



NSSC

NASA Shared Services Center

September 2012 Performance & Utilization Report – FY 12



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Quality Measurements

- Accounts Payable
- Payroll Processing
- PCS Relocation
- Personnel Action Processing
- Training Purchases
- Customer Contact Center
- Awards

Data Source Key:

* NBID (NSSC Business Intelligence Datamart)

** *Remedy*

*** *IPCC, Centergy Manager and Remedy*

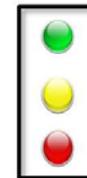
**** *Inquisite*

Scorecard – September Overall

Activity	SEPTEMBER
Accounts Payable - On Time Payments	
Accounts Payable - Int. < \$200/MM	
Account Receivable - 98% Error free	
Payroll	
Domestic Travel	
Foreign Travel	
PCS (6) Travel	
PCS (15) Travel	
PCS (30) Travel	
Relocation Assistance	
NASA Awards & Recognition Processing	
Off-Site Training	
Internal Training <25K	
Internal Training >25K	
SES Appointments	
SES CDP Mentor Appraisals	No Activity
Retirement Estimate - 10 day	
Retirement Estimate - 20 day	
Retirement Estimate - 45 day	
Retirement Processing - 10 day	
eOPF - 15 Day	
eOPF - 25 Day	
Personnel Action Processing	
Grants	
Grants Supplements	
SBIR / STTR - Phase 1	No Activity
SBIR / STTR - Phase 2	
SBIR/STTR-Funding Mods	
Initial Call Resolution	
Call Response Rate	
Call Abandonment Rate	
Average Speed of Answer	
Website Availability	

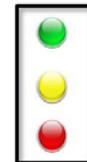
ESD Activity by Month:	SEPTEMBER
Average Speed to Answer : 80% answered in 60 sec	
Abandon Rate : Less than / equal to 7%	
First Call Resolution: SLA > 85%	
Customer Satisfaction Tier 1: >85%	
ESD Application Availability: >97%	

Legend:



- Met or Exceeded SLA
- 0 – 5% of stated target SLA
- > 5% of stated target SLA

AP Legend:



- >= 98%
- < 98% & >= 97%
- < 97%

Scorecard by Center – September

Activity by Center	ARC	DFRC	GRC	GSFC	HQ	JSC	KSC	LaRC	MSFC	NSSC	SSC
Accounts Payable - On Time Payments	G	G	G	G	G	G	G	Y	R	G	G
Accounts Payable - Int. < \$200/MM	G	G	G	G	G	G	G	G	G	G	G
Payroll	G	G	G	G	G	G	G	G	G	G	G
Domestic Travel	G	G	G	G	G	G	G	G	G	G	G
Foreign Travel	G	G	G	G	G	G	G	G	G		
PCS (6) Travel	G		G	G	G	G			G		G
PCS (15) Travel	G			G	G	G	G	G			
PCS (30) Travel					G			G	G		
Relocation Assistance	G	G	G	G	G	G	G	G	G	G	G
NASA Awards & Recognition Processing	G	G	G	G	G	G	G	G	G	G	G
Off-Site Training	Y	Y	R	R	Y	G	Y	R	Y	R	G
Internal Training <25K	G	G	G	G	G	G	G	G	G	G	
Internal Training >25K	G		G	G		G			G		G
SES Appointments	G				G				G		
SES CDP Mentor Appraisals											
Retirement Estimate - 10 day		G	G	G	G	G	G	G	G		G
Retirement Estimate - 20 day	G	G	G	G	G	G	G	G			
Retirement Estimate - 45 day		G	G	G		G		G			
Retirement Processing - 10 day	G		G	G	G	G	G	G			
eOPF - 15 Day	G	G	G	G	G	G	G	G	G	G	G
eOPF - 25 Day	G	G		G	G	G		G	G	G	
Personnel Action Processing	G	G	G	G	G	G	G	G	G	G	G
Grants	G	G	G	G	G	G	G	G	G		
Grants - Supplemental	G	G	G	G	G	G	G	G	G		G
SBIR / STTR - Phase 1											
SBIR / STTR - Phase 2			G		G		G	G	G		G
SBIR/STTR- Funding Mods	G		G	G	G	G	G	G	G		G
Initial Call Resolution	G	G	G	G	G	G	G	G	G	G	G

Quality Scorecard – By Month

Activity by Month	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jly	Aug	Sep
Accounts Payable	G	G	G	G	G	G	G	G	G	G	G	G
FBWT	G	G	G	G	G	G	G	G	G	G	G	G
Payroll *	G	G	G	G	G	G	G	G	G	G	G	G
Foreign Travel	G	G	G	G	G	G	G	G	G	G	G	G
PCS Travel	G	G	G	G	G	G	G	G	G	G	G	G
Relocation Assistance	G	G	G	G	G	G	G	G	G	G	G	G
Awards Processing	G	G	G	G	G	G	G	G	G	G	G	G
SES Appointments	G	G	G	G	G	G	G	G	G	G	G	G
Benefits Processing	G	G	G	G	G	G	G	G	G	G	G	G
Personnel Action Processing	G	G	G	G	G	G	G	G	G	G	G	G
**Training Purchases	G	G	G	G	G	G	G	G	G	G	G	G
eOPF Maintenance	G	G	G	G	G	G	G	G	G	G	G	G
Grants and Supplements	G	G	G	G	G	G	G	G	G	G	G	G
Customer Contact Center	G	G	G	G	G	G	G	G	G	G	G	G

LEGEND (all others)	G	≥ 98%
	Y	< 98 % ≥ 97%
	R	< 97%

*LEGEND (payroll)	G	≥ 99.9%
	R	< 99.9%

**LEGEND (External Training)	G	≥ 95%
	R	< 95%

Scorecard – By Month

Activity by Month	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jly	Aug	Sep
Accounts Payable - On Time Payments	G	G	G	G	G	G	G	G	G	G	G	G
Accounts Payable - Int. < \$200/MM	G	G	G	G	G	G	G	G	G	G	G	G
Accounts Receivable - 98% Error free	N/A	N/A	N/A	N/A	N/A	G	G	G	G	G	G	G
Payroll	G	G	G	G	G	G	G	G	G	G	G	G
Domestic Travel	Unreported	G	G	G	G	G	G	G	G	G	G	G
Foreign Travel	Unreported	Unreported	G	G	G	G	G	G	G	G	G	G
PCS (6) Travel	G	G	G	G	G	G	G	G	G	G	G	G
PCS (15) Travel	G	G	G	G	G	G	G	G	G	G	G	G
PCS (30) Travel	G	G	G	N/A	N/A	G	G	G	G	G	G	G
Relocation Assistance	G	G	G	G	G	G	G	G	G	G	G	G
NASA Awards & Recognition Processing	G	G	G	G	G	G	G	G	G	G	G	G
Off-Site Training	G	G	G	G	G	G	G	G	G	G	G	Y
Internal Training <25K	G	G	G	G	G	G	G	G	G	G	G	G
Internal Training >25K	G	G	G	G	G	G	G	G	G	G	G	G
SES Appointments	G	G	G	G	G	G	G	G	G	G	G	G
SES CDP Mentor Appraisals	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Retirement Estimate - 10 day	G	G	G	G	G	G	G	G	G	G	G	G
Retirement Estimate - 20 day	G	G	G	G	G	G	G	G	G	G	G	G
Retirement Estimate - 45 day	G	G	G	G	G	G	G	G	G	G	G	G
Retirement Processing - 10 day	G	G	G	G	G	G	G	G	G	G	G	G
eOPF - 15 Day	G	G	G	G	G	G	G	G	G	G	G	G
eOPF - 25 Day	G	G	G	G	G	G	G	G	G	G	G	G
Personnel Action Processing	G	G	G	G	G	G	G	G	G	G	G	G
Grants	G	G	G	G	G	G	G	G	G	G	G	G
Grants - Supplemental	G	G	G	G	G	G	G	G	G	G	G	G
SBIR / STTR - Phase 1	N/A	N/A	N/A	N/A	G	G	G	G	N/A	N/A	N/A	N/A
SBIR / STTR - Phase 2	N/A	N/A	N/A	N/A	N/A	N/A	G	G	G	G	G	G
SBIR/STTR- Funding Mods	G	G	G	G	G	G	G	G	G	G	G	G
Initial Call Resolution	G	G	G	G	G	G	G	G	G	G	G	G
Call Response Rate	G	G	G	G	G	G	G	G	G	G	G	G
Call Abandonment Rate	G	G	G	G	G	G	G	G	G	G	G	G
Average Speed of Answer	G	G	G	G	G	G	G	G	G	G	G	G
Website Availability	G	G	G	G	G	G	G	G	G	G	G	G

