



Quarterly Performance Metrics FY 2020 2nd Quarter

Financial Management Services

	<u>Target</u>	<u>YTD Value</u>
Accounts Receivable		
Documents posted within two business days once complete information is received	95%	99.8%
Budget		
Budget Reprogramming Documents processed within 2 business days	97%	99.9%
MAX Reporting completed timely	99%	100.0%
Budget Formulation and Execution Manager		
BFEM System Availability	99%	100.0%
Cash Services		
Deposits processed within 2 business days	95%	96.8%
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	99%	100.0%
CitiDirect		
Error free interfaced invoices paid within two business days from receipt of payment file	99%	100.0%
Commercial Accounts Payable		
Prompt Pay	99.7%	100.0%
Proper Payments	99.7%	100.0%
Discounts Taken	99%	99.5%
Debt Collection		
Referral to Fed Debt within legal limits with customer approval	99%	100.0%
Grants, Loans, Foreign & Misc		
Proper Payments - Grants	99.7%	100.0%
Proper Payments - Loans	99.7%	100.0%
Proper Payments - Foreign & Misc.	99.7%	100.0%
Payroll		
Payroll posting within 2 business days of receipt of error free file(s) from customer	99.9%	100.0%
Payroll completed before month-end closing	100%	100.0%
Receivable Reporting		
TROR reporting completed by established due dates	99%	100.0%
Reporting		
Reporting and account maintenance tasks completed by due dates	99%	100.0%
System Services - Help Desk		
First Call Resolution closed within 60 min	70%	69.8%
Average Call Abandonment Rate	<5%	1.52%
Percent of emails resolved within 1 business day	65%	67.8%
Average Call Response Time	<10 sec	7.14
Total Calls		9,710



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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>
Classification		
Classification of positions (New and Redescriptions) within 15 days	90%	87.5%
Desk Audits/Position Reviews completed within 45 calendar days	90%	100.0%
Minor pen & ink changes within 3 business days	90%	95.5%
Accuracy of Position Classification Actions Reviewed (Reported for previous quarter activity)	90%	98.2%
Tier 1 Call Center tickets resolved within 1 business day	85%	99.2%
Employee Benefits		
Submission of Retirement Packages within 3 business days following the effective retirement date	98%	100.0%
Percent of cases audited by OPM determined to be error free (Reported for previous quarter activity)	92%	97.4%
Percentage of Retirement Estimates Completed within 12 Calendar Days	90%	98.2%
Retirement code errors corrected within 45 days of identification	85%	100.0%
HR Help Desk		
First Call Resolution within 60 min.	80%	93.6%
Average Call Response Time	<20 sec	9.89
Average Call Abandonment Rate	<5%	3.09%
Percentage of tickets reopened after initially determined to be resolved	<2%	0.2%
Total Calls		15,019
Percent of emails resolved within 1 business day	65%	78.3%
HR Reporting Services		
Provide HR Reports, as requested within 3 business days	95%	98.1%
Payroll, Processing, and Personnel Records		
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	95%	99.1%
Resolve Complex Pay Issues within ARC's control within 45 business days	90%	96.7%
Process personnel actions to facilitate timely salary pmt. within the pay period	99%	100.0%
Process properly documented awards within 1 pay period	95%	99.5%
Percentage of accurate data points in ARC's Quality Review	90%	97.5%
Transmission of timecards validated/certified by noon eastern time on the Monday following the end of the pay period that are completed within the pay period	99%	100.0%
Personnel Security Services		
Submit acceptable background investigation requests and documents to OPM	95%	93.8%



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Submit to customer written adjudication recommendations within 16 calendar days	95%	96.3%
<i>Staff Acquisition</i>		
ARC portion of standalone job analysis process completed within 30 days	85%	88.6%
Accuracy of Staffing Actions (Reported for previous quarter activity)	90%	96.9%
ARC portion of the competitive hiring process within 23 days	85%	85.5%
<i>Workers Compensation</i>		
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	95%	100.0%
Accuracy of Workers' Compensation cases	90%	99.0%



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Procurement Services

	<u>Target</u>	<u>YTD Value</u>
Acquisition Services		
Simplified Acquisitions within 40 business days	85%	81.0%
8(a) Direct Awards >\$250K but < \$4M within 60 business days	85%	87.5%
MAS, GWAC, and TWAC >\$250K within 90 business days	85%	100.0%
Complex Contracts completed within 120 business days	85%	100.0%
Contract Administration		
Option Renewals completed before current period of performance expiration	99%	100.0%
IA and IA mods within 15 business days	85%	89.9%
Unilateral mods within 20 business days	85%	97.7%
Bilateral mods within 30 business days	85%	98.3%
Non competitive BPA Call or Task/Delivery Order < \$250K within 30 business days	85%	100.0%
Non competitive BPA Call or Task/Delivery Order >= \$250K within 45 business days	85%	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%	100.0%
Non-Urgent Requests in less than 3 business days	95%	100.0%
System Services - Help Desk		
First Call Resolution closed within 60 min	80%	84.1%
Average Call Abandonment Rate	<5%	1.32%
Average Call Response Time	<10 sec	8.00
Total Calls		14,802

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

	<u>Target</u>	<u>YTD Value</u>
System Services		
System Availability - Oracle	99%	100.0%
System Availability - PRISM	99%	100.0%
System Availability - Discoverer/OBI	99%	99.8%
Month End Closing	100%	100.0%
Standard Suite reports run within one minute	>90%	85.7%
System Availability - OneStream	99%	100.0%



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Travel Services

	<u>Target</u>	<u>YTD Value</u>
<i>E-Gov Travel Services</i>		
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	99%	98.5%
Centrally billed account reconciliation within 30 days of receipt	99%	98.6%
<i>Relocation - Payments</i>		
Approved employee vouchers paid within 5 business days	99%	100.0%
<i>Relocations</i>		
Initial Relocation contact within 1 business day after receipt of complete & approved agency request	99%	100.0%
Contact Relocatee for counseling session 3 business days after receipt of complete & approved relocation agency request	99%	99.8%
Submit Relocation Voucher to employee within 10 days	97%	98.3%
Vendor Invoice submission % submitted within 25 days of receipt of valid invoice	97%	99.3%
<i>System Services - Help Desk</i>		
Call Ticket Resolution	94%	97.8%
Email Ticket Resolution	85%	89.8%
Average Call Response Time	<15 sec	17.16
Average Call Abandonment Rate	<5%	7.54%
Total Calls		20,290
<i>Travel Card Services</i>		
Percentage of cardholder applications processed within two business days of receipt	99%	98.3%