" *My goal is not just rolling out new products or changes, it's learning how to solve the customer's problem. This is where strategic partnerships come in. We need to build lasting relationships with customers to better understand their needs in order to deliver exceptional customer experiences.* "

Brittany Huffman

Moderator
ARC Supervisory HR Specialist

2022 ARC Customer Day

| Strong Foundation, Reaching for New Heights |

Wednesday, May 11 | 8:00 AM – 4:00 PM ET

Session 1	Session 2	Session 3	Session 4
ARC Today and Into the Future	Strategic Partnership: Getting the Most from ARC Services	Expert Service Delivery and Year End Guidance	"Ask Me Anything" with ARC Leaders
8:00 AM – 9:00 AM ET	10:00 AM – 11:00 AM ET	12:30 PM – 2:00 PM ET	3:00 PM – 4:00 PM ET
Join Treasury and ARC executives for an engaging panel about what's to come for ARC	*Learn more about how we're working alongside customers to create new value*	*Learn how ARC is operationalizing new ways of working that better support you*	*Meet and engage in an interactive Q&A session with ARC leaders and service line experts*

https://arc.fiscal.treasury.gov/about-arc/news-and-events/

A FEW NOTES

- We want to hear from you! Please send your questions through the "Questions" tab on the GoToWebinar panel.

- Today's presentation is available as a "Handout" through your GoToWebinar panel.

- Your feedback is important to us. Please complete our post-webinar survey.

- Today's sessions will be recorded and posted at arc.fiscal.treasury.gov/about-arc/news-and-events/.

"As we work towards gains in the customer experience space, ARC has also placed a priority on modernizing how we run our core business processes in order to increase efficiency in our services and build a stronger, scalable ARC."

Jason Hill

ARC Assistant Managing Director Management, Modernization, and Customer Care

Strategic Partnership: Getting the Most from ARC Services

Jay Offenberger

Data Analyst, HR Services

Working Smarter, Not Harder: Tools to Support Your Hiring Strategy

Ryan Balsley

Financial Systems Analyst, Travel Services

Harness the Power of Your Data with Travel's Strategic Account Management Plan

Wes Pickens

Branch Manager, Procurement Services

One Giant Leap Forward: Transforming Your Procurement Experience with PRISM Insight

Jacob Oberlin

Product Owner, Transformation Management Office

The oneARC Experience: Building Better Interactions with Our Customer Portal

Working Smarter, Not Harder: Tools to Support Your Hiring Strategy

Jay Offenberger

Human Resources

We're Here to Support You

Collaborating with the ARC Employment Services Division (ESD) has never been easier.

Training videos, job aids, and historic data/analysis available to ARC customers 24/7 at arc.fiscal.treasury.gov.

Set Goals

Training videos

Consult Data

Data Insight Portal

Develop Timeline

Job aids

Execute the Plan

Training videos
Data Insight Portal
Job aids

Tools to Assist in Every Process Phase

ARC tools assist in every step of the hiring process and should be consulted early and often

Identify Organizational Staffing Goals

Setting goals is the first step in turning the invisible to the visible

Position Classification	▪ Organizational structure ▪ Work to be accomplished ▪ Job series to accomplish the work
Job Analysis & Assessment	▪ Minimum recruit qualifications ▪ Desired competencies ▪ Specialized experience needs
Staff Acquisition	▪ Number of employees per job series ▪ Best recruiting pools ▪ Locations to recruit ▪ Grades to recruit

Employee Knowledge

- ARC Staffing/ Classification teams
- Best practices
- Opportunities for improvement

Historical Data

- Time to hire
- Classification action history
- Standalone JAA history

Training Videos

- Using Data
- Writing a Position Description
- Creating a Job Analysis

Job Aids

- Classification, JAA, & Hiring
- Annotating a Selection in USAS
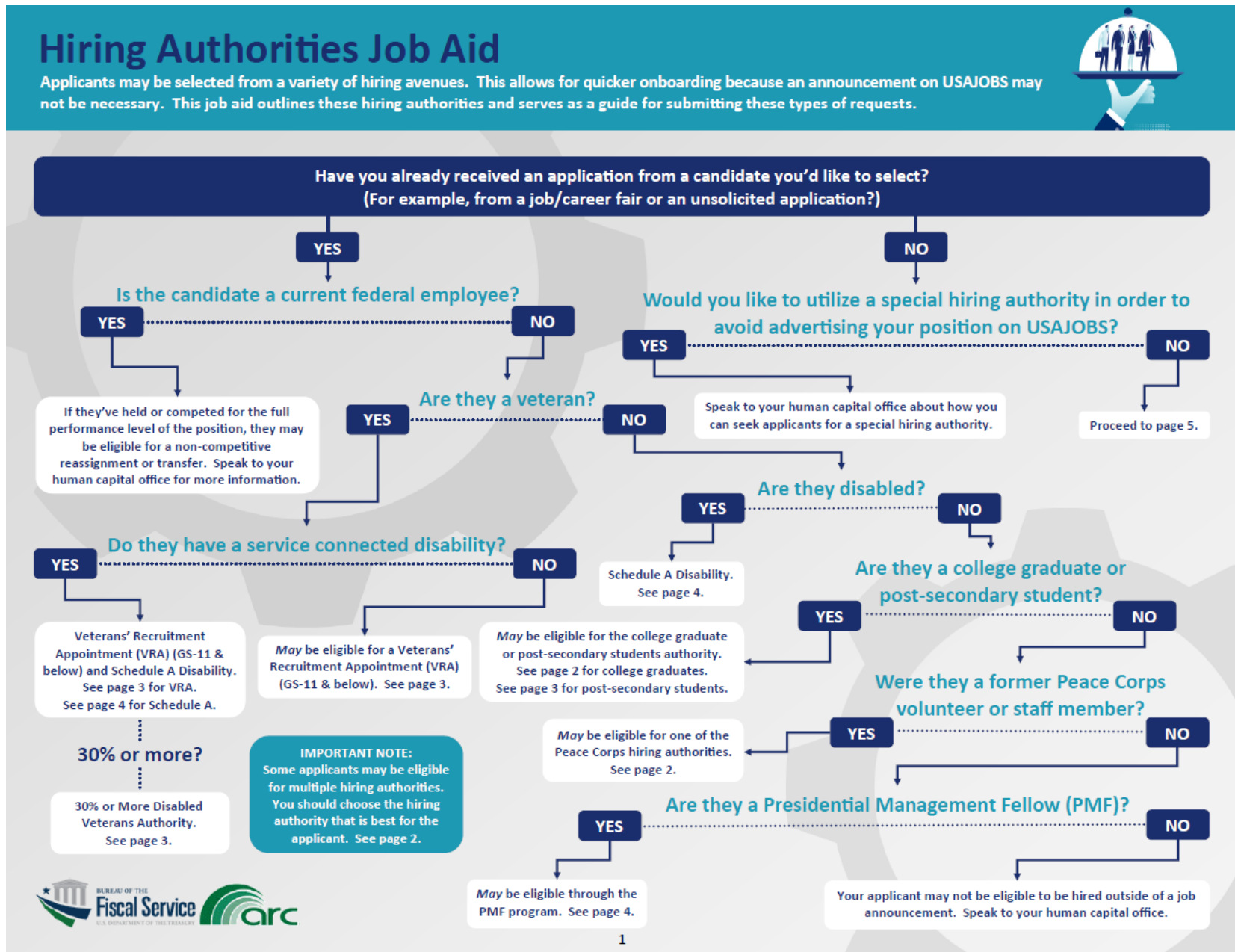- And many more!

ARC Hiring Tools

Nothing is more terrible than activity without insight. Thomas Carlyle

Job Aids

Developed <u>with</u> and <u>for</u> customers to give you the information you need in a simple, clear format.

See more job aids like this at arc.fiscal.treasury.gov.

