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**ARC Monthly Bulletin July 2017**  
*Valuable information for ARC's customers*

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**FULL STORIES**

**1. Quality Survey**

As previously communicated (November 2016 edition), the Employment Services Division implemented an automated quality survey process in October 2016 at key steps in the classification, job analysis, hiring and selection processes. The information currently being collected is a critical piece in our continuous improvement efforts. Some of the areas covered in the surveys include quality of communication and services, effectiveness of our emails and job aids, and the quality of the assistance provided by the servicing specialist. Our response rates are growing!

A special thanks to those who have participated to date. We started analyzing your feedback internally and the kudos received to date has been much appreciated by the staff. We will also share this year's results with our customer points of contact first quarter FY 18. Your customer experience matters so keep the feedback coming!

For additional information, contact Kelly Nettleton at 304-480-8229 or [Kelly.Nettleton@Fiscal.Treasury.Gov](mailto:Kelly.Nettleton@Fiscal.Treasury.Gov).

**2. PRISM Requisition Training**

We will provide PRISM Requisition 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 virtual PRISM Requisition refresher training sessions August 30, 2017 and August 31, 2017. All current PRISM Requisitioners will receive information, via email, about how to sign up for the classes.

For additional information, contact PRISM Support at 304-480-8000 (Option 2) or [PrismSupportTeam@Fiscal.Treasury.Gov](mailto:PrismSupportTeam@Fiscal.Treasury.Gov).

**3. Fiscal Year 2018 Administrative Agreements**

Within the next few weeks, our Business Management Branch will be distributing FY 18 annual agreements involving administrative services (Financial Management, Procurement, Travel, and Human Resources). These agreements do not include Information Technology services. To ensure your agreement is processed in a timely manner, please return your signed agreement by COB August 31, 2017. If you have any questions or wish to discuss your agreement, please do not hesitate to contact your customer service representative.

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

#### **4. Association of Government Accountants Professional Development Conference**

We will be participating as an exhibitor at the Association of Government Accountants Professional Development (AGA) Conference & Exposition in Boston from July 9-12. This event always offers opportunities for us to personally interact with our current and potential customers. Details can be found on the AGA website at the following address <https://www.agacgfm.org/Events.aspx>.

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

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