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## ARC Monthly Bulletin – August 2008

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

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1. Customer Participation in FMLoB Survey

We would like to thank everyone who recently participated in the Financial Management Line of Business (FMLoB) survey. The purpose of the survey was to help the FMLoB gain a better understanding of how the respective shared service providers are meeting the financial management needs of their customers. Thirty-nine of ARC's customers completed the survey and showed an overall 97.4% satisfaction rating for ARC's financial management services. For additional information on this survey, please contact Michelle Yanok at 304-480-7236 or [michelle.yanok@bpd.treas.gov](mailto:michelle.yanok@bpd.treas.gov).

2. Performance Gains Related to Recent Hardware Upgrade

Users in the shared environment should be experiencing increased performance in Oracle and Discoverer. ARC/BPD upgraded the database, operating system, and hardware for the shared environment over the weekend of July 19-20, 2008. Initial results show significant performance improvement for Discoverer reports and Oracle processes.

The following table provides **BEFORE** and **AFTER** performance statistics:

	Week <b>BEFORE</b> Upgrade (7/14-7/18)		Week <b>AFTER</b> Upgrade (7/21-7/25)		% Change
	Executions	Average run time	Executions	Average run time	
Discoverer	9,606	65 seconds	12,161	9 seconds	(86%)
Oracle Processes	40,307	21 seconds	46,270	8 seconds	(62%)

The performance gains represent a significant achievement, especially as we quickly approach year-end. Please contact the Oracle Support Desk 800-480-8000 option 3 if you have any questions or are continuing to experience performance issues.

### 3. ARC Director Selected for SES Development Program

Doug Anderson, ARC's Procurement Services Director, has been selected as a participant in Public Debt's Senior Executive Service (SES) Candidate Development Program. As an SES candidate, he will complete two years of training and rotational assignments. Doug and his management staff will work closely with their customers in making them aware of any changes to Doug's work schedule given the program's commitments. If you have any questions, please contact Cindy Springer at 304-480-7227 or at [cindy.springer@bpd.treas.gov](mailto:cindy.springer@bpd.treas.gov).

### 4. ARC Director Selected for BPD's Deputy CIO

Matt Miller, ARC's Director of the Business Technology Division, has been selected as Deputy Assistant Commissioner of OIT and Deputy CIO for the Bureau of the Public Debt. His effective date was August 3. Though we will miss Matt's leadership and service, we are pleased to announce that Carrie Roe has taken over as the Business Technology Division Director. Carrie helped build the Business Technology Division in ARC's early years and is in good position to provide the required leadership as we move toward outsourcing the hosting of our accounting systems. If you have any questions, please contact Cindy Springer at 304-480-7227 or at [cindy.springer@bpd.treas.gov](mailto:cindy.springer@bpd.treas.gov)

### 5. Commercial Hosting Contract Award

BPD is pleased to announce the signing of a 10-year hosting and infrastructure support contract with immixTechnology, Inc. (immix) on Thursday, July 31, 2008. Oracle Corporation's Federal On Demand group, as a subcontractor, will host and support BPD's platform in their Austin, TX data center.

BPD has put forth considerable effort to ensure the terms of this agreement meet or exceed our requirements, and thus will represent value to you, our customers. We are currently developing a project charter and working with the contractor to develop a migration project plan. BPD will share these details and related timelines via the ARC Communications mailbox as they become solidified. Contact Lance Gainer at 304-480-8185 or [lance.gainer@bpd.treas.gov](mailto:lance.gainer@bpd.treas.gov) for more information on the commercial hosting project.

### 6. Extended Prism Support Hours for Year End

Due to heavy volume that occurs for most Procurement departments at fiscal year-end, the PRISM Support Desk will be extending its hours of operation to support users that may be working outside of normal business hours. The PRISM Support Desk will be available until 9 PM on weekdays beginning Monday, September 22 and continuing through Tuesday, September 30. On Saturday, September 27 and Sunday, September 28, the PRISM Support Desk will be available from 8AM - 6PM (All hours are Eastern Standard Time.) To contact the PRISM Support Desk, please call 304-480-8000 option 2.

#### 7. FY 2008 Award Submission Cutoff Date

The ARC HR team requests that customers submit all Spot Awards and Special Act Awards (also called Special Contribution or Extra Effort Awards) to be paid with fiscal year (FY) 2008 funds by close of business on Friday, September 12, 2008. Receipt of properly documented awards by this deadline will ensure that there is adequate time to process the awards using FY 2008 funds. If you have questions about these awards or the deadline, please contact Janet Moore at 304-480-8275 or by email at [benefits@bpd.treas.gov](mailto:benefits@bpd.treas.gov).

