One Washington's Quarterly Report to Legislative Fiscal Committees
January – March 2023
Financial Performance Metrics on 10 State Agencies
Includes Monthly Performance Data

The proviso language in the enacted 2021-23 budget stipulates that One Washington provide, "a report on current financial office performance metrics that at least 10 state agencies use, to include the monthly performance data, starting July 1, 2021." As noted in the first quarterly report, One Washington staff canvassed possible data sources to determine applicable financial performance measures collected consistently and reliably to meet the reporting requirement. Our due diligence included:

- A query of select state agencies to determine whether specific financial performance metrics are currently obtained or the degree of difficulty in obtaining such metrics
- An assessment of whether Results Washington through the Results through Performance Management (RPM) system could provide consistently reported financial metrics
- An assessment of whether Deloitte or Workday could provide current metric data
- Analysis of other systems to determine whether meaningful data could be extracted

Repeated attempts to find an appropriate set of metrics that are collected monthly did not produce the desired results. Regrettably, current systems are not designed to create and/or report financial performance metrics. Some agencies have accomplished internal reporting through the creative use of data elements in AFRS. Hence, agency reporting tends to be manually harvested and custom-tailored for internal purposes.

The end result is that One Washington will continue to report on the best available system metrics that have a relationship to financial performance.

One Washington metrics regarding system outages, help desk requests and prompt payments

The data depicted below is extracted from system performance information and from prompt payment data reported from 10 agencies.

Metric 1: Outage Duration Overview – by month

This chart summarizes the outage hours each month for systems that One Washington will replace. Data in this chart spans January 2021 through March 2023.
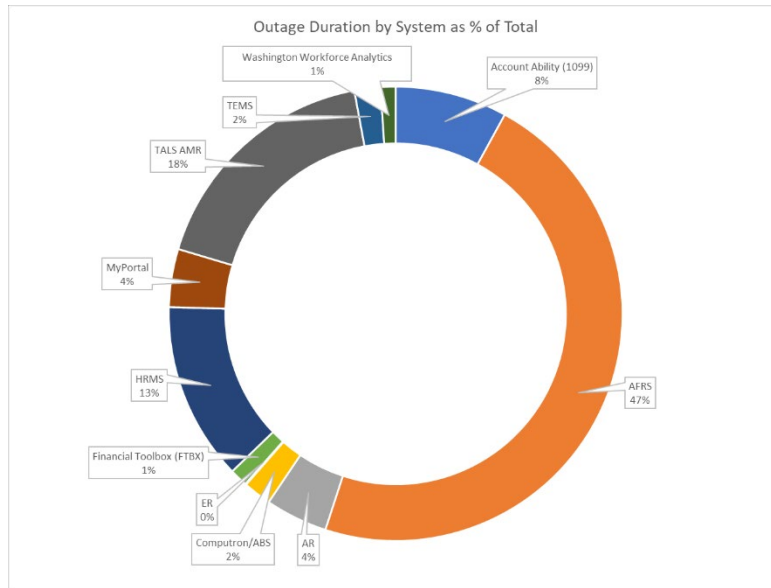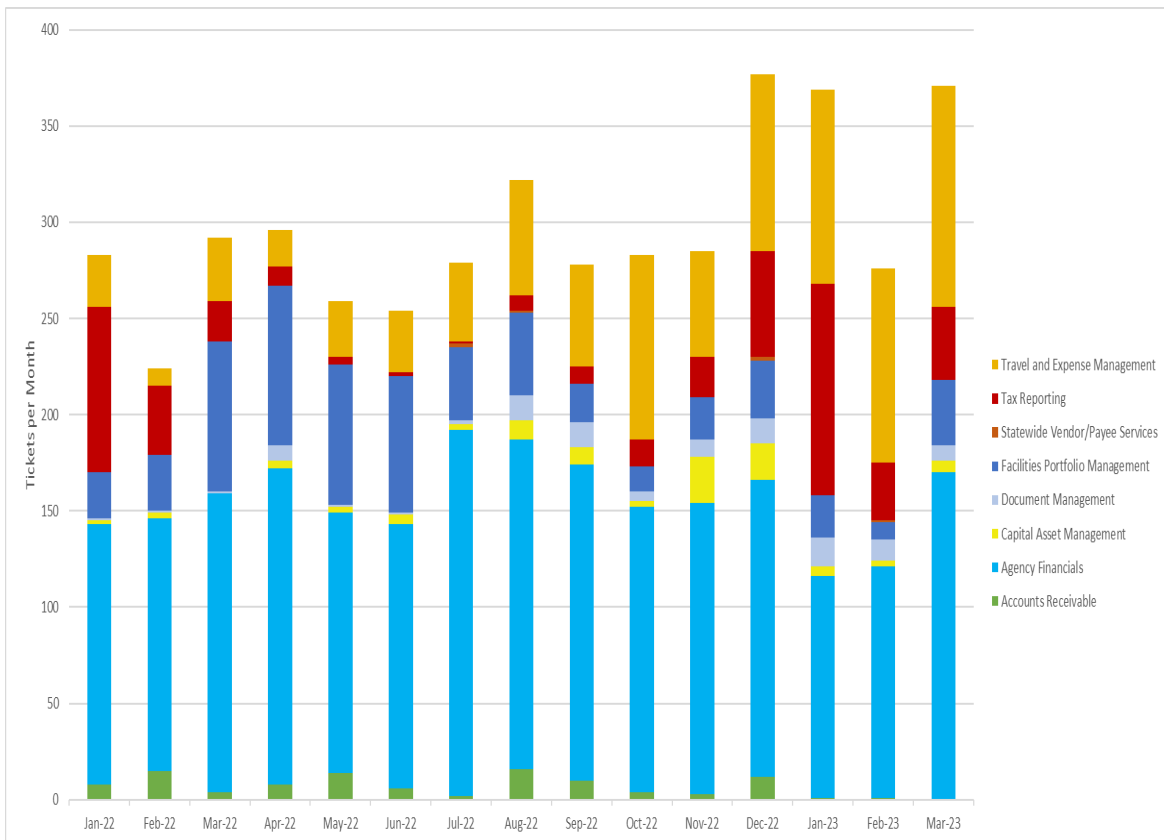
Metric 2: Outage Duration Overview – by system