Consider all your needs	▪ Current vacancies ▪ Planned attrition ▪ Mission changes
Analyze previous timelines	▪ Position classification ▪ Job analysis & assessment ▪ Hiring action
Identify Recruiting Strategy	▪ Best candidate pools ▪ Best ways to reach the talent
Backward Plan	▪ Make routine tasks routine ▪ Count backward and establish action windows

Develop a Timeline

"Think big. Make a plan and stick to it, and you can do anything you want to do." Chasey Lain
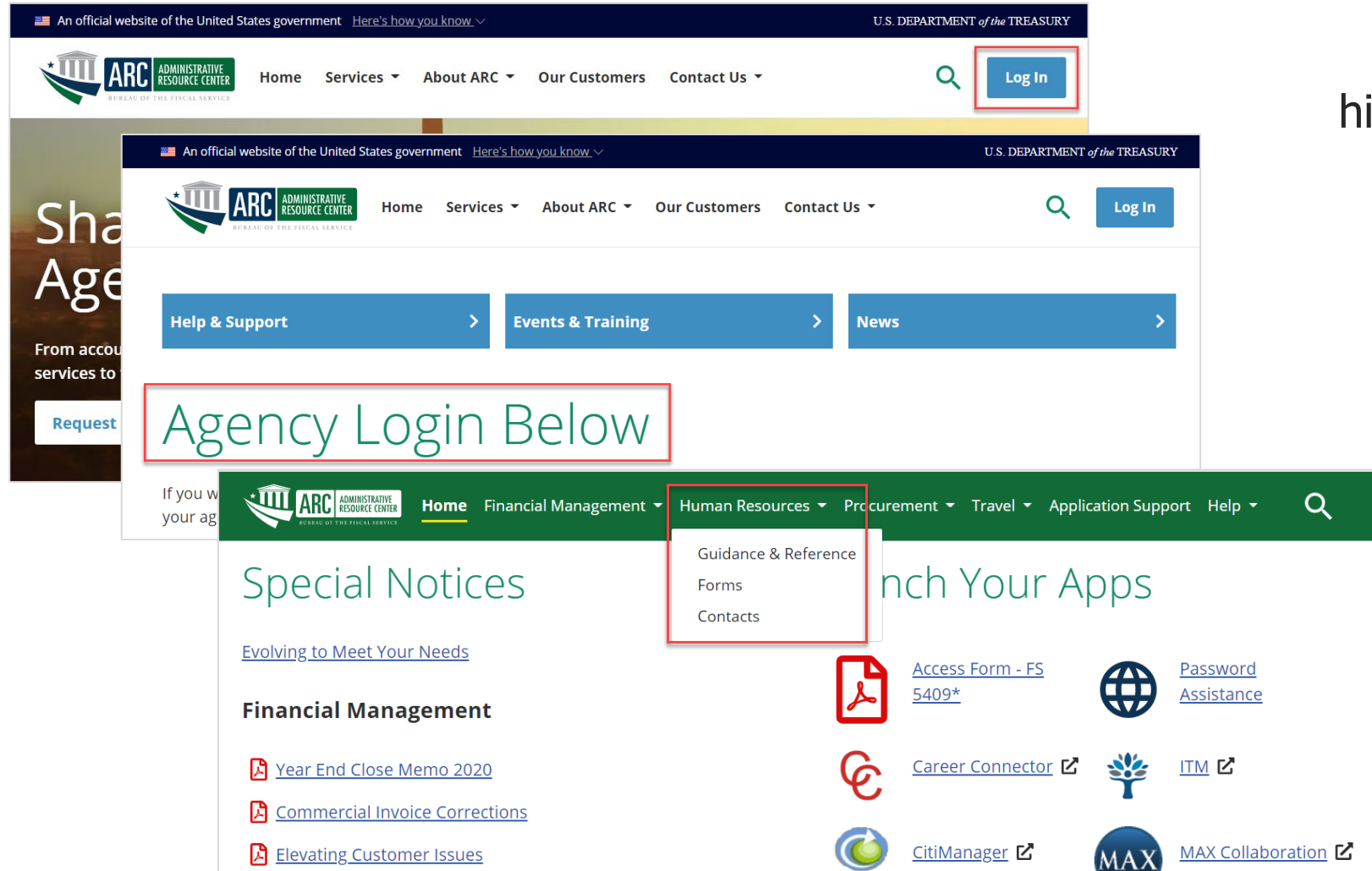
Execute the Plan

"Without strategy, execution is aimless. Without execution, strategy is useless." Morris Chang

- Partner with the ARC team

- Share information regularly

- Identify priorities

- Use job aids

- Use data to direct decisions

- Be flexible

- Make course corrections

- Celebrate victories

For More Information

Visit the Customer Access Pages

Training videos, job aids, and historic data/analysis available to ARC customers 24/7 at

arc.fiscal.treasury.gov

Jay Offenberger

Data Analyst, HR Services

Jay.Offenberger@fiscal.treasury.gov

ARC | ADMINISTRATIVE RESOURCE CENTER

BUREAU OF THE FISCAL SERVICE

Harness the Power of Your Data with Travel's Strategic Account Management Plan

Ryan Balsley

Travel Services

Strategic Account Management Plan

Helping you make data-driven decisions around your travel program

- Sent in November every year to Travel agency contact

- Dashboard look at agency's travel program

- Improvements made last year based on customer feedback

- Met with travel customers in February and March 2022 to review SAMP data

# SAMP - TDY Expenditures

Current Fiscal Year

Expense Category	Sum of Total ▼	% of Total	AVG Cost Per Trip
Lodging	$45,470	41.78%	$733
M&IE	$19,172	17.62%	$309
Common Carrier	$18,794	17.27%	$303
Rental Car	$11,080	10.18%	$179
Misc	$5,577	5.12%	$90
Parking/Taxi/Tolls	$4,676	4.30%	$75
POV	$1,701	1.56%	$27
TAV Fee	$943	0.87%	$15
TMC Fee	$837	0.77%	$14
Gas (Rental/GOV)	$584	0.54%	$9
Total	**$108,834**	**100.00%**	**$1,755**

Total # of Trip for Fiscal Year-　　62

Avg Cost Per Trip by BFY
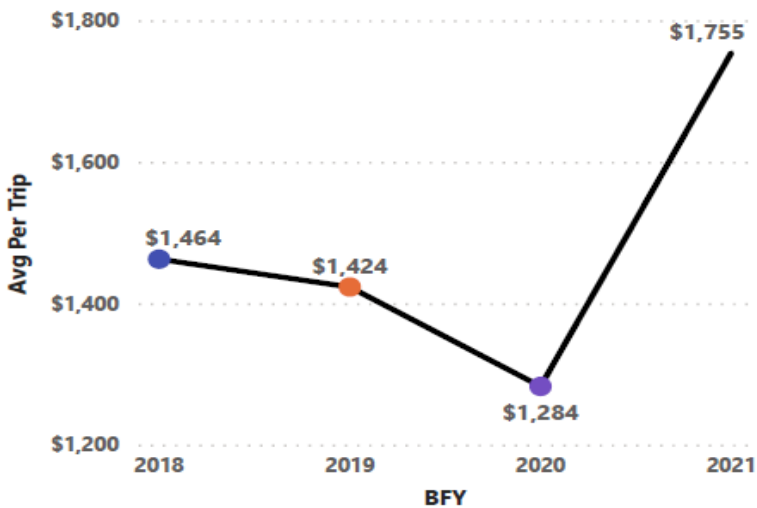
BFY	2018		2019		2020	
Expense Category	**Sum of Total**	**% of Total**	**Sum of Total**	**% of Total**	**Sum of Total**	**% of Total**
Lodging	$1,026,334	34.51%	$911,599	31.98%	$319,932	30.84%
Common Carrier	$821,059	27.60%	$849,083	29.79%	$299,166	28.84%
M&IE	$508,322	17.09%	$502,273	17.62%	$189,311	18.25%
Parking/Taxi/Tolls	$157,469	5.29%	$159,345	5.59%	$61,915	5.97%
Rental Car	$165,524	5.57%	$154,216	5.41%	$58,175	5.61%
Misc	$162,464	5.46%	$141,948	4.98%	$46,014	4.44%
POV	$67,233	2.26%	$60,321	2.12%	$35,358	3.41%
TAV Fee	$30,459	1.02%	$30,105	1.06%	$12,050	1.16%
TMC Fee	$23,389	0.79%	$30,147	1.06%	$10,534	1.02%
Gas (Rental/GOV)	$12,108	0.41%	$11,144	0.39%	$4,956	0.48%
Total	**$2,974,362**	**100.00%**	**$2,850,182**	**100.00%**	**$1,037,410**	**100.00%**

