

ARC Quarterly Performance Metrics - 2nd Quarter FY2012.xls

METRICS	STANDARD / TARGET	1ST QUARTER PERFORMANCE VALUES	2ND QUARTER PERFORMANCE VALUES	3RD QUARTER PERFORMANCE VALUES	4TH QUARTER PERFORMANCE VALUES	NOTES
ACCOUNTING:						
Prompt Pay	99%	99.60%	99.80%			
EFT Compliance	99%	99.97%	99.97%			
Improper Payments	less than 1%	0.0266	0.09%			
Discounts Taken	99%	99.16%	99.04%			
Financial Reporting	99%	99.46%	99.86%			
Fund Balance with Treasury	99%	100.00%	94.44%			
Audit Results	100%	100.00%	N/A			
Payroll w/in 3 working days of receipt of payroll tapes from NFC	99%	100.00%	100.00%			
Payroll completed before month-end closing	100%	100.00%	100.00%			
Vendor Maintenance w/in 24 hours of receipt	99%	99.95%	99.87%			
Purchase Card Payments paid within 4 business days from statement approval	95%	98.29%	98.91%			
Check Deposits processed within 2 business days	99%	97.92%	98.52%			
Budget Reprogramming Documents processed within 2 business days	95%	98.97%	99.14%			
MAX Reporting	99%	100.00%	N/A			
HELP DESK						
Average call abandonment time	<5% if average time is >45 seconds	47.50 Seconds/3.69%	28.90 Seconds/2.18%			
Average time to answer call	30 seconds or less	7.00	6.63			
Number of calls		1,878	1793			
Ticket Resolution	50% (Percentage closed within 60 minutes)	57.54%	60.85%			
TRAVEL:						
TEMPORARY DUTY PROCESSING						
Travel sampling turnaround time w/in 30 days from last day of month of travel voucher paid date	99%	100%	100%			

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Timely Payment % approved vouchers paid w/in 5 business day	97%	99.19%	99.97%			
Travel centrally billed account reconciliation w/in 30 days of receipt	99%	100%	100%			
RELOCATION PROCESSING						
Initial Relocation contact w/in 1 business day after receipt of complete & approved relocation request from agency	95%	99%	100%			
Contact Relocatee for counseling session 3 business days after receipt of complete & approved relocation request from agency	95%	100%	99%			
Submit Relocation Voucher to employee within 10 days	95%	100.00%	96%			
Vendor Invoice Submission % submitted within 25 days of receipt of valid invoice	98%	98%	99%			
Timely Payment	97%	98%	97.30%			
HELP DESK						
Average call abandonment time	<5% if average time is >45 seconds	62 sec	80 sec			
Average time to answer call	30 seconds or less	9 sec	11 sec			
Number of calls		8686	8504			
Ticket Resolution	75% (Percentage closed within 60 minutes)	69.19%	69.33%			

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HUMAN RESOURCES:						
CLASSIFICATION						
Classification of new positions w/in 15 business days	85%	93%	96%			
Minor pen and ink changes to position descriptions w/in 3 business days	85%	44%	96%			There were two major reorganizations. A large number of position descriptions (250) were submitted on the same day for pen and ink changes.
Signed position description issued to customer w/in 2 business days	85%	96%	99%			
STAFF ACQUISITION						
ARC portion of the competitive hiring process (creating JOAs, screening applicants, issuing certificates for selection, and extending job offers) within 23 calendar days	85%	81%	92%			
PROCESSING OPERATIONS						
Resolve complex pay issues that are within ARC's control to resolve (e.g., administrative debts and waivers) w/in 45 business days	90%	100%	100%			
Provide probationary notices within 70 calendar days before the effective date	95%	98%	100%			
OFFICIAL PERSONNEL FOLDER (OPF) MAINTENANCE						
Provide a copy of OPF (maximum of 6 OPFs per request) within 3 business days from request date	95%	100%	100%			
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%	93%			

