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**ARC Monthly Bulletin – September 2011**

***Valuable information for ARC's customers***
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**FULL STORIES**

**1.  Fiscal Year 2012 Customer Agreements**

We are currently working with each agency to ensure all agreements are signed by the end of September.  We encourage our customers to contact their customer service representative if they have questions or concerns regarding their agreement.  We look forward to another successful year.

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

**2.  Annual Customer Satisfaction Survey**

We recently completed our 2011 Annual Customer Satisfaction Survey and appreciate those who provided feedback.  This year the survey focused on our customers overall view of ARC.  We will use 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 Michael Satterfield at 304-480-5527 or michael.satterfield@bpd.treas.gov.

**3.  Telework Pilot Initiative**

We continue to establish and evaluate opportunities surrounding our Telework Pilot Project.  Pilot participants began teleworking in June and a total of 182 employees are currently enrolled in the program.  We expect participation to increase over the coming months.  To date, our internal evaluation of the telework program is showing a positive attitude among employees despite a few technical challenges that are being exposed by the increased numbers of participants.

For more information, contact Jason Johnson at 304-480-8723 or jason.johnson@bpd.treas.gov.

**4.  Oracle Release 12 (R12) Project Update**

We have finalized the chart of accounts structure, or accounting flexfield (AFF) structure, that will be implemented in our shared service environment of Oracle R12.  In May 2011, we provided the proposed R12 AFF structure to customer agencies.  The initial proposal was based on the review of the Common Government-wide Account Classification (CGAC) structure, feedback from previous customer implementations, and

consideration of system performance and maintenance. After listening to customer feedback, further changes were made to allow for more flexibility within the structure.

The final structure contains 14 segments, six of which are customer defined fields. The details of the final AFF structure are available on the R12 website, https://arc.publicdebt.treas.gov/fs/oracler12/fsoracle_r12.htm.

For additional information or if you have any questions on the Oracle R12 Project, contact us at R12Communication@bpd.treas.gov.

## 5. Statement on Standards for Attestation Engagements (SSAE) Report

We received the SSAE 16 report from KPMG LLP that covers Financial Management Services, Procurement Processing, and General Computer Controls. The report indicated our controls were designed and operated effectively throughout the period of July 1, 2010 to June 30, 2011. The report is available at https://arc.publicdebt.treas.gov/quality_and_value.htm.

For additional information, contact Mary Ann Jenkins at 304-480-7235 or mary.jenkins@bpd.treas.gov

## 6. HR Efficiency Review Initiative Update

Our efficiency initiative in Human Resources continues to show sustained improvement in resolving customer inquiries. In Staff Acquisition, the initial goal for first time resolution was 67 percent. Currently, we have received 1704 phone inquires and 80 percent have been resolved without escalation. In Processing, the initial goal for first call resolution was 60 percent. To date, we have received 2761 inquiries and 75 percent have been resolved without escalation. We plan to continue improving our first call resolution rate as we proceed with the initiative and our attempt to explore additional efficiency opportunities.

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

## 7. Fiscal IT Project Milestone - Second Data Center Closed

The Philadelphia Regional Operations Center (PROC) Data Center located in Philadelphia, PA officially closed on August 30, 2011, one month ahead of schedule. Closure of the PROC Data Center is part of the overall Federal Data Center Consolidation Initiative (DCCI) to reduce the number of data centers in the federal government. The Bureau of the Public Debt (BPD) recently closed a data center located in Mineral Wells, WV. Public Debt and the Financial Management Service are collaboratively working on the closure of Hyattsville Regional Operations Center (HROC) data center located in Hyattsville, MD as part of the Fiscal IT project.

For additional information, contact Carlos Usera at 304-480-7823 or carlos.usera@bpd.treas.gov.

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