

---

## ARC Monthly Bulletin – June 2012

### *Valuable information for ARC's customers*

---

Article headlines appear below. Scroll down for full stories.

---

#### HEADLINES

##### **Franchise Services**

1. Oracle Release 12 Project Update
2. Fiscal Year 13 Agreement Lifecycle
3. Bulletin Feedback Survey
4. Conferences

##### **Financial Management Services**

5. Customer Training Tutorials

##### **Human Resource Services**

6. HR Efficiency Initiative Update

##### **Travel Services**

7. U.S. General Services Administration Announced E-Gov Travel Service (ETS2) Award

##### **Information Technology Services**

8. Recent DC Pensions Activity – PeopleSoft Upgrade
- 

#### FULL STORIES

##### **1. Oracle Release 12 Project Update**

On July 1, 2012, migration of customer agencies to Oracle Release 12 (R12) will begin. At the beginning of each month through December 2012, additional agencies will be migrated. The first group of agencies migrating July 1 includes U.S. Access Board, U.S. Chemical Safety and Hazard Investigation Board, Office of the Special Inspector General for the Troubled Asset Relief Program, U.S. Food and Drug Administration and U.S. Department of Health & Human Services. Additionally the U.S. Election Assistance Commission will be implemented as a new customer agency.

Upon migration, agency users will use a new accounting flexfield (AFF) structure on all transactional documents entered in Oracle, PRISM, or systems that feed into Oracle. Customers must evaluate non-ARC systems (e.g., time and attendance, revenue/billing, etc.) that they administer or use to determine what changes can or should be made to those systems to accommodate the new AFF structure. All feeder systems supported by ARC have been updated for the new AFF structure.

Customers should be diligent in sending users for R12 training because there have been multiple changes to Discoverer and PRISM. Training will be provided within a month prior to migration.

For additional information, contact us at [R12Communication@bpd.treas.gov](mailto:R12Communication@bpd.treas.gov).

##### **2. Fiscal Year 13 Agreement Lifecycle**

We are currently receiving signed Fiscal Year 13 agreements and will continue to work with each agency to ensure all outstanding agreements are signed. We are also on target to distribute our Information Technology (IT) agreements in August. If you have any questions or concerns regarding your agency's agreement, please contact your customer service representative.

For additional information, contact Michael Satterfield at 304-480-5527 or [Michael.Satterfield@bpd.treas.gov](mailto:Michael.Satterfield@bpd.treas.gov).

### **3. Bulletin Feedback Survey**

In our efforts to continually improve our services, we would like to understand customer satisfaction levels regarding this monthly bulletin. Please take a moment to provide feedback that will help us to ensure that the bulletin meets your needs.

*Bulletin Feedback Survey:* <https://www.surveymonkey.com/s/PG7728M>- Thank you for your participation.

For additional information, contact Natasha Kirby at 304-480-8466 or [Natasha.Kirby@bpd.treas.gov](mailto:Natasha.Kirby@bpd.treas.gov).

### **4. Conferences**

We look forward to attending the Financial Management Service (FMS) conference August 20-22, 2012. This year's conference will be held at the Ronald Reagan Building and International Trade Center, 1300 Pennsylvania, NW, Washington DC. Additional information can be found on the FMS website at the following address: <http://www.fms.treas.gov/tas/conference/annconf.html>.

We will also be participating as an exhibitor at the Association of Government Accountants Professional Development (AGA) Conference & Exposition in San Diego, CA from July 29 – August 1. This event always offers opportunities for us to personally interact with many of our current and potential customers. We invite you to stop by booth #30. Additional information can be found on the AGA website at the following address: <http://www2.agacqfm.org/pdc2012/>.

If you plan to be in attendance and would like to discuss our services in detail, we encourage you to schedule an appointment with Michael Satterfield at 304-480-5527 or [Michael.Satterfield@bpd.treas.gov](mailto:Michael.Satterfield@bpd.treas.gov).

### **5. Customer Training Tutorials**

We recently developed expense accrual and open items certification training tutorials to assist agencies in preparing period end expense accruals and certifying open obligations and accruals. The tutorials include both a narrated presentation and script and are available on your respective ARC customer page in the *Financial Management* section of *Guidance/References*.

For additional information, contact Jessica Marshall at 304-480-7040 or [Jessica.Marshall@bpd.treas.gov](mailto:Jessica.Marshall@bpd.treas.gov).

### **6. HR Efficiency Initiative Update**

July marks the 1-year anniversary of Human Resource Operations Division's formal commitment to continuous process improvement. Over the last 12 months, our accomplishments focused on "how" to improve our services. Major milestones this year were:

- Over 200 employees received fundamental "Why Lean" training emphasizing "how" to identify process waste;
- Over 80 process maps were generated to improve "how" we deliver our services;
- Two efficiency reviews resulted in data to determine "how" to balance workload distribution; and
- The Quality through Employee Suggestions and Teamwork (QUEST) committee was established to monitor "how" to implement process change.

As we start our second year, additional training, standardization projects, and efficiency reviews are in the planning stages. We will continue data analysis to identifying factors that influence customer costs.

For additional information, contact Carla McHenry at 304-480-8228 or [Carla.McHenry@bpd.treas.gov](mailto:Carla.McHenry@bpd.treas.gov).

## **7. U.S. General Services Administration Announced E-Gov Travel Service (ETS2) Award**

On June 4, 2012 the U.S. General Services Administration (GSA) announced that a competitively bid contract had been awarded for the next generation of E-Gov Travel Service (ETS2) to Concur Technologies, Inc. — a leading global provider of web-based expense reporting, online booking tools, mobile applications and integrated travel and management solutions. Concur is a world-leader in web-based travel reservation planning, expense management and data analytics, who processes over \$50 billion in global business annually. Concur currently has 15,000 corporate clients world-wide with over 15 million users. Customers include Ford, Bank of America, HP and American Express. ETS2 technology brings a whole new chapter in efficient, cost-effective travel management strategies while delivering important savings and an improved customer experience.

On June 15, a protest was filed with GAO issuing an automatic “stay” that prevents the government and Concur from working together on the ETS2 task order and transition until it is adjudicated. The current ETS contract that includes Northrop Grumman's GovTrip will expire on November 11, 2013. ARC plans to migrate customers to ETS2 as soon as possible and will communicate transition plans once work can continue.

For additional information, visit the Concur website at <http://www.concur.com/> or contact Diana Bonnell at 304-480-5573 or [Diana.Bonnell@bpd.treas.gov](mailto:Diana.Bonnell@bpd.treas.gov).

## **8. Recent DC Pensions Activity – PeopleSoft Upgrade**

IT Services completed an upgrade from PeopleSoft Version 8.9 to PeopleSoft Version 9.1 that was made available to customers for use on April 30, 2012. The upgrade provides new and enhanced functionality to users. It also de-customized some of the prior customizations to make upgrades to the system easier. The upgrade was completed in all the regions, user training was conducted, help materials were updated in the Knowledge Pathways training system, and STARBase was updated.

For additional information, contact April Jones at 202-874-3234 or [April.Jones@bpd.treas.gov](mailto:April.Jones@bpd.treas.gov).

**ARC Websites:** [Homepage](#) | [Customer Access Pages](#) | [Bulletin Archives](#)

---

**Administration:** [Subscribe](#) | [Unsubscribe](#) | [Bulletin Feedback](#)