#### 8. TSP: Custom User ID Option Now Available

Logging into your Thrift Savings Plan (TSP) account has gotten easier. You can now create your own Custom User ID to use in place of your 13-digit TSP account number. The procedure for creating your Custom User ID can be found at <http://www.tsp.gov/curinfo/login/custom-ID.html>. Your Custom User ID, together with your web password, can only be used on the TSP website (<http://www.tsp.gov>). You will still need your TSP account number (and PIN) to access your account by phone using the TSP ThriftLine (1-877-968-3778).

For more TSP information, please visit the TSP website or contact Janet Moore at 304-480-8275, or send an email to [benefits@bpd.treas.gov](mailto:benefits@bpd.treas.gov).

#### 9. ARC Participates in Treasury's HCOP Initiatives

Since the inception of Treasury's Human Capital Operating Plan (HCOP) for FY 2008, the ARC HR team has been actively involved with the initiatives established by Treasury's Human Capital Advisory Council. These initiatives focus on the organization's future: to attract, develop, and retain talent to ensure the success of our customers' missions.

Members of the ARC HR team have partnered with other Treasury representatives on initiatives to achieve these goals. The team is currently working to develop model job announcements that will make it easier for potential candidates to understand and apply for jobs. The models will be streamlined and easier to read, more accessible, and more marketable. The final products and lessons learned from this effort will allow us to provide better service to both our Treasury and non-Treasury customers.

To learn more about the HCOP and ARC's involvement, please contact Jennifer Lasko at 304-480-8311 or [jennifer.lasko@bpd.treas.gov](mailto:jennifer.lasko@bpd.treas.gov).

#### 10. Travel Fiscal Year-End Guidance

The FY 2008 travel year-end guidance is available on your agency's customer access pages. Please note that the following SmartPay® 2 (SP2) transition information has been added to this year's guidance:

The current travel credit card contract expires at midnight on November 29, 2008. It will be very important that travelers voucher timely for all trips that occurred before November 29. You must activate your new travel credit cards no later than November 30, 2008. The new card numbers will be loaded into GovTrip the weekend of November 29, 2008.

If you have any questions concerning the travel year-end guidance, please contact the Travel Services Help Desk at 304-480-8000 (Option 1) or [travel@bpd.treas.gov](mailto:travel@bpd.treas.gov).

#### 11. Social Security Number Conversion in GovTrip

Travel Services is currently working with Northrop Grumman to convert all Social Security numbers (SSN) housed in GovTrip to a unique user identification number. The scheme for the new identification number will comprise of the three-digit organization identifier, first four characters of the first name, last four characters of the SSN, and a two-digit unique identifier to eliminate the possibility of duplicates. Both GovTrip and Oracle will use this number to ensure the protection of a traveler's SSN.

The conversion will be transparent for current GovTrip users. For users not yet registered in GovTrip, a completed direct deposit form will be required prior to or at the time of registration in order to establish the user identification number.

The conversion is tentatively scheduled for the end of August. If you have any questions concerning the SSN conversion or its timeline, please contact the Travel Services Help Desk at 304-480-8000 option 1 or [travel@bpd.treas.gov](mailto:travel@bpd.treas.gov).

#### 12. Increase In POV Mileage Reimbursement Rates

On July 28, 2008, the General Services Administration (GSA) published a final rule in the Federal Register amending the Federal Travel Regulation (FTR) to change the mileage reimbursement rate for use of a privately owned vehicle (POV) when authorized as more advantageous to the Government. The revised governing regulation increases the cost of operating a privately owned airplane from \$1.07 to \$1.26 per mile, a privately owned automobile (POA) from \$0.505 to \$0.585 cents per mile, and a privately owned motorcycle from \$0.305 to \$0.585 cents per mile effective for travel performed on or after August 1, 2008.

Please use these new rates for mileage expenses for travel performed on or after August 1, 2008:

**POV - Automobile: \$0.585**

POV – Government-furnished vehicle available: \$0.285 (no change)

POV - Assigned Government-furnished vehicle: \$0.125 (no change)

**POV - Motorcycle: \$0.585**

**POV - Airplane: \$1.26**

For more information on POV mileage reimbursement rates, you can visit [GSA's website](#) or contact the Travel Services Help Desk at 304-480-8000 option 1 or [travel@bpd.treas.gov](mailto:travel@bpd.treas.gov).

