



## Quarterly Performance Metrics FY 2025 1st 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	95.0%	99.9%
<b><i>Budget</i></b>		
Budget Reprogramming Documents processed within 2 business days	97.0%	99.7%
MAX Reporting completed timely	99.0%	100.0%
<b><i>Cash Services</i></b>		
Deposits processed within 2 business days	95.0%	99.4%
Fund Balance with Treasury - TAS/BETC Reclassifications completed within due date	99.0%	100.0%
Fund Balance with Treasury - Reconciliations prepared and reviewed by 20th day of subsequent month	99.0%	100.0%
<b><i>Commercial Accounts Payable</i></b>		
Payments made in accordance with Prompt Pay Act when customer approval is received at least 5 business days prior to due date	99.7%	100.0%
Proper Payments excluding customer error - Commercial	99.7%	100.0%
Discounts taken when approved invoice is received at least 3 business days prior to discount date	99.0%	100.0%
<b><i>Debt Collection</i></b>		
Referral to CSNG within 10 business days of customer approval	99.0%	100.0%
<b><i>Grants, Loans, Foreign &amp; Misc</i></b>		
Proper Payments excluding customer error - Foreign & Misc.	99.7%	100.0%
<b><i>Receivable Reporting</i></b>		
TROR reporting completed by established due dates	99.0%	100.0%
<b><i>Reporting</i></b>		
Reporting and account maintenance tasks completed by due dates	99.0%	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.	99.0%	100.0%

### ***System Services - Help Desk***



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First Call Resolution closed within 1 business day-Oracle	80.0%	74.0%
Average Call Abandonment Rate-Oracle	<5%	4.73%
Average Call Response Time-Oracle	<10 sec	6.88
Total Calls		740
Percent of emails resolved within 1 business day-Oracle	70.0%	80.6%
OBI Call resolution within 10 business days	75.0%	69.4%
OBI Email resolved within 10 business days	65.0%	72.7%
<b><i>Vendor Maintenance</i></b>		
Routine vendor changes and additions accurately completed by the end of the next business day	99.0%	100.0%



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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 business days	85.0%	94.4%
Classification of positions (New and Redescriptions) within 15 business days (IBC)	90.0%	100.0%
Minor pen & ink changes within 3 business days	92.0%	94.6%
Minor pen & ink changes within 3 business days (IBC)	92.0%	100.0%
Accuracy of Position Classification Actions Reviewed (Reported for previous quarter activity)	90.0%	90.0%
Tier 1 Call Center tickets resolved within 1 business day	85.0%	100.0%
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 (IBC)	99.0%	100.0%
<b><i>Employee Benefits</i></b>		
Percentage of Retirement Estimates completed within 12 calendar days	90.0%	98.1%
Percentage of Retirement Estimates completed within 12 calendar days (IBC)	90.0%	100.0%
Retirement code errors corrected within 45 days of identification	85.0%	100.0%
Retirement code errors corrected within 45 days of identification (IBC)	85.0%	100.0%
<b><i>HR Help Desk</i></b>		
First Call Resolution within 60 min.	80.0%	94.1%
Average Call Response Time-HR	<20 sec	15.67
Average Call Abandonment Rate-HR	<5%	3.74%
Total Calls		9,123
Percent of emails resolved within 1 business day	65.0%	98.8%
<b><i>HR Reporting Services</i></b>		
Provide HR Reports, as requested within 3 business days	95.0%	99.8%
<b><i>Payroll, Processing, and Personnel Records</i></b>		



