

HEADLINES

General:

1. **FY22 Interagency Agreement**
2. **Putting Customers at the Center of our Workflow**
3. **2021 ARC Shared Services Meeting**

Human Resources:

4. **USASTaffing Implementation Update**

FULL STORIES

1. FY22 Interagency Agreements

We would like to extend our appreciation to all our customers for a productive and successful fiscal year thus far. FY22 Pricing is nearing completion and agencies should start to see their FY22 Interagency Agreements around June 15th.

For additional information, contact Michael Satterfield at 304-480-5527 or Michael.Satterfield@Fiscal.Treasury.Gov

2. Putting Customers at the Center of our Workflow

As a reminder from last month's update, employees and customers have told us they need a better way of engaging with each other - one that is more modern, efficient, experience-driven, and user-friendly. Over the next few months, we'll build a prototype in Salesforce using human-centered design (HCD) methods that will focus on improving customer experience and maximizing efficiency. We'll reimagine up to three (3) business processes, create Customer Relationship Management (CRM) capabilities, and improve upon the customer portal.

We've made significant strides over the last month, including:

1. Reviewing documentation and conducting interviews with an initial set of customers to understand insights for pain points and opportunities in current interactions with ARC.
2. Aggregating what we heard into major themes that will shape our requirements, design, and development. Below are a few of those major themes:
 - As a customer, I am receiving inconsistent communication.
 - As a customer, I am wondering where my request is in the process.
 - As a customer, I am confused about what's expected of me.
3. Officially kicking off our development timeline, which will continue until mid-August.
 - An Agile methodology is being used, which allows us to quickly incorporate stakeholder feedback and deliver incremental value.
 - Our first priority is to define the scope and objectives (i.e., what we are building in Salesforce).
 - This process involves aligning insights with what is technically feasible and demonstrates the greatest business value for all stakeholders.

Customers and employees are central to our HCD approach and over the next few months each will be involved in targeted working sessions to validate designs, test prototypes and functionality, and provide feedback. **As such, it's not too late to have your voice be heard!** For those interested in attending product demonstrations (starting in June) or working more closely with the project team throughout this process, please reach out to Jacob Oberlin Jacob.Oberlin@Fiscal.Treasury.Gov and/or Anda Coiner Anda.Coiner@Fiscal.Treasury.Gov

In next month's newsletter update, we'll share the oneARC Salesforce Pilot scope and objectives, including the selection of business processes to be reimaged. We look forward to continuing to share progress and gather feedback from you.

Additionally, we're excited to showcase some of the ongoing Salesforce design and development efforts at the **July ARC Customer Meeting**.

3. 2021 ARC Shared Services Meeting

Planning is underway for the most important event of the year – the 2021 ARC Shared Services Meeting. Expect a full agenda of informative presentations, interactive discussion, and opportunities for networking. Be on the lookout for your invitation, which is coming soon. We look forward to your participation.

If you have any questions, please contact Randall Lowe at Randall.Lowe@Fiscal.Treasury.Gov

4. USASTaffing Implementation Update

The project to transition ARC customers from the Monster owned Career Connector automated staffing system to OPM's USASTaffing system is currently on schedule. As of May 23rd, 16 of 23 ARC customers have been successfully implemented to the new system. The remaining 7 ARC customers will be migrated in the final wave that will occur the week of July 5. The implementation project is scheduled to conclude in January of 2022.

If you have any questions, please contact Jared Johnson at 304-480-6394 or Jared.Johnson@Fiscal.Treasury.Gov



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