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## ARC Monthly Bulletin – July 2008

### *Valuable information for ARC's customers*

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1. Recent Change in ISP?

In December 2007, ARC restricted access to the Oracle, PRISM, Discoverer, and webTA applications to known government IP addresses. Customers will recall that we worked with agencies to identify the range of addresses from which access to these applications should be allowed. ARC adopted this change to protect customer agency information and to facilitate compliance with recommendations outlined in OMB Memorandum 06-16, Protection of Sensitive Agency Information.

Customer agencies have recently experienced problems accessing ARC applications. Upon investigation, ARC and the agencies have jointly determined that changes to the agencies' ISP (Internet Service Provider) occurred affecting the agencies' IP address range(s).

Consistent and ongoing customer access to ARC applications is very important. Customer agencies should provide new IP address range(s) two weeks prior to the change taking effect. IP address range changes should be provided to Tammy Saiko and Matt Newell via email at [tamela.saiko@bpd.treas.gov](mailto:tamela.saiko@bpd.treas.gov) and [matthew.newell@bpd.treas.gov](mailto:matthew.newell@bpd.treas.gov). For more information, contact Tammy Saiko at 304-480-7256.

2. **ARC's 2008 Customer Survey Plans and Participation**  
In the past years we have asked for your participation in an annual customer satisfaction survey and we have appreciated your participation and feedback. Due to the multiple surveys that have already gone out so far this year (FMLoB, HR, and GovTrip), and year-end deadlines, we felt the January/February 2009 time frame was a better time to administer our customer satisfaction survey. If you have any questions concerning any of the surveys, please contact Michelle Yanok at 304-480-7236 or [michelle.yanok@bpd.treas.gov](mailto:michelle.yanok@bpd.treas.gov).
3. **Upcoming FMS Conference Participation**  
Several of ARC's employees from its Accounting Services team will be attending the 18<sup>th</sup> Annual Financial Management Services Conference in Washington, DC, on August 5 through 7. If you plan to attend and would like to discuss the services ARC provides to your agency, we encourage you to visit our display or contact Michelle Yanok at 304-480-7236 or [michelle.yanok@bpd.treas.gov](mailto:michelle.yanok@bpd.treas.gov). Additional conference information can be found on the FMS website <https://www.fiscal.treasury.gov/events/>.
4. **2008 Customer Conference Materials on the Web**  
We had great success with the ARC Annual Conference this year; we appreciate your attendance and support. For those of you who were unable to attend, we have posted the presentation material on the customer access page at <https://arc.publicdebt.treas.gov/fs/fsarconference2008.htm>.  
If you have any questions, please contact Michelle Yanok at 304-480-7236 or [michelle.yanok@bpd.treas.gov](mailto:michelle.yanok@bpd.treas.gov).
5. **Introduction of ARC's Strategic Business Plan**  
ARC's Strategic Business Plan represents the strategic goals and objectives for BPD's Franchising Line of Business for the period of FY 2008 through FY 2012. This plan documents and presents our focus and priorities that will guide us in the years to come. It defines our vision not only for ourselves, but also for our employees, senior management, our business partners, existing customers and potential customers. The plan is located at <https://www.fiscal.treasury.gov/files/fy22-26-fiscal-service-strategic-plan-publication.pdf>. If you have questions about the Strategic Business Plan, please contact Michelle Yanok at 304-480-7236 or [michelle.yanok@bpd.treas.gov](mailto:michelle.yanok@bpd.treas.gov).
6. **ARC Leading the Way on the SmartPay 2 Conversion**  
The transition from the original SmartPay charge card program to the new SmartPay 2 program is well underway. ARC has put together a project team that consists of all the affected business areas to work with our customers throughout the transition. The ARC Project Team provides monthly status reports and updated FAQ on our customer access pages to help communicate information throughout the transition. The SmartPay 2 program takes effect November 30, 2008. For more on the SmartPay 2 program, visit the GSA website at [www.gsa.gov/gsasmartpay](http://www.gsa.gov/gsasmartpay), or for specific information on the ARC Project Team's status you can contact Pam Enlow at 304-480-5567 or [pam.enlow@bpd.treas.gov](mailto:pam.enlow@bpd.treas.gov), or Karla Buttrey at 304-480-7149 or [karla.buttrey@bpd.treas.gov](mailto:karla.buttrey@bpd.treas.gov).
7. **ARC Unveils Its Newly Redesigned Website**  
A redesigned ARC website was launched on July 16 to provide an updated look and feel. The website has not changed the fundamental navigation or content of the ARC Website customers have come to expect. The new website changes do not extend to the customer access pages as those areas will be updated at a future date. ARC's website users are not required to do or change anything in their security configuration to use this new website. If

you have further questions or feedback on the website, please contact Michelle Yanok at 304-480-7236 or [michelle.yanok@bpd.treas.gov](mailto:michelle.yanok@bpd.treas.gov).