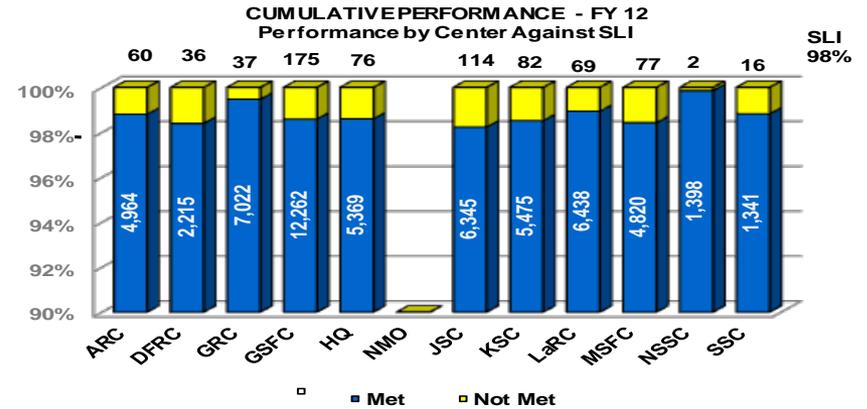
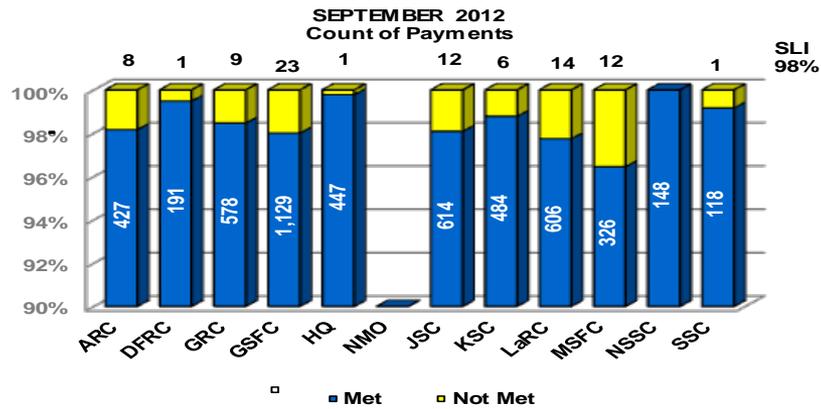
ESD Scorecard – By Month

ESD Activity by Month:	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jly	Aug	Sep
Average Speed to Answer: 80% answered in 60 sec	N/A											
Abandon Rate: Should not exceed 7%	N/A											
First Call Resolution: SLA > 85%	N/A											
Customer Satisfaction: >85%	N/A											
ESD Application Availability: >97%	N/A											

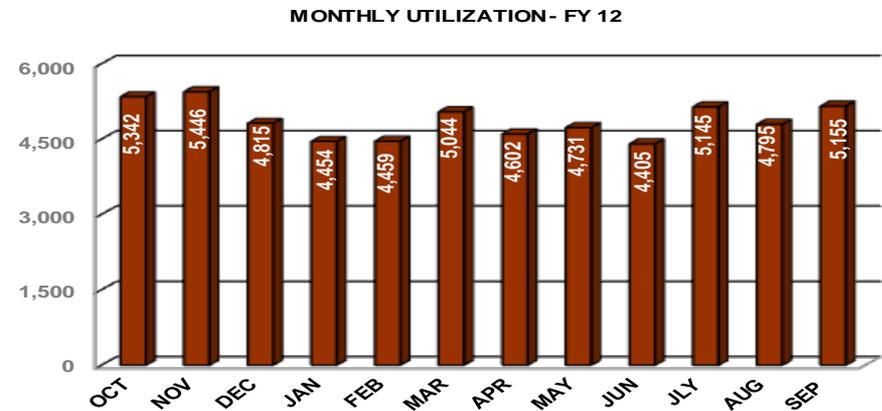
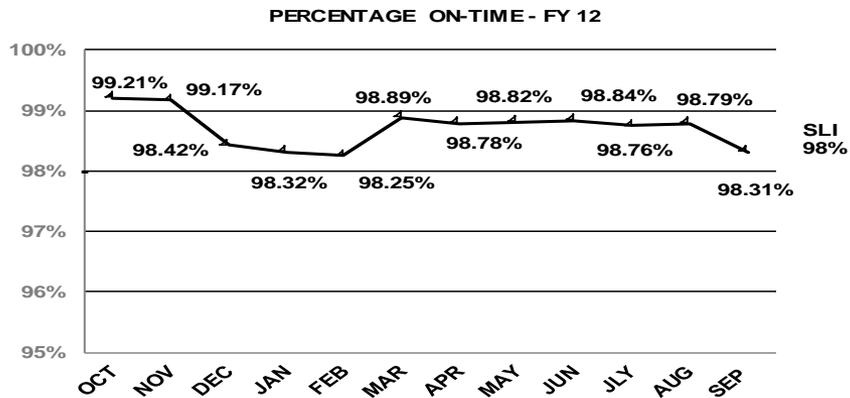
Financial Management Accounts Payable

AP - ON TIME PAYMENTS - COUNT - FY 12

Service Level Indicator: Process and Pay 98% of invoices on time.



Standard	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JLY	AUG	SEP
98%	99.21%	99.17%	98.42%	98.32%	98.25%	98.89%	98.78%	98.82%	98.84%	98.76%	98.79%	98.31%
Cumulative YTD	5,342	10,788	15,603	20,057	24,516	29,560	34,162	38,893	43,298	48,443	53,238	58,393



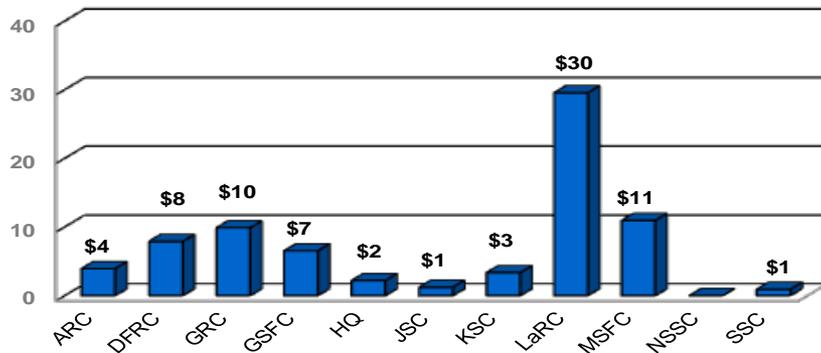
Assessment:

Financial Management Accounts Payable

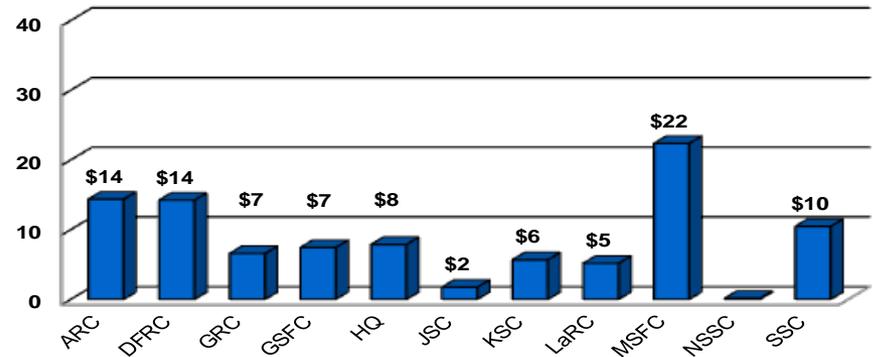
AP - Interest Penalties - USD

Service Level Indicator: Metric measures interest penalties paid in accordance with Prompt Payment Act. Amounts include all payment types subject to the Act. Metric is calculated as "dollars of interest per \$1 million in total payments." The metric goal is \leq \$200 per million.

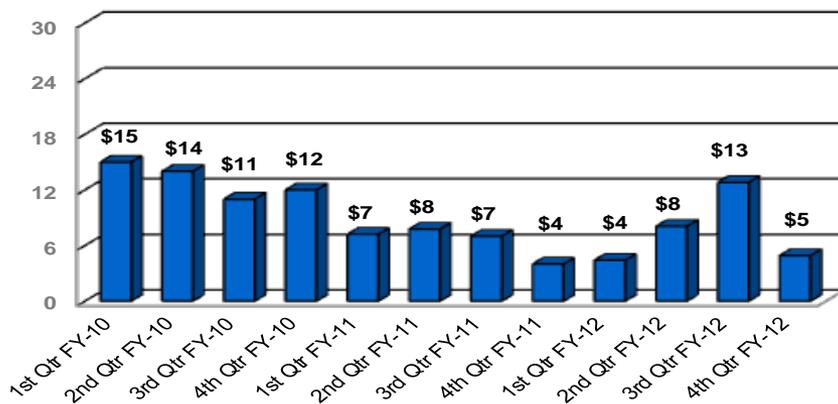
SEPTEMBER 2012
AP Interest Penalties / \$ million



