



Quarterly Performance Metrics FY 2019 3rd Quarter

Financial Management Services

| | <u>Target</u> | <u>YTD Value</u> |
|--|---------------|------------------|
| Accounts Receivable | | |
| Documents posted within two business days once complete information is received | 90% | 99.5% |
| Budget | | |
| Budget Reprogramming Documents processed within 2 business days | 97% | 99.8% |
| MAX Reporting completed timely | 99% | 100.0% |
| Budget Formulation and Execution Manager | | |
| BFEM System Availability | 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 | 99% | 100.0% |
| CitiDirect | | |
| Error free interfaced invoices paid within two business days from receipt of payment file | 99% | 99.7% |
| Commercial Accounts Payable | | |
| Prompt Pay | 99.7% | 100.0% |
| Proper Payments | 99.7% | 100.0% |
| Discounts Taken | 99% | 100.0% |
| Debt Collection | | |
| Referral to Fed Debt within legal limits with customer approval | 99% | 100.0% |
| Grants, Loans, Foreign & Misc | | |
| Proper Payments - Grants | 99.7% | 100.0% |
| Proper Payments - Loans | 99.7% | 100.0% |
| Proper Payments - Foreign & Misc. | 99.5% | 99.8% |
| Payroll | | |
| Payroll posting within 2 business days of receipt of error free file(s) from customer | 98% | 100.0% |
| Payroll completed before month-end closing | 100% | 100.0% |
| Receivable Reporting | | |
| TROR reporting completed by established due dates | 99% | 100.0% |
| Reporting | | |
| Reporting and account maintenance tasks completed by due dates | 99% | 99.9% |
| System Services - Help Desk | | |
| First Call Resolution closed within 60 min | 70% | 76.7% |
| Average Call Abandonment Rate | <5% | 1.93% |
| Percent of emails resolved within 1 business day | 65% | 67.3% |
| Average Call Response Time | <10 sec | 6.80 |
| Total Calls | | N/A |



Quarterly Performance Metrics FY 2019 1st Quarter

Vendor Maintenance

Vendor Maintenance within 24 hours of receipt

99%

100.0%



Quarterly Performance Metrics FY 2019 1st Quarter

Human Resource Services

| | <u>Target</u> | <u>YTD Value</u> |
|--|---------------|------------------|
| <i>Classification</i> | | |
| Classification of positions (New and Redescriptions) within 15 days | 90% | 85.8% |
| Desk Audits/Position Reviews completed within 45 calendar days | 90% | 100.0% |
| Minor pen & ink changes within 3 business days | 90% | 94.6% |
| Accuracy of Position Classification Actions Reviewed (Reported for previous quarter activity) | 90% | 98.8% |
| <i>Employee Benefits</i> | | |
| 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 | 85% | 98.8% |
| <i>HR Help Desk</i> | | |
| First Call Resolution within 60 min. | 80% | 87.5% |
| Average Call Response Time | <20 sec | 14.91 |
| Average Call Abandonment Rate | <5% | 6.15% |
| Percentage of tickets reopened after initially determined to be resolved | <5% | 99.9% |
| Total Calls | | N/A |
| <i>HR Reporting Services</i> | | |
| Provide HR Reports, as requested within 3 business days | 95% | 98.0% |
| <i>Payroll, Processing, and Personnel Records</i> | | |
| 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% | 98.7% |
| Resolve Complex Pay Issues within ARC's control within 45 business days | 90% | 99.3% |
| Process personnel actions to facilitate timely salary pmt. within the pay period | 99% | 100.0% |
| Process properly documented awards within 1 pay period | 95% | 98.6% |
| Percentage of accurate data points in ARC's Quality Review | 90% | 98.2% |
| <i>Personnel Security Services</i> | | |
| Submit acceptable background investigation requests and documents to OPM | 95% | 95.6% |
| <i>Staff Acquisition</i> | | |
| ARC portion of standalone job analysis process completed within 30 days | 85% | 94.6% |
| Accuracy of Staffing Actions (Reported for previous quarter activity) | 90% | 94.7% |
| ARC portion of the competitive hiring process within 23 days | 85% | 97.8% |



