



Quarterly Performance Metrics FY 2021 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	95%	100.0%
Budget		
Budget Reprogramming Documents processed within 2 business days	97%	100.0%
MAX Reporting completed timely	99%	100.0%
Budget Formulation and Execution Manager		
BFEM System Availability	99%	98.4%
Cash Services		
Deposits processed within 2 business days	95%	72.3%
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	99%	100.0%
CitiDirect		
Error free interfaced invoices validated the same day as the payment file was received from Citibank	99%	99.9%
Error free reprocess interfaced invoices validated no later than the next business day of receipt from the designated Approving Official (AO)	95%	98.6%
Error free ZDI requests processed no later than two business days after receipt from designated Approving Official (AO)	95%	98.2%
Commercial Accounts Payable		
Prompt Pay	99.7%	99.8%
Proper Payments	99.7%	100.0%
Discounts Taken	99%	99.9%
Debt Collection		
Referral to CSNG within 10 business days of 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/payroll provider	99.9%	99.4%
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%
Percent of Fixed Asset Module postings completed in correct accounting period.	99%	100.0%



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System Services - Help Desk

First Call Resolution closed within 60 min	70%	79.8%
Average Call Abandonment Rate	<5%	2.15%
Average Call Response Time	<10 sec	7.79
Total Calls		10,966
Percent of emails resolved within 1 business day	70%	76.7%
OBI Call resolution within 10 business days	75%	94.5%
OBI Email resolved within 10 business days	65%	73.4%

Vendor Maintenance

Routine vendor changes and additions accurately completed by the end of the next business day	99%	99.9%
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Human Resource Services

<i>Classification</i>	<u>Target</u>	<u>YTD Value</u>
Classification of positions (New and Redescriptions) within 15 days	90%	55.9%
Desk Audits/Position Reviews completed within 45 calendar days	90%	97.2%
Minor pen & ink changes within 3 business days	90%	95.3%
Accuracy of Position Classification Actions Reviewed (Reported for previous quarter activity)	90%	93.7%
Tier 1 Call Center tickets resolved within 1 business day	85%	99.7%
<i>Employee Benefits</i>		
Percentage of Retirement Estimates Completed within 12 Calendar Days	90%	97.9%
<i>HR Help Desk</i>		
First Call Resolution within 60 min.	80%	94.7%
Average Call Response Time	<20 sec	13.05
Average Call Abandonment Rate	<5%	3.07%
Percentage of tickets reopened after initially determined to be resolved	<2%	0.1%
Total Calls		30,131
Percent of emails resolved within 1 business day	65%	71.0%
<i>HR Reporting Services</i>		
Provide HR Reports, as requested within 3 business days	95%	99.0%
<i>Payroll, Processing, and Personnel Records</i>		
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%	98.1%
Release lump-sum payment for unused annual leave to separated employees within 20 business days after final paycheck is issued	95%	97.6%
Resolve Complex Pay Issues within ARC's control within 45 business days	90%	98.1%
Process personnel actions to facilitate timely salary pmt. within the pay period	99%	100.0%
Process properly documented awards within 1 pay period	95%	99.1%
Percentage of accurate data points in ARC's Quality Review	90%	97.2%
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%
<i>Personnel Security Services</i>		
Submit acceptable background investigation requests and documents to OPM	95%	98.3%
Submit to customer written adjudication recommendations within 16 calendar days	95%	93.1%
<i>Staff Acquisition</i>		
ARC portion of standalone job analysis process completed within 30 days	85%	98.4%



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Accuracy of Staffing Actions (Reported for previous quarter activity)	90%	97.6%
ARC portion of the competitive hiring process within 23 days	85%	90.0%
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	95%	100.0%
Accuracy of Workers' Compensation cases	90%	99.3%



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Procurement Services

	<u>Target</u>	<u>YTD Value</u>
Acquisition Services		
Simplified Acquisitions within 40 business days	85%	81.1%
8(a) Direct Awards >\$250K but < \$4M within 60 business days	85%	69.2%
MAS, GWAC, and TWAC >\$250K within 90 business days	85%	83.7%
Complex Contracts completed within 120 business days	85%	92.3%
Contract Administration		
Option Renewals completed before current period of performance expiration	99%	100.0%
IA and IA mods within 15 business days	85%	96.2%
Unilateral mods within 20 business days	85%	96.7%
Bilateral mods within 30 business days	85%	96.9%
Non competitive BPA Call or Task/Delivery Order < \$250K within 30 business days	85%	90.2%
Non competitive BPA Call or Task/Delivery Order >= \$250K within 45 business days	85%	94.7%
Competitive BPA Call or Task/Delivery Order < \$250K within 45 business days	85%	80.0%
Competitive BPA Call or Task/Delivery Order >= \$250K within 75 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%	99.9%
System Services - Help Desk		
First Call Resolution closed within 60 min	80%	84.0%
Average Call Abandonment Rate	<5%	1.53%
Average Call Response Time	<10 sec	8.17
Total Calls		22,222

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>
System Services		
System Availability - Oracle	99%	99.8%
System Availability - PRISM	99%	99.9%
System Availability - OBI	99%	99.9%
Timely Notice of Scheduled System Outages - Oracle	100%	100.0%
Timely Notice of Scheduled System Outages - PRISM	100%	100.0%
Month End Closing	100%	89.1%
Standard Suite reports run within one minute	>85%	88.3%
System Availability - OneStream	99%	99.3%

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	99%	98.8%
Centrally billed account reconciliation within 30 days of receipt	99%	100.0%
Relocation - Payments		
Approved employee vouchers paid within 5 business days	99%	100.0%
Relocations		
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%	99.4%
Vendor Invoice submission % submitted within 25 days of receipt of valid invoice	97%	99.5%
System Services - Help Desk		
Call Ticket Resolution	94%	95.8%
Email Ticket Resolution	85%	97.4%
Average Call Response Time	<15 sec	9.56
Average Call Abandonment Rate	<5%	1.13%
Total Calls		5,656
Travel Card Services		
Percentage of cardholder applications processed within two business days of receipt	99%	99.6%