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## ARC Monthly Bulletin – August 2010

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

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1. ARC Creates New Customer Access Pages

As mentioned this spring, ARC is redesigning our customer access pages to match the award-winning design of our website (<https://arc.fiscal.treasury.gov/>). A preview of what to expect is posted at <https://arc.publicdebt.treas.gov/files/pdf/fsnewpageannounce.pdf>, and detailed information about the layout of the new pages will be on your new homepage. You may notice some pages changing as the new pages are deployed over the next few months, and all changes should be complete by November 2010. For more information, please contact Jessica Metz at 304-480-5527 or [jessica.metz@bpd.treas.gov](mailto:jessica.metz@bpd.treas.gov).

2. Annual Test of ARC's Notification System

In order to ensure that our customers are notified immediately in the event of an emergency impacting our ability to provide services, ARC implemented the Universal Communications System (UCS) last year. The system is to initiate an automated phone notification informing our customers that we have activated our Business Continuity or Pandemic Plan, and that we will provide additional information regarding the event when possible. We will be conducting the annual test of the system on September 28, 2010. Designated points of contact at customer agencies should expect to receive an automated phone call on this day. For additional information, please contact Amy Miller at 304-480-7257 or [amy.miller@bpd.treas.gov](mailto:amy.miller@bpd.treas.gov).

### 3. Oracle Release 12 Program Update

Since the inception of the Release 12 Program, a pending decision for ARC has been whether the path to migrate to Release 12 would be via an upgrade or a re-implementation. After evaluating each path, desired enhancements, and external financial system mandates, ARC has decided to re-implement Oracle applications for Release 12.

Concurrent with the remainder of the Requirements phase, ARC will be conducting re-implementation planning activities so we will be positioned to quickly move into the Design and Development phase at the conclusion of requirements gathering. For additional information, please contact Shaun Willison at 304-480-7286 or [shaun.willison@bpd.treas.gov](mailto:shaun.willison@bpd.treas.gov).

### 4. Financial Systems Advisory Board Review of ARC's Oracle Release 12 Program

On June 28, 2010, OMB issued Memorandum 10-26, Immediate Review of Financial Systems IT Projects, which established government-wide policies for financial system modernizations. To execute the policy, the Financial Systems Advisory Board (FSAB) was created to review agency plans.

ARC's Oracle Release 12 Program was added to the Treasury list at the request of the FSAB and OMB. ARC and Treasury officials met with the FSAB on July 30, 2010. The discussions centered around how ARC's disciplined project management approach, scope definition, and standardized service model ensure our ability to migrate financial applications to Release 12 at costs less than those reported to OMB by other federal agencies.

Within the next few weeks, the FSAB will provide to OMB its recommendations for Treasury. We do not anticipate any material impact to the scope or timing of our project, and will keep customers informed of new developments. If you have any questions, please contact Shaun Willison at 304-480-7286 or [shaun.willison@bpd.treas.gov](mailto:shaun.willison@bpd.treas.gov).

### 5. webTA Upgrade

In an effort to improve support and provide greater reliability for webTA data, the underlying database was upgraded from Oracle 9i to Oracle 11g on July 11, 2010. The upgrade will greatly enhance the posture of the webTA application in terms of reliability and performance. This upgrade should provide more efficient data return times, reduce manual administrator intervention, and add performance measurement capabilities not previously available. For additional information, contact Ben Rinehart at 304-480-6205 or [ben.rinehart@bpd.treas.gov](mailto:ben.rinehart@bpd.treas.gov).

### 6. Recent Outages

Over the past several months, Public Debt has been involved in multiple complex infrastructure projects that you have likely heard about, such as TNet and TIC. These projects required changes that resulted in several planned and unplanned outages for our customers. We recognize the impact of these outages and assure you we are working directly with external support personnel and our own technicians to stabilize and improve service. For more information concerning this topic, please contact Steve Swarr at 304-480-6456 or [steve.swarr@bpd.treas.gov](mailto:steve.swarr@bpd.treas.gov).

### 7. Automatic TSP Enrollment for New Employees

The Thrift Savings Plan (TSP) Enhancement Act of 2009 authorizes agencies to automatically enroll new and rehired employees in the TSP. This provision was effective August 1, 2010. Automatic contributions of three percent will be invested in the Government Securities Investment (G) Fund unless the employee elects otherwise. Employees on agency rolls prior to that date who are not contributing to the TSP will NOT be automatically enrolled. Automatically enrolled employees who do not wish to contribute can opt out of participating in the TSP at any time.

An email message detailing this change was sent to ARC's Benefits customers on July 20, 2010. We will continue to monitor changes to the TSP Program and will provide additional details as we receive them. For more information on the TSP, you may access the TSP website ([www.tsp.gov](http://www.tsp.gov)) or contact Jennifer Thompson at 304-480-8275 or by email at [benefits@bpd.treas.gov](mailto:benefits@bpd.treas.gov).

#### 8. ARC Distributes Year-end Memorandum

ARC accounting services personnel recently distributed the 2010 year-end memorandum, which identifies the relevant activities that both ARC accounting staff and your agency will need to perform to ensure an efficient year-end close. We have also added the memorandum to your ARC customer page ([https://arc.publicdebt.treas.gov/customer\\_access\\_pages.htm](https://arc.publicdebt.treas.gov/customer_access_pages.htm)). 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).

#### 9. Upcoming Changes to the 24-Hour Ticketing Rule

ARC Travel Services will eliminate the 24-hour ticketing business rule in the fall. Currently, this business rule allows the travel management center (TMC) to ticket reservations 24 hours prior to departure without an approved authorization in GovTrip. After the change, only authorizations with the final approved status stamp in GovTrip will have tickets issued.

Options that can help ensure authorizations are approved in a timely manner include adding backup approving officials to all routing lists, using the auto approve feature, and providing training to travelers and approving officials on ticketing parameters. Please contact ARC Travel Services at 304-480-8000 or [travel@bpd.treas.gov](mailto:travel@bpd.treas.gov) with any questions or concerns.

#### 10. Past Performance Assessments – Critical to Future Procurements

The Federal Acquisition Streamlining Act of 1994 (FASA) requires the use of past performance as an evaluation factor in competitively negotiated contract awards. This subtle requirement has repercussions throughout the acquisition lifecycle and results in the need to engage in effective surveillance of contractor execution during the entire contract performance period, and annual documentation of contractor performance in a centralized database (Contractor Performance System – CPS) for every contract exceeding \$100,000. The documented assessment should reflect performance issues encountered, and the contractor's record of resolution and overall effectiveness. These tasks are all performed by the Contracting Officers Technical Representative from the customer organization. The CPS assessment must be completed within 30 days of contract year end or closeout, and remains available for evaluation purposes for three years. To aid in ensuring the most effective contractors are awarded new contracts, Contracting Officers across the government diligently review CPS data on competitive contractors during the proposal evaluation cycle for each contract action.

On October 1, 2010, ARC will be switching performance assessment systems from CPS to the Contractor Performance Assessment Reporting System (CPARS). It is vital that all documented assessments on closed contracts are complete by this date to provide a clean crossover to the new system. Additional instructions on this change will be distributed to customers at a later date. For additional information, contact your procurement services team lead at 304-480-7137.

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