



**One Washington's Quarterly Report to Legislative Fiscal Committees
April - June 2022
Financial Performance Metrics on 10 State Agencies that
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 obtain and 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 have not produced the desired results. Regrettably, the current systems are not designed to create and/or report financial performance metrics. Although some agencies have accomplished internal reporting, they have accomplished it through creative usage of data elements within 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.

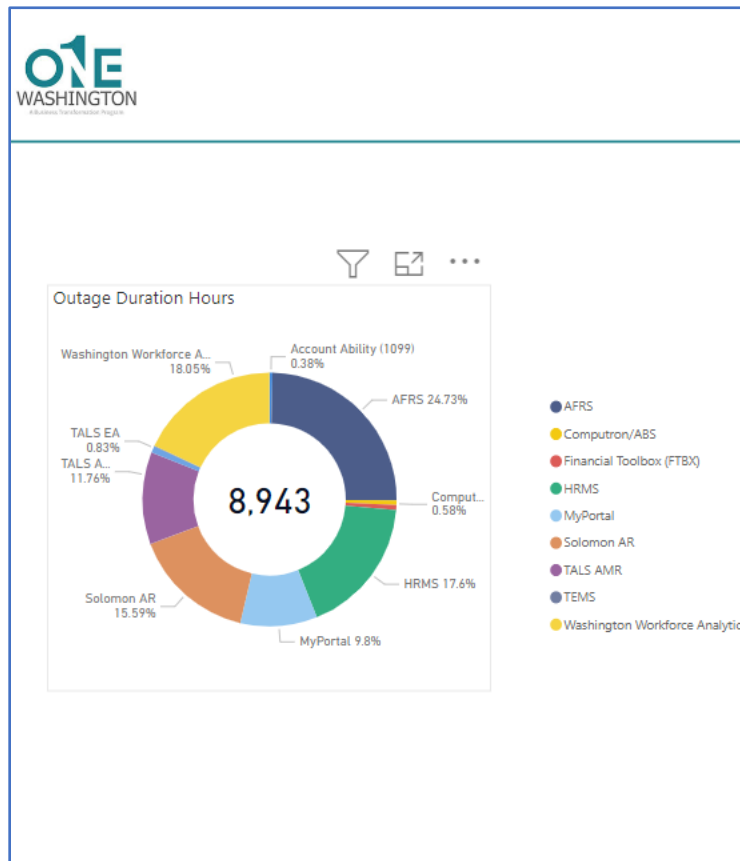
The data depicted on the following pages is extracted from system performance information and from prompt payment data reported from 10 agencies. The report contains system performance data from 2020 for historical perspective and comparison. The data was imported into PowerBI and configured as interactive web-based dashboards. The dashboards will be updated to complete this quarterly reporting requirement.

The data is available for each report and is available for download for authorized users. Each report has filters to allow users to tailor the report to their specific needs. PowerBI is configured to remember each user's individual choices, facilitating user adoption.

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Metric 2: Outage Duration Overview – by system

This chart is another view of the outage duration overview data, showing percentage of total outage hours by system. Data for this chart spans January 2020 through July 2022. All of the data for each screen element may be downloaded as a spreadsheet for authorized users.



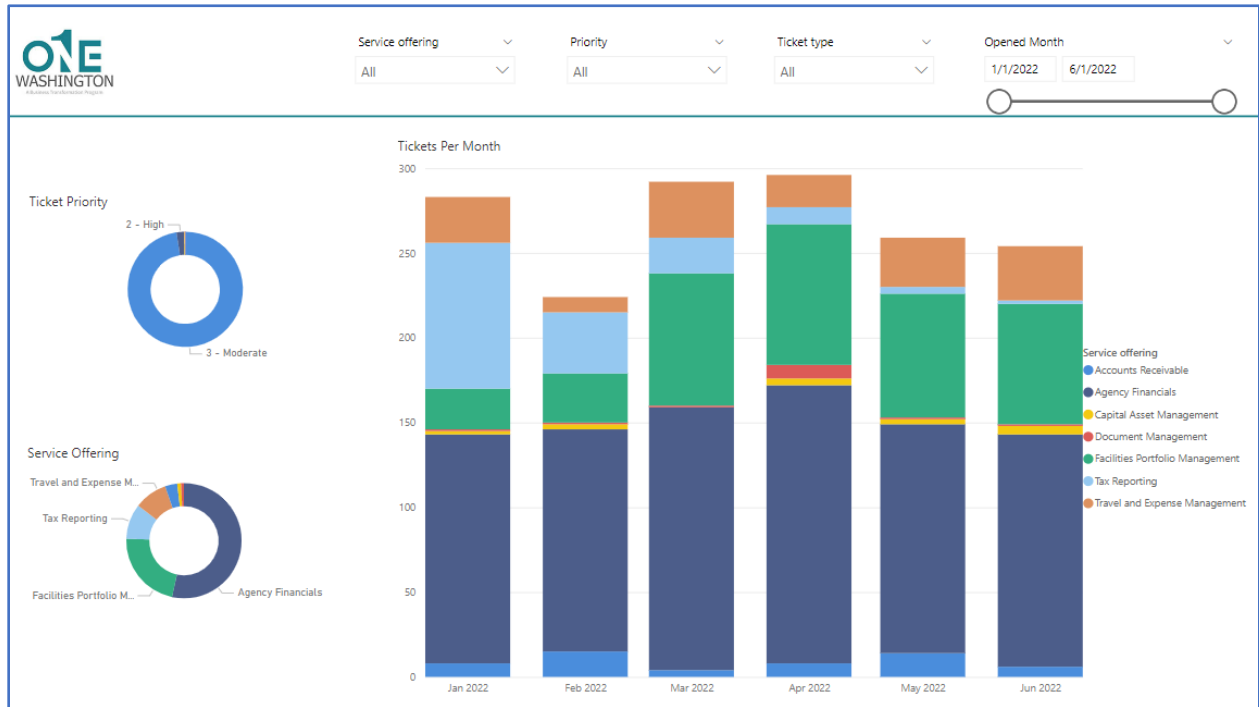


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Metric 3: Help Desk Requests for Financial Systems

The following is a report showing the number of help desk support requests for each OFM financial system each month. For comparison, we are reporting two quarters of data, January 2022 through June 2022.





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Metric 4: Average Prompt Payment Time for 11 Agencies

Data was requested from at least ten state agencies related to the promptness of payments. The Oct - Dec 2021 (Qtr 2) was reported as an average 30.33 days across the agencies. Jan – Mar 2022 (Q3) was reported as an average 31.52 days. The graph shown below depicts data that was available as of July 2022.

