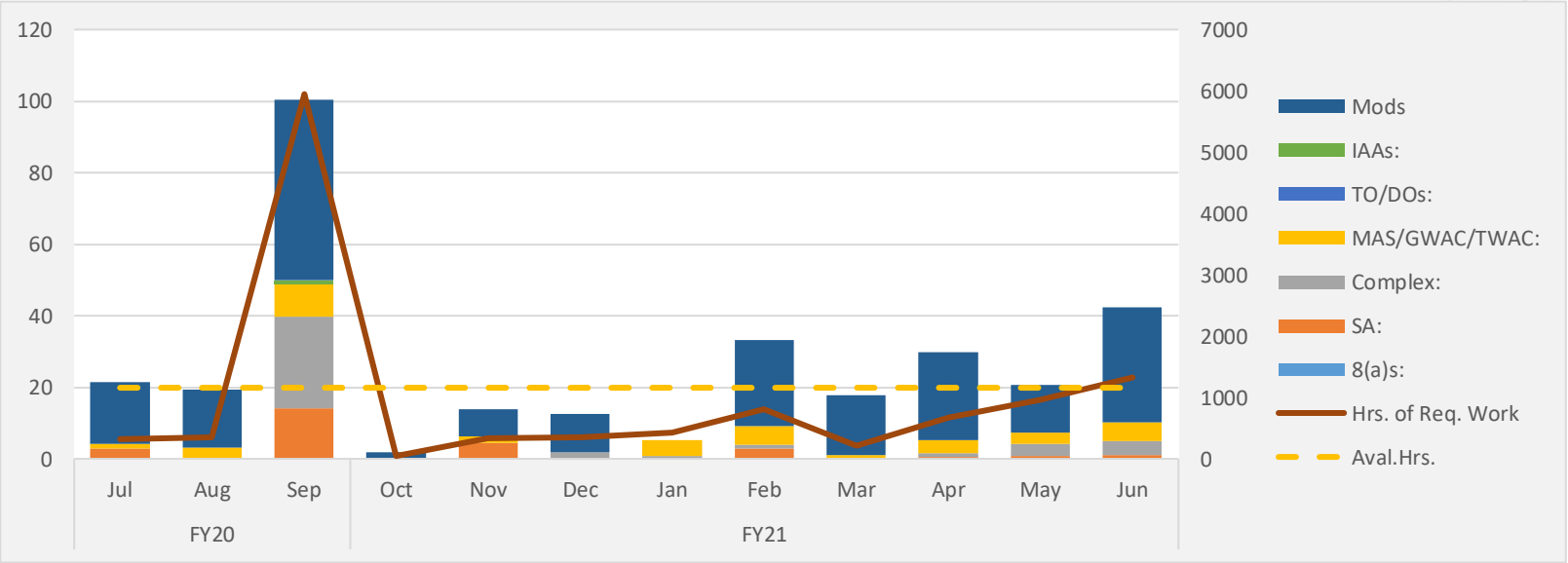
ARC's procurement experts use this data to develop the framework necessary to apply context to data for every customer.

# 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

arc administrative resource center

# 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**

**WHERE TO START?**

**Define**
**Scope**

How to define end-to-end processes and what is the full scope to consider

**Select**
**Process**

How to select process to achieve the most value

**WHAT TO SOLVE?**

**Analyze**
**Process**

How to analyze the process to identify pain points and opportunities

**HOW TO SOLVE?**

**Assess**
**Solutions**

How to identify and assess potential solutions

**Prioritize**
**Solutions**

How to balance value and cost to prioritize improvements

**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**

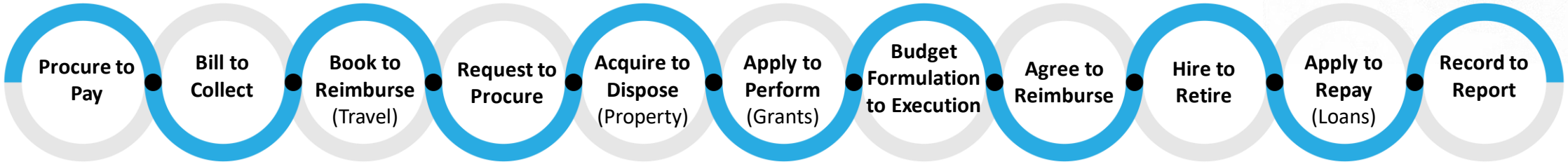
Produces a set of **prioritized solutions**

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**

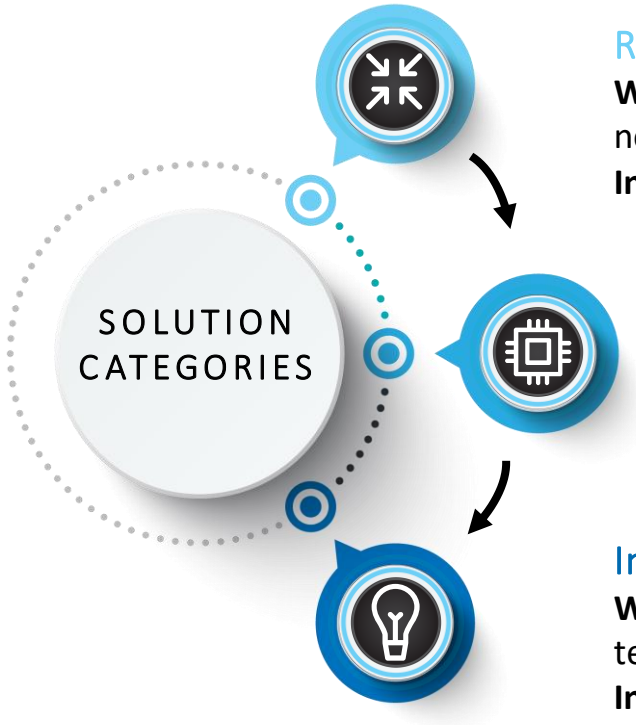
Confirm that process accurately reflects "reality on the ground"

**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

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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*

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