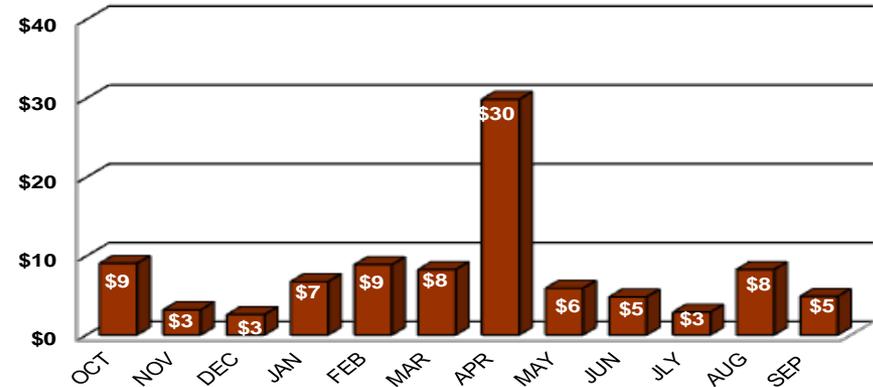
AVERAGE CUMULATIVE PERFORMANCE - FY 12
AP Interest Penalties / \$ million



AP Interest Penalties / \$ million / Quarter



AVERAGE MONTHLY INTEREST PENALTIES / \$ MILLION

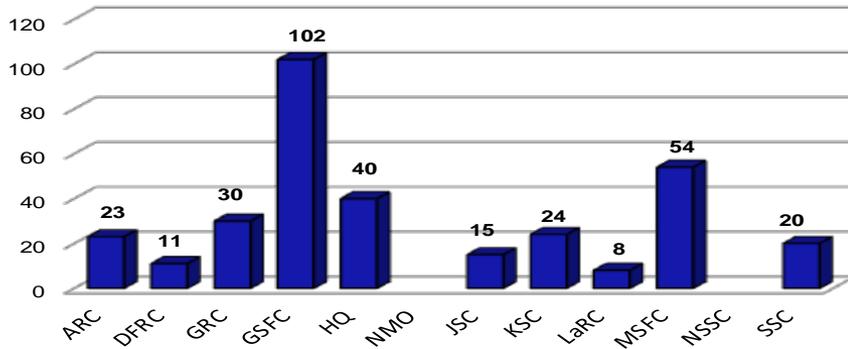


Assessment:

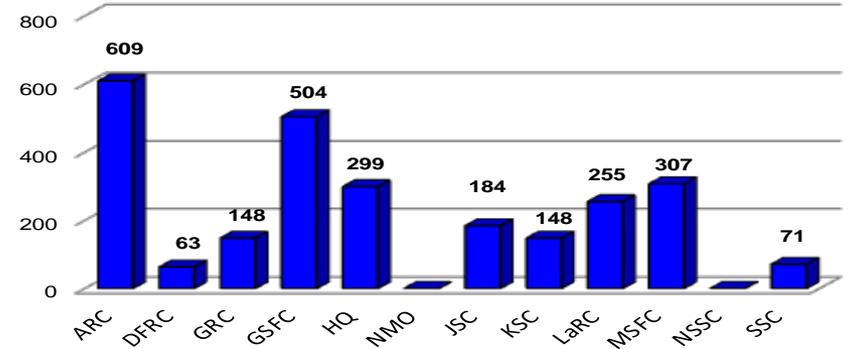
Financial Management Accounts Payable

AP - Count of Working Capital Fund, Advance Transactions by Center - I3P Business Office

SEPTEMBER FY12
AP - Count of WCF Advanced Count

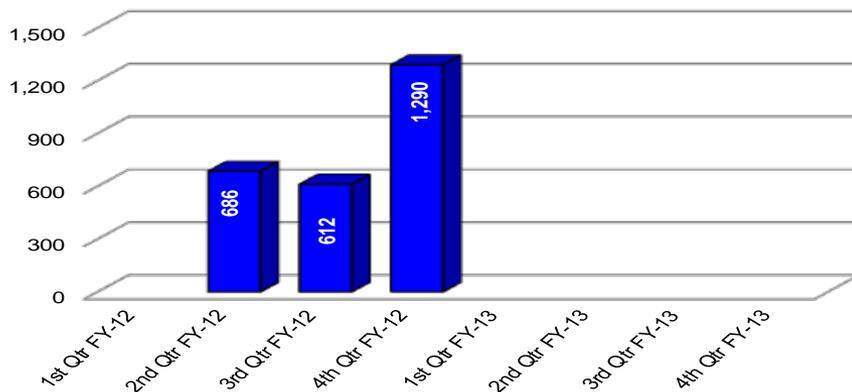


Cumulative Performance - FY12
AP - Count of WCF Advanced Count

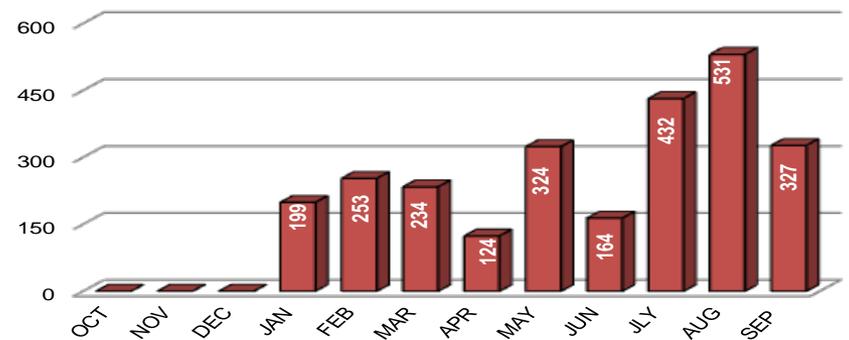


	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JULY	AUG	SEP
Cumulative YTD	-	-	-	199	452	686	810	1,134	1,298	1,730	2,261	2,588

AP - Count of WCF Advanced Count/ Quarter



MONTHLY UTILIZATION - FY12

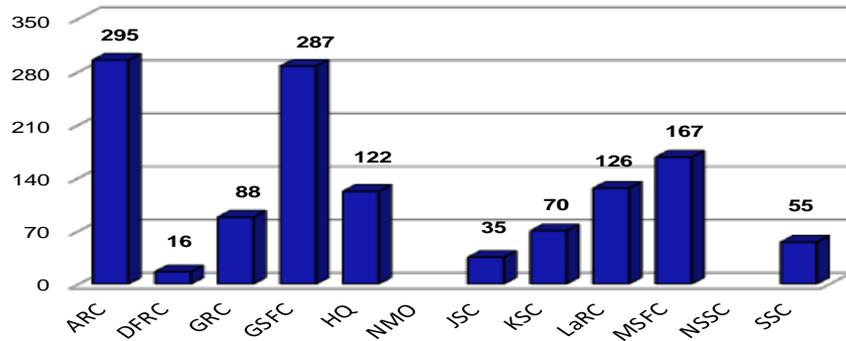


Assessment:

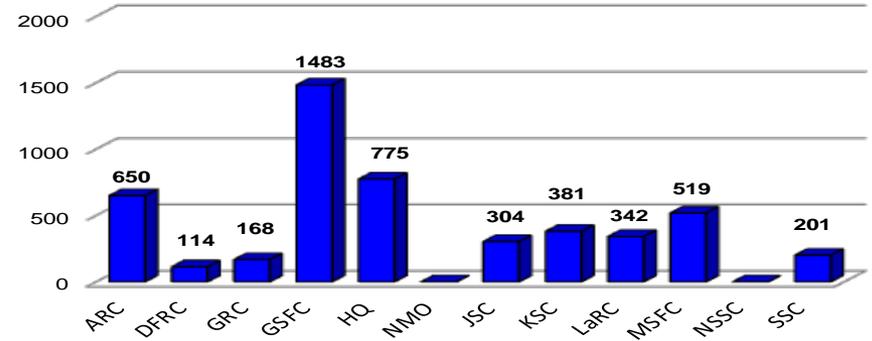
Financial Management Accounts Payable

AP - Count of Working Capital Fund, Liquidation Transactions by Center - I3P Business Office