8. ARC Participates in Pandemic Tabletop Exercises

In an effort to ensure the health and safety of our employees as well as continuity of operations during a pandemic influenza event, ARC senior management is participating in annual pandemic tabletop exercises. The first exercise was held last year with the next one scheduled for August 6. The main focus of this exercise will be on what specific approaches ARC should take in addressing personnel issues that arise from a pandemic event. The results of the exercise will be reflected in ARC's Pandemic Plan for FY 2009. For additional information on these exercises or any of ARC's emergency plans, please contact ARC's Emergency Preparedness Coordinator, Amy Miller, at 304-480-7257 or [amy.miller@bpd.treas.gov](mailto:amy.miller@bpd.treas.gov).

9. HR Flexibilities in Emergency Situations

The Office of Personnel Management (OPM) recently issued its annual notice reminding agencies of the flexibilities available to assist Federal employees and agencies affected by severe weather or other emergencies. The notice outlines current flexibilities in the areas of pay and leave, employee and family support benefits, telework, special solicitations for charitable contributions, emergency critical hiring, direct-hire authority, and other hiring flexibilities. The notice also contains links to additional OPM handbooks and resources to assist in emergency situations. To view the notice in its entirety, go to <http://www.opm.gov/oaca/compmemo/2008/2008-09.asp>. For more information on HR flexibilities for emergency situations, contact your ARC Pay and Leave Specialist at 304-480-8400 or [payroll@bpd.treas.gov](mailto:payroll@bpd.treas.gov).

10. Travel Services Attends The National Travel Forum

Travel Services' staff recently attended the National Travel Forum in Atlanta, Georgia. The biannual event is the premiere conference that enables government travel managers to stay current with industry trends, network with peers, and share best practices.

Representatives from Travel Services not only attended the educational sessions, but also staffed an ARC Travel Services' customer booth to provide information to current and potential ARC franchise customers.

Our staff learned about changes on the horizon for contract fares, travel policy, SmartPay 2, E-Gov Travel Systems, and the guaranteed home sale program due to the downturn in the real estate market – all of which will be passed on to you as they become effective.

For more information, contact the Travel Services Help Desk at 304-480-8000, option 1 or [travel@bpd.treas.gov](mailto:travel@bpd.treas.gov).

11. Market Impacting Guaranteed Home Sale Program

The downturn of the real estate market adversely affects the Guaranteed Home Sale (GHS) program that ARC offers in conjunction with relocation services. Vendors who have provided services under the current General Service Administration (GSA) program are now finding aspects of the program so unattractive they are reluctant to bid and, in some cases, are ceasing to provide the service entirely. To assist the remaining vendors in managing the demand, GSA implemented a temporary suspension allowing vendors to reject task orders. As a result, future orders may not be accepted. GSA is working with vendors to update the contract with more realistic terms to address the current market conditions and to encourage and attract additional vendors.

ARC still has limited capacity on its current GHS Blanket Purchase Agreement (BPA) and is addressing options to meet the needs of its customers during the interim.

In an e-mail dated June 2, 2008, titled, "Update on Guaranteed Home Buyout Program", GSA provides guidance to hiring officials and relocation support offices. For further information, contact Lee Buckingham by phone at 304-480-8420 or [lee.buckingham@bpd.treas.gov](mailto:lee.buckingham@bpd.treas.gov).

12. ARC to Distribute Year-end Memorandum

Throughout the months of July and August, accounting services personnel will prepare a year-end memorandum, which will identify the relevant activities that both ARC and your agency will need to perform to ensure an efficient year-end close. The memorandum will be placed on your ARC customer page at <https://arc.publicdebt.treas.gov/marketing/fscustpg.htm> and be accessible by clicking on the "Accounting Information" link under "Accounting Services." An ARC accounting manager will send an email to your office when the memorandum is available on your customer page. If you have any questions about the year-end memorandum notification process applicable to your agency, please contact Dana Morr at 304-480-7071 or [dana.morr@bpd.treas.gov](mailto:dana.morr@bpd.treas.gov).

13. ARC Participates in FMLoB and BFELoB Standardization

In support of the President's Management Agenda, the Office of Management and Budget created the Lines of Business (LoB) initiative to address redundant IT investments and business processes across the Federal Government. The Administrative Resource Center (ARC), as a participant in this effort, represents both the Bureau of the Public Debt and its franchise customers on numerous Financial Management (FM) and Budget Formulation and Execution (BFE) teams and work groups. Our intent is to provide both resources and a voice that will further the initiative and accommodate the needs of our customers.

ARC representatives currently participate in LoB workgroups that are studying the issues of Payment Management, Receivables Management, Reimbursables, Purchase Cards, and Budget.

If you have any questions about ARC's role in the FMLoB and/or BFELoB initiatives, please contact Dick Noel at 304-480-7065 or [dick.noel@bpd.treas.gov](mailto:dick.noel@bpd.treas.gov).

14. Procurement Data Submission under Transparency Act

In accordance with the Federal Funding Accountability and Transparency Act of 2006 (Transparency Act), agencies must follow newly established OMB guidelines for capturing procurement data in the Federal Procurement Data System-Next Generation (FPDS-NG) to promote transparency in government spending. ARC's Procurement Services will incorporate new FPDS-NG data input requirements into standard operating procedures and submit data when procurements are awarded on behalf of our customers. For additional information on the Transparency Act go to <http://www.usaspending.gov/>, or contact Richard Barlament, at 304-480-7218 or [richard.barlament@bpd.treas.gov](mailto:richard.barlament@bpd.treas.gov).

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