



## Quarterly Performance Metrics FY 2017 4th Quarter

### Financial Management Services

|  | <u>Target</u> | <u>YTD Value</u> |
|--|---------------|------------------|
| <b>Accounts Receivable</b>   |               |                  |
| Documents posted within two business days once complete information is received                    | 80%           | 98.3%            |
| <b>Budget</b>  |               |                  |
| Budget Reprogramming Documents processed within 2 business days                                    | 97%           | 100.0%           |
| MAX Reporting completed timely   | 99%           | 100.0%           |
| <b>Cash Services</b>   |               |                  |
| Deposits processed within 2 business days  | 95%           | 99.5%            |
| Fund Balance with Treasury - TAS/BETC Reclassifications completed within due date                  | 99%           | 100.0%           |
| Fund Balance with Treasury - Reconciliations prepared and reviewed by 20th day of subsequent month | 98%           | 100.0%           |
| <b>CitiDirect</b>  |               |                  |
| Error free interfaced invoices paid within two business days from receipt of payment file          | 98%           | 99.8%            |
| <b>Commercial Accounts Payable</b>   |               |                  |
| Prompt Pay   | >99.5%        | 100.0%           |
| Proper Payments  | >99.5%        | 100.0%           |
| Discounts Taken  | 99%           | 99.9%            |
| <b>Debt Collection</b>   |               |                  |
| Referral to Fed Debt within legal limits with customer approval                                    | 90%           | 100.0%           |
| <b>Grants, Loans, Foreign &amp; Misc</b>   |               |                  |
| Proper Payments - Grants   | 99.5%         | 100.0%           |
| Proper Payments - Loans  | 99.5%         | 100.0%           |
| Proper Payments - Foreign & Misc.  | 99.5%         | 100.0%           |
| <b>Payroll</b>   |               |                  |
| Payroll posting within 2 business days of receipt of error free file(s) from customer              | 98%           | 99.9%            |
| Payroll completed before month-end closing   | 100%          | 100.0%           |
| <b>Receivable Reporting</b>  |               |                  |
| TROR reporting completed by established due dates  | 95%           | 100.0%           |
| <b>Reporting</b>   |               |                  |
| Reporting and account maintenance tasks completed by due dates                                     | 99%           | 100.0%           |
| Unqualified audit opinions for items under ARC control and responsibility                          | 100%          | 100.0%           |
| <b>System Services - Help Desk</b>   |               |                  |
| First Call Resolution  | 65%           | 81.5%            |
| Average Call Abandonment Rate  | <5%           | 2.00%            |
| Percent of emails resolved within 1 business day   | 65%           | 76.4%            |
| Average Call Response Time   | <10 sec       | 8.51             |
| Total Calls  |               | 20,558           |



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### *Vendor Maintenance*

Vendor Maintenance within 24 hours of receipt

99%

100.0%



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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%           | 95.6%            |
| Desk Audits/Position Reviews completed within 45 calendar days   | 90%           | 93.3%            |
| Minor pen & ink changes within 3 business days   | 90%           | 94.0%            |
| Accuracy of Position Classification Actions Reviewed   | 90%           | 94.0%            |
| <b>Employee Benefits</b>   |               |                  |
| 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%           | 94.5%            |
| Percentage of Retirement Estimates Completed within 12 Calendar Days   | 85%           | 96.4%            |
| <b>HR Help Desk</b>  |               |                  |
| First Call Resolution  | 80%           | 87.7%            |
| Average Call Response Time   | <20 sec       | 10.43            |
| Average Call Abandonment Rate  | <5%           | 2.62%            |
| Percentage of tickets reopened after initially determined to be resolved   | <5%           | 0.1%             |
| Total Calls  |               | 33,304           |
| <b>HR Reporting Services</b>   |               |                  |
| Provide HR Reports, as requested within negotiated time  | 95%           | 99.9%            |
| <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%           | 98.5%            |
| Release lump-sum payment for unused annual leave to separated employees within 20 business days after final paycheck is issued   | 90%           | 98.5%            |
| <b>Personnel Security Services</b>   |               |                  |
| Submit acceptable background investigation requests and documents to OPM   | 95%           | 96.9%            |
| <b>Processing Operations</b>   |               |                  |
| Resolve Complex Pay Issues within ARC's control within 45 business days  | 90%           | 95.1%            |
| Provide SES and Supervisory Probationary Notices within 70 calendar days   | 95%           | 97.1%            |
| Process personnel actions to facilitate timely salary pmt. within the pay period   | 99%           | 100.0%           |
| Process properly documented awards within 1 pay period   | 90%           | 99.4%            |
| Percentage of accurate data points in ARC's Quality Review   | 90%           | 96.3%            |
| <b>Staff Acquisition</b>   |               |                  |
| ARC portion of the competitive hiring process within 23 days   | 85%           | 85.2%            |
| Accuracy of Staffing Actions   | 90%           | 93.7%            |
| <b>Workers Compensation</b>  |               |                  |



