



## Quarterly Performance Metrics FY 2024 3rd Quarter

### *Financial Management Services*

	<u>Target</u>	<u>YTD Value</u>
<b><i>Accounts Receivable</i></b>		
Documents posted within two business days once complete information is received	95%	99.9%
<b><i>Budget</i></b>		
Budget Reprogramming Documents processed within 2 business days	97%	99.4%
MAX Reporting completed timely	99%	100.0%
<b><i>Budget Formulation and Execution Manager</i></b>		
BFEM System Availability	99%	100.0%
<b><i>Cash Services</i></b>		
Deposits processed within 2 business days	95%	99.7%
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><i>CitiDirect</i></b>		
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)	99%	99.7%
Error free ZDI requests processed no later than two business days after receipt from designated Approving Official (AO)	95%	100.0%
<b><i>Commercial Accounts Payable</i></b>		
Prompt Pay	99.7%	100.0%
Proper Payments	99.7%	100.0%
Discounts Taken	99%	99.9%
<b><i>Debt Collection</i></b>		
Referral to CSNG within 10 business days of customer approval	99%	99.0%
<b><i>Grants, Loans, Foreign &amp; Misc</i></b>		
Proper Payments - Grants	99.7%	100.0%
Proper Payments - Loans	99.7%	100.0%



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Proper Payments - Foreign & Misc.	99.7%	100.0%
<b><i>Intragovernmental Accounts Payable</i></b>		
Notification of integration error sent within 1 business day-IGAP	90%	83.0%
Recommended corrective action to address integration error sent within 2 business days-IGAP	90%	87.7%
<b><i>Payroll</i></b>		
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%
<b><i>Receivable Reporting</i></b>		
TROR reporting completed by established due dates	99%	100.0%
<b><i>Reporting</i></b>		
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%
Percent of Fixed Asset Module postings completed in correct accounting period.	99%	100.0%
<b><i>System Services - Help Desk</i></b>		
First Call Resolution closed within 60 min-Oracle	70%	58.5%
Average Call Abandonment Rate-Oracle	<5%	4.56%
Average Call Response Time	<10 sec	10.95
Total Calls		4,870
Percent of emails resolved within 1 business day-Oracle	65%	78.9%
OBI Call resolution within 10 business days	75%	89.9%
OBI Email resolved within 10 business days	65%	74.2%
<b><i>Vendor Maintenance</i></b>		
Routine vendor changes and additions accurately completed by the end of the next business day	99%	100.0%



# Quarterly Performance Metrics FY 2024 1st Quarter

## Human Resource Services

<i>Classification</i>	<u>Target</u>	<u>YTD Value</u>
Classification of positions (New and Redescriptions) within 15 days	90%	91.2%
Classification of positions (New and Redescriptions) within 15 days (IBC)	90%	100.0%
Minor pen & ink changes within 3 business days	92%	91.0%
Minor pen & ink changes within 3 business days (IBC)	92%	93.1%
Accuracy of Position Classification Actions Reviewed (Reported for previous quarter activity)	90%	96.6%
Tier 1 Call Center tickets resolved within 1 business day	85%	99.4%
<b>Employee Benefits</b>		
Percent of cases audited by OPM determined to be error free (Reported for previous quarter activity)	92%	92.0%
Percentage of Retirement Estimates completed within 12 calendar days	90%	99.4%
Percentage of Retirement Estimates completed within 12 calendar days (IBC)	90%	100.0%
Retirement code errors corrected within 45 days of identification	85%	95.2%
<b>HR Help Desk</b>		
First Call Resolution within 60 min.	80%	96.1%
Average Call Response Time	<20 sec	10.46
Average Call Abandonment Rate-HR	<5%	1.54%
Total Calls		29,529
Percent of emails resolved within 1 business day	65%	92.3%
<b>HR Reporting Services</b>		
Provide HR Reports, as requested within 3 business days	95%	99.9%
<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%



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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%	99.7%
Process personnel actions to facilitate timely salary pmt. within the pay period	99%	100.0%
Process personnel actions to facilitate timely salary pmt. within the pay period (IBC)	90%	100.0%
Percentage of accurate data points in ARC's Quality Review	95%	98.7%
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>Staff Acquisition</b>		
ARC portion of standalone job analysis process completed within 30 days	85%	99.3%
Accuracy of Staffing Actions (Reported for previous quarter activity)	90%	99.1%
ARC portion of the competitive hiring process within 23 days	85%	80.7%
ARC portion of the competitive hiring process within 23 days (IBC)	85%	88.1%
<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-1/CA-2 Forms with Department of Labor within 10 business days (IBC)	95%	100.0%
File Worker's Compensation CA-7 Forms within 5 days	95%	92.1%
Accuracy of Workers' Compensation cases	90%	99.6%
Accuracy of Workers' Compensation cases (IBC)	90%	100.0%



# Quarterly Performance Metrics FY 2024 1st Quarter

## Procurement Services

	<u>Target</u>	<u>YTD Value</u>
<b>Acquisition Services</b>		
Simplified Acquisitions within 50 business days	90%	93.0%
8(a) Direct Awards >\$250K but =< \$4M within 70 business days	90%	90.9%
MAS, GWAC, and TWAC >\$250K within 125 business days	90%	94.8%
Complex Contracts completed within 125 business days	90%	98.1%
<b>Contract Administration</b>		
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%	98.5%
Bilateral mods within 20 business days	90%	96.0%
Non competitive BPA Call or Task/Delivery Order within 25 business days	90%	94.7%
Competitive BPA Call or Task/Delivery Order within 70 business days	90%	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%	99.9%
<b>System Services - Help Desk</b>		
First Call Resolution closed within 60 min-PRISM	80%	87.5%
Average Call Abandonment Rate-PRISM	<5%	4.38%
Average Call Response Time	<10 sec	9.13
Total Calls		15,218
Percent of emails resolved within 1 business day-PRISM	80%	88.2%



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*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>
<b>System Services</b>		
System Availability - Oracle	99%	100.0%
System Availability - OBI	99%	99.9%
System Availability - PRISM	99%	99.7%
Timely Notice of Scheduled System Outages - Oracle	100%	100.0%
Timely Notice of Scheduled System Outages - PRISM	100%	100.0%
Month End Closing	100%	100.0%
Standard Suite reports run within one minute	>85%	89.6%
System Availability - OneStream	99%	99.9%



## Quarterly Performance Metrics FY 2024 1st Quarter

### *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%	99.6%
Timely Payment % approved vouchers paid within 5 business days	99%	97.7%
Centrally billed account reconciliation within 30 days of receipt of proper invoice	99%	99.4%
<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%	100.0%
Submit Relocation Voucher to employee within 10 days	97%	99.9%
Vendor Invoice submission % submitted within 25 days of receipt of valid invoice	97%	99.7%
<i>System Services - Help Desk</i>		
Percentage of Tier 1 help desk initiated tickets closed within 60 minutes	95%	97.8%
Percentage of Tier 2 help desk initiated tickets closed within 1 business day	85%	91.5%
Email Ticket Resolution	85%	85.3%
Average Call Response Time	<15 sec	30.38
Average Call Abandonment Rate-TR	<5%	4.51%
Total Calls		15,510
<i>Travel Card Services</i>		
Percentage of cardholder applications processed within two business days of receipt	99%	99.4%