
ARC Monthly Bulletin March 2018
Valuable information for ARC's customers

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FULL STORIES

1. ARC's 20th Anniversary

While the visionaries behind the Administrative Resource Center (ARC) undoubtedly believed that franchising could have a sizable impact on operations at the former Bureau of the Public Debt, they likely had no idea how much growth their decisions would spur over the next 20 years. In 1996, Public Debt targeted small, independent agencies as the likely market for administrative services. The first eight customers opted for Accounting, Travel, Procurement, Facilities Management, and/or Human Resources. A mere 220 employees supported franchising work in 1996 and with a focus on maintaining customer service, new customers were added gradually.

Tom Harrison, former Assistant Commissioner, Office of Administration, cited several factors that made franchising a worthwhile opportunity in a 1997 newsletter:

- *Public Debt's administrative functions have improved the quality and cost effectiveness of administrative services since consolidation of such functions in Parkersburg... We believe that we can offer better administrative support than is available from most other organizations and that our services can assist others in better accomplishing their mission.*
- *Increasing the number of accountants, accounting technicians, contract specialists, purchasing agents, personnel specialists, and personnel clerks employed by Public Debt adds depth in areas that are very specialized and enlarges the talent pool from which to select senior specialists and managers.*
- *It is desirable to increase employment in the Parkersburg area where our experience has shown that the workforce is motivated and highly effective.*
- *The unit costs of developing and maintaining administrative systems is reduced with an expanded customer base.*

Through the years, ARC was able to implement larger customers with more complex needs. In 2012, the Public Debt/Financial Management Service consolidation resulted in the Bureau of the Fiscal Service. At that time franchising work separated into the Office of Shared Services (which included Travel, Procurement, and Human Resources) and the Fiscal Accounting Office (which included Financial Management and Investment Accounting). Today over 1,400 employees

support more than 70 customers in the areas of IT (Hosting), IT (Security), Budget Formulation & Execution Management, Travel, Procurement, Human Resources, and Investment Accounting.

ARC is now recognized as:

- Office of Management and Budget (OMB) Center of Excellence for Financial Management
- Human Resources Line of Business Center in partnership with Treasury's HRConnect Program Office
- General Services Administration (GSA) Information Systems Security Line of Business for Security Assessment Services and PKI
- Office of Financial Innovation and Transformation (OFIT) Federal Shared Service Provider for Financial Management

Doug Anderson, Assistant Commissioner, Office of Shared Services, stated, "When I think back twenty years ago when the term ARC and franchising just began, the biggest thought that comes to my mind is that no one believed it would ever grow to the size and stature it has today. The leadership at the time knew we were capable of providing excellent customer service and with the invention of the internet we could provide these services to agencies remotely from Parkersburg, WV, at a competitive price. Even with all of these advantages, I don't believe anyone dreamed the demand would be what it is today."

2. PRISM Requisition Refresher Training

We provide PRISM Requisition 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 PRISM refresher training sessions March 19th and March 20th, 2018. All current PRISM users 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.

3. PRISM Buyer Refresher Training

We provide PRISM Buyer 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 PRISM refresher training session's March 21st and March 22nd, 2018. All current PRISM users 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.

4. G-Invoicing End User Training

G-Invoicing (GINV) is a web-based application created to efficiently manage Intragovernmental buy/sell agreements between two federal agencies. Fiscal Service is working in conjunction with FRB St. Louis on the design and development of GINV. The team is currently on schedule with their proposed government-wide implementation. Release 2.1 is scheduled for late March 2018, allowing for agency consumption of the General Terms and Conditions (GT&C) piece of the overall roadmap.

For additional information on GINV, including TFM references and Frequently Asked Questions, please reference the Fiscal Service GINV website.

<https://fiscal.treasury.gov/g-invoice/>

We formed a project team to ensure that each of our serviced agencies will be properly informed, trained, and system-implemented. Our intent is to have each agency fully prepared to begin utilizing GINV for their GT&Cs by February 2019. You will be hearing from your respective Intragovernmental contacts in the near future to begin scheduling focus groups to provide a system demo, talk through any change management concerns you may have, determine proper accesses for your GINV users, and ultimately train your staff.

Note: There is a notice on the Fiscal Service website advertising GINV training with FRB St. Louis, in Crystal City for March. You do not need to register for this training. ARC will be providing your training.

Brenda Helms, the manager of your Intragovernmental team, will provide a GINV briefing during the ARC Customer Meeting in May, 2018. In addition, Brenda Helms and Eric McCoy will be in attendance at IGT Day coming up in April, 2018.

Contact Brenda at 304-480-7058 or Brenda.Helms@Fiscal.Treasury.Gov if you would like to schedule an informal discussion at either of these events.

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