SEPTEMBER FY12
AP - Liquidation Transactions

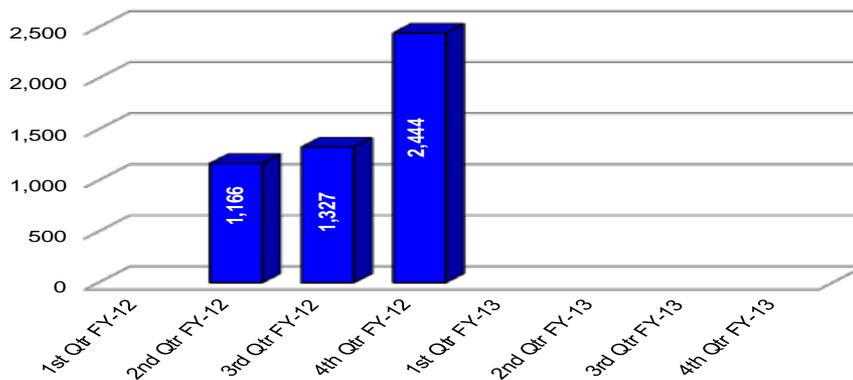


Cumulative Performance - FY12
AP - Count of WCF Advanced Count

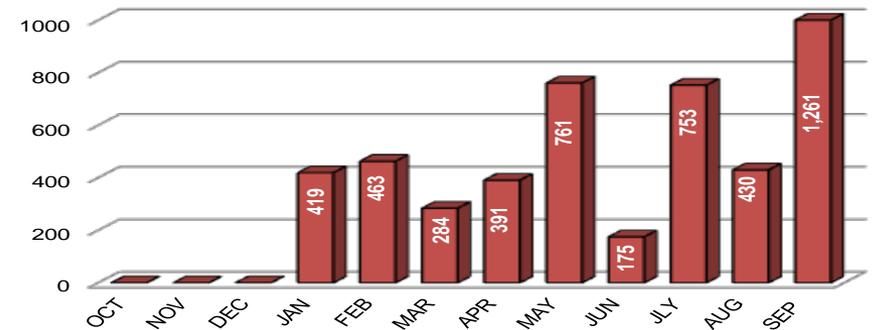


	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JLY	AUG	SEP
Cumulative YTD				419	882	1,166	1,557	2,318	2,493	3,246	3,676	4,937

AP - Count of WCF Advanced Count/ Quarter



MONTHLY UTILIZATION - FY12



Assessment:

Financial Management Accounts Payable

AP - Count of Working Capital Fund, Liquidation Transactions By Center - Dollar Amounts

SEPTEMBER	<u>ALL</u>	<u>ARC</u>	<u>DFRC</u>	<u>GRC</u>	<u>GSFC</u>	<u>HQ</u>	<u>NMO</u>	<u>JSC</u>	<u>KSC</u>	<u>LaRC</u>	<u>MSFC</u>	<u>NSSC</u>	<u>SSC</u>
Payments Count Total	\$50,596,173	\$2,782,794	\$717,203	\$2,710,951	\$5,889,008	\$8,737,948	\$0	\$4,809,968	\$4,357,425	\$3,702,778	\$15,382,014	\$0	\$1,506,085

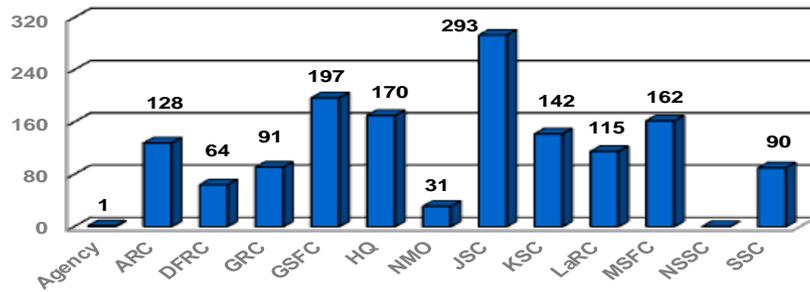
FY 12	<u>ALL</u>	<u>ARC</u>	<u>DFRC</u>	<u>GRC</u>	<u>GSFC</u>	<u>HQ</u>	<u>NMO</u>	<u>JSC</u>	<u>KSC</u>	<u>LaRC</u>	<u>MSFC</u>	<u>NSSC</u>	<u>SSC</u>
<u>OCTOBER</u>													
<u>NOVEMBER</u>													
<u>DECEMBER</u>													
<u>JANUARY</u>	\$9,425,137	\$324,279	\$393,154	\$503,830	\$1,664,580	\$2,929,121	\$0	\$758,967	\$1,385,962	\$580,027	\$782,477	\$0	\$102,740
<u>FEBRUARY</u>	\$10,335,104	\$431,585	\$235,384	\$611,512	\$1,290,823	\$4,022,362	\$0	\$960,151	\$964,396	\$449,900	\$1,167,862	\$0	\$201,128
<u>MARCH</u>	\$20,852,791	\$684,469	\$343,183	\$1,159,595	\$1,041,702	\$5,837,344	\$0	\$1,361,006	\$1,205,154	\$628,979	\$8,338,005	\$0	\$253,354
<u>APRIL</u>	\$14,532,693	\$735,216	\$318,881	\$860,376	\$1,385,711	\$4,071,751	\$0	\$886,283	\$473,437	\$868,102	\$4,803,447	\$0	\$129,489
<u>MAY</u>	\$25,201,602	\$1,056,318	\$459,358	\$1,304,263	\$1,766,988	\$5,897,973	\$0	\$2,912,740	\$2,273,370	\$666,901	\$8,431,056	\$0	\$432,637
<u>JUNE</u>	\$16,119,899	\$803,037	\$322,445	\$818,590	\$1,169,178	\$2,012,379	\$0	\$1,576,031	\$931,146	\$907,941	\$7,287,130	\$0	\$292,022
<u>JULY</u>	\$31,309,902	\$2,032,437	\$550,955	\$1,848,747	\$1,698,507	\$8,051,522	\$0	\$4,019,822	\$1,847,888	\$2,090,771	\$8,741,531	\$0	\$427,722
<u>AUGUST</u>	\$28,762,354	\$613,013	\$973,119	\$1,685,505	\$1,467,637	\$5,440,316	\$0	\$4,751,367	\$1,041,569	\$622,337	\$12,000,040	\$0	\$167,453
<u>SEPTEMBER</u>	\$50,596,173	\$2,782,794	\$717,203	\$2,710,951	\$5,889,008	\$8,737,948	\$0	\$4,809,968	\$4,357,425	\$3,702,778	\$15,382,014	\$0	\$1,506,085
<u>Total</u>	\$207,135,656	\$9,463,147	\$4,313,681	\$11,503,369	\$17,374,134	\$47,000,716	\$0	\$22,036,334	\$14,480,347	\$10,517,737	\$66,933,562	\$0	\$3,512,630

Financial Management Accounts Receivable

Accounts Receivable - Collections on Receivables

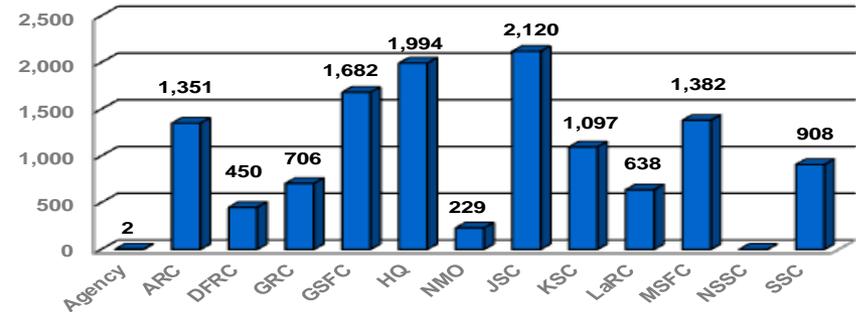
Number of collections on receivables per reporting period.

SEPTEMBER 2012
Collections on Receivables - Performance by Center



■ Collections on Receivables

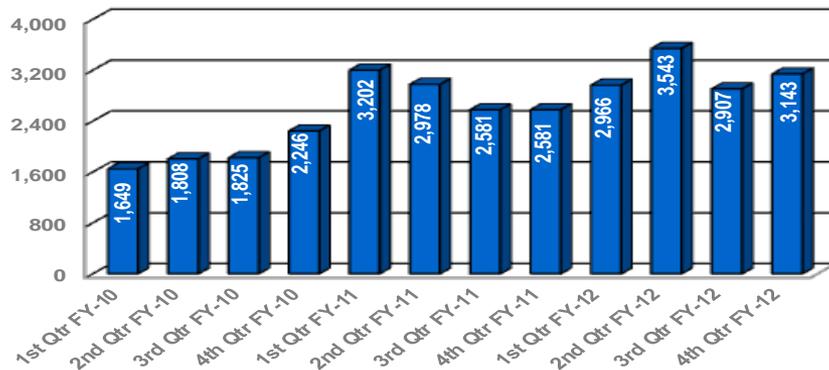
COLLECTIONS ON RECEIVABLES - CUMULATIVE - FY 12
Performance by Center



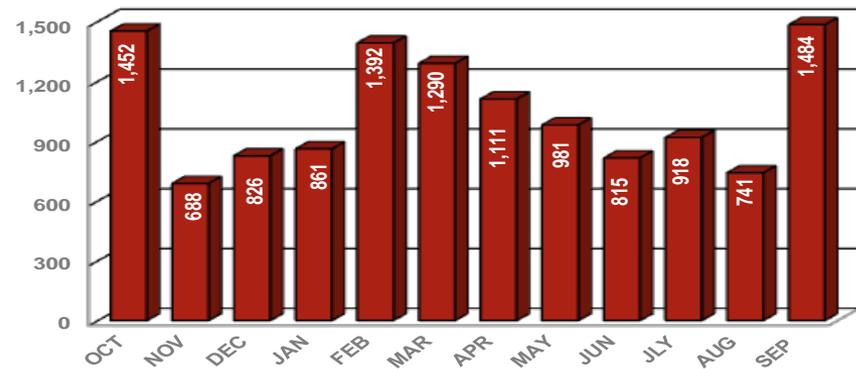
■ Collections on Receivables

	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JLY	AUG	SEP
Cumulative YTD	1,452	2,140	2,966	3,827	5,219	6,509	7,620	8,601	9,416	10,334	11,075	12,559

