
ARC Monthly Bulletin May 2019
Valuable information for ARC's customers

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1. 2019 ARC Shared Services Meeting

The ARC Shared Services Meeting will be held June 27, 2019, at the U.S. Department of Housing & Urban Development, 451 7th Street SW, Washington, DC. We are pleased to announce that this year's theme is "Shared Solutions, Higher Standards, and Smarter Government." The meeting will include one full day of interactive lectures with a customer feedback session at the end. Representatives from ARC will present topics including functional area operations and improvements. Invitations and registration information have been sent out and we strongly encourage your internal personnel to attend. In addition, Continuing Professional Education (CPE) credit will be offered. We will keep you posted as more event details are finalized and we look forward to seeing you there!

For additional information, contact Richard McFee at 304-480-7118 or Richard.McFee@Fiscal.Treasury.Gov.

2. SmartPay 3 Reminder

SmartPay 3 (SP3) begins May 26, 2019. The current SmartPay 2 (SP2) extended contract will expire on May 25, 2019. Current SP2 cardholders should have already received their new SP3 cards. If not, please send an email to Gov-TCard@Fiscal.Treasury.Gov. Travelers should activate their new SP3 card immediately by calling the number on the sticker on the front of the card. ARC Travel will add new SP3 cards into ConcurGov and turn off split disbursement. Travelers will receive the total payment regardless of method of reimbursement in ConcurGov and pay the appropriate card. Split disbursement will be re-enabled on June 17, 2019 and apply to any trips with begin trip dates of June 17 and after.

For additional information, contact the Travel Service's Travel Card Group at 304-480-8000 (Option 1) or Gov-TCard@Fiscal.Treasury.Gov.

3. Workflow Management

ARC Financial Management, Human Resources and Travel service lines have partnered to develop an integrated customer service and workflow management system to modernize and streamline the exchange of transactional requests between ARC and our customers.

For our customers, accomplishing everyday tasks with ARC should be seamless and the progress of work should be transparent and traceable to completion. A customer interface will provide useful knowledge articles and job aids. Customers will be able to submit requests, inquiries, and forms through the customer interface. A progress tracker will provide insight into the status of any submission as work is completed.

As ARC's customer base expands, we continue to strive for process improvements and modernization of our workflow management. Modernizing and streamlining workflow management between ARC and our customers is necessary to ensure we provide excellent customer service.

The project team is currently performing market research to identify a recommended solution for this initiative.

For additional information, contact Leslie Radcliff at Leslie.Radcliff@Fiscal.Treasury.Gov or Brian Shackleford at Gregory.Shackleford@Fiscal.Treasury.Gov.

4. Office of Management and Budget (OMB) Memorandum on Shared Services

On April 26, OMB set a new, long-term vision and strategy for approaching shared services through the issuance of [Memorandum M-19-16, Centralized Mission Support Capabilities for the Federal Government](#).

Following is a message from ARC's executive leadership regarding this announcement.

The Office of Management and Budget (OMB) recently announced a new strategy that will help agencies engage with shared service providers more efficiently and effectively. This new strategy supports the President's Management Agenda, Cross-Agency Priority Goal 5, Sharing Quality Services. As an ARC customer, you already know that shifting administrative services to shared service providers, like ARC, allows you to more clearly focus on your core mission. ARC will continue to provide these quality administrative services to each of our customer agencies.

OMB's new strategy includes the designation of several agencies to serve as Quality Service Management Offices (QSMO) for different shared service business lines. ARC provides services to our customers in several of those business lines, including Financial Management, Human Resources, Travel, and Procurement. We are excited to support the implementation of the QSMO strategy and have already started to engage with the agencies designated to provide QSMO support. As a result of our preliminary discussions, we're confident that the strategic direction of each QSMO is supportive of the administrative services that ARC has provided for the last 20 years. As a provider, we've learned that shared services work best when we can standardize processes, consolidate systems, and automate transactions. We appreciate the opportunity to work with the QSMOs to spread these principles across the Federal government.

ARC will work closely with our business line QSMOs, especially over the next several months as OMB's strategy takes shape. We will continue to provide information to you through our website and newsletters, as well as directly engaging with each of your agency points of contact. Later

this summer, you can join us at the ARC Customer Meeting on June 27th in Washington, D.C., to get additional information about our work with the QSMOs. If you have any questions or concerns, feel free to reach out to your Customer Service Representative.

5. 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 May 20th and May 21st, 2019. 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.

6. 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 sessions May 22nd and May 23rd, 2019. 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.

7. Upcoming changes in the Division of Procurement Services (DPS)

Effective May 12, 2019, the DPS Management Team will institute a new organizational structure, dissolving the current purchasing/contract administration branches and consolidating the functional areas to be managed within a single team, per customer(s). This will allow for the management of the full contract lifecycle by a single supervisor (or customer care liaison); rather than the two (one purchasing and one admin) in today's environment. Additionally, this new structure makes the supervisor the first authority over both functional areas; whereas today that authority is first vested in the Director. Overall, we believe this customer centric model will improve service delivery and maximize the customer's procurement experience.

Under the new organizational structure, procurement operations will be split into three branches. The branches will be separated by customer type, as follows:

- Treasury Acquisitions Branch (TAB)
- Fiscal Service Acquisitions Branch (FSAB)
- Non-Treasury Acquisitions Branch (NTAB)

We are confident that categorizing the branches in this fashion will allow for more consistent application of unique policies and procedures.

We would like to request your patience as we begin the transition from the old to the new over the next couple of weeks. A DPS project team has put months of planning and preparation into minimizing the impact to our customers and their active acquisitions. There may still be a few short term delays as customer care liaisons work to transition current assignments. Outgoing and incoming team members will communicate personnel changes as applicable.

For additional information, contact any of our customer care liaisons:

Treasury Acquisitions Branch (TAB):

Customer Care Liaison: Amber Hitt

Community Development Financial Institutions (CDFI) Fund
United States Mint (USM)

Customer Care Liaison: Garen Behnke

Alcohol and Tobacco Tax and Trade Bureau (TTB)
Financial Crimes Enforcement Network (FinCEN)

Customer Care Liaison: Brandon Burnworth

Office of Financial Research (OFR)/Financial Stability Oversight Council (FSOC)
Treasury Inspector General for Tax Administration (TIGTA)
Office of the Special Inspector General for the Troubled Asset Relief Program (SIGTARP)

Fiscal Service Acquisitions Branch (FSAB):

Customer Care Liaison: Melissa Forbes

Bureau of the Fiscal Service (FS)

Customer Care Liaison: Steven Nulter

Administrative Resource Center (ARC)

Non-Treasury Acquisitions Branch (NTAB):

Customer Care Liaison: Tina White

Access Board (AB)
Armed Forces Retirement Home (AFRH)
Consumer Financial Protection Bureau (CFPB)
Gulf Coast Eco Restoration Council (GCERC)
Department of Housing and Urban Development Office of the Inspector General (HUD-OIG)
Office of Government Ethics (OGE)

Customer Care Liaison: Anna Foreman

Inter-American Foundation (IAF)
National Mediation Board (NMB)
African Development Foundation (ADF)
Chemical Safety and Hazard Investigation Board (CSB)
Denali Commission
Election Assistance Commission (EAC)
Federal Housing Finance Agency Office of the Inspector General (FHFA-OIG)

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