This chart is another view of the outage duration overview data, showing the percentage of total outage hours by system. Data in this chart spans January 2021 through March 2023.
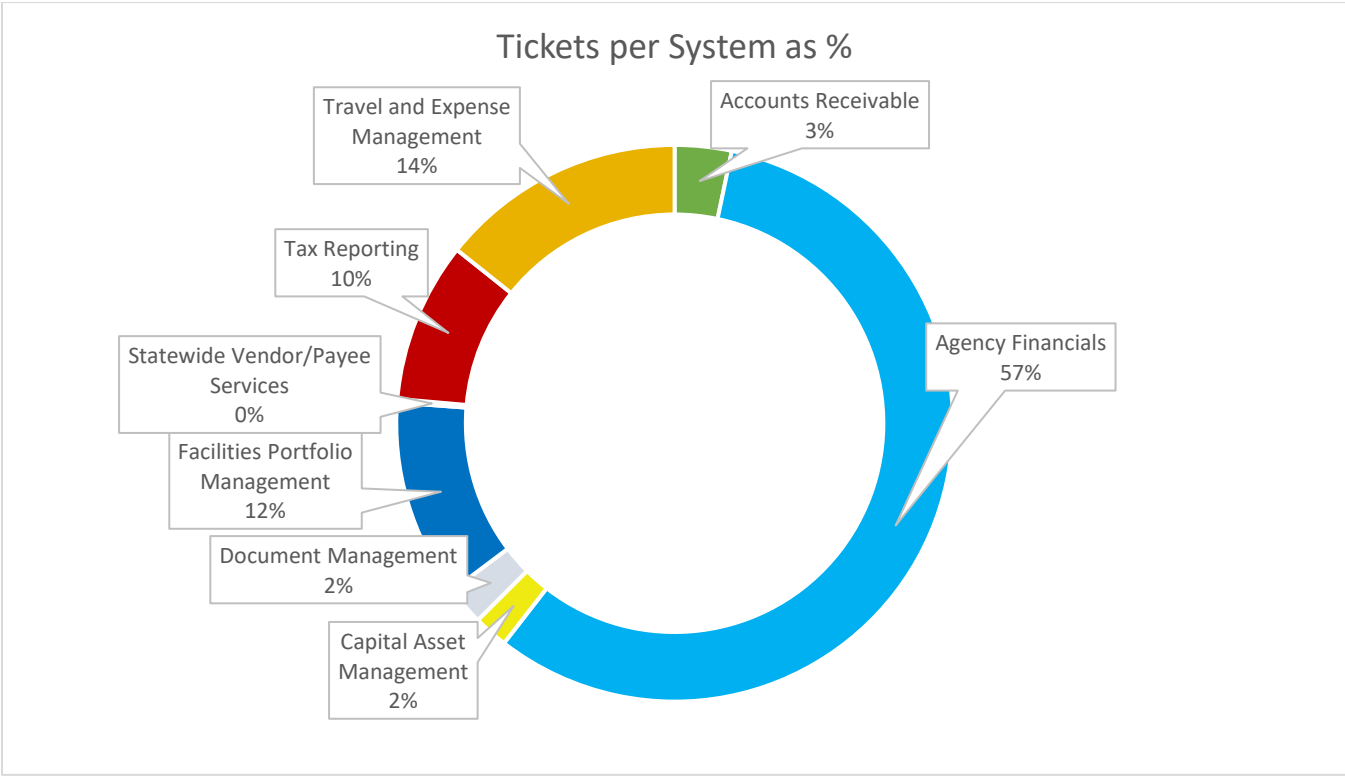

