

**ARC QUARTERLY PERFORMANCE METRICS
3RD QUARTER FY2007**

METRICS	STANDARD / TARGET	1ST QUARTER PERFORMANCE VALUES	2ND QUARTER PERFORMANCE VALUES	3RD QUARTER PERFORMANCE VALUES	NOTES
ACCOUNTING:					
Prompt Pay	99%	99.54%	99.63%	98.97%	
EFT Compliance	99%	99.00%	99.98%	99.98%	
Erroneous Payments	less than 1%	0.12%	0.05%	0.02%	
Emergency Payments in SPS w/in 24 hours	99%	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%	
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	
Payroll w/in 3 working days of receipt of payroll tapes from NFC	99%	99.70%	100.00%	100.00%	
Payroll completed before month-end closing	100%	100.00%	100.00%	100.00%	
Vendor File w/in 24 hours of receipt	99%	100.00%	100.00%	100.00%	
Month-end Closing by 2nd working day of each month	100%	100.00%	100.00%	100.00%	

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TRAVEL:					
HELP DESK					
Travel help desk first call resolution	80%	98.34%	98.70%	97.53%	
Average time to answer call	30 seconds or less	6 seconds	6 seconds	5 seconds	
Average call abandonment rate	5% or less	1.36%	0.99%	0.57%	
Average call abandonment time	60 seconds or less	52.58 seconds	25.33 seconds	21 seconds	
TEMPORARY DUTY PROCESSING					
Travel sampling turnaround time w/in 30 days from last day of month of travel voucher paid date	***	100.00%	100.00%	100.00%	
Travel voucher submitted for payment w/in 1 business day from the approved date	***	85.70%	91.65%	94.34%	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%	
RELOCATION PROCESSING					
Initial Relocation contact w/in 1 business day after receipt of complete & approved relocation request from agency	***	96.20%	98.13%	99.49%	
Contact Relocatee for counseling session 1-3 business days after receipt of complete & approved relocation request from agency	***	98.50%	98.13%	99.49%	
Submit Relocation Voucher category 1 w/in 1-10 business days	***	100.00%	100.00%	98.62%	
Submit Relocation Voucher category 2 w/in 1-25 business days	***	100.00%	98.20%	99.07%	
Process Relocation payment voucher in Oracle w/in 1-5 business days	***	100.00%	100.00%	94.45%	

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HUMAN RESOURCES:					
CLASSIFICATION					
Classification of new positions w/in 1-15 business days	***	83%*	97.80%	100.00%	*Excludes time for customer review and decision making.
Redescription of existing position description w/in 1-10 business days	***	100%*	N/A	100.00%	*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%	
Signed position description issued to customer w/in 1-2 business days	***	84.00%	99.50%	98.00%	
STAFF ACQUISITION					
Posting vacancy announcements w/in 1-3 business days	***	96.00%	98.00%	97.70%	
Screening and selection process* w/in 1-45 business days	***	84%**	82.00%	90.50%	*Screening and selection process begins the day the vacancy announcement closes. **Includes customer time spent in the rating and selection process.
PROCESSING OPERATIONS					
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%	
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%	

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

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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%	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%	
Greater than \$25,000.00 15-45 business days	***	100.00%	98.06%	98.78%	
DELIVERY ORDERS Greater than \$25,000.00 1-45 business days	***	99.00%	94.44%	95.67%	
BLANKET PURCHASE AGREEMENT (BPA) SET-UP					
Less Than \$2,500.00 1-3 business days	***	N/A	0.00%	N/A	
\$2,500.00 to \$25,000.00 1-15 business days	***	N/A	100.00%	N/A	
Greater than \$25,000.00 15-45 business days	***	N/A	100.00%	N/A	

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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%	
Commercial Items 45-120 business days	***	100.00%	100.00%	100.00%	
Uniform Contract Format (UCF) Contracts except Cost Reimbursement 90-180 business days	***	100.00%	100.00%	N/A	
Cost Reimbursement Contracts 150- 270 business days	***	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%	
Other than Administrative Modification (Excludes contractor name changes and novations) 1-30 business days	***	100.00%	92.57%	96.62%	
Claims/Ratifications 14-60 calendar days	***	N/A	100.00%	N/A	
PURCHASE / FLEET CARDS					
Application Processing 1-5 business days	***	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
A/OPC Customer Support (Phone/E- mail Inquiries) 1-3 business days	***	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%	
Non-Urgent Requests (Examples include non-urgent limit increases, normal account closures, etc...) 1-3 business days	***	100.00%	100.00%	100.00%	

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SYSTEMS AND HELP DESK:					
HELP DESK					
Average call abandonment rate	5% or less	4.93%	4.28%	3.61%	
Average call abandonment time	60 seconds or less	37.76 seconds	34.16 seconds	29.20 seconds	
Average time to answer call	30 seconds or less	6.99 seconds	6.70 seconds	6.94 seconds	
SYSTEMS					
System Availability (during normal business hours)					
Prism	99% (excluding scheduled maintenance)	99.71%	99.50%	99.99%	
Oracle	99% (excluding scheduled maintenance)	99.57%	99.93%	99.86%	
Discoverer	99% (excluding scheduled maintenance)	99.67%	99.92%	99.96%	
Timely notice of scheduled system outages	Contractually agreed notice met	N/A	100.00%	100.00%	1 out of 1
Timely recovery from hardware component failure in 4 hours or less	***	N/A	N/A	100.00%	1 out of 1
Month-end Closing by 2nd working day of each month	100%	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%	
% in less than 2 Minutes	Greater than 90%	93.92%	90.54%	90.73%	
% in less than 1 Minute	Greater than 75%	81.07%	75.91%	75.23%	

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