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**ARC Monthly Bulletin – January 2015**  
*Valuable information for ARC's customers*

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Article headlines appear below. Scroll down for full stories.

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**HEADLINES**

**Franchise Services**

1. Service Level Meetings
2. FY16 Agreement Lifecycle

**Business Technology Division**

3. Oracle Discoverer Training
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**FULL STORIES**

**1. Service Level Meetings**

From December 15, 2014 through December 18, 2014, we conducted seven working sessions with our administrative customers. The focus for each meeting was around three main subjects: performance metrics, pricing drivers, and service delivery. Throughout the week, a total of 49 individuals participated in the sessions, representing 21 different agencies. We received valuable feedback and suggestions from each meeting and will strive to implement changes to our standard services when necessary, possible and value is added.

For additional information, contact Michael Satterfield at 304-480-5527 or [Michael.Satterfield@Fiscal.Treasury.Gov](mailto:Michael.Satterfield@Fiscal.Treasury.Gov).

**2. FY 16 Agreement Lifecycle**

We look forward to another successful year providing shared services to our customers. We are currently working to ensure our annual administrative agreements will be distributed in the spring, allowing sufficient time to work together to obtain a signed agreement and continuing our partnership.

For additional information, contact Michael Satterfield at 304-480-5527 or [Michael.Satterfield@Fiscal.Treasury.Gov](mailto:Michael.Satterfield@Fiscal.Treasury.Gov).

**3. Oracle Discoverer Training**

We provide Oracle Discoverer refresher training to assist our customers in their efforts to effectively transition newly hired staff and meet other potential training needs. This training is provided to our customers at no additional charge. We will conduct Discoverer training sessions February 24-26, 2015 in Washington, DC. All current Discoverer users will receive information, via email, about how to sign up for the classes.

For additional information, contact Oracle Support at 304-480-8000 (Option 3) or [OracleSupportTeam@Bpd.Treas.Gov](mailto:OracleSupportTeam@Bpd.Treas.Gov).

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