Financial Management Services

	Target	YTD Value
Accounts Receivable		
TROR reporting completed by established due dates	95%	100.0%
Budget		
Budget Reprogramming Documents processed within 2 business days	97%	99.9%
MAX Reporting	99%	100.0%
Cash Services		
Check Deposits processed within 2 business days	95%	98.9%
Fund Balance with Treasury - TAS/BETC Reclassifications completed with due date	99%	100.0%
Fund Balance with Treasury - Reconciliations prepared and reviewed by 20th day of subsequent month	98%	100.0%
CitiDirect		
Purchase Card Payments paid within 4 business days from statement approval	98%	99.6%
Commercial Accounts Payable		
Prompt Pay	>99.5%	100.0%
Proper Payments	>99.5%	100.0%
Discounts Taken	99%	99.9%
Grants, Loans, Foreign & Misc		
Proper Payments - Grants	99.5%	99.9%
Proper Payments - Loans	99.5%	100.0%
Proper Payments - Foreign & Misc.	99.5%	99.8%
Payroll		
Payroll posting within 2 business days of receipt of error free file(s) from customer	98%	99.8%
Payroll completed before month-end closing	100%	100.0%
Reporting		
Due Dates Met	99%	100.0%
Audit Results	100%	100.0%
System Services - Help Desk		
First Call Resolution	50%	51.1%
Average Call Abandonment Rate	<5%	3.14%
Average Call Response Time	<10 sec	8.34
Total Calls		10,883
Vendor Maintenance		
Vendor Maintenance within 24 hours of receipt	99%	100.0%

NOTE: Financial Management Metrics have been changed from FY2014 to FY2015. The performance data has been broken down into smaller more detailed buckets. Therefore, the results will not be as comparable. Beginning in FY 2015, the calculation for percentage of payroll posting within 5 business days includes time spent with customers resolving payroll record rejections and defaults.

Human Resource Services

	Target	YTD Value
Classification		
Classification of positions (New and Redescriptions) within 15 days	90%	79.0%
Desk Audits/Position Reviews completed within 45 calendar days	90%	86.0%
Minor pen & ink changes within 3 business days	90%	94.4%
Employee Benefits		
Submission of Retirement Packages within 3 business days following the effective retirement date	95%	100.0%
Percent of cases audited by OPM determined to be error free	90%	96.0%
HR Help Desk		
First Call Resolution	80%	86.4%
Average Call Response Time	<20 sec	8.42
Average Call Abandonment Rate	<5%	2.10%
Percentage of tickets reopened after initially determined to be resolved	<5%	0.1%
Total Calls		31,079
HR Reporting Services		
Provide HR Reports, as requested within negotiated time	95%	100.0%
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%	100.0%
Release lump-sum payment for unused annual leave to separated employees within 20 business days after final paycheck is issued	90%	98.1%
Personnel Security Services		
Submit acceptable background investigation requests and documents to OPM	95%	99.8%
Processing Operations		
Resolve Complex Pay Issues within ARC's control within 45 business days	90%	94.1%
Provide SES and Supervisory Probationary Notices within 70 calendar days	95%	99.3%
Process personnel actions to facilitate timely salary pmt. within the pay period	99%	100.0%
Process properly documented awards within 1 pay period	90%	99.0%
Staff Acquisition		
ARC portion of the competitive hiring process within 23 days	85%	88.1%
Workers Compensation		
File Worker's Compensation CA-1/CA-2 Forms with Department of Labor within 10 business days	95%	100.0%
File Worker's Compensation CA-7 Forms within 5 days	90%	100.0%

Procurement Services

	Target	YTD Value
Contract Administration		
Administrative Modifications (Includes COTR, Funding and Address changes) within 15 business days	90%	95.7%
Other than Administrative Modification (Excludes contractor name changes and novations) within 30 business days	85%	97.2%
% completed within 45 business days	85%	94.0%
Claims/Ratifications within 60 calendar days	85%	100.0%
Contracts		
Schedule Orders within 90 business days	90%	91.3%
Commercial Items within 120 business days	90%	100.0%
Uniform Contract Format (UCF) Contracts except Cost Reimbursement within 180 business days	90%	100.0%
Purchase and Fleet Card		
Application Processing in less than 5 business days	95%	100.0%
Urgent Requests processed within 1 business day	95%	99.2%
Non-Urgent Requests in less than 3 business days	95%	100.0%
Simplified Acquisitions		
Less than $25,000 within 20 business days		67.4%
Greater than $25,000 within 40 business days		89.5%
System Services - Help Desk		
First Call Resolution	75%	88.4%
Average Call Abandonment Rate	<5%	1.95%
Average Call Response Time	<10 sec	8.23
Total Calls		22,889

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

Systems

	Target	YTD Value
System Services		
System Availability - Oracle	99%	99.6%
System Availability - PRISM	99%	99.7%
System Availability - Discoverer	99%	99.6%
Timely Notice of Scheduled System Outages	100%	100.0%
Month End Closing	100%	100.0%
Run Time for Standard Discoverer Reports created by ARC - % in less than 1 minute	>90%	95.4%

Travel Services

	Target	YTD Value
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	98%	99.9%
Centrally billed account reconciliation within 30 days of receipt	99%	98.7%
Relocation - Payments		
Timely Payment	98%	99.7%
Relocations		
Initial Relocation contact within 1 business day after receipt of complete & approved agency request	97%	100.0%
Contact Relocatee for counseling session 3 business days after receipt of complete & approved relocation agency request	97%	100.0%
Submit Relocation Voucher to employee within 10 days	96%	99.1%
Vendor Invoice submission % submitted within 25 days of receipt of valid invoice	98%	96.9%
System Services - Help Desk		
First Call Resolution	80%	86.9%
Average Call Response Time	<15 sec	13.71
Average Call Abandonment Rate	<5%	3.21%
Total Calls		45,004
Travel Card Services		
Percentage of cardholder applications processed within two business days of receipt	99%	100.0%