AR - Collections on Receivables / Quarter



MONTHLY UTILIZATION - FY 12



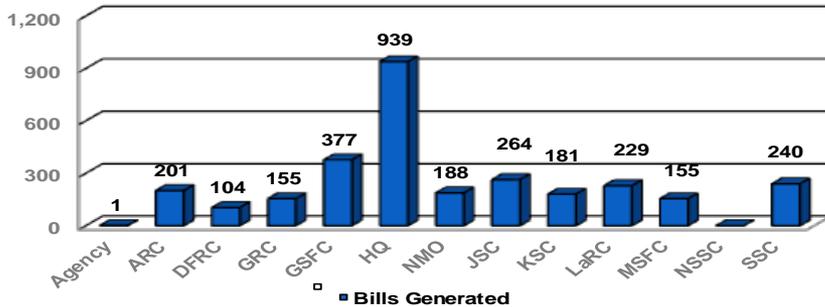
Assessment:

Financial Management Accounts Receivable

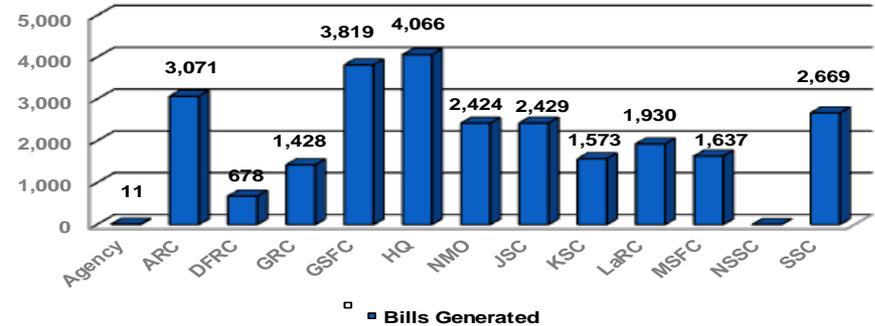
Accounts Receivable - New Receivables

Number of bills generated per reporting period. SLI: 98% of bills will be created without error.

SEPTEMBER 2012
New Receivables - Performance by Center

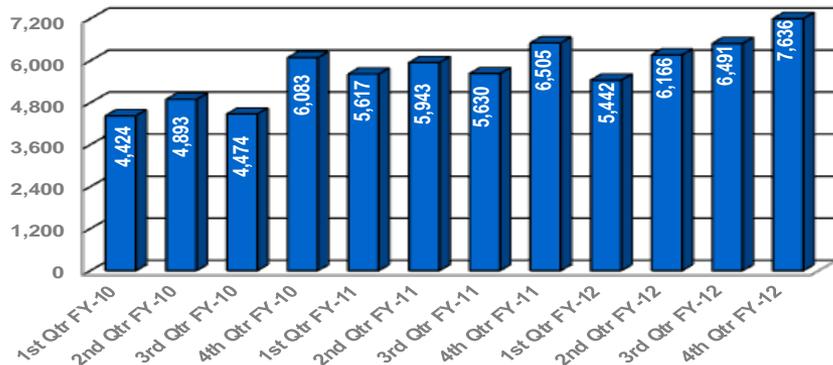


NEW RECEIVABLES - CUMULATIVE- FY 12
Performance by Center

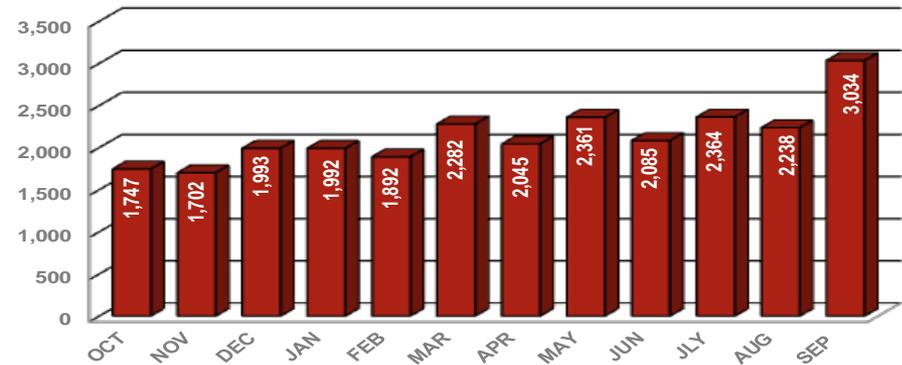


	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JULY	AUG	SEP
Cumulative YTD	1,747	3,449	5,442	7,434	9,326	11,608	13,653	16,014	18,099	20,463	22,701	25,735
98% Error Free	*N/A	N/A	N/A	N/A	N/A	98%	100%	99%	99%	99%	100%	99%
# of Errors	*N/A	N/A	N/A	N/A	N/A	57/2530	9/2003	17/2361	32/2364	21/2086	9/2238	21/3034

AR - New Receivables/Quarter



MONTHLY UTILIZATION - FY 12

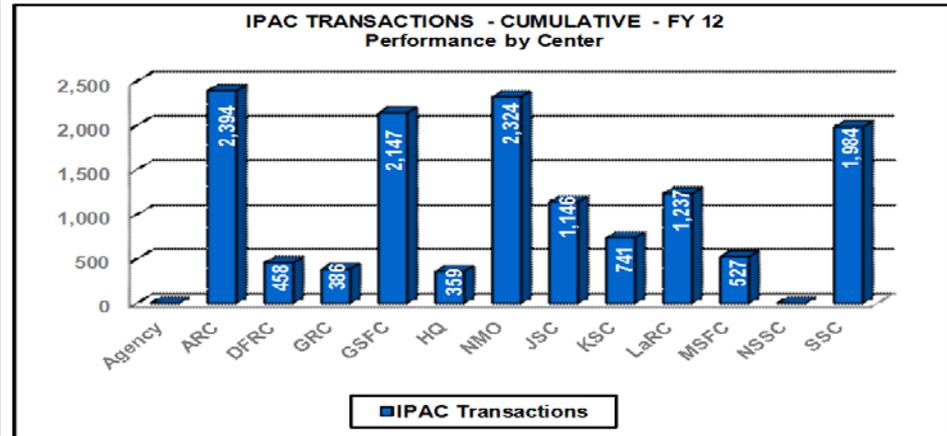
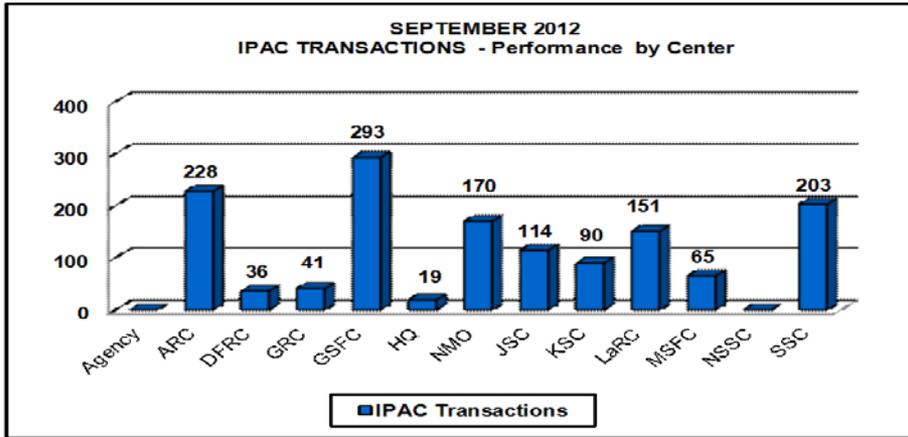


