



Quarterly Performance Metrics FY 2012 3rd Quarter

Financial Management Services

	<u>Target</u>	<u>YTD Value</u>
Accounts Payable		
Prompt Pay	99%	99.8%
EFT Compliance	99%	100.0%
Proper Payments	>99%	100.0%
Discounts Taken	99%	98.9%
Accounts Receivable		
Check Deposits processed within 2 business days	99%	98.6%
Budget		
Budget Reprogramming Documents processed within 2 business days	95%	99.2%
MAX Reporting	99%	100.0%
CitiDirect		
Purchase Card Payments paid within 4 business days from statement approval	95%	98.3%
Investment Accounting		
Accurate Payments for Federal Investments	100%	100.0%
Timely Transactions for Federal Investments	100%	100.0%
Payroll		
Payroll within 3 working days of receipt of payroll tapes from NFC	99%	100.0%
Payroll completed before month-end closing	100%	100.0%
Reporting		
Financial Reporting	99%	99.7%
Fund Balance with Treasury	99%	97.5%
Audit Results	100%	N/A
System Services - Help Desk		
Average Call Abandonment Rate	<5%	2.50
Average Call Abandonment Time	<45 sec	35.53
Average Call Response Time	<30 sec	6.66
First Call Resolution	50%	60.9%
Total Calls		13,254
Vendor Maintenance		
Vendor Maintenance within 24 hours of receipt	99%	99.9%



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Human Resource Services

	<u>Target</u>	<u>YTD Value</u>
<i>Classification</i>		
Classification of positions (New and Redescriptions) within 15 days	85%	95.8%
Issue Signed Position Descriptions within 2 business days	85%	97.1%
Minor pen & ink changes within 3 business days	85%	71.5%
<i>Employee Benefits</i>		
Process properly documented awards within 2 pay periods	95%	100.0%
Submission of Retirement Packages within 3 business days following the effective retirement date	90%	99.5%
<i>HR Help Desk</i>		
Average Call Abandonment Rate	<5%	1.49
Average Call Abandonment Time	<45 sec	21.78
Average Call Response Time	<30 sec	3.76
First Call Resolution	85%	86.4%
Total Calls		24,491
<i>HR Reporting Services</i>		
Provide HR Reports, as requested within negotiated time	95%	99.7%
<i>Pay and Leave Administration</i>		
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%	97.7%
Release lump-sum payment for unused annual leave to separated employees within 20 business days after final paycheck is issued	85%	95.5%
<i>Processing Operations</i>		
Resolve Complex Pay Issues within ARC's control within 45 business days	90%	100.0%
Provide Probationary Notices within 70 calendar days	95%	99.4%
Provide a Copy of OPF within 3 business days	95%	100.0%
<i>Staff Acquisition</i>		
ARC portion of the competitive hiring process within 23 days	85%	89.3%
<i>Workers Compensation</i>		
File Worker's Compensation CA-1/CA-2 Forms with Department of Labor within 10 business days	90%	99.4%
File Worker's Compensation CA-7 Forms within 5 days	90%	94.8%



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Procurement Services

	<u>Target</u>	<u>YTD Value</u>
Complex Contracts		
Schedule Orders within 90 business days	90%	95.8%
Commercial Items within 120 business days	90%	98.0%
Uniform Contract Format (UCF) Contracts except Cost Reimbursement within 180 business days	90%	100.0%
Claims/Ratifications within 60 calendar days	85%	100.0%
Purchase and Fleet Card		
Application Processing in less than 5 business days	90%	99.1%
Urgent Requests processed within 1 business day	90%	98.3%
Non-Urgent Requests in less than 3 business days	90%	99.8%
Simple Contract Administrations		
Administrative Modifications (Includes COTR, Funding and Address changes) within 15 business days	90%	87.0%
Other than Administrative Modification (Excludes contractor name changes and novations) within 30 usiness days	85%	83.1%
Simplified Acquisitions		
Less than \$25,000 within 20 business days	80%	62.3%
Greater than \$25,000 within 40 business days	85%	80.7%
Non Competitive Internal Delivery/Task Orders and BPA Calls within 15 business days	85%	N/A
Competitive Internal Delivery/Task Orders and BPA Calls within 45 business days	85%	N/A
System Services - Help Desk		
Average Call Abandonment Rate	<5%	2.18
Average Call Abandonment Time	<45 sec	36.18
Average Call Response Time	<30 sec	6.31
Total Calls		16,774
First Call Resolution	75%	91.6%

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



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Systems

	<u>Target</u>	<u>YTD Value</u>
<i>System Services</i>		
System Availability - Oracle	99%	99.9%
System Availability - PRISM	99%	99.9%
System Availability - Discoverer	99%	99.6%
Timely Notice of Scheduled System Outages	100%	100.0%
Month End Closing	100%	100.0%
Run Time for Standard Discoverer Reports created by ARC : - % in less than 1 minute	>75%	98.2%
Run Time for Standard Discoverer Reports created by ARC : - % in less than 2 minutes	>90%	99.1%
Run Time for Standard Discoverer Reports created by ARC : - % in less than 5 minutes	>95%	99.8%

Travel Services

	<u>Target</u>	<u>YTD Value</u>
<i>E-Gov Travel Services</i>		
Sampling Turnaround time within 30 days from last day of month of travel voucher paid date	99%	100.0%
Timely Payment % approved vouchers paid within 5 business days	97%	99.6%
Centrally billed account reconciliation within 30 days of receipt	99%	100.0%
<i>Relocation - Payments</i>		
Timely Payment	97%	96.6%
<i>Relocations</i>		
Initial Relocation contact within 1 business day after receipt of complete & approved agency request	95%	98.8%
Contact Relocatee for counseling session 3 business days after receipt of complete & approved relocation agency request	95%	99.3%
Submit Relocation Voucher to employee within 10 days	95%	99.8%
Vendor Invoice submission % submitted within 25 days of receipt of valid invoice	98%	98.3%
<i>System Services - Help Desk</i>		
Average Call Abandonment Rate	<5%	2.77
Average Call Abandonment Time	<45 sec	45.67
Average Call Response Time	<30 sec	9.67
First Call Resolution	70%	67.9%
Total Calls		28,679