Outage Duration by System as % of Total
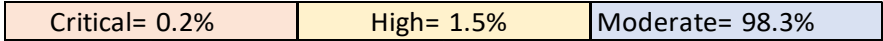
Metric 3: Help Desk Requests for Financial Systems

The following graphs show the number of Help Desk support requests for each OFM financial system each month, then by system as a percentage, and severity as a percentage. For comparison, we are reporting five quarters of data from January 2022 through March 2023.

Support Requests by System by Month

Tickets per System as %

- Travel and Expense Management 14%
- Accounts Receivable 3%
- Tax Reporting 10%
- Agency Financials 57%
- Statewide Vendor/Payee Services 0%
- Facilities Portfolio Management 12%
- Document Management 2%
- Capital Asset Management 2%

Ticket Severity by %:

Critical= 0.2%	High= 1.5%	Moderate= 98.3%

Metric 4: Average Prompt Payment Time for Eleven Agencies

Data was requested from eleven state agencies related to the promptness of payments. This graph shows the average number of days between the later of invoice received or goods/service received, and payment issue date. It depicts data from July 2021 through March 2023.

Average # of Days between (max of Invoice or Goods/Services rec'd) and Payment Sent

Month	# of Days
Jul-21	26
Aug-21	25
Sep-21	27
Oct-21	32
Nov-21	30
Dec-21	29
Jan-22	40
Feb-22	27
Mar-22	36
Apr-22	22
May-22	30
Jun-22	25
Jul-22	29
Aug-22	33
Sep-22	30
Oct-22	20
Nov-22	27
Dec-22	23
Jan-23	25
Feb-23	26
Mar-23	26

Agency Data

- Office of Financial Management
- Healthcare Authority
- Dept. Of Financial Instututions
- Dept of Social Health and Services
- Dept of Natural Resources
- Dept of Health
- Dept of Fish and Wildlife
- Dept of Financial Inst.
- Dept of Corrections
- Consolidated Technology Services
- Administrative Office of the Courts