Historical Trip Counts

2018	2019	2020
2,032	2,001	808

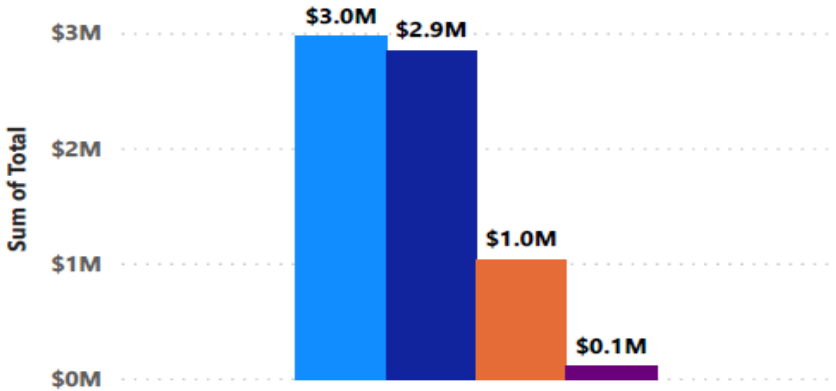**Top 5 by Expense Category and BFY**

BFY ● 2018 ● 2019 ● 2020 ● 2021
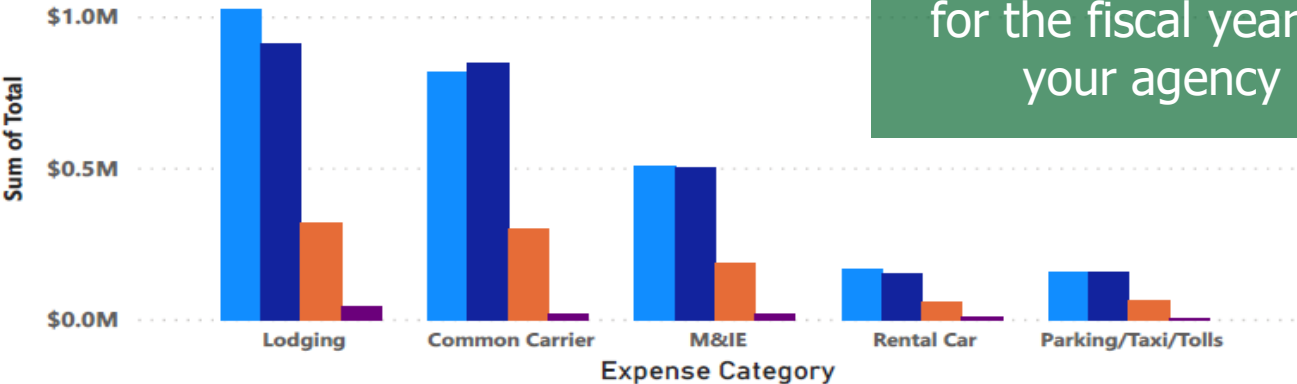
Total travel expenditures for the fiscal year for your agency

Expenditure Totals by BFY

BFY ● 2018 ● 2019 ● 2020 ● 2021

SAMP – Trip Purpose

ABC	2021	Trip Purpose

Current Fiscal Year

Trip Purpose	Total	% of Total ▼	AVG Cost Per Trip
OTHER TRAVEL PURPOSE	$46,634	42.85%	$2,454
CONFERENCE EXTERNAL	$34,065	31.30%	$1,793
TRAINING EXTERNAL	$9,455	8.69%	$1,351
SITE VISIT	$6,358	5.84%	$1,060
SPECIAL AGENCY MISSION	$5,639	5.18%	$1,880
INFORMATION MEETING	$5,261	4.83%	$1,052
SPEECH OR PRESENTATION	$1,422	1.31%	$474
Total	**$108,834**	**100.00%**	**$1,755**

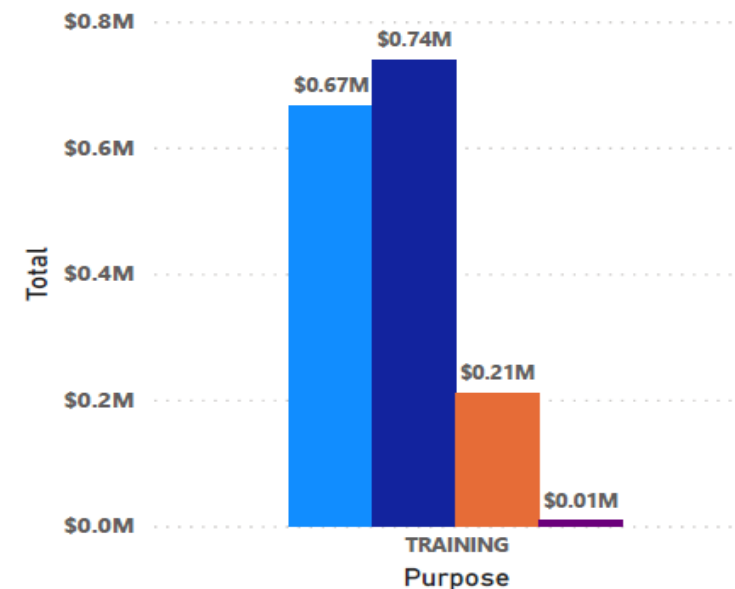| BFY	2018		2019		2020	
Trip Purpose	Total	% of Total	Total	% of Total	Total	% of Total
EXAMINATION	$1,423,056	47.84%	$1,477,724	51.85%	$580,316	55.94%
TRAINING INTERNAL	$480,494	16.15%	$499,080	17.51%	$132,960	12.82%
TRAINING EXTERNAL	$186,451	6.27%	$239,682	8.41%	$79,412	7.65%
INFORMATION MEETING	$193,748	6.51%	$207,754	7.29%	$69,165	6.67%
CONFERENCE INTERNAL	$321,619	10.81%	$33,069	1.16%	$6,670	0.64%
CONFERENCE EXTERNAL	$131,955	4.44%	$142,126	4.99%	$42,969	4.14%
OTHER TRAVEL PURPOSE	$59,967	2.02%	$75,723	2.66%	$59,836	5.77%
SITE VISIT	$89,664	3.01%	$71,421	2.51%	$22,270	2.15%
SPEECH OR PRESENTATION	$66,994	2.25%	$84,284	2.96%	$29,930	2.89%
SPECIAL AGENCY MISSION	$17,545	0.59%	$16,274	0.57%	$12,944	1.25%
HEARING	$2,869	0.10%			$940	0.09%
INVESTIGATION			$3,045	0.11%		
Total	**$2,974,362**	**100.00%**	**$2,850,182**	**100.00%**	**$1,037,410**	**100.00%**

