Financial Management Services

	Target	YTD Value
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%	98.5%
Budget Formulation and Execution Manager		
BFEM System Availability	99%	100.0%
Cash Services		
Deposits processed within 2 business days	95%	100.0%
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 SmartPay3 bank	99%	100.0%
Error free reprocess interfaced invoices validated no later than the next business day of receipt from the designated Approving Official (AO)	95%	100.0%
Error free ZDI requests processed no later than two business days after receipt from designated Approving Official (AO)	95%	100.0%
Commercial Accounts Payable		
Prompt Pay	99.7%	100.0%
Proper Payments	99.7%	100.0%
Discounts Taken	99%	100.0%
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%	99.9%

Payroll

Payroll posting within 2 business days of receipt of error free file(s) from customer/payroll provider	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%
Percent of Fixed Asset Module postings completed in correct accounting period.	99%	100.0%

System Services - Help Desk

First Call Resolution closed within 60 min-Oracle	70%	57.1%
Average Call Abandonment Rate-Oracle	<5%	3.82%
Average Call Response Time	<10 sec	7.77
Total Calls		1,780
Percent of emails resolved within 1 business day-Oracle	65%	78.9%
OBI Call resolution within 10 business days	75%	90.3%
OBI Email resolved within 10 business days	65%	72.8%

Vendor Maintenance

Routine vendor changes and additions accurately completed by the end of the next business day	99%	100.0%

Human Resource Services

	Target	YTD Value
Classification		
Classification of positions (New and Redescriptions) within 15 days	90%	90.3%
Minor pen & ink changes within 3 business days	92%	82.1%
Accuracy of Position Classification Actions Reviewed (Reported for previous quarter activity)	90%	98.1%
Tier 1 Call Center tickets resolved within 1 business day	85%	99.4%
Employee Benefits		
Percent of cases audited by OPM determined to be error free (Reported for previous quarter activity)	92%	93.7%
Percentage of Retirement Estimates completed within 12 calendar days	90%	98.6%
Retirement code errors corrected within 45 days of identification	85%	100.0%
HR Help Desk		
First Call Resolution within 60 min.	80%	96.4%
Average Call Response Time	<20 sec	11.75
Average Call Abandonment Rate-HR	<5%	2.07%
Total Calls		10,915
Percent of emails resolved within 1 business day	65%	96.4%
HR Reporting Services		
Provide HR Reports, as requested within 3 business days	95%	100.0%
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%	98.8%
Resolve Complex Pay Issues within ARC's control within 45 business days	90%	100.0%
Process personnel actions to facilitate timely salary pmt. within the pay period	99%	100.0%

Percentage of accurate data points in ARC's Quality Review	95%	98.3%
Transmision 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%

Staff Acquisition

ARC portion of standalone job analysis process completed within 30 days	85%	100.0%
Accuracy of Staffing Actions (Reported for previous quarter activity)	90%	100.0%
ARC portion of the competitive hiring process within 23 days	85%	73.9%

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%	80.0%
Accuracy of Workers' Compensation cases	90%	98.3%

Procurement Services

	Target	YTD Value
Acquisition Services		
Simplified Acquisitions within 50 business days	90%	95.9%
8(a) Direct Awards >$250K but =< $4M within 70 business days	90%	100.0%
MAS, GWAC, and TWAC >$250K within 125 business days	90%	100.0%
Complex Contracts completed within 125 business days	90%	100.0%
Contract Administration		
Option Renewals completed before current period of performance expiration	99%	100.0%
IA and IA mods within 12 business days	90%	95.9%
Unilateral mods within 15 business days	90%	99.6%
Bilateral mods within 20 business days	90%	97.3%
Non competitive BPA Call or Task/Delivery Order within 25 business days	90%	98.4%
Competitive BPA Call or Task/Delivery Order within 70 business days	90%	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%	99.6%
System Services - Help Desk		
First Call Resolution closed within 60 min-PRISM	80%	88.5%
Average Call Abandonment Rate-PRISM	<5%	5.29%
Average Call Response Time	<10 sec	8.68
Total Calls		4,912
Percent of emails resolved within 1 business day-PRISM	80%	89.4%

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

	Target	YTD Value
System Services		
System Availability - Oracle	99%	100.0%
System Availability - OBI	99%	99.8%
System Availability - PRISM	99%	99.7%
Month End Closing	100%	100.0%
Standard Suite reports run within one minute	>85%	89.5%
System Availability - OneStream	99%	99.8%

Travel Services

	Target	YTD Value
E-Gov Travel Services		
Sampling Turnaround time within 30 days from last day of month of travel voucher paid date	99%	99.3%
Timely Payment % approved vouchers paid within 5 business days	99%	98.2%
Centrally billed account reconciliation within 30 days of receipt of proper invoice	99%	99.1%
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%	100.0%
Vendor Invoice submission % submitted within 25 days of receipt of valid invoice	97%	99.7%
System Services - Help Desk		
Percentage of Tier 1 help desk initiated tickets closed within 60 minutes	95%	98.8%
Percentage of Tier 2 help desk initiated tickets closed within 1 business day	85%	93.7%
Email Ticket Resolution	85%	86.7%
Average Call Response Time	<15 sec	37.00
Average Call Abandonment Rate-TR	<5%	5.67%
Travel Card Services		
Percentage of cardholder applications processed within two business days of receipt	99%	99.1%