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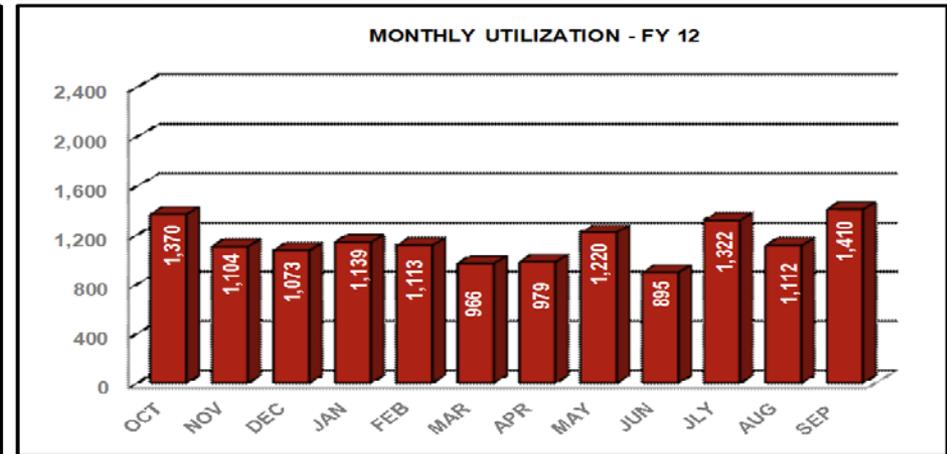
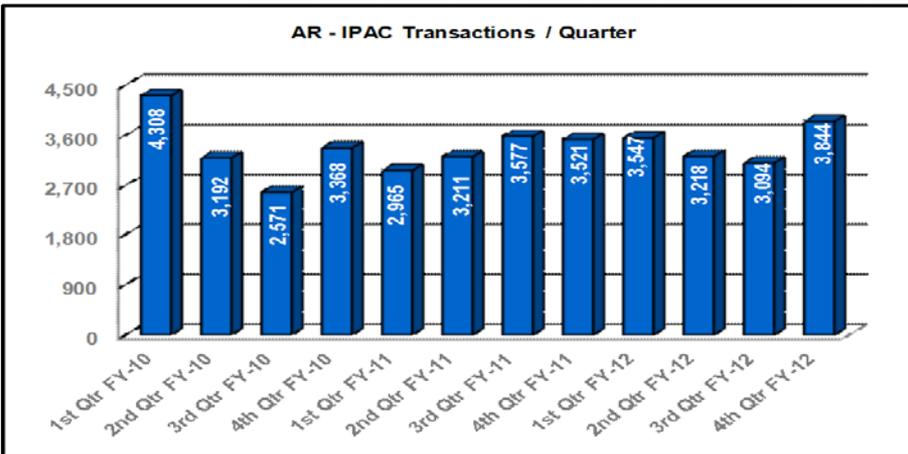
Financial Management Accounts Receivable

Accounts Receivable - IPAC Transactions - FY 12

Number of IPAC Transactions processed per reporting period.



	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JLY	AUG	SEP
Cumulative YTD	1,370	2,474	3,547	4,686	5,799	6,765	7,744	8,964	9,859	11,181	12,293	13,703

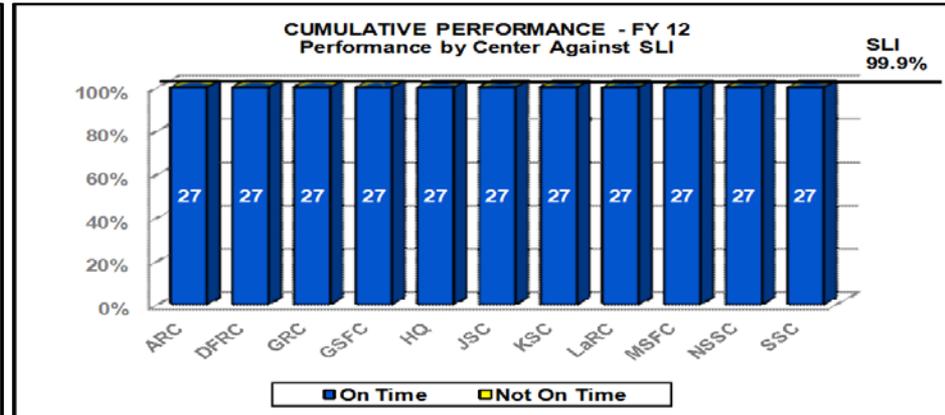
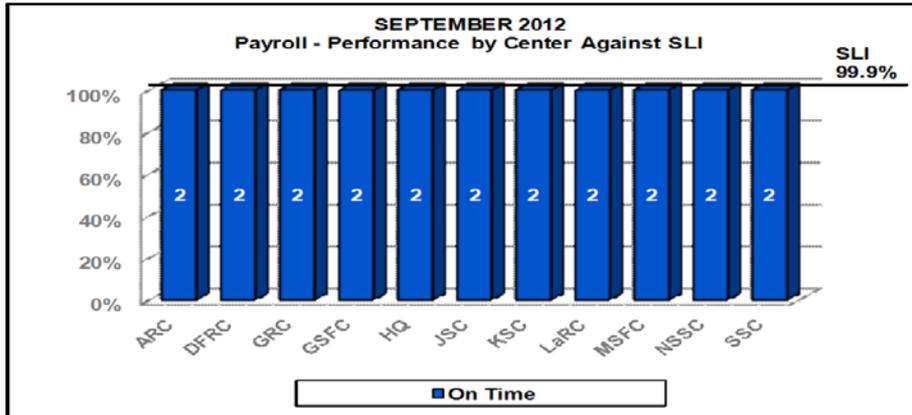


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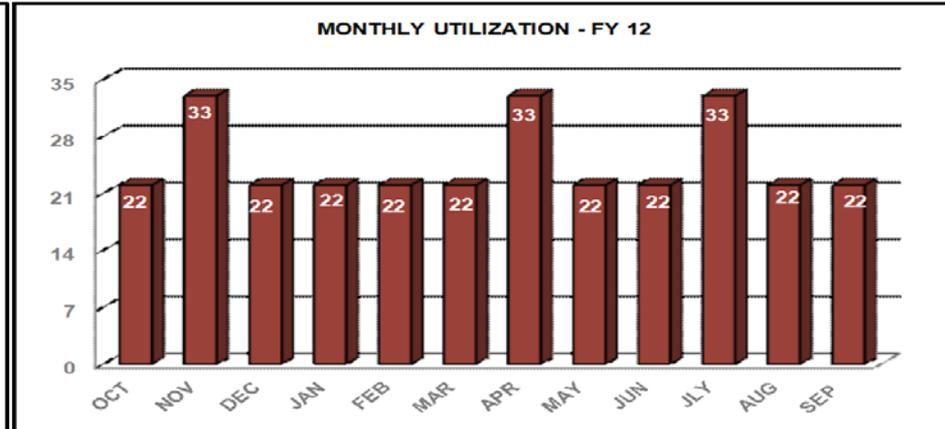
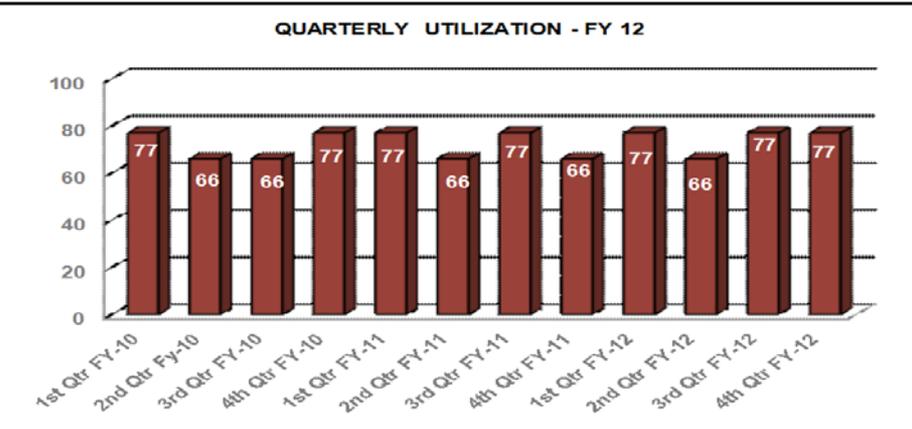
Financial Management Payroll

Payroll - FY 12

Service Level Indicator: Process 99.9% of payroll/time & attendance accurately and on-time.



Standard	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JLY	AUG	SEP
99.9%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Cumulative YTD	22	55	77	99	121	143	176	198	220	253	275	297

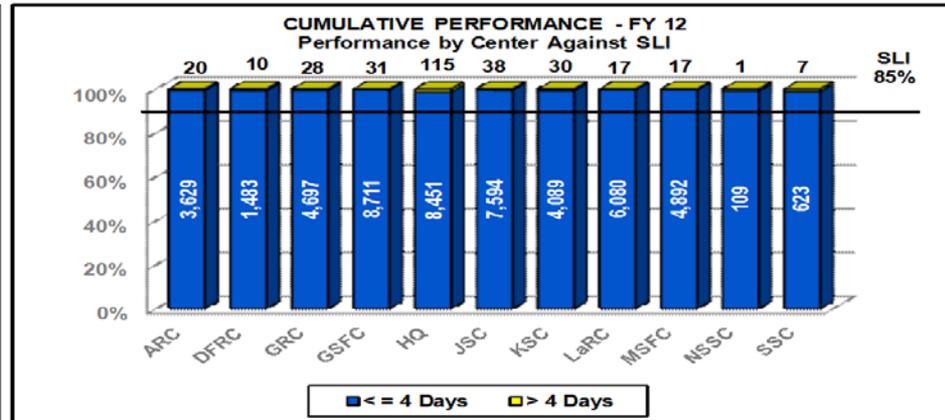
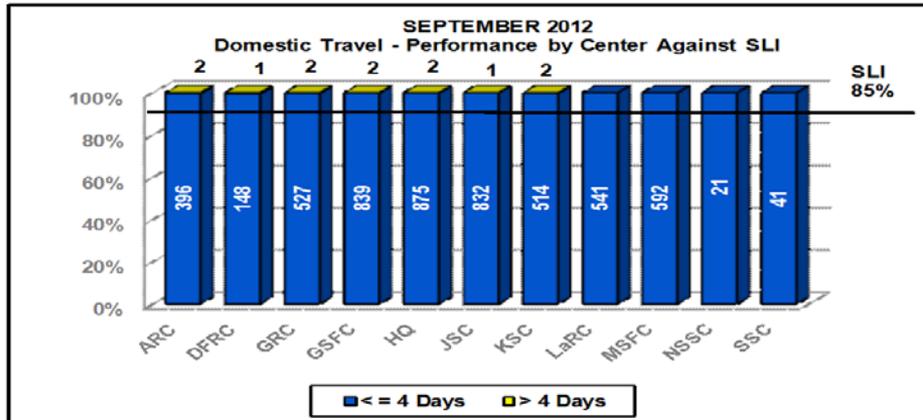