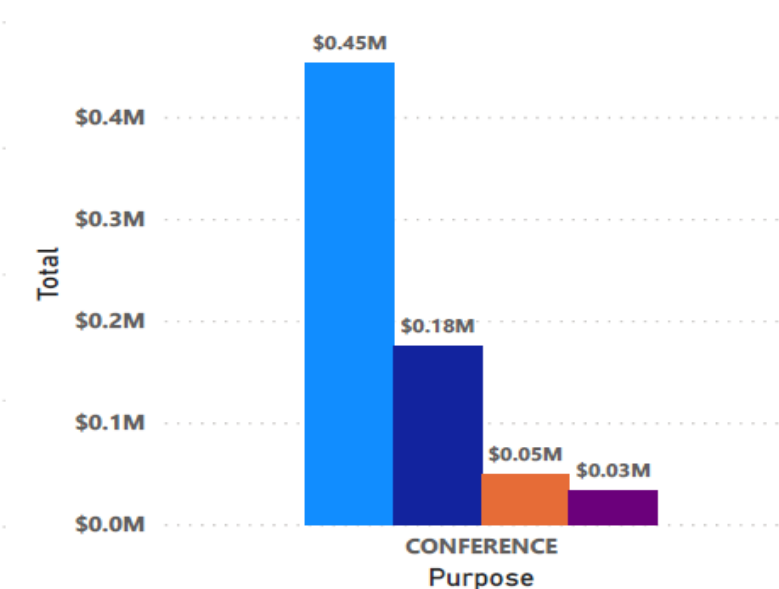**Top 5 Trip Purpose by BFY**

BFY ● 2018 ● 2019 ● 2020 ● 2021
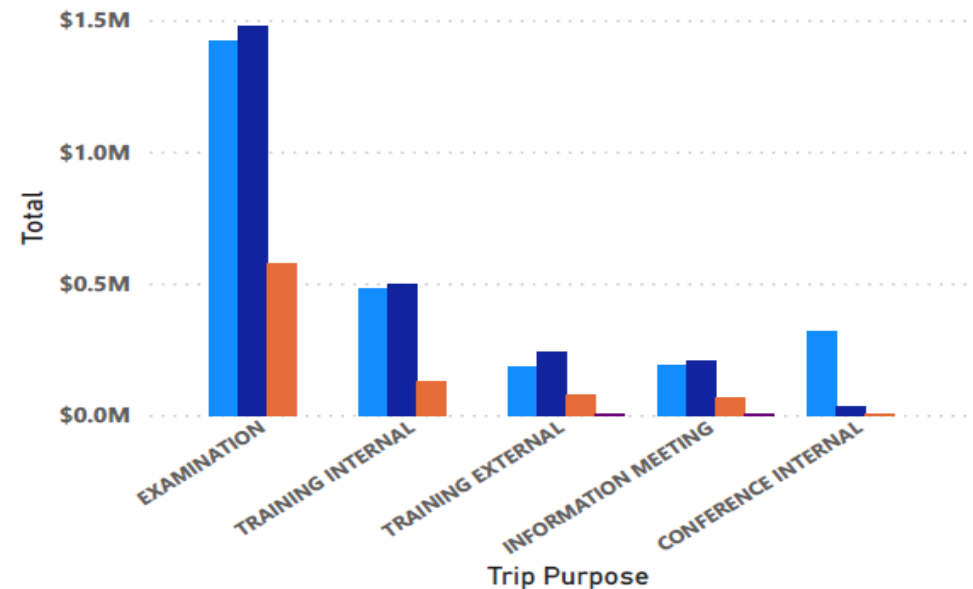
Training by BFY
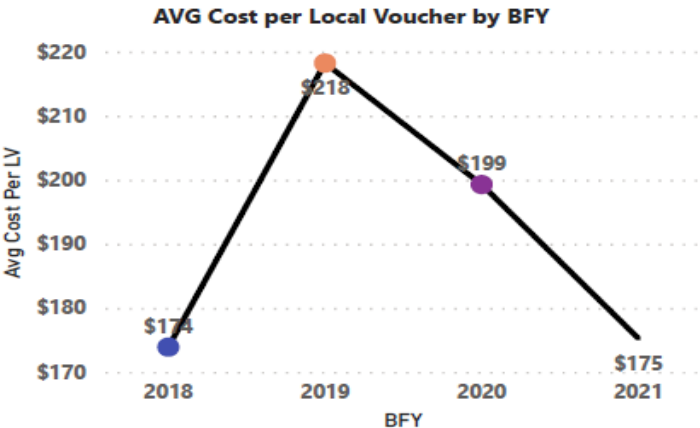
BFY ● 2018 ● 2019 ● 2020 ● 2021

Conference by BFY

BFY ● 2018 ● 2019 ● 2020 ● 2021

SAMP – Local Voucher Expenditures

Current Fiscal Year

Expense Category ▼	Total	% of Total	AVG Cost Per LV
NonTravel - Misc Services	$17,539	46.51%	$82
NonTravel - Other	$12,549	33.28%	$58
NonTravel - Prof Liab Ins	$3,388	8.99%	$16
Local Travel Expenses	$2,002	5.31%	$9
TAV Fee	$1,448	3.84%	$7
TMC Fee	$741	1.96%	$3
Misc Travel	$40	0.11%	$0
Total	**$37,708**	**100.00%**	**$175**

AVG Cost per Local Voucher by BFY

BFY	2018		2019		2020	
Expense Category	Total	% of Total	Total	% of Total	Total	% of Total
Local Travel Expenses	$14,071	28.78%	$13,720	23.36%	$5,985	8.20%
Misc Travel			$9,441	16.08%	$10,487	14.37%
NonTravel - Misc Services	$15,708	32.12%	$15,422	26.26%	$16,646	22.81%
NonTravel - Other	$13,067	26.72%	$14,797	25.19%	$34,062	46.68%
NonTravel - Prof Liab Ins	$2,039	4.17%	$1,644	2.80%	$2,910	3.99%
NonTravel - Public Trans Initi	$1,821	3.72%	$1,053	1.79%	$80	0.11%
TAV Fee	$1,890	3.87%	$1,829	3.11%	$2,502	3.43%
TMC Fee	$303	0.62%	$826	1.41%	$303	0.42%
Total	**$48,899**	**100.00%**	**$58,732**	**100.00%**	**$72,975**	**100.00%**

Total Count of Local Vouchers BFY---   215

Historical Local Voucher Counts

2018	2019	2020
281	269	366

Top 5 by Expense Category and BFY

BFY ● 2018 ● 2019 ● 2020 ● 2021
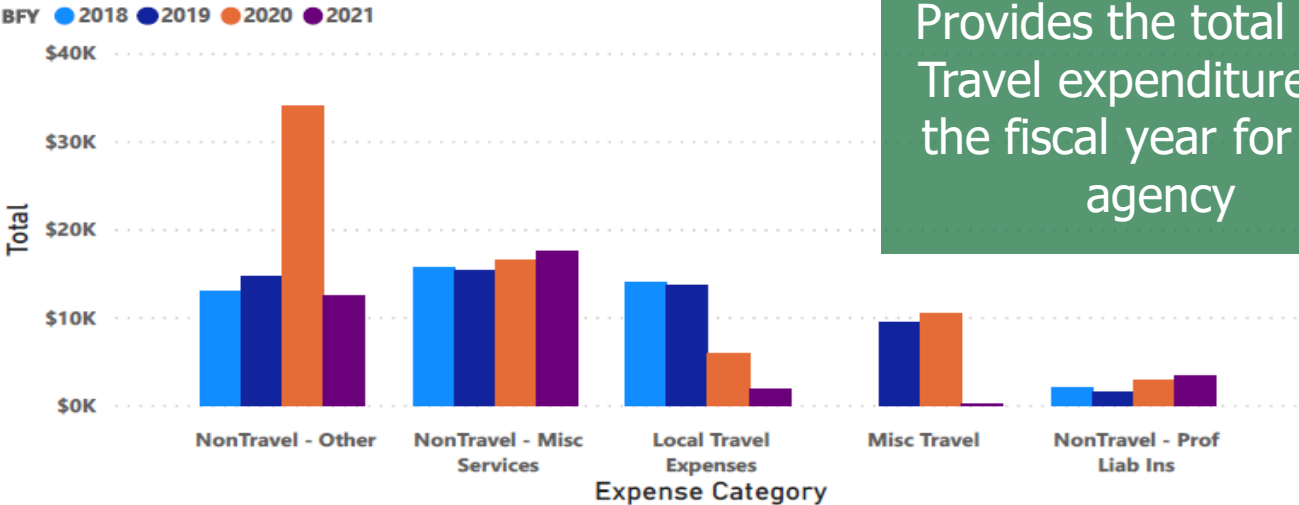
Provides the total Local Travel expenditures for the fiscal year for your agency

Local Voucher Totals by BFY
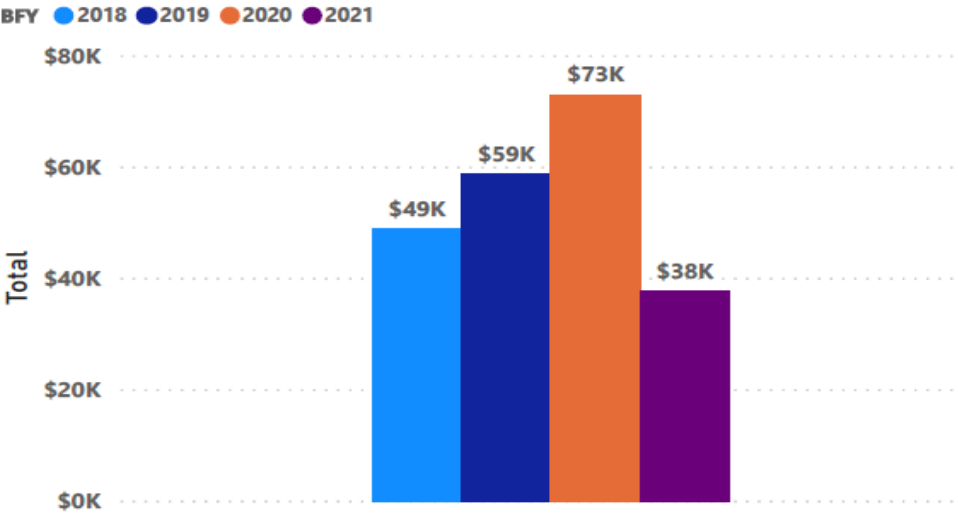
BFY ● 2018 ● 2019 ● 2020 ● 2021

SAMP – Audited Documents

ABC 2021 Audited Documents

BFY	Audited Documents	Receipts Requested	Receipt Requests %	Documents with Errors	Documents with Errors %	Total Errors	Over Payment	Non Compliance	Informational Only	Under Payment
2021	114	4	3.51%	15	13.16%	23	8	0	13	2
2020	210	10	4.76%	41	19.52%	50	6	1	40	3
2019	201	15	7.46%	60	29.85%	70	12	1	50	7
2018	97	6	6.19%	3	3.09%	4	2	0	0	2

Documents are Audited the month after payment. Counts may not reflect correct FY.

