ARC QUARTERLY PERFORMANCE METRICS
3rd QUARTER FY2008

METRICS	STANDARD / TARGET	1ST QUARTER PERFORMANCE VALUES	2ND QUARTER PERFORMANCE VALUES	3RD QUARTER PERFORMANCE VALUES	4TH QUARTER PERFORMANCE VALUES	NOTES
ACCOUNTING:						
Prompt Pay	99%	99.81%	99.85%	99.89%		
EFT Compliance	99%	99.80%	99.37%	99.99%		
Erroneous Payments	less than 1%	0.02%	0.01%	0.02%		
Emergency Payments in SPS w/in 24 hours	99%	100.00%	100.00%	N/A		No emergency payments in 3rd quarter
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%	95.00%	95.00%	95.24%		20 of 21 _completed_ customer audits resulted in Unqualified Opinions. 100% of completed audits resulted in no material findings or interal control weaknesses related to ARC's financial systems and processes.
Payroll w/in 3 working days of receipt of payroll tapes from NFC	99%	100.00%	100.00%	99.73%		
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%	98.85%		The MINT instance in May did not close by 2nd work day of month. Every module for USM closed except for the inventory module for HQ, two items did not post. These transactions were swept into June so that the period could be closed. The month was "virtually" closed as every transaction had posted that we could post.

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TRAVEL:						
TEMPORARY DUTY PROCESSING						
Travel sampling turnaround time w/in 30 days from last day of month of travel voucher paid date	98%	100.00%	100.00%	100.00%		
Travel voucher submitted for payment w/in 2 business day from the approved date	95%	99.38%	99.50%	99.20%		
Travel centrally billed account reconciliation w/in 30 days of receipt	98%	100.00%	100.00%	100.00%		
RELOCATION PROCESSING						
Initial Relocation contact w/in 1 business day after receipt of complete & approved relocation request from agency	90%	100.00%	100.00%	99.64%		
Contact Relocatee for counseling session 1-3 business days after receipt of complete & approved relocation request from agency	90%	97.53%	97.97%	98.95%		
Submit Relocation Voucher category 1 w/in 1-10 business days	80%	95.50%	96.21%	100.00%		
Submit Relocation Voucher category 2 w/in 1-25 business days	80%	96.37%	97.44%	100.00%		
Process Relocation payment voucher in Oracle w/in 1-5 business days	90%	83.14%	82.27%	96.28%		

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HUMAN RESOURCES:						
CLASSIFICATION						
Classification of new positions w/in 1-15 business days	80%	98.00%	94.77%	98.00%		*Excludes time for customer review and decision making.
Redescription of existing position description w/in 1-10 business days	80%	76.00%	91.67%	93.00%		Increased training and oversight should improve performance in this category for future reporting periods. *Excludes time for customer review and decision making.
Minor pen and ink changes to position descriptions w/in 1-3 business days	80%	100.00%	100.00%	80.00%		
Signed position description issued to customer w/in 1-2 business days	80%	98.00%	97.25%	99.00%		
STAFF ACQUISITION						
Posting vacancy announcements w/in 1-3 business days	90%	96.00%	98.00%	97.00%		
Screening and selection process* w/in 1-45 business days	75%	89.00%	91.00%	79.00%		*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	80%	100.00%	100.00%	89.00%		
Provide tickler notices (e.g., supervisory and regular probationary periods, within-grades) 30-90 calendar days before the effective date	90%	100.00%	100.00%	100.00%		
OFFICIAL PERSONNEL FOLDER (OPF) MAINTENANCE						
Provide a copy of OPF (maximum of 6 OPFs per request) 1-3 business days from request date	90%	90.00%	100.00%	100.00%		
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	95%	100.00%	100.00%	100.00%		
WEBTA TIME AND ATTENDANCE SYSTEM						
Notice of scheduled system outages 1 week in advance	90%	N/A	N/A	NA		
EMPLOYEE BENEFITS						
Process properly documented awards w/in 1 pay period	90%	100.00%	100.00%	100.00%		
REPORT WRITING						
Provide HR reports, as requested 1-3 business days from initial or revised request	85%	100.00%	99.69%	99.41%		

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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, DELIVERY ORDERS AND BLANKET PURCHASE AGREEMENT (BPA) SET UP						
Less Than $25,000.00 1-15 business days	70%	38.04%	79.54%	62.32%		
Greater than $25,000.00 15-45 business days	80%	89.90%	90.09%	92.65%		
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	85%	97.54%	100.00%	100.00%		
Commercial Items 45-120 business days	85%	90.91%	100.00%	100.00%		
Uniform Contract Format (UCF) Contracts except Cost Reimbursement 90-180 business days	85%	N/A	N/A	100.00%		
Cost Reimbursement Contracts 150- 270 business days	85%	N/A	N/A	N/A		
Administrative Modifications (Includes COTR Changes, Funding Changes, and Address Changes) 1-10 business days	85%	86.92%	87.50%	86.96%		
Other than Administrative Modification (Excludes contractor name changes and novations) 1-30 business days	85%	81.63%	90.07%	96.66%		
Claims/Ratifications 14-60 calendar days	85%	N/A	N/A	100.00%		

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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 1-5 business days	90%	97.50%	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	90%	94.12%	100.00%	100.00%		
Urgent Requests (Examples include card declinations, lost/stolen cards, etc…) 1 business day	90%	100.00%	100.00%	93.00%		
Non-Urgent Requests (Examples include non-urgent limit increases, normal account closures, etc…) 1-3 business days	90%	91.40%	100.00%	100.00%		

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SYSTEMS AND HELP DESK:						
HELP DESK						
Average call abandonment rate	5% or less	2.41%	2.13%	2.25%		
Average call abandonment time	60 seconds or less	21.88 seconds	30.85 seconds	29.77 seconds		
Average time to answer call	30 seconds or less	7.53 seconds	7.12 seconds	6.91 seconds		
Travel help desk first call resolution	80%	97.09%	92.50%	91.72%		
SYSTEMS						
System Availability (during normal business hours)						
Prism	99% (excluding scheduled maintenance)	99.96%	99.98%	99.99%		
Oracle	99% (excluding scheduled maintenance)	99.90%	99.90%	100.00%		
Discoverer	99% (excluding scheduled maintenance)	99.97%	99.92%	99.98%		
Timely notice of scheduled system outages	Contractually agreed notice met	N/A	100.00%	100.00%		
Timely recovery from hardware component failure in 4 hours or less	100%	N/A	N/A	N/A		
Month-end Closing by 2nd working day of each month	100%	100%	100%	88.89%		
Discoverer Run time for standard Discoverer Reports created by ARC:						
% in less than 5 Minutes	Greater than 95%	97.05%	96.20%	96.07%		
% in less than 2 Minutes	Greater than 90%	90.60%	89.17%	88.90%		
% in less than 1 Minute	Greater than 75%	80.92%	79.71%	80.98%		