Assessment:

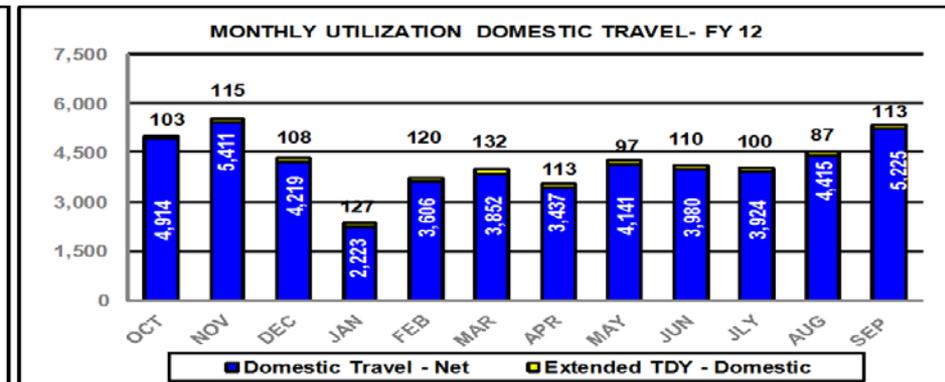
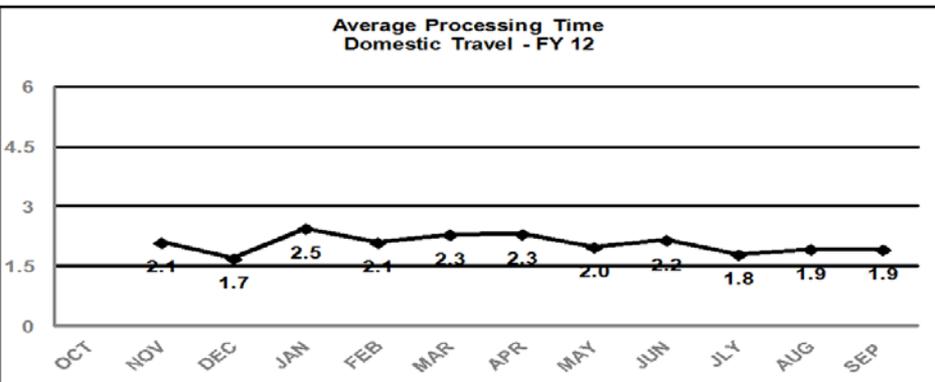
Financial Management Domestic Travel

DOMESTIC TRAVEL - FY 12

Service Level Indicator: Validate and process 85% of domestic travel vouchers within 4 business days of receipt of a complete voucher (including adequate funding).



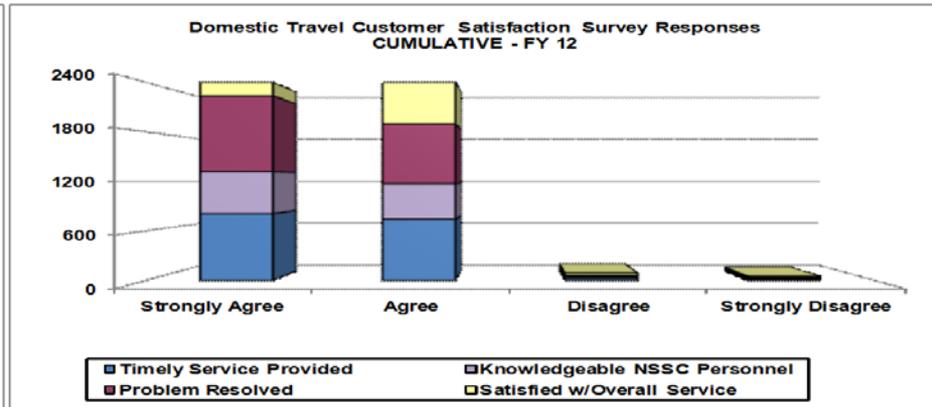
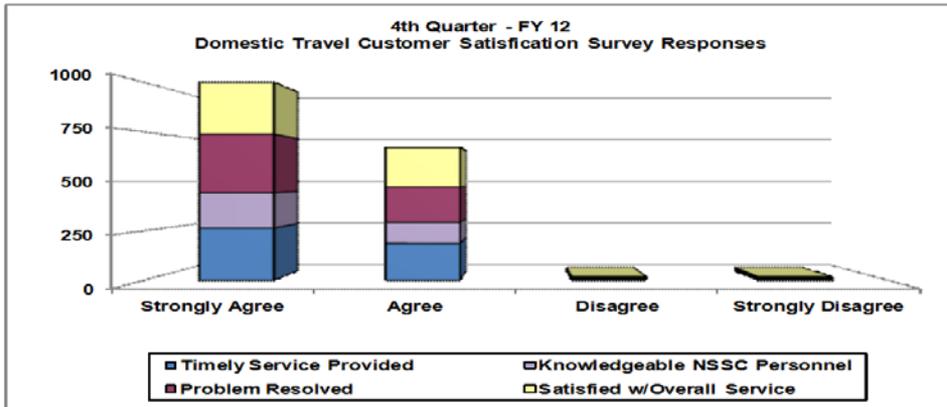
Standard	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JULY	AUG	SEP
85%	100.00%	99.42%	98.52%	97.91%	99.14%	98.90%	99.61%	99.60%	99.51%	99.63%	99.67%	99.78%
Cumulative YTD	5,017	10,543	14,870	17,220	20,946	24,930	28,480	32,718	36,808	40,832	45,334	50,672



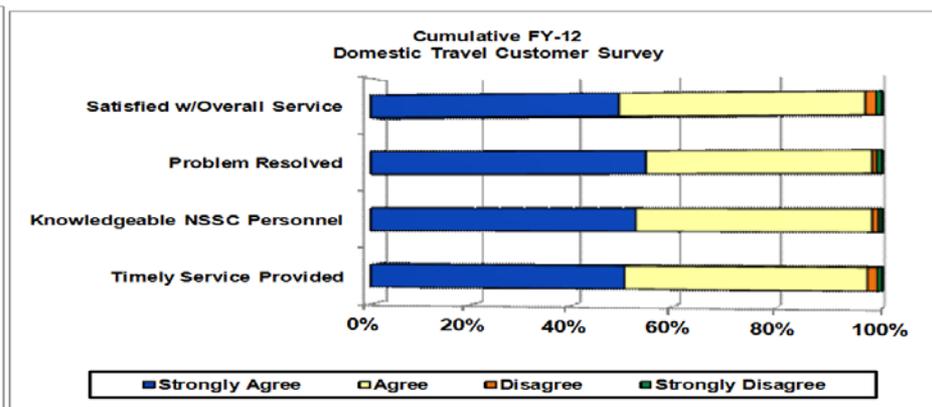
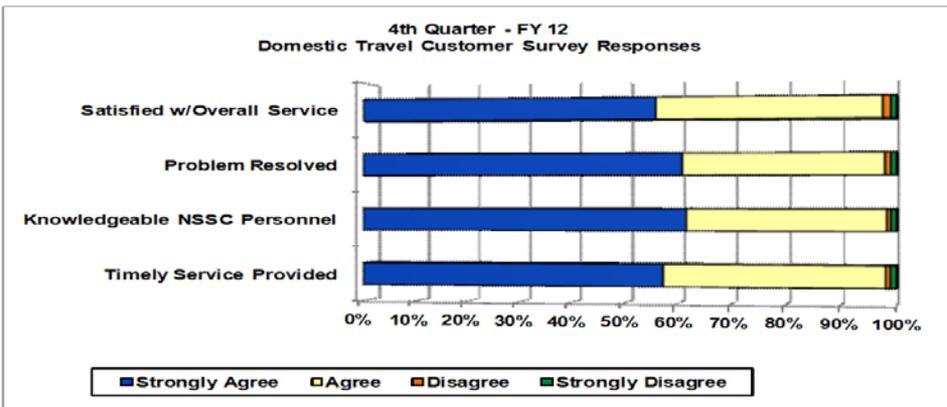
Assessment:

