



Quarterly Performance Metrics FY 2012 4th Quarter

Financial Management Services

	<u>Target</u>	<u>YTD Value</u>
Accounts Payable		
Prompt Pay	99%	99.8%
EFT Compliance	99%	100.0%
Proper Payments	>99%	100.0%
Discounts Taken	99%	98.7%
Accounts Receivable		
Check Deposits processed within 2 business days	99%	95.6%
Remittance-Bullion Orders: Receivables processed timely according to defined timeframes and operating procedures	100%	100.0%
Budget		
Budget Reprogramming Documents processed within 2 business days	95%	99.1%
MAX Reporting	99%	100.0%
CitiDirect		
Purchase Card Payments paid within 4 business days from statement approval	95%	98.2%
Investment Accounting		
Accurate Payments for Federal Investments	100%	100.0%
Timely Transactions for Federal Investments	100%	100.0%
Payroll		
Payroll within 3 working days of receipt of payroll tapes from NFC	99%	100.0%
Payroll completed before month-end closing	100%	100.0%
Reporting		
Financial Reporting	99%	99.7%
Fund Balance with Treasury	99%	94.7%
Audit Results	100%	100.0%
Cash Account reconciliation by the 4th calendar day of the month	100%	100.0%
Fixed Assets reconciliation completed within 5 working days	100%	100.0%
System Services - Help Desk		
Average Call Abandonment Rate	<5%	3.26
Average Call Abandonment Time	<45 sec	27.74
Average Call Response Time	<30 sec	7.94
First Call Resolution	50%	60.8%
Total Calls		16,447
Vendor Maintenance		
Vendor Maintenance within 24 hours of receipt	99%	99.8%



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Human Resource Services

	<u>Target</u>	<u>YTD Value</u>
Classification		
Classification of positions (New and Redescriptions) within 15 days	85%	95.5%
Issue Signed Position Descriptions within 2 business days	85%	97.5%
Minor pen & ink changes within 3 business days	85%	76.7%
Employee Benefits		
Process properly documented awards within 2 pay periods	95%	100.0%
Submission of Retirement Packages within 3 business days following the effective retirement date	90%	99.6%
HR Help Desk		
Average Call Abandonment Rate	<5%	1.50
Average Call Abandonment Time	<45 sec	23.81
Average Call Response Time	<10 sec	8.08
First Call Resolution	85%	86.6%
Total Calls		31,968
HR Reporting Services		
Provide HR Reports, as requested within negotiated time	95%	99.3%
Pay and Leave Administration		
Notify potential leave recipients in the Voluntary Leave Transfer Program of approval/disapproval of application within 5 business days after receipt of all necessary documentation	95%	98.3%
Release lump-sum payment for unused annual leave to separated employees within 20 business days after final paycheck is issued	85%	96.0%
Processing Operations		
Resolve Complex Pay Issues within ARC's control within 45 business days	90%	100.0%
Provide Probationary Notices within 70 calendar days	95%	98.5%
Provide a Copy of OPF within 3 business days	95%	100.0%
Staff Acquisition		
ARC portion of the competitive hiring process within 23 days	85%	90.3%
Workers Compensation		
File Worker's Compensation CA-1/CA-2 Forms with Department of Labor within 10 business days	90%	99.6%
File Worker's Compensation CA-7 Forms within 5 days	90%	95.1%



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Procurement Services

	<u>Target</u>	<u>YTD Value</u>
Complex Contracts		
Schedule Orders within 90 business days	90%	91.7%
Commercial Items within 120 business days	90%	91.4%
Uniform Contract Format (UCF) Contracts except Cost Reimbursement within 180 business days	90%	90.0%
Claims/Ratifications within 60 calendar days	85%	100.0%
Purchase and Fleet Card		
Application Processing in less than 5 business days	90%	99.4%
Urgent Requests processed within 1 business day	90%	98.5%
Non-Urgent Requests in less than 3 business days	90%	99.7%
Simple Contract Administrations		
Administrative Modifications (Includes COTR, Funding and Address changes) within 15 business days	90%	93.3%
Other than Administrative Modification (Excludes contractor name changes and novations) within 30 usiness days	85%	85.8%
Simplified Acquisitions		
Less than \$25,000 within 20 business days	80%	60.4%
Greater than \$25,000 within 40 business days	85%	79.9%
Non Competitive Internal Delivery/Task Orders and BPA Calls within 15 business days	85%	N/A
Competitive Internal Delivery/Task Orders and BPA Calls within 45 business days	85%	N/A
System Services - Help Desk		
Average Call Abandonment Rate	<5%	2.20
Average Call Abandonment Time	<45 sec	36.26
Average Call Response Time	<30 sec	6.48
Total Calls		16,774
First Call Resolution	75%	90.8%

NOTE: All Simplified Acquisition Standards begin upon receipt of: 1. a complete acquisition package (procurement request, description of item or performance work statement, evaluation factors (if other than technically acceptable, low price); 2. the timely review of revised description of items or performance work statement and revised evaluation factors, received; and 3. a timely and complete evaluation of technical proposals



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Systems

	<u>Target</u>	<u>YTD Value</u>
System Services		
System Availability - Oracle	99%	99.9%
System Availability - PRISM	99%	99.9%
System Availability - Discoverer	99%	99.5%
Timely Notice of Scheduled System Outages	100%	100.0%
Run Time for Standard Discoverer Reports created by ARC - % in less than 1 minute	>75%	98.0%
Run Time for Standard Discoverer Reports created by ARC - % in less than 2 minutes	>90%	99.1%
Run Time for Standard Discoverer Reports created by ARC - % in less than 5 minutes	>95%	99.8%
Month End Closing	100%	100.0%
Configuration: Add or edit core configuration or setup data within agreed upon timeframe	95%	100.0%

Travel Services

	<u>Target</u>	<u>YTD Value</u>
E-Gov Travel Services		
Sampling Turnaround time within 30 days from last day of month of travel voucher paid date	99%	100.0%
Timely Payment % approved vouchers paid within 5 business days	97%	99.3%
Centrally billed account reconciliation within 30 days of receipt	99%	100.0%
Relocation - Payments		
Timely Payment	97%	93.9%
Relocations		
Initial Relocation contact within 1 business day after receipt of complete & approved agency request	95%	99.4%
Contact Relocatee for counseling session 3 business days after receipt of complete & approved relocation agency request	95%	99.5%
Submit Relocation Voucher to employee within 10 days	95%	99.8%
Vendor Invoice submission % submitted within 25 days of receipt of valid invoice	98%	99.0%
System Services - Help Desk		
Average Call Abandonment Rate	<5%	3.17
Average Call Abandonment Time	<45 sec	47.00
Average Call Response Time	<30 sec	10.00
First Call Resolution	70%	69.1%
Total Calls		36,697