



## Quarterly Performance Metrics FY 2013 1st Quarter

### Financial Management Services

	<u>Target</u>	<u>YTD Value</u>
<b>Accounts Payable</b>		
Prompt Pay	99%	100.0%
EFT Compliance	99%	100.0%
Proper Payments	>99%	100.0%
Discounts Taken	99%	97.3%
<b>Accounts Receivable</b>		
Check Deposits processed within 2 business days	99%	79.5%
Remittance-Bullion Orders: Receivables processed timely according to defined timeframes and operating procedures	100%	100.0%
<b>Budget</b>		
Budget Reprogramming Documents processed within 2 business days	95%	100.0%
MAX Reporting	99%	N/A
<b>CitiDirect</b>		
Purchase Card Payments paid within 4 business days from statement approval	95%	100.0%
<b>Investment Accounting</b>		
Accurate Payments for Federal Investments	100%	100.0%
Timely Transactions for Federal Investments	100%	100.0%
<b>Payroll</b>		
Payroll within 3 working days of receipt of payroll tapes from NFC	99%	100.0%
Payroll completed before month-end closing	100%	100.0%
<b>Reporting</b>		
Financial Reporting	99%	100.0%
Fund Balance with Treasury	99%	75.8%
Audit Results	100%	N/A
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%
<b>System Services - Help Desk</b>		
Average Call Abandonment Rate	<5%	3.37
Average Call Abandonment Time	<45 sec	49.60
Average Call Response Time	<30 sec	7.15
First Call Resolution	50%	54.8%
Total Calls		3,522
<b>Vendor Maintenance</b>		
Vendor Maintenance within 24 hours of receipt	99%	99.3%



## Quarterly Performance Metrics FY 2013 1st Quarter

### Human Resource Services

	<u>Target</u>	<u>YTD Value</u>
<b>Classification</b>		
Classification of positions (New and Redescriptions) within 15 days	85%	98.5%
Issue Signed Position Descriptions within 2 business days	85%	100.0%
Minor pen & ink changes within 3 business days	85%	100.0%
<b>Employee Benefits</b>		
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%	100.0%
<b>HR Help Desk</b>		
Average Call Abandonment Rate	<5%	1.91
Average Call Abandonment Time	<45 sec	42.33
Average Call Response Time	<30 sec	9.00
First Call Resolution	85%	88.4%
Total Calls		8,289
<b>HR Reporting Services</b>		
Provide HR Reports, as requested within negotiated time	95%	98.6%
<b>Pay and Leave Administration</b>		
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%	100.0%
Release lump-sum payment for unused annual leave to separated employees within 20 business days after final paycheck is issued	85%	91.4%
<b>Processing Operations</b>		
Resolve Complex Pay Issues within ARC's control within 45 business days	90%	100.0%
Provide Probationary Notices within 70 calendar days	95%	100.0%
Provide a Copy of OPF within 3 business days	95%	100.0%
<b>Staff Acquisition</b>		
ARC portion of the competitive hiring process within 23 days	85%	89.7%
<b>Workers Compensation</b>		
File Worker's Compensation CA-1/CA-2 Forms with Department of Labor within 10 business days	90%	100.0%
File Worker's Compensation CA-7 Forms within 5 days	90%	96.6%



## Quarterly Performance Metrics FY 2013 1st Quarter

### Procurement Services

	<u>Target</u>	<u>YTD Value</u>
<b>Complex Contracts</b>		
Schedule Orders within 90 business days	90%	98.1%
Commercial Items within 120 business days	90%	100.0%
Uniform Contract Format (UCF) Contracts except Cost Reimbursement within 180 business days	90%	N/A
Claims/Ratifications within 60 calendar days	85%	N/A
<b>Purchase and Fleet Card</b>		
Application Processing in less than 5 business days	90%	100.0%
Urgent Requests processed within 1 business day	90%	98.8%
Non-Urgent Requests in less than 3 business days	90%	100.0%
<b>Simple Contract Administrations</b>		
Administrative Modifications (Includes COTR, Funding and Address changes) within 15 business days	90%	67.8%
Other than Administrative Modification (Excludes contractor name changes and novations) within 30 business days	85%	66.8%
<b>Simplified Acquisitions</b>		
Less than \$25,000 within 20 business days	80%	52.3%
Greater than \$25,000 within 40 business days	85%	68.5%
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
<b>System Services - Help Desk</b>		
Average Call Abandonment Rate	<5%	2.89
Average Call Abandonment Time	<45 sec	39.85
Average Call Response Time	<30 sec	7.52
First Call Resolution	75%	84.9%
Total Calls		5,108

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



## Quarterly Performance Metrics FY 2013 1st Quarter

### Systems

	<u>Target</u>	<u>YTD Value</u>
<b>System Services</b>		
System Availability - Oracle	99%	99.7%
System Availability - PRISM	99%	99.9%
System Availability - Discoverer	99%	99.6%
Timely Notice of Scheduled System Outages	100%	100.0%
Run Time for Standard Discoverer Reports created by ARC - % in less than 1 minute	>75%	98.5%
Run Time for Standard Discoverer Reports created by ARC - % in less than 2 minutes	>90%	99.3%
Run Time for Standard Discoverer Reports created by ARC - % in less than 5 minutes	>95%	99.9%
Month End Closing	100%	100.0%

### Travel Services

	<u>Target</u>	<u>YTD Value</u>
<b>E-Gov Travel Services</b>		
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%	98.3%
Centrally billed account reconciliation within 30 days of receipt	99%	100.0%
<b>Relocation - Payments</b>		
Timely Payment	97%	98.4%
<b>Relocations</b>		
Initial Relocation contact within 1 business day after receipt of complete & approved agency request	95%	98.4%
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%	98.0%
Vendor Invoice submission % submitted within 25 days of receipt of valid invoice	98%	97.5%
<b>System Services - Help Desk</b>		
Average Call Abandonment Rate	<5%	2.89
Average Call Abandonment Time	<45 sec	3.63
Average Call Response Time	<30 sec	0.11
First Call Resolution	70%	73.1%
Total Calls		7,413