



## Quarterly Performance Metrics FY 2014 2nd Quarter

### Financial Management Services

	<u>Target</u>	<u>YTD Value</u>
<b>Accounts Payable</b>		
Prompt Pay	99.5%	99.8%
EFT Compliance	99.5%	99.6%
Proper Payments	>99%	99.9%
Discounts Taken	99%	99.1%
<b>Accounts Receivable</b>		
Check Deposits processed within 2 business days	99%	98.4%
Remittance-Bullion Orders: Receivables processed timely according to defined time frames 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%	97.5%
<b>Investment Accounting</b>		
Accurate Payments for Federal Investments	100%	N/A
Timely Transactions for Federal Investments	100%	N/A
<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%	99.9%
Fund Balance with Treasury	99%	100.0%
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%	3.80%
Average Call Response Time	<30 sec	6.76
First Call Resolution	50%	55.9%
Total Calls		8,756
<b>Vendor Maintenance</b>		
Vendor Maintenance within 24 hours of receipt	99%	99.7%



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### Human Resource Services

	<u>Target</u>	<u>YTD Value</u>
<b>Classification</b>		
Classification of positions (New and Redescriptions) within 15 days	90%	96.0%
Issue Signed Position Descriptions within 2 business days	85%	93.5%
Minor pen & ink changes within 3 business days	85%	98.9%
<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%	86.9%
<b>HR Help Desk</b>		
Average Call Abandonment Rate	<5%	1.63%
Average Call Response Time	<30 sec	7.00
First Call Resolution	80%	89.2%
Total Calls		14,307
<b>HR Reporting Services</b>		
Provide HR Reports, as requested within negotiated time	95%	99.4%
<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%	94.9%
<b>Processing Operations</b>		
Resolve Complex Pay Issues within ARC's control within 45 business days	90%	100.0%
Resolve personnel action errors within the pay period	100%	100.0%
Provide SES and Supervisory Probationary Notices within 70 calendar days	95%	99.7%
<b>Staff Acquisition</b>		
ARC portion of the competitive hiring process within 23 days	85%	93.9%
<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%	100.0%



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### Performance Management Module

	<u>Target</u>	<u>YTD Value</u>
<b>Cost Performance (Monthly)</b>		
Monthly Average Call Response Time for System Support	<30 secs	5.85
Percentage of Monthly System Availability	99%	100.0%
Percentage of Tickets Closed within 60 Minutes	62.5%	78.47%
Number of Closings for the Month within 3 Days	100%	100.00%
<b>Cost Performance (Quarterly)</b>		
Indirect Costs Percentage	22%	21.9%
Direct Cost per AP Transaction	\$75.00	\$68.26
Direct Cost as a percentage of Award Dollars	1.8%	0.2%
Direct Cost per Travel Voucher	\$29.00	\$33.00
Direct Cost per FTE in Core HR Services	\$1400	\$1,133
Direct Cost per System User - Oracle	\$18,500	\$23,944
Procurement Savings Negotiated	5%	8.0%



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### Procurement Services

	<u>Target</u>	<u>YTD Value</u>
<b>Contract Administrations</b>		
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
Other than Administrative Modification (Excludes contractor name changes and novations) within 30 business days	85%	76.7%
Administrative Modifications (Includes COTR, Funding and Address changes) within 15 business days	90%	88.5%
Claims/Ratifications within 60 calendar days	85%	N/A
<b>Contracts</b>		
Commercial Items within 120 business days	90%	80.2%
Schedule Orders within 90 business days	90%	97.9%
Uniform Contract Format (UCF) Contracts except Cost Reimbursement within 180 business days	90%	100.0%
<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%	98.5%
Non-Urgent Requests in less than 3 business days	90%	100.0%
<b>Simplified Acquisitions</b>		
Less than \$25,000 within 20 business days	80%	66.7%
Greater than \$25,000 within 40 business days	85%	79.5%
<b>System Services - Help Desk</b>		
Average Call Abandonment Rate	<5%	3.22%
Average Call Response Time	<30 sec	7.83
First Call Resolution	75%	81.9%
Total Calls		22,854

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>
<b>System Services</b>		
System Availability - Oracle	99%	99.7%
System Availability - PRISM	99%	99.7%
System Availability - Discoverer	99%	99.8%
Timely Notice of Scheduled System Outages	100%	N/A
Run Time for Standard Discoverer Reports created by ARC - % in less than 1 minute	>75%	98.2%
Run Time for Standard Discoverer Reports created by ARC - % in less than 2 minutes	>90%	99.5%
Run Time for Standard Discoverer Reports created by ARC - % in less than 5 minutes	>95%	100.0%
Month End Closing	100%	100.0%
Configuration: Add or edit core configuration or setup data within agreed upon time frame	95%	N/A

### 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%	71.0%
Timely Payment % approved vouchers paid within 5 business days	97%	99.3%
Centrally billed account reconciliation within 30 days of receipt	99%	99.1%
<b>Relocation - Payments</b>		
Timely Payment	97%	99.5%
<b>Relocations</b>		
Initial Relocation contact within 1 business day after receipt of complete & approved agency request	95%	99.2%
Contact Relocatee for counseling session 3 business days after receipt of complete & approved relocation agency request	95%	99.2%
Submit Relocation Voucher to employee within 10 days	95%	97.6%
Vendor Invoice submission % submitted within 25 days of receipt of valid invoice	98%	108.6%
<b>System Services - Help Desk</b>		
Average Call Abandonment Rate	<5%	4.18%
Average Call Response Time	<30 sec	0.10
First Call Resolution	70%	57.0%
Total Calls		8,938
<b>Travel Card Services</b>		
Percentage of cardholder applications processed within two business days of receipt	99%	100.3%