Docs with Errors % by BFY
BFY ●2018 ●2019 ●2020 ●2021
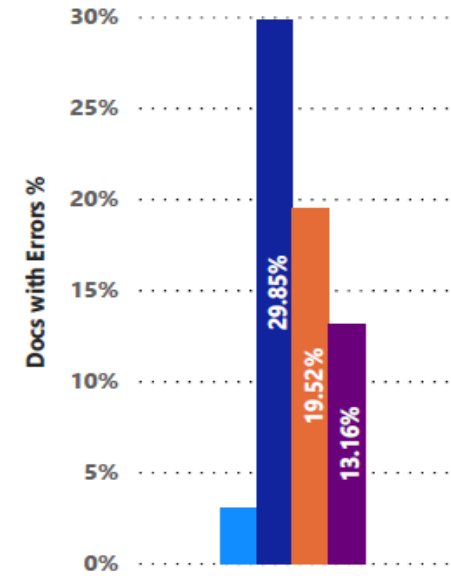
Receipt Request % by BFY
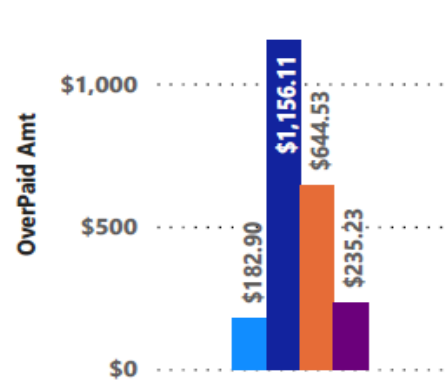BFY ●2018 ●2019 ●2020 ●2021

6.19% 7.46% 4.76% 3.51%
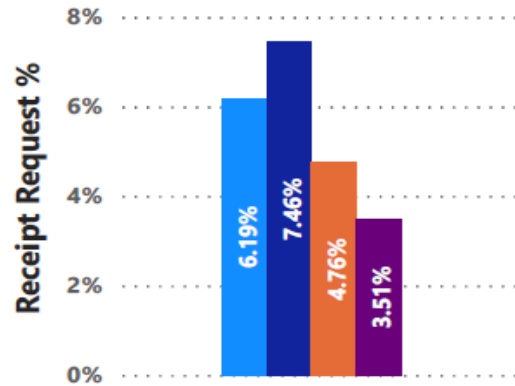
NOTE: Beginning with FY 2019 ARC Travel Services implemented an updated Sampling Plan that incorporated **Quality Audits** in addition to the standard **Statistical Sampling Audits**.
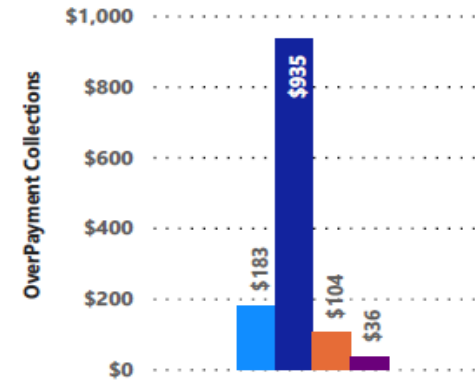
Overpayments by BFY
BFY ●2018 ●2019 ●2020 ●2021

$182.90 $1,156.11 $644.53 $235.23

OverPayment Collections by BFY
BFY ●2018 ●2019 ●2020 ●2021

$183 $935 $104 $36

Docs with Errors %: 29.85% 19.52% 13.16%

OverPayment Errors by FY

BFY	2018		2019		2020		2021	
Error	Count	OverPaid Amount	Count	OverPaid Amount	Count	OverPaid Amount	Count	OverPaid Amount
M&IE claimed incorrectly							1	$66.00
Overpayment due to data entry error	2	$182.90	9	$1,093.75	6	$644.53	7	$169.23
System Error			1	$16.50				
Ticketed transportation claimed incorrectly			2	$45.86				
Total	2	$182.90	12	$1,156.11	6	$644.53	8	$235.23

Non-Compliance Errors by FY

Error	2019	2020
TMC/ETS System was not used for reservations	1	1
Total	1	1

SAMP – Document Processing

FCA   **2021**   **Document Processing**

Auth - Avg # Days Creation to Travel

● Avg # of Days Create to Travel ● Target (should be above))
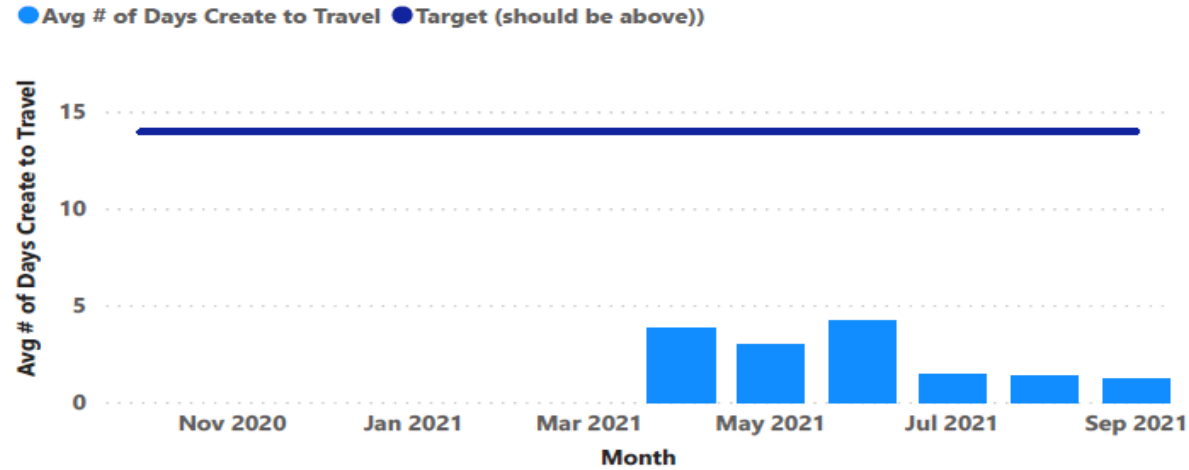
Auth - Avg # Days Creation to Approval

● Avg # of Days Create to Approve ● Target (should be below)
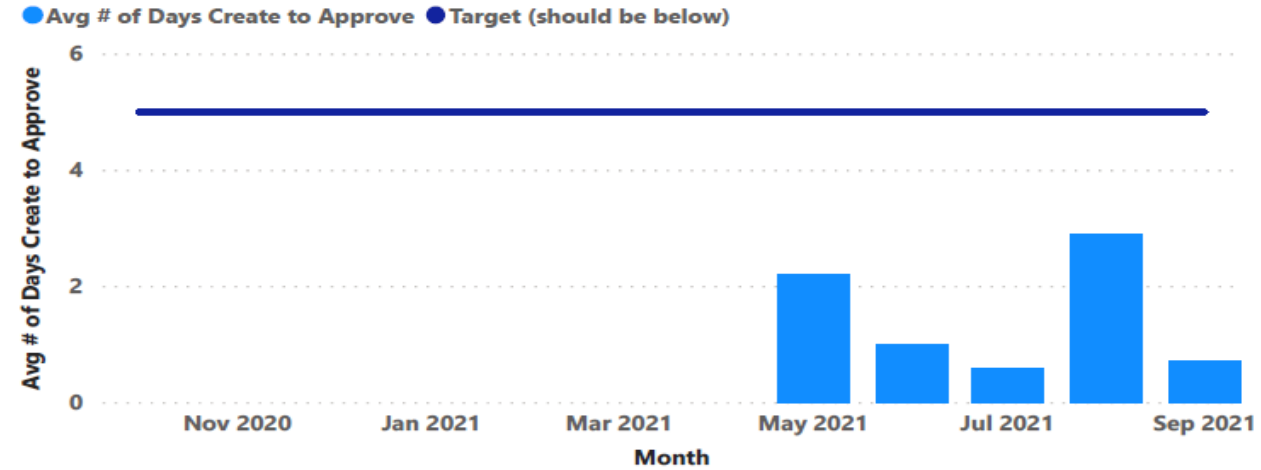
Vch - Avg # Days End Trip Date to Voucher Creation

● Avg # of Days End Trip to Vch Creation ● Target (should be below)
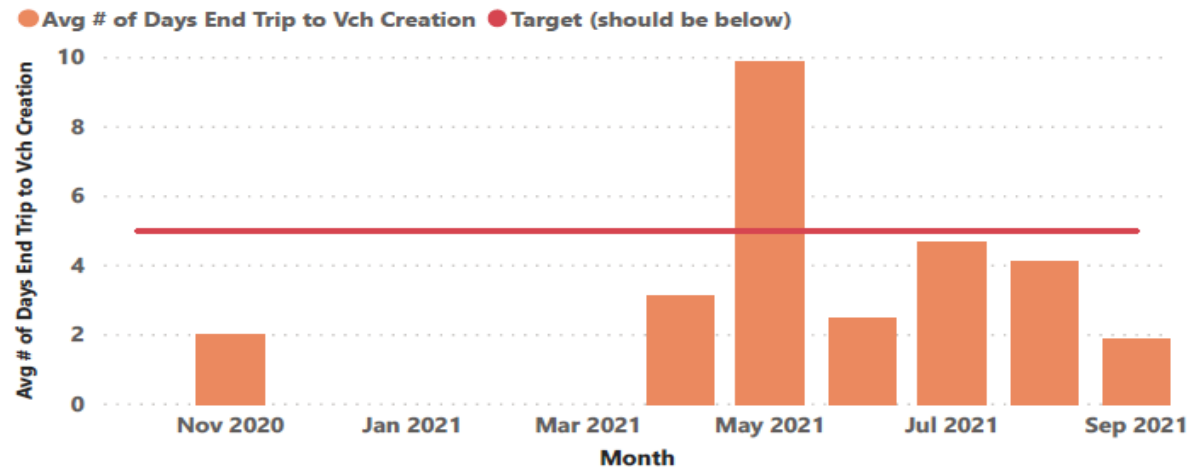
Vch - Avg # Days Signed to Approve

