Financial Management Services

	Target	YTD Value
Accounts Receivable		
Documents posted within two business days once complete information is received	95.0%	99.9%
Budget		
Budget Reprogramming Documents processed within 2 business days	97.0%	99.9%
MAX Reporting completed timely	99.0%	100.0%
Cash Services		
Deposits processed within 2 business days	95.0%	99.9%
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%
CitiDirect		
Error free interfaced invoices validated the same day as the payment file was received from SmartPay3 bank	99.0%	100.0%
Error free reprocess interfaced invoices validated no later than 2 business days after receipt from the designated Approving Official (AO)	99.0%	100.0%
Error free ZDI requests processed no later than two business days after receipt from designated Approving Official (AO)	95.0%	100.0%
Commercial Accounts Payable		
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%	99.4%
Debt Collection		
Referral to CSNG within 10 business days of customer approval	99.0%	100.0%
Grants, Loans, Foreign & Misc		
Proper Payments excluding customer error - Grants	99.7%	99.8%
Proper Payments excluding customer error - Loans	99.7%	100.0%

Proper Payments excluding customer error - Foreign & Misc.	99.7%	100.0%
Intragovernmental Accounts Payable		
Notification of integration error sent within 1 business day-IGAP	90.0%	98.6%
Recommended corrective action to address integration error sent within 2 business days-IGAP	90.0%	99.6%
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	99.0%	100.0%
Reporting		
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		
First Call Resolution closed within 1 business day-Oracle	80.0%	78.4%
Average Call Abandonment Rate-Oracle	<5.0%	5.34%
Average Call Response Time-Oracle	<10 sec	750.7%
Total Calls		N/A
Percent of emails resolved within 1 business day-Oracle	70.0%	80.3%
OBI Call resolution within 10 business days	75.0%	87.3%
OBI Email resolved within 10 business days	65.0%	82.2%
Vendor Maintenance		
Routine vendor changes and additions accurately completed by the end of the next business day	99.0%	100.0%

Human Resource Services

	Target	YTD Value
Classification		
Classification of positions (New and Redescriptions) within 15 business days	85.0%	96.1%
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%	94.8%
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%	93.1%
Tier 1 Call Center tickets resolved within 1 business day	85.0%	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 (IBC)	99.0%	100.0%
Employee Benefits		
Percent of cases audited by OPM determined to be error free (Reported for previous quarter activity)	92.0%	87.0%
Percentage of Retirement Estimates completed within 12 calendar days	90.0%	99.0%
Percentage of Retirement Estimates completed within 12 calendar days (IBC)	90.0%	94.8%
Retirement code errors corrected within 45 days of identification	85.0%	95.5%
Retirement code errors corrected within 45 days of identification (IBC)	85.0%	66.7%
HR Help Desk		
First Call Resolution within 60 min.	80.0%	93.7%
Average Call Response Time-HR	<20 sec	2,599.2%
Average Call Abandonment Rate-HR	<5.0%	7.15%
Total Calls		N/A
Percent of emails resolved within 1 business day	65.0%	91.9%
HR Reporting Services		
Provide HR Reports, as requested within 3 business days	95.0%	99.9%

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	95.0%	100.0%
Release lump-sum payment for unused annual leave to separated employees within 20 business days after final paycheck is issued	95.0%	99.4%
Process personnel action corrections within 45 business days	85.0%	98.6%
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%
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	99.0%	100.0%

Staff Acquisition

ARC portion of standalone job analysis process completed within 30 business days	85.0%	99.8%
Accuracy of Staffing Actions (Reported for previous quarter activity)	90.0%	98.0%
ARC portion of the competitive hiring process within 23 days (IBC)	85.0%	94.0%

Workers Compensation

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%
File Worker's Compensation CA-7 Forms within 5 business days (IBC)	95.0%	100.0%
Accuracy of Workers' Compensation cases	90.0%	100.0%
Accuracy of Workers' Compensation cases (IBC)	90.0%	100.0%

Procurement Services

	Target	YTD Value
Acquisition Services		
Simplified Acquisitions within 50 business days	90.0%	83.8%
8(a) Direct Awards >$250K but =< $4M within 70 business days	90.0%	91.7%
MAS, GWAC, and TWAC >$250K within 115 business days	90.0%	96.8%
Complex Contracts completed within 125 business days	90.0%	87.2%
Contract Administration		
Option Renewals completed before current period of performance expiration	99.0%	100.0%
IA and IA mods within 12 business days	90.0%	99.2%
Unilateral mods within 15 business days	90.0%	97.8%
Bilateral mods within 20 business days	90.0%	96.8%
Non competitive BPA Call or Task/Delivery Order within 25 business days	90.0%	96.0%
Competitive BPA Call or Task/Delivery Order within 70 business days	90.0%	100.0%
Purchase and Fleet Card		
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%
System Services - Help Desk		
First Call Resolution closed within 60 min-PRISM	80.0%	90.3%
Average Call Abandonment Rate-PRISM	<5.0%	1.36%
Average Call Response Time-PRISM	<10 sec	695.9%
Total Calls		N/A
Percent of emails resolved within 1 business day-PRISM	80.0%	93.2%

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	99.0%	99.6%
System Availability - OBI	99.0%	99.6%
System Availability - PRISM	99.0%	99.5%
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	85.0%	90.4%
System Availability - OneStream	99.0%	99.7%

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	99.0%	100.0%
Timely Payment % approved vouchers paid within 5 business days	99.0%	99.8%
Centrally billed account reconciliation within 30 days of receipt of proper invoice	99.0%	100.0%
Relocation - Payments		
Approved employee vouchers paid within 5 business days	99.0%	100.0%
Relocations		
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%	99.7%
Vendor Invoice submission % submitted within 25 days of receipt of valid invoice	97.0%	99.8%
System Services - Help Desk		
Percentage of Tier 1 help desk initiated tickets closed within 60 minutes	95.0%	99.2%
Percentage of Tier 2 help desk initiated tickets closed within 1 business day	85.0%	87.8%
Email Ticket Resolution within 1 business day	80.0%	96.4%
Average Call Response Time-TR	<45 sec	1,064.9%
Average Call Abandonment Rate-TR	<5.0%	0.48%
Total Calls		N/A
Travel Card Services		
Percentage of cardholder applications processed within two business days of receipt	99.0%	98.7%