



## Quarterly Performance Metrics FY 2021 1st 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	95%	100.0%
<b>Budget</b>		
Budget Reprogramming Documents processed within 2 business days	97%	100.0%
MAX Reporting completed timely	99%	100.0%
<b>Budget Formulation and Execution Manager</b>		
BFEM System Availability	99%	96.7%
<b>Cash Services</b>		
Deposits processed within 2 business days	95%	81.5%
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	99%	100.0%
<b>CitiDirect</b>		
Error free interfaced invoices paid within two business days from receipt of payment file	99%	100.0%
<b>Commercial Accounts Payable</b>		
Prompt Pay	99.7%	99.7%
Proper Payments	99.7%	100.0%
Discounts Taken	99%	100.0%
<b>Debt Collection</b>		
Referral to CSNG within 10 business days of customer approval	99%	100.0%
<b>Grants, Loans, Foreign &amp; Misc</b>		
Proper Payments - Grants	99.7%	100.0%
Proper Payments - Loans	99.7%	100.0%
Proper Payments - Foreign & Misc.	99.7%	99.9%
<b>Payroll</b>		
Payroll posting within 2 business days of receipt of error free file(s) from customer/payroll provider	99.9%	98.8%
Payroll completed before month-end closing	100%	100.0%
<b>Receivable Reporting</b>		
TROR reporting completed by established due dates	99%	100.0%
<b>Reporting</b>		
Reporting and account maintenance tasks completed by due dates	99%	100.0%
Percent of Fixed Asset Module postings completed in correct accounting period.	99%	100.0%
<b>System Services - Help Desk</b>		
First Call Resolution closed within 60 min	70%	75.1%
Average Call Abandonment Rate	<5%	2.39%
Average Call Response Time	<10 sec	8.31



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Total Calls		3,856
Percent of emails resolved within 1 business day	70%	75.1%
OBI Call resolution within 10 business days	75%	88.5%
OBI Email resolved within 10 business days	65%	62.6%



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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%	38.1%
Desk Audits/Position Reviews completed within 45 calendar days	90%	100.0%
Minor pen & ink changes within 3 business days	90%	95.9%
Accuracy of Position Classification Actions Reviewed (Reported for previous quarter activity)	90%	91.7%
Tier 1 Call Center tickets resolved within 1 business day	85%	99.6%
<b>Employee Benefits</b>		
Percentage of Retirement Estimates Completed within 12 Calendar Days	90%	98.4%
<b>HR Help Desk</b>		
First Call Resolution within 60 min.	80%	95.0%
Average Call Response Time	<20 sec	11.97
Average Call Abandonment Rate	<5%	2.92%
Percentage of tickets reopened after initially determined to be resolved	<2%	0.1%
Total Calls		11,269
Percent of emails resolved within 1 business day	65%	72.0%
<b>HR Reporting Services</b>		
Provide HR Reports, as requested within 3 business days	95%	99.1%
<b>Payroll, Processing, and Personnel Records</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	95%	97.3%
Resolve Complex Pay Issues within ARC's control within 45 business days	90%	96.3%
Process personnel actions to facilitate timely salary pmt. within the pay period	99%	100.0%
Process properly documented awards within 1 pay period	95%	99.6%
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%
<b>Personnel Security Services</b>		
Submit acceptable background investigation requests and documents to OPM	95%	99.0%
<b>Staff Acquisition</b>		
ARC portion of standalone job analysis process completed within 30 days	85%	98.3%
Accuracy of Staffing Actions (Reported for previous quarter activity)	90%	98.4%



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ARC portion of the competitive hiring process within 23 days	85%	83.8%
<b>Workers Compensation</b>		
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%	100.0%

### Procurement Services

	<u>Target</u>	<u>YTD Value</u>
<b>Acquisition Services</b>		
Simplified Acquisitions within 40 business days	85%	62.5%
8(a) Direct Awards >\$250K but < \$4M within 60 business days	85%	57.1%
MAS, GWAC, and TWAC >\$250K within 90 business days	85%	88.9%
Complex Contracts completed within 120 business days	85%	100.0%
<b>Contract Administration</b>		
Option Renewals completed before current period of performance expiration	99%	100.0%
IA and IA mods within 15 business days	85%	97.6%
Unilateral mods within 20 business days	85%	98.3%
Bilateral mods within 30 business days	85%	97.3%
Non competitive BPA Call or Task/Delivery Order < \$250K within 30 business days	85%	72.5%
Non competitive BPA Call or Task/Delivery Order >= \$250K within 45 business days	85%	95.0%
Competitive BPA Call or Task/Delivery Order >= \$250K within 75 business days	85%	100.0%
<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%	99.7%
<b>System Services - Help Desk</b>		
First Call Resolution closed within 60 min	80%	84.4%
Average Call Abandonment Rate	<5%	1.07%
Average Call Response Time	<10 sec	8.65
Total Calls		6,362

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%	99.8%
System Availability - PRISM	99%	100.0%
System Availability - OBI	99%	99.8%
Timely Notice of Scheduled System Outages - Oracle	100%	100.0%
Timely Notice of Scheduled System Outages - PRISM	100%	100.0%
Month End Closing	100%	67.1%
Standard Suite reports run within one minute	>85%	84.8%
System Availability - OneStream	99%	99.9%

### 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	99%	98.0%
Centrally billed account reconciliation within 30 days of receipt	99%	100.0%
<b>Relocation - Payments</b>		
Approved employee vouchers paid within 5 business days	99%	100.0%
<b>Relocations</b>		
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%	100.0%
Submit Relocation Voucher to employee within 10 days	97%	99.3%
Vendor Invoice submission % submitted within 25 days of receipt of valid invoice	97%	99.0%
<b>System Services - Help Desk</b>		
Call Ticket Resolution	94%	96.5%
Email Ticket Resolution	85%	97.8%
Average Call Response Time	<15 sec	10.34
Average Call Abandonment Rate	<5%	1.20%
Total Calls		1,836
<b>Travel Card Services</b>		
Percentage of cardholder applications processed within two business days of receipt	99%	100.0%