



Quarterly Performance Metrics FY 2017 1st Quarter

Financial Management Services

	<u>Target</u>	<u>YTD Value</u>
Accounts Receivable		
Documents posted within two business days once complete information is received	80%	94.4%
Budget		
Budget Reprogramming Documents processed within 2 business days	97%	100.0%
MAX Reporting completed timely	99%	100.0%
Cash Services		
Deposits processed within 2 business days	95%	99.9%
Fund Balance with Treasury - TAS/BETC Reclassifications completed within due date	99%	100.0%
Fund Balance with Treasury - Reconciliations prepared and reviewed by 20th day of subsequent month	98%	100.0%
CitiDirect		
Error free interfaced invoices paid within two business days from receipt of payment file	98%	99.5%
Commercial Accounts Payable		
Prompt Pay	>99.5%	100.0%
Proper Payments	>99.5%	100.0%
Discounts Taken	99%	99.7%
Debt Collection		
Referral to Fed Debt within legal limits with customer approval	90%	100.0%
Grants, Loans, Foreign & Misc		
Proper Payments - Grants	99.5%	100.0%
Proper Payments - Loans	99.5%	100.0%
Proper Payments - Foreign & Misc.	99.5%	100.0%
Payroll		
Payroll posting within 2 business days of receipt of error free file(s) from customer	98%	99.7%
Payroll completed before month-end closing	100%	100.0%
Receivable Reporting		
TROR reporting completed by established due dates	95%	100.0%
Reporting		
Reporting and account maintenance tasks completed by due dates	99%	100.0%
System Services - Help Desk		
First Call Resolution	65%	81.1%
Average Call Abandonment Rate	<5%	1.91%
Percent of emails resolved within 1 business day	65%	74.0%
Average Call Response Time	<10 sec	9.52
Total Calls		5,350
Vendor Maintenance		
Vendor Maintenance within 24 hours of receipt	99%	100.0%



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Human Resource Services

	<u>Target</u>	<u>YTD Value</u>
Classification		
Classification of positions (New and Redescriptions) within 15 days	90%	94.4%
Desk Audits/Position Reviews completed within 45 calendar days	90%	97.1%
Minor pen & ink changes within 3 business days	90%	98.5%
Accuracy of Position Classification Actions Reviewed	90%	92.8%
Employee Benefits		
Submission of Retirement Packages within 3 business days following the effective retirement date	95%	100.0%
Percent of cases audited by OPM determined to be error free	90%	97.9%
Percentage of Retirement Estimates Completed within 12 Calendar Days	85%	90.4%
HR Help Desk		
First Call Resolution	80%	88.5%
Percentage of tickets reopened after initially determined to be resolved	<5%	0.1%
HR Reporting Services		
Provide HR Reports, as requested within negotiated time	95%	99.8%
Pay and Leave Administration		
Notify potential leave recipients in the Voluntary Leave Transfer Program of approval/disapproval of application within 5 business days after receipt of all necessary documentation	95%	100.0%
Release lump-sum payment for unused annual leave to separated employees within 20 business days after final paycheck is issued	90%	100.0%
Personnel Security Services		
Submit acceptable background investigation requests and documents to OPM	95%	100.0%
Processing Operations		
Resolve Complex Pay Issues within ARC's control within 45 business days	90%	95.4%
Provide SES and Supervisory Probationary Notices within 70 calendar days	95%	87.5%
Process personnel actions to facilitate timely salary pmt. within the pay period	99%	100.0%
Process properly documented awards within 1 pay period	90%	97.7%
Percentage of accurate data points in ARC's Quality Review	90%	97.8%
Staff Acquisition		
ARC portion of the competitive hiring process within 23 days	85%	79.3%
Workers Compensation		
File Worker's Compensation CA-1/CA-2 Forms with Department of Labor within 10 business days	95%	100.0%
File Worker's Compensation CA-7 Forms within 5 days	90%	100.0%



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Procurement Services

	<u>Target</u>	<u>YTD Value</u>
Contract Administration		
Administrative Modifications (Includes COTR, Funding and Address changes) within 15 business days	90%	98.5%
Other than Administrative Modification (Excludes contractor name changes and novations) within 30 business days	85%	97.4%
% completed within 45 business days	85%	97.7%
Contracts		
Schedule Orders within 90 business days	90%	95.7%
Commercial Items within 120 business days	90%	96.7%
Purchase and Fleet Card		
Application Processing in less than 5 business days	95%	100.0%
Urgent Requests processed within 1 business day	95%	100.0%
Non-Urgent Requests in less than 3 business days	95%	100.0%
Simplified Acquisitions		
Less than \$25,000 within 20 business days		75.4%
Greater than \$25,000 within 40 business days		96.4%
System Services - Help Desk		
First Call Resolution	75%	85.1%
Average Call Abandonment Rate	<5%	1.04%
Average Call Response Time	<10 sec	7.68
Total Calls		7,302

NOTE: All Simplified Acquisition Standards begin upon receipt of: 1. a complete acquisition package (procurement request, description of item or performance work statement, evaluation factors (if other than technically acceptable, low price); 2. the timely review of revised description of items or performance work statement and revised evaluation factors, received; and 3. a timely and complete evaluation of technical proposals

Systems

	<u>Target</u>	<u>YTD Value</u>
System Services		
System Availability - Oracle	99%	99.8%
System Availability - PRISM	99%	99.9%
System Availability - Discoverer	99%	99.7%
Timely Notice of Scheduled System Outages	100%	N/A
Month End Closing	100%	100.0%
Run Time for Standard Discoverer Reports created by ARC - % in less than 1 minute	>90%	93.3%



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Travel Services

	<u>Target</u>	<u>YTD Value</u>
<i>E-Gov Travel Services</i>		
Sampling Turnaround time within 30 days from last day of month of travel voucher paid date	99%	100.0%
Timely Payment % approved vouchers paid within 5 business days	98%	99.6%
Centrally billed account reconciliation within 30 days of receipt	99%	100.0%
<i>Relocation - Payments</i>		
Timely Payment	98%	100.0%
<i>Relocations</i>		
Initial Relocation contact within 1 business day after receipt of complete & approved agency request	97%	100.0%
Contact Relocatee for counseling session 3 business days after receipt of complete & approved relocation agency request	97%	100.0%
Submit Relocation Voucher to employee within 10 days	96%	98.0%
Vendor Invoice submission % submitted within 25 days of receipt of valid invoice	98%	98.7%
<i>System Services - Help Desk</i>		
Call Ticket Resolution	90%	97.9%
Email Ticket Resolution	80%	86.5%
Average Call Response Time	<15 sec	14.49
Average Call Abandonment Rate	<5%	2.86%
Total Calls		11,630
<i>Travel Card Services</i>		
Percentage of cardholder applications processed within two business days of receipt	99%	100.0%