
ARC Monthly Bulletin – February 2013

Valuable information for ARC's customers

Article headlines appear below. Scroll down for full stories.

HEADLINES

Franchise Services

1. Project Management Office

Travel Services

2. New Service Desk Tool
3. Recognized by General Services Administration

Financial Management

4. Fiscal Year End 2012 Audit Status
-

FULL STORIES

1. Project Management Office

The Project Management Office (PMO), located in the Division of Franchise Services, provides project management support for customer integration and upgrades. Project Managers (PMs) are experienced with the tenets of the Project Management Institute (PMI) Project Management Book of Knowledge, and several have already received their Project Management Professional certification. The PMs are sourced from the multiple business areas of our organization, and bring with them a wealth of corporate technical experience.

Our PMO provides not only PMs, but also Project Delivery support, Portfolio Management, and Methodology and Tools templates and information. The PMs are allocated to the projects that support our strategic and tactical priorities and our customers. The PMO utilizes our standardized methodologies for customer requirements gathering ("discovery") and implementation, which increases communication, reduces risk, and cuts delivery time. The PMO consistently strives to improve project success through mentoring, on-site training, observation and utilization of PMI best practices, and certification. The PMs, currently leading efforts with customers such as the Election Assistance Commission, National Mediation Board, and U.S. Department of Housing and Urban Development, are helping our organization successfully reach customer project milestones with their essential contributions.

If you have questions, contact Marios Coon at 304-480-7410 or Marios.Coon@bpd.treas.gov.

2. New Service Desk Tool

Travel Services plans to implement a new service desk tool, HP Service Manager (HPSM) on March 1, 2013. HPSM is a software solution that integrates and automates service management and quality control of the service desks that our customers depend upon. Features of the new system will include automated email notifications when tickets are opened and closed, streamlined process improvements for issue escalations, and robust reporting capabilities.

If you have questions, contact the Travel Help Desk at 304-480-8000 (option 1) or Travel@bpd.treas.gov.

3. Recognized by General Services Administration

Travel Services received the “2012 Travel and Relocation Innovation Award” from the General Services Administration for its efforts in stream-lining many internal temporary duty travel procedures to gain efficiencies and cost savings. This annual award recognizes civilian and military travel offices that have instituted innovative process that other agencies can use as best practices.

If you have questions, contact Diana Bonnell at 304-480-5573 or Diana.Bonnell@bpd.treas.gov.

4. Fiscal Year End 2012 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.

An audit expresses an opinion on the financial statements based upon the testing performed. Currently, 20 of our 25 audited customer agencies have received unqualified, “clean” opinions on their financial statements. Other audits are still in progress. 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.

If you have questions, contact Annette Keller at 304-480-7295 or Annette.Keller@bpd.treas.gov.

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

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