



Quarterly Performance Metrics FY 2017 3rd Quarter

Financial Management Services

	<u>Target</u>	<u>YTD Value</u>
Accounts Receivable		
Documents posted within two business days once complete information is received	80%	97.7%
Budget		
Budget Reprogramming Documents processed within 2 business days	97%	100.0%
MAX Reporting completed timely	99%	100.0%
Cash Services		
Deposits processed within 2 business days	95%	99.3%
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%
CitiDirect		
Error free interfaced invoices paid within two business days from receipt of payment file	98%	99.7%
Commercial Accounts Payable		
Prompt Pay	>99.5%	100.0%
Proper Payments	>99.5%	100.0%
Discounts Taken	99%	99.9%
Debt Collection		
Referral to Fed Debt within legal limits with customer approval	90%	100.0%
Grants, Loans, Foreign & Misc		
Proper Payments - Grants	99.5%	100.0%
Proper Payments - Loans	99.5%	100.0%
Proper Payments - Foreign & Misc.	99.5%	100.0%
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%
Receivable Reporting		
TROR reporting completed by established due dates	95%	100.0%
Reporting		
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%
System Services - Help Desk		
First Call Resolution	65%	83.3%
Average Call Abandonment Rate	<5%	1.88%
Percent of emails resolved within 1 business day	65%	76.5%
Average Call Response Time	<10 sec	8.38
Total Calls		15,606



Quarterly Performance Metrics FY 2017 3rd Quarter

Vendor Maintenance

Vendor Maintenance within 24 hours of receipt

99%

100.0%



Quarterly Performance Metrics FY 2017 3rd Quarter

Human Resource Services

	Target	YTD Value
Classification		
Classification of positions (New and Redescriptions) within 15 days	90%	95.8%
Desk Audits/Position Reviews completed within 45 calendar days	90%	93.8%
Minor pen & ink changes within 3 business days	90%	95.0%
Accuracy of Position Classification Actions Reviewed	90%	94.0%
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%	94.5%
Percentage of Retirement Estimates Completed within 12 Calendar Days	85%	95.6%
HR Help Desk		
First Call Resolution	80%	87.5%
Average Call Response Time	<20 sec	10.60
Average Call Abandonment Rate	<5%	2.59%
Percentage of tickets reopened after initially determined to be resolved	<5%	0.1%
Total Calls		23,415
HR Reporting Services		
Provide HR Reports, as requested within negotiated time	95%	99.9%
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%	98.0%
Release lump-sum payment for unused annual leave to separated employees within 20 business days after final paycheck is issued	90%	98.4%
Personnel Security Services		
Submit acceptable background investigation requests and documents to OPM	95%	96.7%
Processing Operations		
Resolve Complex Pay Issues within ARC's control within 45 business days	90%	94.5%
Provide SES and Supervisory Probationary Notices within 70 calendar days	95%	96.1%
Process personnel actions to facilitate timely salary pmt. within the pay period	99%	100.0%
Process properly documented awards within 1 pay period	90%	99.3%
Percentage of accurate data points in ARC's Quality Review	90%	96.2%
Staff Acquisition		
ARC portion of the competitive hiring process within 23 days	85%	82.7%
Accuracy of Staffing Actions	90%	93.7%
Workers Compensation		



Quarterly Performance Metrics FY 2017 3rd Quarter

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>
Contract Administration		
Administrative Modifications (Includes COTR, Funding and Address changes) within 15 business days	90%	98.6%
Other than Administrative Modification (Excludes contractor name changes and novations) within 30 business days	85%	96.8%
% completed within 45 business days	85%	96.4%
Claims/Ratifications within 60 calendar days	85%	100.0%
Contracts		
Schedule Orders within 90 business days	90%	87.5%
Commercial Items within 120 business days	90%	94.6%
Purchase and Fleet Card		
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%
Simplified Acquisitions		
Less than \$25,000 within 20 business days		60.7%
Greater than \$25,000 within 40 business days		92.0%
System Services - Help Desk		
First Call Resolution	75%	85.4%
Average Call Abandonment Rate	<5%	1.33%
Average Call Response Time	<10 sec	7.90
Total Calls		24,290

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 2017 3rd Quarter

Systems

	<u>Target</u>	<u>YTD Value</u>
System Services		
System Availability - Oracle	99%	99.7%
System Availability - PRISM	99%	99.8%
System Availability - Discoverer	99%	99.7%
Timely Notice of Scheduled System Outages	100%	66.7%
Month End Closing	100%	100.0%
Run Time for Standard Discoverer Reports created by ARC - % in less than 1 minute	>90%	92.2%

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	98%	99.8%
Centrally billed account reconciliation within 30 days of receipt	99%	100.0%
Relocation - Payments		
Timely Payment	98%	100.0%
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%	99.9%
Submit Relocation Voucher to employee within 10 days	96%	96.5%
Vendor Invoice submission % submitted within 25 days of receipt of valid invoice	98%	98.5%
System Services - Help Desk		
Call Ticket Resolution	90%	98.0%
Email Ticket Resolution	80%	86.1%
Average Call Response Time	<15 sec	12.96
Average Call Abandonment Rate	<5%	2.32%
Total Calls		37,343
Travel Card Services		
Percentage of cardholder applications processed within two business days of receipt	99%	100.0%