ARC Monthly Bulletin – June 2011

Valuable information for ARC's customers
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FULL STORIES

1. Oracle Release 12 Customer Communications

As the Oracle Release 12 migration project progresses, we are focusing on providing more frequent updates on our status and next steps. Information regarding the plans, functionality, benefits, and impacts of the release 12 solution will now be regularly published in the monthly ARC Bulletins and posted on the R12 project website, which is accessible from each customer access page or through the direct link: https://arc.publicdebt.treas.gov/fs/oracler12/fsoracle_r12.htm.

Since communication is bidirectional, a link is also being added to the R12 website for you to provide feedback and submit questions regarding the R12 project. Appropriate project resources will evaluate your inquiries and promptly respond.

For additional information, contact us at R12Communication@bpd.treas.gov.

2. ARC Exhibit at AGA Conference

We will be participating as an exhibitor at the Association of Government Accountants Professional Development Conference & Exposition in Atlanta, Georgia from July 10-12, 2011. Several ARC employees will also be attending various sessions to gain more knowledge of emerging financial management topics. This event always offers opportunities for us to personally interact with many of our current and potential customers, and we invite you to stop by booth #38. Additional information can be found on the AGA website at http://www.agacgfm.org/pdc2011/.

If you plan to be in attendance and would like to discuss ARC's services in detail, we encourage you to schedule an appointment with Shaun Willison at 304-480-7286 or shaun.willison@bpd.treas.gov.

3. Annual Customer Satisfaction Survey

We will be sending our customer satisfaction survey to all management contacts in July. We appreciate any feedback that your agency provides and we ask for you to be completely candid with your responses. We will

utilize the feedback from the survey to improve our organization and continue to ensure we are providing the best value to our customers.

For additional information, contact Shaun Willison at 304-480-7286 or shaun.willison@bpd.treas.gov.

4. Customer Outreach Webinar

We will be conducting our first external webinar on July 19, 2011 from 1:00 - 3:00 pm. The webinar is focused on our Travel Service Line and is one new communication method being utilized within our organization. Each Agency that utilizes ARC's Travel Services will be sent an invitation to participate in the webinar. The invitation will include the topics to be discussed during the webinar. We will be evaluating the success of this webinar in planning for future communication events.

For additional information, contact Michelle Hickman at 304-480-7234 or ida.hickman@bpd.treas.gov.

5. Electronic Benefit Payments

All Federal benefit payments made by the U.S. Treasury are being made electronically. Retiring employees must choose an electronic payment option when submitting retirement paperwork. ARC's Employee Benefits staff is informing upcoming retirees of this requirement during the counseling process. Federal benefit recipients (including those who already receive some type of Federal benefit payment) can choose to receive payments by direct deposit to a bank or credit union account or to a Direct Express® Debit MasterCard® account.

More information about the switch to electronic payments is available at the Go Direct website (www.godirect.org). If you have questions about the electronic payment requirement for upcoming retirees, contact Jennifer Baldwin at 304-480-8275 or benefits@bpd.treas.gov.

6. Employer Services Function of USAJOBS to be Eliminated

USAJOBS, the Government's portal for posting vacancy announcements will be going through a significant upgrade this year that will result in the elimination of the Employer Services (ES) functionality. Upon elimination of the ES functionality, agencies must use an alternative solution to post vacancy announcements on USAJOBS. For BPD-ARC staff acquisition customers that solution is CareerConnector, which is already being used to post vacancies for your organization. If you are currently posting any vacancies directly to USAJOBS, you will need to migrate to another solution. After July 1, the ability to post and edit new jobs using ES will be removed. If you are a current CareerConnector customer, the impact will be the inability to have vacancy announcements open during the period of September 26 through October 7. If you are a BPD-ARC staff acquisition customer, we will work with you to ensure your vacancy postings meet the special posting requirements of this upgrade as we get closer to this timeframe.

For additional information, contact Marti Johnson at 304-480-8396 or marti.johnson@bpd.treas.gov.

7. Efficiency Review

We recently contracted for a review of the business processes used to deliver our human resource services. The objective of the review is to obtain and pilot recommendations that will improve the quality, consistency, sustainability and cost effectiveness of our human resource services. The review's scope is initially focused on our largest service areas (Classification and Staff Acquisition, and Processing), however, similar reviews will be performed internally on the remaining human resource services and our accounting, procurement and travel service lines. In the first phase of our current review, the contractors have worked with our staff to complete a diagnostic review and have prepared a future state design based on their findings. The next phase will include assessing the benefits and long term viability of the changes through planning and implementing the new service delivery design within pilots of select customers in July 2011.

For additional information, contact Jennifer Lasko at 304-480-8311 or jennifer.lasko@bpd.treas.gov.

8. Tripwire Tool Deployment

Cyber security is a top priority at Public Debt and to protect our customers' IT systems and data, we employ a defense-in-depth strategy. As an additional layer in that strategy, we recently deployed the Tripwire monitoring tool. Tripwire allows us to continuously monitor and report on modifications to our systems so that our 24X7 Network Operations Center (NOC) can validate the changes to ensure they were intended and properly documented. Tripwire, along with our NOC and change management process, provides a clear view into the changes that occur within our infrastructure, which allows us to detect and reduce unauthorized changes and take appropriate actions in a timely manner.

For additional information, contact Brian Robinson at 304-480-6942 or brian.robinson@bpd.treas.gov.

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