
ARC Monthly Bulletin – January 2012

Valuable information for ARC's customers

Article headlines appear below. Scroll down for full stories.

HEADLINES

Franchise Services

1. Inspector General Requests for Data
2. Oracle Release 12 Mock Testing

Financial Management Services

3. Corporate Trade Exchange Payment Type Implemented
4. Fiscal Year End 2011 Audit Status

Human Resources Services

5. Human Resources Efficiency Review Initiative Update

Information Technology Services

6. Office of DC Pension Receives Positive Financial Statement Audit Results
-

FULL STORIES

1. Inspector General Requests for Data

A recent request from an Inspector General has caused us to evaluate our practices and make a change, in order to stay in alignment with the Inspector General Act of 1978 (Act). Going forward, when our office receives a request for customer records from an Inspector General (IG) with responsibilities related to the customer agency's programs and operations, we will confirm the IG's authority and honor those requests by providing the requested information directly to the requesting IG. In checking with legal council, the Act grants an IG the authority to access records which relate to programs and operations with respect to which that IG has responsibilities. Although we will not seek approval prior to responding to these requests, we will advise the customer agency of any IG request, unless specifically directed otherwise. If you have any questions, please contact Fred Pyatt, BPD's CFO and central contact for IG requests.

For additional information, contact Fred Pyatt at 304-480-8101 or fred.pyatt@bpd.treas.gov.

2. Oracle Release 12 Mock Testing

As part of the testing phase, a mock conversion of customer data will be performed in a non-production instance from mid-February through the end of March. Conversion data will consist of vendors, customers, open items and General Ledger balances.

More detailed information will be sent to customer agency contacts in the near future.

For additional information on the Oracle R12 Project, contact the project team at R12communication@bpd.treas.gov.

3. Corporate Trade Exchange Payment Type Implemented

Earlier this month, we began using a new payment type, Corporate Trade Exchange (CTX). CTX enables suppliers to receive a single payment for multiple invoices due within the same payment range along with an addendum record that identifies the invoices included in the payment. Over the next several weeks, our financial management staff will reach out to suppliers we believe will benefit from CTX.

For additional information, contact Dana Morr at 304-480-7071 or dana.morr@bpd.treas.gov.

4. Fiscal Year End 2011 Audit Status

Audits are performed to test the validity and reliability of the financial statements and to assess the agency's system of internal control. The various stages of an audit include: the planning and risk assessment stage, internal control testing, substantive procedures and the finalization stage. Audit stages begin several months before the end of the year and last several months after year end. The goal of an audit is to express an opinion on the financial statement based upon the testing performed.

Currently, twenty-three of ARC's twenty-four audited customer agencies have received unqualified "clean" opinions on their financial statements. The remaining agency is a calendar year audit and is expected to receive an unqualified opinion as well. The clean opinions are a result of dedicated teamwork with our customers. A great deal of coordination is necessary to provide the support documents necessary to complete the audit schedules, respond to auditor's questions and to wrap up the audits. Our employees and customer agencies work daily with the auditors to complete these tasks. The unqualified opinion is a praiseworthy achievement and all involved should take pride in their accomplishment.

For additional information, contact Annette Keller at 304-480-7295 or annette.keller@bpd.treas.gov.

5. Human Resources Efficiency Review Initiative Update

Human Resources continue to implement internal changes to address the business needs of our customers. We continue to take steps to lay the foundation for efficiency through organizational structure, process standardization, and workload balance changes.

Increased efficiency was experienced during the Benefits Open Season by routing approximately 1,200 customer calls through our call center. Over 80% of the calls received during open season were addressed in the call center without escalation. Redirecting calls to the center enabled retirement counselors to concentrate on the increased number of year-end retirements.

In FY 2012, all areas of Human Resources Operations will focus on mapping current business processes and analyzing them for waste, variability, and inflexibility. December 1, 2011 marked the official start of the process mapping project.

Our first step was to assign process level leads and task them to create an inventory of standard operating procedures, categorizing them into three general areas: accession, sustain, and separation. Over the next couple months, team members will begin mapping current separation processes before moving on to the accession and sustain processes. Next, they will work with management to analyze processes for efficiency and effectiveness. The immediate goal of the process mapping project is to cut costs by eliminating waste and variability. In addition, the maps will be used in employee training to improve work knowledge and be integrated with a business process mapping tool to improve accuracy.

For additional information, contact Carla McHenry at 304-480-8228 or carla.mchenry@bpd.treas.gov.

6. Office of DC Pension Receives Positive Financial Statement Audit Results.

We provide administrative and IT support services to the Department of Treasury's Office of DC Pension (ODCP). The services provided are accounting, payroll, hosting support including server administration, database administration, application security and development support for ODCP's STAR System.

Through the combined efforts of our agency offices, organizations within the Federal Government and the Government of the District of Columbia, ODCP received yet another unqualified audit opinion on its financial statements. This marks the 13th consecutive year that ODCP has achieved this rating.

For additional information, contact Orlando Yaconis at 304-480-8698 or orlando.yaconis@bpd.treas.gov. You may also contact Michelle Yanok at 304-480-7236 or michelle.Yanok@bpd.treas.gov.

ARC Websites: [Homepage](#) | [Customer Access Pages](#) | [Bulletin Archives](#)

Administration: [Subscribe](#) | [Unsubscribe](#) | [Bulletin Feedback](#)