● Avg # of Days Signed to Approve ● Target (should be below)
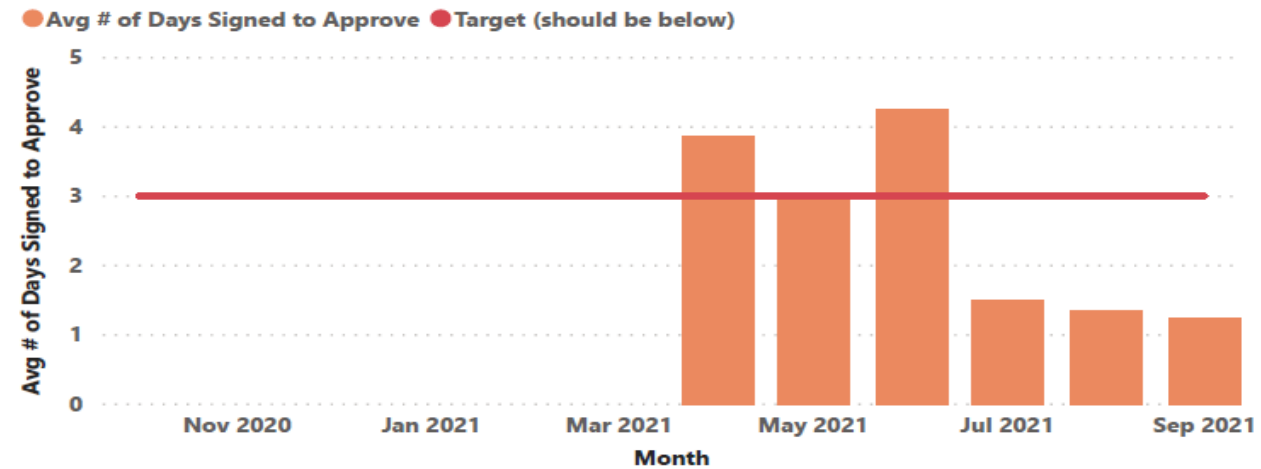
SAMP – Actual Lodging

Actual Lodging

BFY	Over Lodging	Count	Avg Over Lodging per Trip	PCT of Total Lodging
2021	$3,701	23	$161	8.16%
2020	$7,298	85	$86	2.28%
2019	$24,083	144	$167	2.64%
2018	$26,681	171	$156	2.60%

Offices Claiming Actual Lodging For Current Fiscal Year

Office	# of Trips	Total Amount	% of Total
OFFICE OF EXAMINATION	16	$2,322	62.75%
OFFICE OF SECONDARY MARKET OVERSIGHT	3	$512	13.84%
OFFICE OF REGULATORY POLICY	2	$469	12.67%
OFFICE OF THE GENERAL COUNSEL	1	$208	5.62%
OFFICE OF CONGRESSIONAL & PUBLIC AFFAIRS	1	$190	5.12%

Actual Lodging by BFY

BFY ● 2018 ● 2019 ● 2020 ● 2021
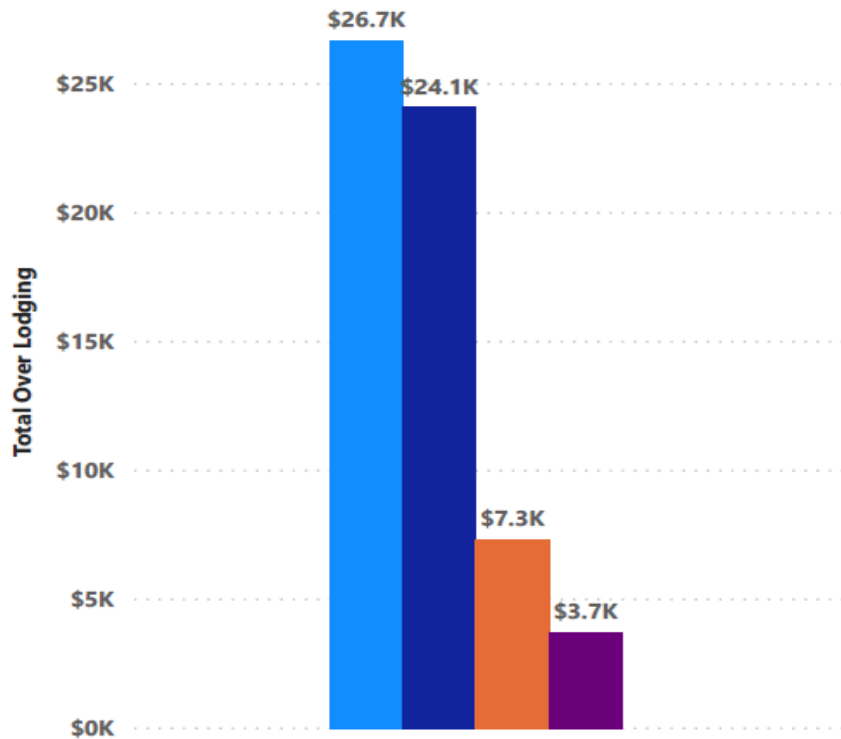
Actual Lodging is lodging that exceeded the standard per diem rate

SAMP – Help Desk Tickets & Travel Cards

ABC | **2021** | **Help Desk Tickets** | **Travel Cards**

Current Fiscal Year

Category	Count	% of Total
Travel Card Related	144	17.76%
System Access Related	118	14.55%
Audit Related	115	14.18%
Reservations & General Questions	99	12.21%
System Admin	79	9.74%
Interface Processing Related	74	9.12%
Password Resets	63	7.77%
Authorization Assistance	39	4.81%
Report Related	36	4.44%
Voucher Assistance	30	3.70%
Accounting Related	13	1.60%
Administrative Related	1	0.12%

Calls Per Trip by BFY
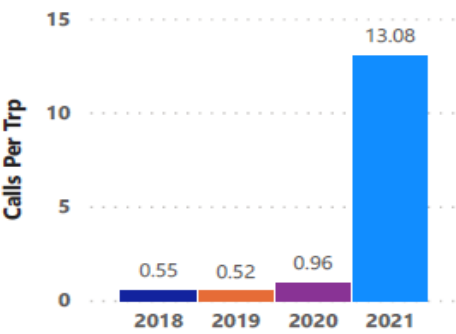
BFY	Ticket Count	Trip Count	Calls Per Trip
2021	811	62	13.08
2020	776	808	0.96
2019	1,034	2,001	0.52
2018	1,117	2,032	0.55

Top 5 Ticket Counts by BFY

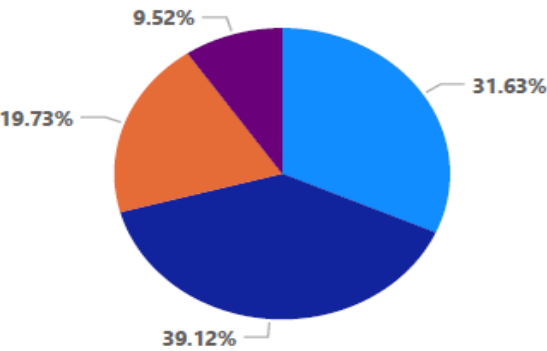BFY ● 2018 ● 2019 ● 2020 ● 2021
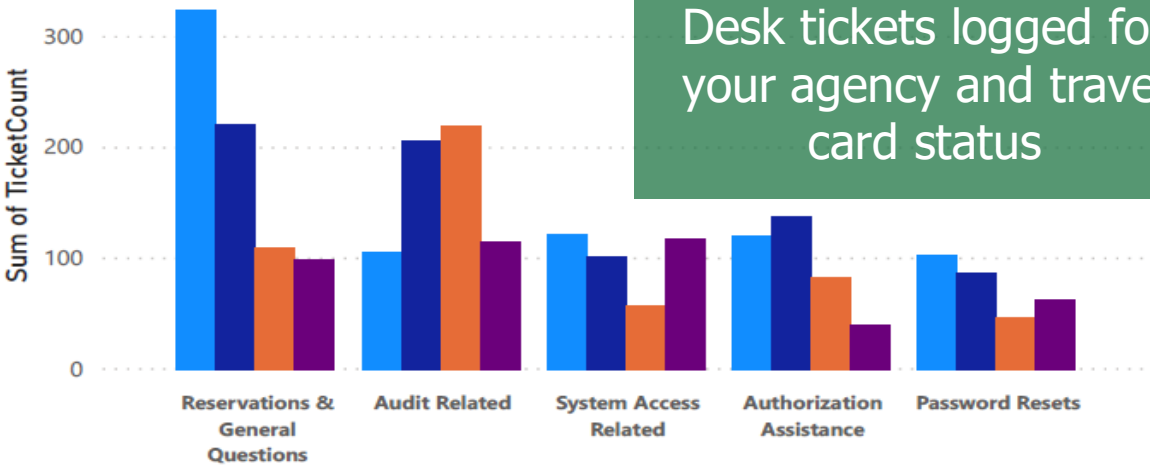
Data related to Help Desk tickets logged for your agency and travel card status