Quarterly Performance Metrics FY 2019 1st Quarter

Workers Compensation

| | | |
|---|-----|--------|
| File Worker's Compensation CA-1/CA-2 Forms with Department of Labor within 10 business days | 95% | 99.0% |
| File Worker's Compensation CA-7 Forms within 5 days | 95% | 100.0% |

Procurement Services

| | <u>Target</u> | <u>YTD Value</u> |
|---|---------------|------------------|
| Acquisition Services | | |
| Simplified Acquisitions within 40 business days | 85% | 93.4% |
| 8(a) Direct Awards >\$250K but < \$4M within 60 business days | 85% | 100.0% |
| MAS, GWAC, and TWAC >\$250K within 90 business days | 85% | 96.6% |
| Complex Contracts completed within 120 business days | 85% | 93.2% |
| Contract Administration | | |
| Option Renewals completed before current period of performance expiration | 99% | 99.6% |
| IA and IA mods within 15 business days | 85% | 99.4% |
| Unilateral mods within 20 business days | 85% | 99.6% |
| Bilateral mods within 30 business days | 85% | 99.8% |
| Non competitive BPA Call or Task/Delivery Order < \$250K within 30 business days | 85% | 98.0% |
| Non competitive BPA Call or Task/Delivery Order >= \$250K within 45 business days | 85% | 100.0% |
| Competitive BPA Call or Task/Delivery Order < \$250K within 45 business days | 85% | 100.0% |
| Competitive BPA Call or Task/Delivery Order >= \$250K within 60 business days | 85% | 90.9% |
| Purchase and Fleet Card | | |
| Application Processing in less than 5 business days | 95% | 100.0% |
| Urgent Requests processed within 1 business day | 95% | 93.1% |
| Non-Urgent Requests in less than 3 business days | 95% | 99.8% |
| System Services - Help Desk | | |
| First Call Resolution closed within 60 min | 75% | 85.8% |
| Average Call Abandonment Rate | <5% | 1.50% |
| Average Call Response Time | <10 sec | 7.72 |
| Total Calls | | N/A |

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



Quarterly Performance Metrics FY 2019 1st Quarter

Systems

| | <u>Target</u> | <u>YTD Value</u> |
|--|---------------|------------------|
| System Services | | |
| System Availability - Oracle | 99% | 99.8% |
| System Availability - PRISM | 99% | 99.7% |
| System Availability - Discoverer/OBI | 99% | 99.7% |
| Timely Notice of Scheduled System Outages | 100% | 100.0% |
| Month End Closing | 100% | 100.0% |
| Standard Suite reports run within one minute | >90% | 90.3% |

Travel Services

| | <u>Target</u> | <u>YTD Value</u> |
|---|---------------|------------------|
| E-Gov Travel Services | | |
| 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% | 99.0% |
| Centrally billed account reconciliation within 30 days of receipt | 99% | 98.2% |
| Relocation - Payments | | |
| Approved employee vouchers paid within 5 business days | 99% | 100.0% |
| Relocations | | |
| Initial Relocation contact within 1 business day after receipt of complete & approved agency request | 99% | 99.8% |
| Contact Relocatee for counseling session 3 business days after receipt of complete & approved relocation agency request | 99% | 99.7% |
| Submit Relocation Voucher to employee within 10 days | 98% | 98.0% |
| Vendor Invoice submission % submitted within 25 days of receipt of valid invoice | 98% | 98.4% |
| System Services - Help Desk | | |
| Call Ticket Resolution | 94% | 98.4% |
| Email Ticket Resolution | 80% | 93.1% |
| Average Call Response Time | <15 sec | 22.00 |
| Average Call Abandonment Rate | <5% | 7.13% |
| Total Calls | | N/A |
| Travel Card Services | | |
| Percentage of cardholder applications processed within two business days of receipt | 99% | 99.5% |