#### 13. ARC SAS 70 Audit Update

KPMG, LLP recently completed its on-site fieldwork for the Statement on Auditing Standards (SAS) 70 audit of ARC's accounting and computer internal controls. Treasury's Office of Inspector General expects to issue the final report by late August. Once we receive the report, we will place a link to it on our customer pages under "Accounting Services" - "Accounting Information" for the benefit of our customer agencies and their financial statement auditors.

Any customers that would like to request a hard copy of the report for internal use and/or for their financial statement auditors should send an e-mail containing their contact information to Dick Noel at [dick.noel@bpd.treas.gov](mailto:dick.noel@bpd.treas.gov).

If you have any specific questions or comments regarding ARC's SAS 70 audit, please contact Dana Morr at 304-480-7071 or e-mail [dana.morr@bpd.treas.gov](mailto:dana.morr@bpd.treas.gov).

#### 14. ARC Participates in IPP Pilot Program

ARC expects to begin using the Internet Payment Platform (IPP) system in a limited manner starting in early FY 2009. The IPP is a web-based information portal that is free of charge for all U.S. Government agencies and their federal and non-federal suppliers. The President's Financial Management Line of Business (FMLoB) initiative has recognized the IPP as a best practice for electronic receipt of invoices from suppliers. IPP automates some of our manual processes, including email notification and escalation of unapproved invoices.

We are working with a few of our customer agencies to pilot the IPP system to process ARC's interagency agreements from the order to the invoice and IPAC approvals. This process should help ARC and our customer agencies understand IPAC billing and collections when the transactions are processed. The IPP system should allow for quicker invoice approval times and fewer elimination problems by providing all of the documentation in one system.

The IPP system will assume the functionality of the Payment Advice Internet Delivery (PAID) system. The PAID system is a service provided by FMS that provides federal agencies a method for making remittance information available to their suppliers through the Internet. IPP will run parallel with PAID for the month of August, take over email notification for the month of September, and take over the PAID system functionality completely in October 2008. Suppliers will have to sign up for IPP in order to continue to receive payment remittance information after October 1.

If you would like more information on the IPP system you can access the Financial Management Service (FMS) website at <http://www.ipp.gov/> or you may contact Sara Taylor at 304-480-7007 or email at [sara.taylor@bpd.treas.gov](mailto:sara.taylor@bpd.treas.gov).

#### 15. Conducting Acquisition Assessments under OMB Circular A-123

In accordance with Office of Management and Budget (OMB) Circular A-123, *Management's Responsibility for Internal Control*, agencies are now required to conduct internal control assessments of acquisition functions. OMB guidelines provide a standard approach to performing the assessment and call for the integration of the acquisition assessment effort into existing agency internal control processes. Beginning in FY 2009 and thereafter, agencies identified in the Chief Financial Officers (CFO) Act are required to follow the guidelines during their annual internal review reporting cycle. All other agencies are strongly encouraged to incorporate the guidelines, as appropriate, into their acquisition and program management review process. For additional information on OMB Circular A-123 go to <http://www.whitehouse.gov/omb/circulars/a123/a123.html>, or contact Richard Barlament at 304-480-7218 or [richard.barlament@bpd.treas.gov](mailto:richard.barlament@bpd.treas.gov).

#### 16. ARC a Major Player in the Federal PKI Arena

In July 2006 the Department of Treasury was formally recognized as an approved provider of Public Key Infrastructure (PKI) services to the federal government. Public Debt's Office of Information Technology (OIT) serves as the operational provider of these services on behalf of Treasury.

The Shared Service Provider (SSP) program, as enacted by OMB Memorandum M-05-05, requires federal agencies to procure PKI services from SSPs only. This designation has allowed Public Debt to share its eight years of PKI expertise with the rest of the federal government. During the past few years, Public Debt began hosting PKI services for Main Treasury, the National Aeronautics and Space Administration, the Social Security Administration, and the Department of Homeland Security under the SSP Program.

With the addition of the Department of Homeland Security's HSPD-12 deployment, Public Debt will host nearly 40 percent of the federal civilian market. As one of the seven SSP competitors,

our share of the market has placed Treasury and Public Debt as major players in the federal PKI arena. Public Debt is using its experience in PKI to develop costing and staffing models, procurement plans, and procedures to enable rapid, professional responses to requests for PKI services from interested agencies.

If you would like to learn more about ARC's PKI services, contact Keith Pomrenke at 304-480-6817 or [keith.pomrenke@bpd.treas.gov](mailto:keith.pomrenke@bpd.treas.gov).

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