Travel Card Status Used/UnUsed

Status
- ● Used within Last Year
- ● Used - >1 Year since Last
- ● Never Used - Open 1 Year +
- ● Never Used - Open < 1 Year

Never Used - Open < 1 Year	Never Used - Open 1 Year +	Used - >1 Year since Last	Used within Last Year
28	58	115	93

Refresher Training Emails

BFY	1st Emails	2nd Emails	% 2nd of 1st	3rd Emails	% 3rd of 1st	4th Emails	% 4th of 1st
2021	88	48	55%	35	40%	17	19%
2020	63	18	29%	6	10%	1	2%
2019	67	23	34%	14	21%	0	0%
2018	95	32	34%	10	11%	4	4%

Total Refresher Training Emails Sent by BFY

● 1st Emails ● 2nd Emails ● 3rd Emails ● 4th Emails
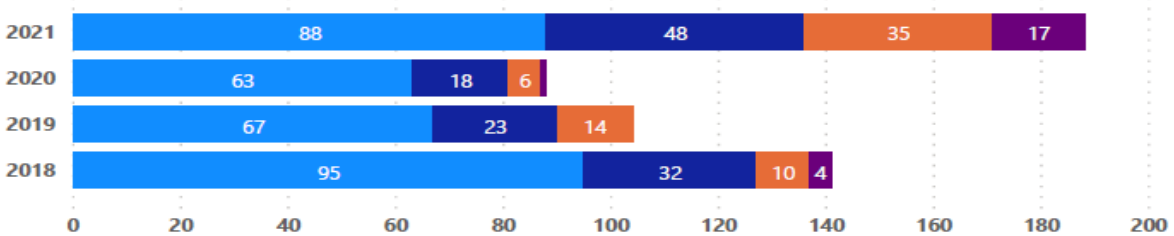
Using Data to Drive Results

Identify training opportunities based on high volume help desk ticket types

Send out reminders to complete cardholder refresher training to prevent card cancellations

Identify travel habits and evaluate future cost saving opportunities

Visualize the number of audit documents found with errors to improve travel data quality

For More Information

Review the Strategic Account Management Plan (SAMP) for key travel related averages and statistics for your agency.

Reach out to the Travel Help Desk for any questions or to find out more.

Travel Help Desk

✉ travel@fiscal.treasury.gov
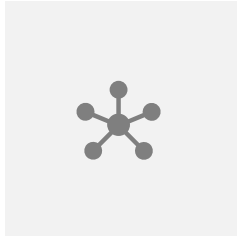
📱 304-480-8000 option 1

One Giant Leap Forward: Transforming Your Procurement Experience with PRISM Insight
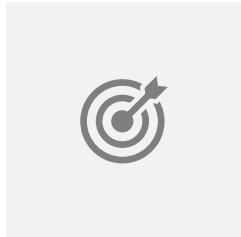
Wes Pickens

Procurement Services

Greater status visibility

Increased access to data and documentation

Enhance quality and compliance

Real-time contract management

PRISM Insight
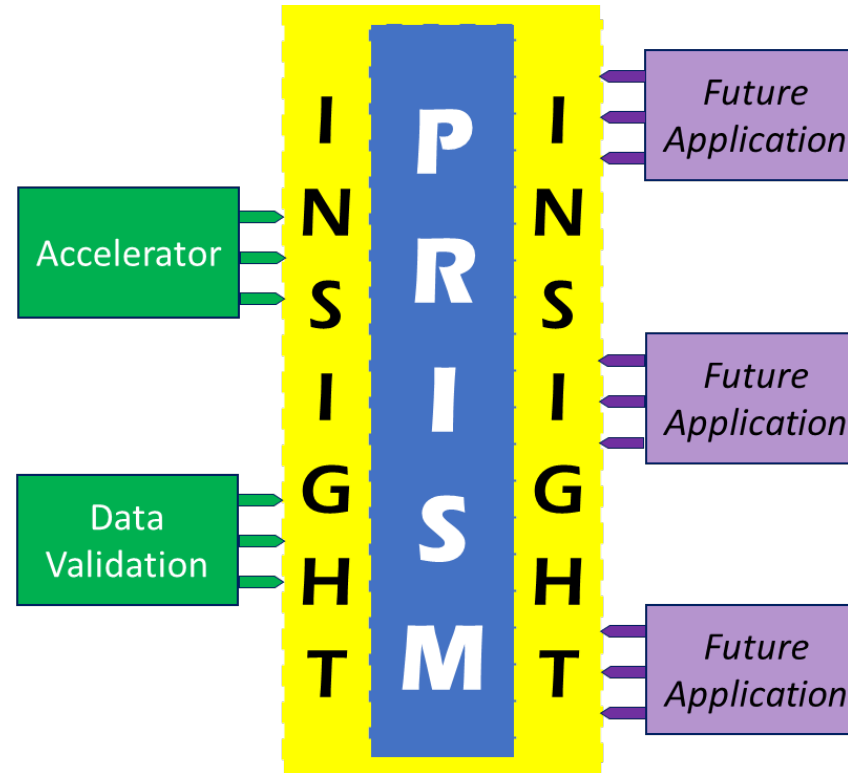
You spoke – we listened!

How it started   Where we're headed

What is the PRISM Insight platform?

A Modular Platform

PRISM Insight enables ARC to build a broader portfolio of offerings for you at less effort

Benefits of Insight

What's in it for you?

PRISM 7.5 Upgrade	Data Validation Application	Accelerator Application
Improved Analytics	Error-proofing	Self-Service of Status
Dashboard Displays	Improve Regulatory Compliance	Autofill Templates
	Create Business Rules	Digital Approval Flow / Doc Routing

Next Steps

- Ongoing project communications
  - Monthly ARC Bulletin (Sign up here!)
  - Emails
  - Drop-in sessions
- Testing opportunities
- Training (Q1 FY23)

Project Insight
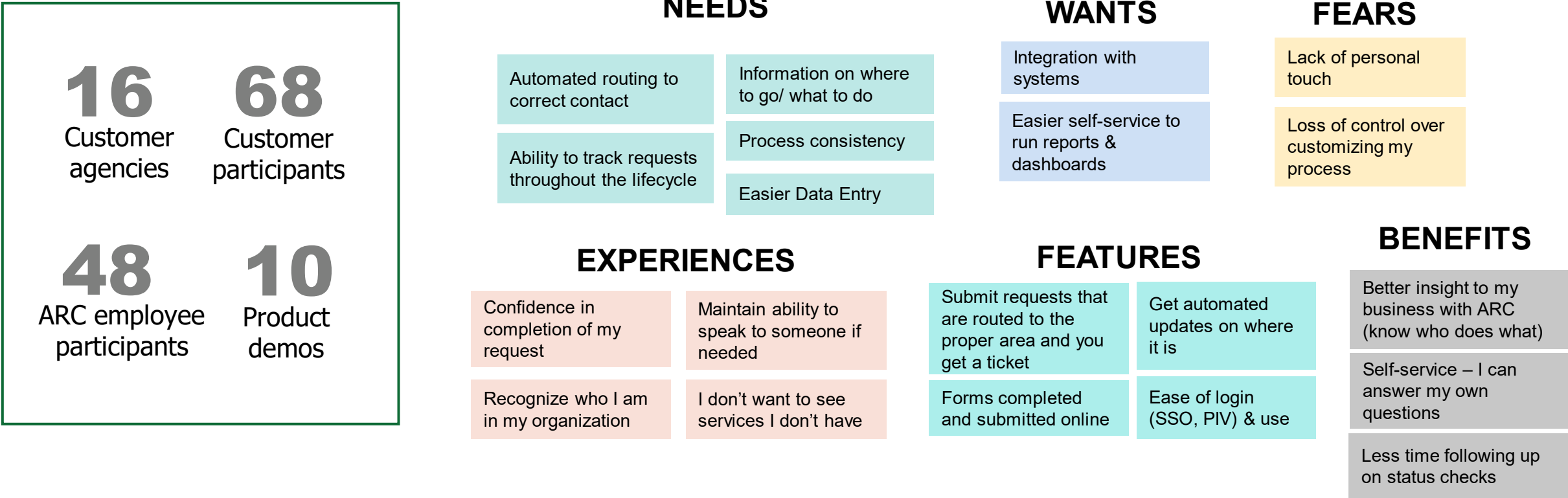
✉ PRISM.Insight@fiscal.treasury.gov