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|   |     |        |
|---|-----|--------|
| 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

|   | <u>Target</u> | <u>YTD Value</u> |
|---|---------------|------------------|
| <b>Contract Administration</b>  |               |                  |
| Administrative Modifications (Includes COTR, Funding and Address changes) within 15 business days               | 90%           | 98.1%            |
| Other than Administrative Modification (Excludes contractor name changes and novations) within 30 business days | 85%           | 96.4%            |
| % completed within 45 business days   | 85%           | 95.3%            |
| Claims/Ratifications within 60 calendar days  | 85%           | 80.0%            |
| <b>Contracts</b>  |               |                  |
| Schedule Orders within 90 business days   | 90%           | 89.4%            |
| Commercial Items within 120 business days   | 90%           | 89.2%            |
| <b>Purchase and Fleet Card</b>  |               |                  |
| Application Processing in less than 5 business days   | 95%           | 100.0%           |
| Urgent Requests processed within 1 business day   | 95%           | 100.0%           |
| Non-Urgent Requests in less than 3 business days  | 95%           | 100.0%           |
| <b>Simplified Acquisitions</b>  |               |                  |
| Less than \$25,000 within 20 business days  |               | 58.7%            |
| Greater than \$25,000 within 40 business days   |               | 88.1%            |
| <b>System Services - Help Desk</b>  |               |                  |
| First Call Resolution   | 75%           | 83.9%            |
| Average Call Abandonment Rate   | <5%           | 1.35%            |
| Average Call Response Time  | <10 sec       | 7.94             |
| Total Calls   |               | 40,022           |

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%           | 99.8%            |
| System Availability - Discoverer  | 99%           | 99.8%            |
| Timely Notice of Scheduled System Outages   | 100%          | 81.8%            |
| Month End Closing   | 100%          | 99.9%            |
| Run Time for Standard Discoverer Reports created by ARC - % in less than 1 minute | >90%          | 92.7%            |

### 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  | 98%           | 99.8%            |
| Centrally billed account reconciliation within 30 days of receipt   | 99%           | 100.0%           |
| <b>Relocation - Payments</b>  |               |                  |
| Timely Payment  | 98%           | 100.0%           |
| <b>Relocations</b>  |               |                  |
| 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%           | 99.7%            |
| Submit Relocation Voucher to employee within 10 days  | 96%           | 95.9%            |
| Vendor Invoice submission % submitted within 25 days of receipt of valid invoice  | 98%           | 97.5%            |
| <b>System Services - Help Desk</b>  |               |                  |
| Call Ticket Resolution  | 90%           | 98.0%            |
| Email Ticket Resolution   | 80%           | 86.9%            |
| Average Call Response Time  | <15 sec       | 13.58            |
| Average Call Abandonment Rate   | <5%           | 2.50%            |
| Total Calls   |               | 53,208           |
| <b>Travel Card Services</b>   |               |                  |
| Percentage of cardholder applications processed within two business days of receipt                                     | 99%           | 100.0%           |