# Quarterly Performance Metrics
# FY 2026 4th Quarter

## *Financial Management Services*

| | Target | YTD Value |
|---|---|---|
| ***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% | 97.7% |
| ***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% |
| ***Intragovernmental Accounts Payable*** | | |
| Notification of integration error sent within 1 business day-IGAP | 90.0% | 99.5% |
| Recommended corrective action to address integration error sent within 2 business days-IGAP | 90.0% | 99.4% |
| ***Payroll*** | | |
| Payroll posting within 2 business days of receipt of error free file(s) from customer/payroll provider | 99.9% | 100.0% |
| Payroll completed before month-end closing | 100% | 99.9% |
| ***Receivable Reporting*** | | |
| TROR reporting completed by established due dates | 99.0% | 99.5% |
| ***Reporting*** | | |
| Reporting and account maintenance tasks completed by due dates | 99.0% | 100.0% |
| Percent of Fixed Asset Module postings completed in correct accounting period. | 99.0% | 100.0% |
| ***System Services - Help Desk*** | | |
| First Call Resolution closed within 1 business day-Oracle | 80.0% | 91.7% |
| Average Call Abandonment Rate-Oracle | <5.0% | 0.29% |
| Average Call Response Time-Oracle | <10 sec | 766.7% |
| Total Calls | | 2,726 |
| Percent of emails resolved within 1 business day-Oracle | 70.0% | 86.0% |
| OBI Call resolution within 10 business days | 75.0% | 96.9% |
| OBI Email resolved within 10 business days | 65.0% | 89.7% |
| ***Vendor Maintenance*** | | |
| Routine vendor changes and additions accurately completed by the end of the next business day | 99.0% | 100.0% |

# Quarterly Performance Metrics
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## *Procurement Services*

| | Target | YTD Value |
|---|---|---|
| ***System Services - Help Desk*** | | |
| First Call Resolution closed within 60 min-PRISM | 80.0% | 91.3% |
| Average Call Abandonment Rate-PRISM | <5.0% | 0.49% |
| Average Call Response Time-PRISM | <10 sec | 784.4% |
| Total Calls | | 9,434 |
| Percent of emails resolved within 1 business day-PRISM | 80.0% | 90.9% |

*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*

| | Target | YTD Value |
|---|---|---|
| ***System Services*** | | |
| System Availability - Oracle | 99.0% | 99.7% |
| 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% |