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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	95.0%	100.0%
Release lump-sum payment for unused annual leave to separated employees within 20 business days after final paycheck is issued	95.0%	98.7%
Process personnel action corrections within 45 business days	85.0%	100.0%
Process personnel actions (including resolution of system suspense inquiries)	99.0%	100.0%
Process personnel actions (including resolution of system suspense inquiries) (IBC)	99.0%	100.0%
Request new employee prior service records within 30 business days of date of hire	85.0%	98.7%
Percentage of accurate data points in ARC's Quality Review	95.0%	99.1%
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	99.0%	100.0%
<b><i>Staff Acquisition</i></b>		
ARC portion of standalone job analysis process completed within 30 business days	85.0%	100.0%
Accuracy of Staffing Actions (Reported for previous quarter activity)	90.0%	100.0%
ARC portion of the competitive hiring process within 23 days (IBC)	85.0%	95.4%
<b><i>Workers Compensation</i></b>		
File Worker's Compensation CA-1/CA-2 Forms with Department of Labor within 10 business days	95.0%	100.0%
File Worker's Compensation CA-1/CA-2 Forms with Department of Labor within 10 business days (IBC)	95.0%	100.0%
File Worker's Compensation CA-7 Forms within 5 business days	95.0%	100.0%
Accuracy of Workers' Compensation cases	90.0%	100.0%
Accuracy of Workers' Compensation cases (IBC)	90.0%	100.0%



## Quarterly Performance Metrics FY 2025 1st Quarter

### *Procurement Services*

	<u>Target</u>	<u>YTD Value</u>
<i>Acquisition Services</i>		
Simplified Acquisitions within 50 business days	90.0%	73.6%
8(a) Direct Awards >\$250K but =< \$4M within 70 business days	90.0%	80.0%
MAS, GWAC, and TWAC >\$250K within 115 business days	90.0%	100.0%
Complex Contracts completed within 125 business days	90.0%	84.2%
<i>Contract Administration</i>		
Option Renewals completed before current period of performance expiration	99.0%	100.0%
IA and IA mods within 12 business days	90.0%	96.0%
Unilateral mods within 15 business days	90.0%	96.6%
Bilateral mods within 20 business days	90.0%	96.6%
Non competitive BPA Call or Task/Delivery Order within 25 business days	90.0%	96.8%
Competitive BPA Call or Task/Delivery Order within 70 business days	90.0%	100.0%
<i>Purchase and Fleet Card</i>		
Application Processing in less than 5 business days	95.0%	100.0%
Urgent Requests processed within 1 business day	95.0%	100.0%
Non-Urgent Requests in less than 3 business days	95.0%	100.0%
<i>System Services - Help Desk</i>		
First Call Resolution closed within 60 min-PRISM	80.0%	87.9%
Average Call Abandonment Rate-PRISM	<5%	1.50%
Average Call Response Time-PRISM	<10 sec	6.00
Total Calls		1,800
Percent of emails resolved within 1 business day-PRISM	80.0%	89.7%



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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>
<i>System Services</i>		
System Availability - Oracle	99.0%	99.6%
System Availability - OBI	99.0%	99.7%
System Availability - PRISM	99.0%	99.6%
Month End Closing	100%	100.0%
Standard Suite reports run within one minute	85.0%	89.0%
System Availability - OneStream	99.0%	99.3%



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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	99.0%	100.0%
Timely Payment % approved vouchers paid within 5 business days	99.0%	99.7%
Centrally billed account reconciliation within 30 days of receipt of proper invoice	99.0%	100.0%
<i>Relocation - Payments</i>		
Approved employee vouchers paid within 5 business days	99.0%	100.0%
<i>Relocations</i>		
Initial Relocation contact within 1 business day after receipt of complete & approved agency request	99.0%	100.0%
Contact Relocatee for counseling session 3 business days after receipt of complete & approved relocation agency request	99.0%	100.0%
Submit Relocation Voucher to employee within 10 business days	97.0%	99.8%
Vendor Invoice submission % submitted within 25 days of receipt of valid invoice	97.0%	100.0%
<i>System Services - Help Desk</i>		
Percentage of Tier 1 help desk initiated tickets closed within 60 minutes	95.0%	98.9%
Percentage of Tier 2 help desk initiated tickets closed within 1 business day	85.0%	85.7%
Email Ticket Resolution within 1 business day	80.0%	95.2%
Average Call Response Time-TR	<45 sec	11.00
Average Call Abandonment Rate-TR	<5%	0.61%
Total Calls		4,773
<i>Travel Card Services</i>		
Percentage of cardholder applications processed within two business days of receipt	99.0%	99.1%