

**ARC QUARTERLY PERFORMANCE METRICS  
4TH QUARTER FY2007**

<b>METRICS</b>	<b>STANDARD / TARGET</b>	<b>1ST QUARTER PERFORMANCE VALUES</b>	<b>2ND QUARTER PERFORMANCE VALUES</b>	<b>3RD QUARTER PERFORMANCE VALUES</b>	<b>4TH QUARTER PERFORMANCE VALUES</b>	<b>NOTES</b>
<b>ACCOUNTING:</b>						
Prompt Pay	99%	99.54%	99.63%	98.97%	98.99%	
EFT Compliance	99%	99.00%	99.98%	99.98%	100.00%	
Erroneous Payments	less than 1%	0.12%	0.05%	0.02%	0.00%	
Emergency Payments in SPS w/in 24 hours	99%	100.00%	100.00%	100.00%	100.00%	
Fund Balance with Treasury completed within 15 calendar days of month-end close	99%	100.00%	100.00%	100.00%	100.00%	
External Reporting by OMB & Treasury due dates	100%	100.00%	100.00%	100.00%		
Audit Results (4 options) Unqualified opinions for financial audits and SAS 70 reviews	100%	N/A - Due Late '07	N/A - Due late '07	N/A - Due late '07	N/A - Due late '07	
Payroll w/in 3 working days of receipt of payroll tapes from NFC	99%	99.70%	100.00%	100.00%	100.00%	
Payroll completed before month-end closing	100%	100.00%	100.00%	100.00%	100.00%	
Vendor File w/in 24 hours of receipt	99%	100.00%	100.00%	100.00%	100.00%	
Month-end Closing by 2nd working day of each month	100%	100.00%	100.00%	100.00%	100.00%	

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<b>TRAVEL:</b>						
<b>HELP DESK</b>						
Travel help desk first call resolution	80%	98.34%	98.70%	97.53%	96.36	
Average time to answer call	30 seconds or less	6 seconds	6 seconds	5 seconds	5 seconds	
Average call abandonment rate	5% or less	1.36%	0.99%	0.57%	0.86%	
Average call abandonment time	60 seconds or less	52.58 seconds	25.33 seconds	21 seconds	23 seconds	
<b>TEMPORARY DUTY PROCESSING</b>						
Travel sampling turnaround time w/in 30 days from last day of month of travel voucher paid date	***	100.00%	100.00%	100.00%	100%	
Travel voucher submitted for payment w/in 1 business day from the approved date	***	85.70%	91.65%	94.34%	95.59%	Due to timing issues beyond our control, Travel has evaluated this metric and determined that it is unrealistic. This metric will be adjusted to a target of within 2 business days beginning FY2008.
Travel centrally billed account reconciliation w/in 30 days of receipt	***	99.90%	96.97%	97.44%	100%	
<b>RELOCATION PROCESSING</b>						
Initial Relocation contact w/in 1 business day after receipt of complete & approved relocation request from agency	***	96.20%	98.13%	99.49%	100%	
Contact Relocatee for counseling session 1-3 business days after receipt of complete & approved relocation request from agency	***	98.50%	98.13%	99.49%	98.81%	
Submit Relocation Voucher category 1 w/in 1-10 business days	***	100.00%	100.00%	98.62%	98.87%	
Submit Relocation Voucher category 2 w/in 1-25 business days	***	100.00%	98.20%	99.07%	99.60%	
Process Relocation payment voucher in Oracle w/in 1-5 business days	***	100.00%	100.00%	94.45%	93.05%	

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<b>HUMAN RESOURCES:</b>						
<b>CLASSIFICATION</b>						
Classification of new positions w/in 1-15 business days	***	83%*	97.80%	100.00%	90.30%	*Excludes time for customer review and decision making.
Redescription of existing position description w/in 1-10 business days	***	100%*	N/A	100.00%	89.00%	*Excludes time for customer review and decision making.
Minor pen and ink changes to position descriptions w/in 1-3 business days	***	100.00%	100.00%	100.00%	100.00%	
Signed position description issued to customer w/in 1-2 business days	***	84.00%	99.50%	98.00%	99.50%	
<b>STAFF ACQUISITION</b>						
Posting vacancy announcements w/in 1-3 business days	***	96.00%	98.00%	97.70%	97.90%	
Screening and selection process* w/in 1-45 business days	***	84%**	82.00%	90.50%	78.00%	*Screening and selection process begins the day the vacancy announcement closes. **Includes customer time spent in the rating and selection process.
<b>PROCESSING OPERATIONS</b>						
Resolve complex pay issues that are within ARC's control to resolve (e.g., administrative debts and waivers) w/in 30-45 calendar days	***	100.00%	100.00%	100.00%	100.00%	
Provide tickler notices (e.g., supervisory and regular probationary periods, within-grades) 30-90 calendar days before the effective date	***	100.00%	100.00%	100.00%	100.00%	