The oneARC Experience: Building Better Interactions with Our Customer Portal
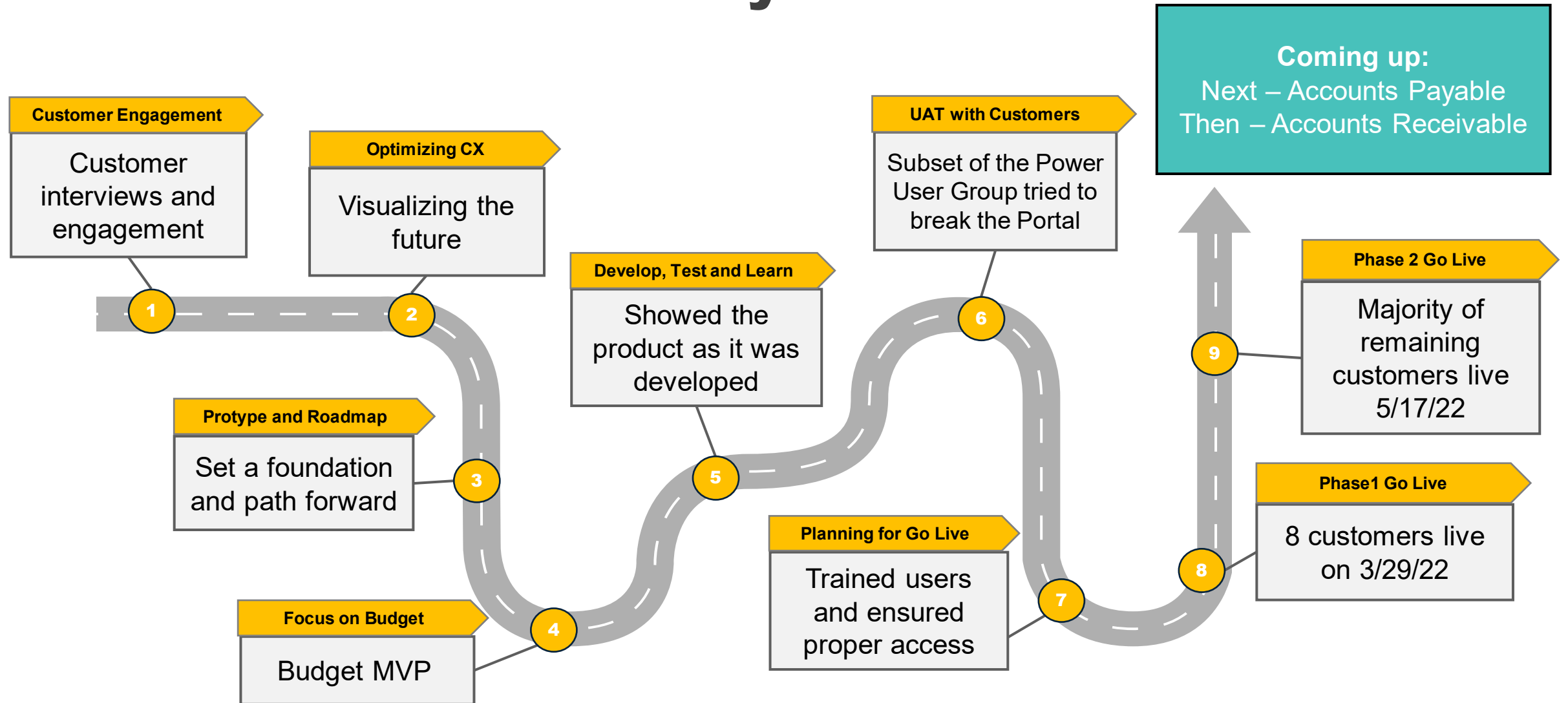
Jacob Oberlin

Financial Management

Informed by a Human-Centered Perspective

The oneARC Portal is a front door for customers who need consistency and transparency through self-service capabilities and curated resources to eliminate guesswork and efficiently track and complete work.

16 Customer agencies

68 Customer participants

48 ARC employee participants

10 Product demos

NEEDS

- Automated routing to correct contact
- Information on where to go/ what to do
- Ability to track requests throughout the lifecycle
- Process consistency
- Easier Data Entry

WANTS

- Integration with systems
- Easier self-service to run reports & dashboards

FEARS

- Lack of personal touch
- Loss of control over customizing my process

EXPERIENCES

- Confidence in completion of my request
- Maintain ability to speak to someone if needed
- Recognize who I am in my organization
- I don't want to see services I don't have

FEATURES

- Submit requests that are routed to the proper area and you get a ticket
- Get automated updates on where it is
- Forms completed and submitted online
- Ease of login (SSO, PIV) & use

BENEFITS

- Better insight to my business with ARC (know who does what)
- Self-service – I can answer my own questions
- Less time following up on status checks

The oneARC Portal Journey

Customer Engagement
Customer interviews and engagement

Optimizing CX
Visualizing the future

Protype and Roadmap
Set a foundation and path forward

Focus on Budget
Budget MVP

Develop, Test and Learn
Showed the product as it was developed

Planning for Go Live
Trained users and ensured proper access

UAT with Customers
Subset of the Power User Group tried to break the Portal

Coming up:
Next – Accounts Payable
Then – Accounts Receivable

Phase 2 Go Live
Majority of remaining customers live 5/17/22

Phase1 Go Live
8 customers live on 3/29/22

1 2 3 4 5 6 7 8 9

What people are saying

Customers

" It's about as **simple** of a system as you're gonna get.

It's amazing, it's so much better than how we do it now. Importing **CSV was pretty slick**!

As I go through the system with increased repetition, **I'm getting faster and faster**.

The **Help Center** was particularly **useful** in the first week after go live…

ARC Budget Staff

" … once [all customers] are in, I can see that this will save us a lot of time and replace several of our processes which will be a **huge time saver**."

I believe it will save time by **reducing errors**...

It will make the employee experience **better and easier**…

Thank you for joining us on this journey!

What's next

Mid-spring: Accounts Payable module(s) begins, including manual obligations, invoices and invoice corrections

Want to get involved?

Join our biweekly sprint review to receive updates on the oneARC Portal development and provide feedback! To sign up, email us at:

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Jacob.Oberlin@fiscal.treasury.gov

Strategic Partnership: Getting the Most from ARC Services

Jay Offenberger

Data Analyst, HR Services

Working Smarter, Not Harder: Tools to Support Your Hiring Strategy

Ryan Balsley

Financial Systems Analyst, Travel Services

Harness the Power of Your Data with Travel's Strategic Account Management Plan

Wes Pickens

Branch Manager, Procurement Services

One Giant Leap Forward: Transforming Your Procurement Experience with PRISM Insight

Jacob Oberlin

Product Owner, Transformation Management Office

The oneARC Experience: Building Better Interactions with Our Customer Portal

2022 ARC Customer Day

| **Strong Foundation, Reaching for New Heights** |

Wednesday, May 11 | 8:00 AM – 4:00 PM ET

Session 1	Session 2	Session 3	Session 4
ARC Today and Into the Future	Strategic Partnership: Getting the Most from ARC Services	Expert Service Delivery and Year End Guidance	"Ask Me Anything" with ARC Leaders
8:00 AM – 9:00 AM ET	10:00 AM – 11:00 AM ET	12:30 PM – 2:00 PM ET	3:00 PM – 4:00 PM ET
Join Treasury and ARC executives for an engaging panel about what's to come for ARC	*Learn more about how we're working alongside customers to create new value*	*Learn how ARC is operationalizing new ways of working that better support you*	*Meet and engage in an interactive Q&A session with ARC leaders and service line experts*

https://arc.fiscal.treasury.gov/about-arc/news-and-events/

ARC ADMINISTRATIVE RESOURCE CENTER
BUREAU OF THE FISCAL SERVICE

Thank You

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