



Quarterly Performance Metrics FY 2026 3rd Quarter

Financial Management Services

	<u>Target</u>	<u>YTD Value</u>
Accounts Receivable		
Documents posted within two business days once complete information is received	95.0%	99.9%
Budget		
Budget Reprogramming Documents processed within 2 business days	97.0%	100.0%
MAX Reporting completed timely	99.0%	100.0%
Cash Services		
Deposits processed within 2 business days	95.0%	100.0%
Fund Balance with Treasury - TAS/BETC Reclassifications completed within due date	99.0%	100.0%
Fund Balance with Treasury - Reconciliations prepared and reviewed by 20th day of subsequent month	99.0%	100.0%
CitiDirect		
Error free interfaced invoices validated the same day as the payment file was received from SmartPay3 bank	99.0%	100.0%
Error free reprocess interfaced invoices validated no later than 2 business days after receipt from the designated Approving Official (AO)	99.0%	100.0%
Error free ZDI requests processed no later than two business days after receipt from designated Approving Official (AO)	95.0%	100.0%
Commercial Accounts Payable		
Payments made in accordance with Prompt Pay Act when customer approval is received at least 5 business days prior to due date	99.7%	100.0%
Proper Payments excluding customer error - Commercial	99.7%	100.0%
Discounts taken when approved invoice is received at least 3 business days prior to discount date	99.0%	98.3%
Debt Collection		
Referral to CSNG within 10 business days of customer approval	99.0%	100.0%
Grants, Loans, Foreign & Misc		
Proper Payments excluding customer error - Grants	99.7%	100.0%
Proper Payments excluding customer error - Loans	99.7%	100.0%



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Proper Payments excluding customer error - Foreign & Misc.	99.7%	100.0%
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Intragovernmental Accounts Payable

Notification of integration error sent within 1 business day-IGAP	90.0%	99.3%
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Recommended corrective action to address integration error sent within 2 business days-IGAP	90.0%	99.4%
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Payroll

Payroll posting within 2 business days of receipt of error free file(s) from customer/payroll provider	99.9%	100.0%
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Payroll completed before month-end closing	100%	99.9%
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Receivable Reporting

TROR reporting completed by established due dates	99.0%	99.3%
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Reporting

Reporting and account maintenance tasks completed by due dates	99.0%	100.0%
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Percent of Fixed Asset Module postings completed in correct accounting period.	99.0%	100.0%
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System Services - Help Desk

First Call Resolution closed within 1 business day-Oracle	80.0%	93.5%
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Average Call Abandonment Rate-Oracle	<5.0%	0.27%
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Average Call Response Time-Oracle	<10 sec	693.1%
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Total Calls		2,252
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Percent of emails resolved within 1 business day-Oracle	70.0%	86.4%
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OBI Call resolution within 10 business days	75.0%	99.2%
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OBI Email resolved within 10 business days	65.0%	90.4%
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Vendor Maintenance

Routine vendor changes and additions accurately completed by the end of the next business day	99.0%	100.0%
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Procurement Services

	<u>Target</u>	<u>YTD Value</u>
System Services - Help Desk		
First Call Resolution closed within 60 min-PRISM	80.0%	91.4%
Average Call Abandonment Rate-PRISM	<5.0%	0.48%
Average Call Response Time-PRISM	<10 sec	692.0%
Total Calls		7,150
Percent of emails resolved within 1 business day-PRISM	80.0%	91.3%

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

Systems

	<u>Target</u>	<u>YTD Value</u>
System Services		
System Availability - Oracle	99.0%	99.8%
System Availability - OBI	99.0%	99.8%
System Availability - PRISM	99.0%	99.5%
Timely Notice of Scheduled System Outages - Oracle	100%	100.0%
Timely Notice of Scheduled System Outages - PRISM	100%	100.0%
Month End Closing	100%	100.0%
Standard Suite reports run within one minute	85.0%	90.1%
System Availability - OneStream	99.0%	99.9%