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<b>OFFICIAL PERSONNEL FOLDER (OPF) MAINTENANCE</b>						
Provide a copy of OPF (maximum of 6 OPFs per request) 1-3 business days from request date	***	86.00%	96.00%	100.00%	97.29%	
Request prior service records 1-10 business days from receipt of SF-50	***	73.00%	91.00%	n/a	n/a	
<b>PAY AND LEAVE ADMINISTRATION</b>						
Notify potential leave recipients in the Voluntary Leave Transfer Program of approval/disapproval of application 1-10 business days after receipt of all necessary documentation	***	100.00%	100.00%	100.00%	100.00%	
<b>WEBTA TIME AND ATTENDANCE SYSTEM</b>						
Notice of scheduled system outages 1 week in advance	***	N/A	N/A	N/A	N/A	No scheduled outages this quarter
<b>EMPLOYEE BENEFITS</b>						
Process properly documented awards w/in 1 pay period	***	100.00%	100.00%	100.00%	100.00%	
<b>HR SYSTEMS SUPPORT DESK</b>						
Average time to answer call	30 seconds or less	11 seconds	10.72 seconds	9.67 seconds	9.32 seconds	
Average call abandonment rate	5% or less	3.32%	4.08%	2.58%	2.64%	
Average call abandonment time	60 seconds or less	48 seconds	50.71 seconds	45.88 seconds	39.14 seconds	
<b>REPORT WRITING</b>						
Provide HR reports, as requested 1-3 business days from initial or revised request	***	97.33%	96.67%	98.08%	90.05%	

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**PROCUREMENT:**

**Open Market Acquisitions Under \$100K and Delivery Orders Under Existing Contracts**

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.

**PURCHASE ORDERS**

Less Than \$2,500.00 1-3 business days	***	61.00%	29.23%	35.18%	13.33%	Due to issues beyond our control relevant to new Treasury directives established after performance standards were in place, Procurement has determined that the target timeframe is unrealistic. A new requirement to utilize HUBZone & Service Disabled Veteran Owned businesses when possible has extended the time necessary to complete purchase orders. Standards for micropurchases and PO's under \$25,000 will be adjusted to a more appropriate target beginning FY2008.
\$2,500.00 to \$25,000.00 1-15 business days	***	67.00%	71.64%	82.59%	59.90%	
Greater than \$25,000.00 15-45 business days	***	100.00%	98.06%	98.78%	86.36%	

**DELIVERY ORDERS**

Greater than \$25,000.00 1-45 business days	***	99.00%	94.44%	95.67%	94.03%
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**BLANKET PURCHASE AGREEMENT  
(BPA) SET-UP**

Less Than \$2,500.00 1-3 business days	***	N/A	0.00%	N/A	N/A
\$2,500.00 to \$25,000.00 1-15 business days	***	N/A	100.00%	N/A	N/A
Greater than \$25,000.00 15-45 business days	***	N/A	100.00%	N/A	100.00%

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**CONTRACT ACTIONS**

NOTE: All Contract Action 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, 3. the number and quality of proposals/quotes received, and 4. a timely and complete evaluation of technical proposals.

Large Schedule Orders 30-90 business days	***	100.00%	100.00%	98.90%	98.08%	
Commercial Items 45-120 business days	***	100.00%	100.00%	100.00%	100.00%	
Uniform Contract Format (UCF) Contracts except Cost Reimbursement 90-180 business days	***	100.00%	100.00%	N/A	100.00%	
Cost Reimbursement Contracts 150- 270 business days	***	N/A	N/A	N/A	N/A	No actions this quarter
Administrative Modifications (Includes COTR Changes, Funding Changes, and Address Changes) 1- 10 business days	***	91.00%	93.33%	92.09%	75.00%	
Other than Administrative Modification (Excludes contractor name changes and novations) 1-30 business days	***	100.00%	92.57%	96.62%	90.79%	
Claims/Ratifications 14-60 calendar days	***	N/A	100.00%	N/A	100.00%	

**PURCHASE / FLEET CARDS**

Application Processing 1-5 business days	***	100.00%	100.00%	100.00%	100.00%	
A/OPC Customer Support (Phone/E- mail Inquiries) 1-3 business days	***	100.00%	100.00%	100.00%	100.00%	
Card Maintenance: Urgent Requests (Examples include card declinations, lost/stolen cards, etc...) 1 business day	***	100.00%	100.00%	100.00%	100.00%	
Non-Urgent Requests (Examples include non-urgent limit increases, normal account closures, etc...) 1-3 business days	***	100.00%	100.00%	100.00%	100.00%	

For application standards to be met, complete and accurate information must be provided on each individual application. The Citibank application processing time frame of 7-10 business days is in addition to BPD's 1-5 business day standard. Cardholders can normally expect to receive their card within 15 business days from the date their application is submitted to BPD

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<b>SYSTEMS AND HELP DESK:</b>						
<b>HELP DESK</b>						
Average call abandonment rate	5% or less	4.93%	4.28%	3.61%	3.02%	
Average call abandonment time	60 seconds or less	37.76 seconds	34.16 seconds	29.20 seconds	29.94 Seconds	
Average time to answer call	30 seconds or less	6.99 seconds	6.70 seconds	6.94 seconds	6.90 Seconds	
<b>SYSTEMS</b>						
System Availability (during normal business hours)						
Prism	99% (excluding scheduled maintenance)	99.71%	99.50%	99.99%	99.22%	
Oracle	99% (excluding scheduled maintenance)	99.57%	99.93%	99.86%	99.15%	
Discoverer	99% (excluding scheduled maintenance)	99.67%	99.92%	99.96%	99.98%	
Timely notice of scheduled system outages	Contractually agreed notice met	N/A	100.00%	100.00%	NA	
Timely recovery from hardware component failure in 4 hours or less	***	N/A	N/A	100.00%	NA	
Month-end Closing by 2nd working day of each month	100%	100.00%	100.00%	100.00%	100.00%	
Discoverer						
Run time for standard Discoverer Reports created by ARC:						
% in less than 5 Minutes	Greater than 95%	97.92%	97.25%	97.46%	96.32%	
% in less than 2 Minutes	Greater than 90%	93.92%	90.54%	90.73%	90.30%	
% in less than 1 Minute	Greater than 75%	81.07%	75.91%	75.23%	80.99%	

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