



## Quarterly Performance Metrics FY 2020 4th Quarter

### Financial Management Services

	<u>Target</u>	<u>YTD Value</u>
<b>Accounts Receivable</b>		
Documents posted within two business days once complete information is received	95%	99.8%
<b>Budget</b>		
Budget Reprogramming Documents processed within 2 business days	97%	99.9%
MAX Reporting completed timely	99%	100.0%
<b>Budget Formulation and Execution Manager</b>		
BFEM System Availability	99%	99.7%
<b>Cash Services</b>		
Deposits processed within 2 business days	95%	89.6%
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	99%	100.0%
<b>CitiDirect</b>		
Error free interfaced invoices paid within two business days from receipt of payment file	99%	99.6%
<b>Commercial Accounts Payable</b>		
Prompt Pay	99.7%	100.0%
Proper Payments	99.7%	100.0%
Discounts Taken	99%	99.7%
<b>Debt Collection</b>		
Referral to Fed Debt within legal limits with customer approval	99%	100.0%
<b>Grants, Loans, Foreign &amp; Misc</b>		
Proper Payments - Grants	99.7%	100.0%
Proper Payments - Loans	99.7%	100.0%
Proper Payments - Foreign & Misc.	99.7%	100.0%
<b>Payroll</b>		
Payroll posting within 2 business days of receipt of error free file(s) from customer	99.9%	99.9%
Payroll completed before month-end closing	100%	100.0%
<b>Receivable Reporting</b>		
TROR reporting completed by established due dates	99%	100.0%
<b>Reporting</b>		
Reporting and account maintenance tasks completed by due dates	99%	100.0%
Unqualified audit opinions for items under ARC control and responsibility	100%	100.0%
Percent of Fixed Asset Module postings completed in correct accounting period.	99%	100.0%
<b>System Services - Help Desk</b>		
First Call Resolution closed within 60 min	70%	71.4%



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Average Call Abandonment Rate	<5%	1.49%
Percent of emails resolved within 1 business day	65%	70.9%
Average Call Response Time	<10 sec	7.44
Total Calls		17,172
<b><i>Vendor Maintenance</i></b>		
Vendor Maintenance within 24 hours of receipt	99%	100.0%



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## Human Resource Services

	<u>Target</u>	<u>YTD Value</u>
<b>Classification</b>		
Classification of positions (New and Redescriptions) within 15 days	90%	58.5%
Desk Audits/Position Reviews completed within 45 calendar days	90%	100.0%
Minor pen & ink changes within 3 business days	90%	95.2%
Accuracy of Position Classification Actions Reviewed (Reported for previous quarter activity)	90%	93.6%
Tier 1 Call Center tickets resolved within 1 business day	85%	99.4%
<b>Employee Benefits</b>		
Submission of Retirement Packages within 3 business days following the effective retirement date	98%	100.0%
Percent of cases audited by OPM determined to be error free (Reported for previous quarter activity)	92%	97.1%
Percentage of Retirement Estimates Completed within 12 Calendar Days	90%	98.4%
Retirement code errors corrected within 45 days of identification	85%	95.8%
<b>HR Help Desk</b>		
First Call Resolution within 60 min.	80%	93.5%
Average Call Response Time	<20 sec	13.23
Average Call Abandonment Rate	<5%	4.53%
Percentage of tickets reopened after initially determined to be resolved	<2%	0.2%
Total Calls		34,085
Percent of emails resolved within 1 business day	65%	75.9%
<b>HR Reporting Services</b>		
Provide HR Reports, as requested within 3 business days	95%	98.5%
<b>Payroll, Processing, and Personnel Records</b>		
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	95%	99.0%
Resolve Complex Pay Issues within ARC's control within 45 business days	90%	96.5%
Process personnel actions to facilitate timely salary pmt. within the pay period	99%	100.0%
Process properly documented awards within 1 pay period	95%	98.9%
Percentage of accurate data points in ARC's Quality Review	90%	97.5%
Transmission of timecards validated/certified by noon eastern time on the Monday following the end of the pay period that are completed within the pay period	99%	100.0%
<b>Personnel Security Services</b>		
Submit acceptable background investigation requests and documents to OPM	95%	96.9%



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Submit to customer written adjudication recommendations within 16 calendar days	95%	97.0%
<b><i>Staff Acquisition</i></b>		
ARC portion of standalone job analysis process completed within 30 days	85%	92.7%
Accuracy of Staffing Actions (Reported for previous quarter activity)	90%	94.7%
ARC portion of the competitive hiring process within 23 days	85%	86.9%
<b><i>Workers Compensation</i></b>		
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	95%	100.0%
Accuracy of Workers' Compensation cases	90%	97.7%



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### Procurement Services

	<u>Target</u>	<u>YTD Value</u>
<b>Acquisition Services</b>		
Simplified Acquisitions within 40 business days	85%	82.7%
8(a) Direct Awards >\$250K but < \$4M within 60 business days	85%	77.8%
MAS, GWAC, and TWAC >\$250K within 90 business days	85%	82.5%
Complex Contracts completed within 120 business days	85%	88.9%
<b>Contract Administration</b>		
Option Renewals completed before current period of performance expiration	99%	100.0%
IA and IA mods within 15 business days	85%	91.7%
Unilateral mods within 20 business days	85%	96.9%
Bilateral mods within 30 business days	85%	96.4%
Non competitive BPA Call or Task/Delivery Order < \$250K within 30 business days	85%	93.1%
Non competitive BPA Call or Task/Delivery Order >= \$250K within 45 business days	85%	90.4%
Competitive BPA Call or Task/Delivery Order < \$250K within 45 business days	85%	50.0%
Competitive BPA Call or Task/Delivery Order >= \$250K within 75 business days	85%	91.4%
<b>Purchase and Fleet Card</b>		
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%
<b>System Services - Help Desk</b>		
First Call Resolution closed within 60 min	80%	85.6%
Average Call Abandonment Rate	<5%	1.22%
Average Call Response Time	<10 sec	8.14
Total Calls		33,494

*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*



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### Systems

	<u>Target</u>	<u>YTD Value</u>
<b>System Services</b>		
System Availability - Oracle	99%	100.0%
System Availability - PRISM	99%	99.9%
System Availability - Discoverer/OBI	99%	99.8%
Timely Notice of Scheduled System Outages	100%	75.0%
Month End Closing	100%	100.0%
Standard Suite reports run within one minute	>90%	86.2%
System Availability - OneStream	99%	99.5%

### Travel Services

	<u>Target</u>	<u>YTD Value</u>
<b>E-Gov Travel Services</b>		
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	99%	98.7%
Centrally billed account reconciliation within 30 days of receipt	99%	98.3%
<b>Relocation - Payments</b>		
Approved employee vouchers paid within 5 business days	99%	100.0%
<b>Relocations</b>		
Initial Relocation contact within 1 business day after receipt of complete & approved agency request	99%	100.0%
Contact Relocatee for counseling session 3 business days after receipt of complete & approved relocation agency request	99%	99.9%
Submit Relocation Voucher to employee within 10 days	97%	98.4%
Vendor Invoice submission % submitted within 25 days of receipt of valid invoice	97%	99.1%
<b>System Services - Help Desk</b>		
Call Ticket Resolution	94%	97.7%
Email Ticket Resolution	85%	91.7%
Average Call Response Time	<15 sec	16.07
Average Call Abandonment Rate	<5%	6.14%
Total Calls		25,350
<b>Travel Card Services</b>		
Percentage of cardholder applications processed within two business days of receipt	99%	98.2%