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Lump-sum payments for unused annual leave. Percentage completed within 20 business days after final paycheck is issued	85%	90%	97%			
W/C						
File CA-1/CA-2 claim forms with Department of Labor within 10 business days	90%	98%	100%			
File CA-7 claim forms with Department of Labor within 5 business days	90%	92%	100%			
EMPLOYEE BENEFITS						
Process properly documented awards w/in 2 pay periods	95%	100%	100%			
Submission of retirement packages/percentage completed within 3 business days following the effective date of the retirement (for packages received>2weeks in advance of retirement date)	90%	100%	100%			
REPORT WRITING						
Provide HR reports, as requested, in the amount of time negotiated with the customer	95%	99%	100%			
HR Systems Support Desk						
Average speed of answer	<30 seconds	8.02 seconds	8 seconds			
Average call abandonment rate	<5% if average time is >45 seconds	42.04 avg aban time	23.66 seconds			
Number of calls		8333	7786			
Ticket resolution	80% (% resolved during first call)	87.13%	86.49%			
PROCUREMENT:						
Open Market Acquisitions Under \$100K and Delivery Orders Under Existing						
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, DELIVERY ORDERS AND BLANKET PURCHASE AGREEMENT (BPA) SET UP						
Less Than \$25,000.00 20 business days	80%	66.18%	76.36%			
Greater than \$25,000.00 40 business days	85%	78.23%	67.65%			

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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.						
Schedule Orders 90 business days	90%	89.29%	100%			
Commercial Items 120 business days	90%	84.21%	100%			
Uniform Contract Format (UCF) Contracts except Cost Reimbursement 180 business days	90%	N/A	N/A			
Administrative Modifications (Includes COTR Changes, Funding Changes, and Address Changes) 15 business days	90%	76.19%	100.00%			
Other than Administrative Modification (Excludes contractor name changes and novations) 30 business days	85%	100%	96.67%			
Claims/Ratifications 60 calendar days	85%	100%	100%			
Non Competitive Internal Delivery/Task Orders and BPA Calls 15 business days	85%	N/A	N/A			
Competitive Internal Delivery/Task Orders and BPA Calls 45 business days	85%	N/A	N/A			

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PURCHASE / FLEET CARDS						
NOTE: 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.						
Application Processing 5 business days	90%	100%	100%			
Urgent Requests (Examples include card declinations, lost/stolen cards, etc...) 1 business day	90%	100%	100%			
Non-Urgent Requests (Examples include non-urgent limit increases, normal account closures, etc...) 3 business days	90%	100%	100%			
HELP DESK						
Average call abandonment time	<5% if average time is >45 seconds	36.25 Seconds/2.25%	30.94 Seconds/1.72%			
Average time to answer call	30 seconds or less	6.33 Seconds	6.00 Seconds			
Number of calls		4,769	5719			
Ticket Resolution	75% (Percentage closed within 60 minutes)	87.22%	90.26%			

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SYSTEMS						
System Availability (during normal business hours)						
Prism	99% (excluding scheduled maintenance)	99.72%	99.90%			
Oracle	99% (excluding scheduled maintenance)	99.63%	99.94%			
Discoverer	99% (excluding scheduled maintenance)	99.65%	99.94%			
Timely notice of scheduled system outages	100%	100%	100%			
Month-end Closing	100%	100%	100%			
Discoverer						
Run time for standard Discoverer Reports created by ARC:						
% in less than 5 Minutes	Greater than 95%	99.75%	99.83%			
% in less than 2 Minutes	Greater than 90%	99.06%	99.10%			
% in less than 1 Minute	Greater than 75%	98.11%	98.22%			
Investment Accounting						
Accurate Payments						
% of payments for Federal Investments made accurately	100%	100.00%	100.00%			
Timely Transactions						
% of Federal Investment transactions processed timely	100%	100.00%	100.00%			