Financial Management Domestic Travel

CUSTOMER SATISFACTION SURVEY DOMESTIC TRAVEL SURVEY - FY 12



	1st	2nd	3rd	4th
Quarterly Satisfaction	95.33%	97.84%	97.03%	97.50%
Cumulative Satisfaction	95.33%	96.53%	96.70%	96.93%

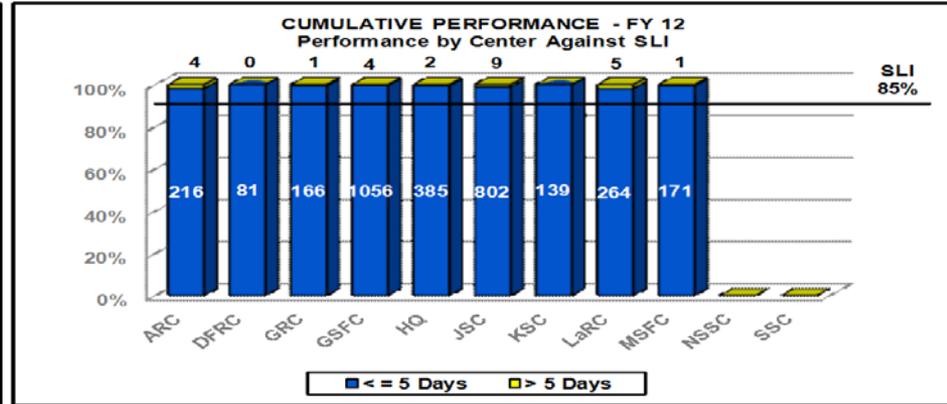
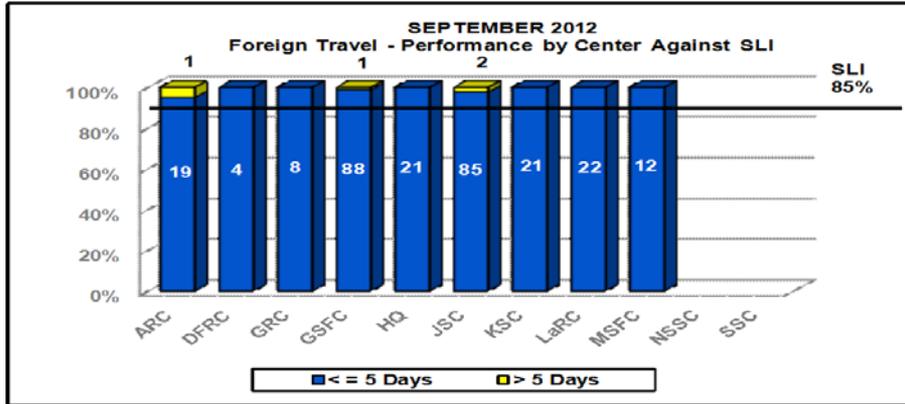


Assessment: 98.04% of the randomly selected customers responded that Timely Service was provided; 98.28% of the randomly selected customers thought the NSSC Personnel were Knowledgeable; 97.93% of randomly selected customers thought that their problem was resolved to their satisfaction; 97.50% of the randomly selected customers were satisfied with the overall service of the NSSC.

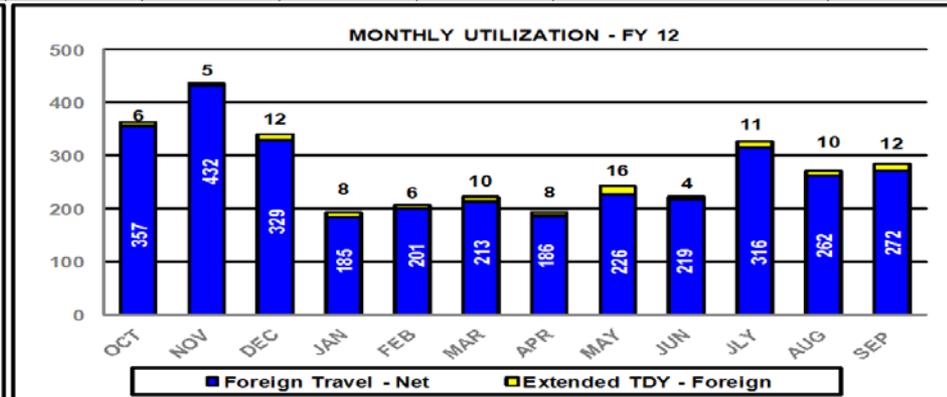
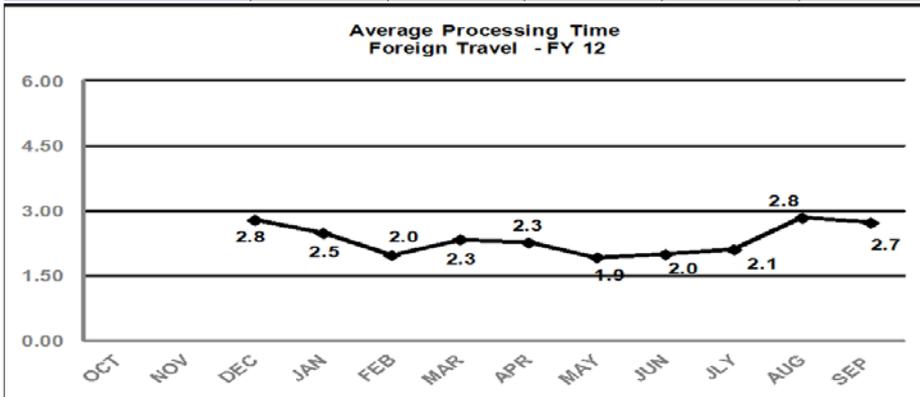
Financial Management Foreign Travel

FOREIGN TRAVEL - FY 12

Service Level Indicator: Validate and process 85% of foreign travel vouchers within 5 business days of receipt of a complete voucher (including adequate funding).



Standard	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JLY	AUG	SEP
85%	100.00%	100.00%	97.36%	98.45%	100.00%	100.00%	99.48%	100.00%	99.55%	100.00%	97.06%	98.59%
Cumulative YTD	363	800	1141	1334	1541	1764	1958	2200	2423	2750	3022	3306



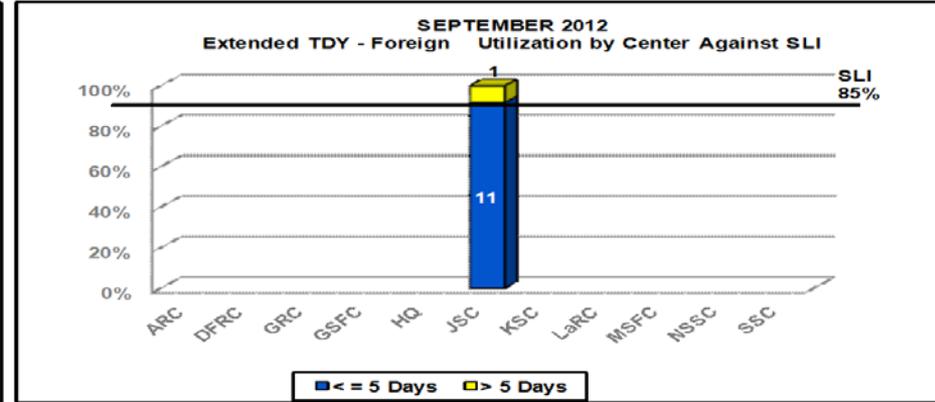
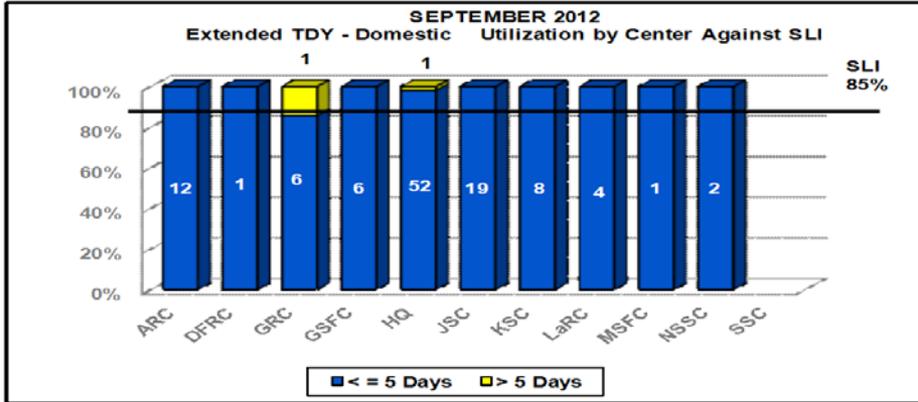
Assessment:

Financial Management : Extended TDY

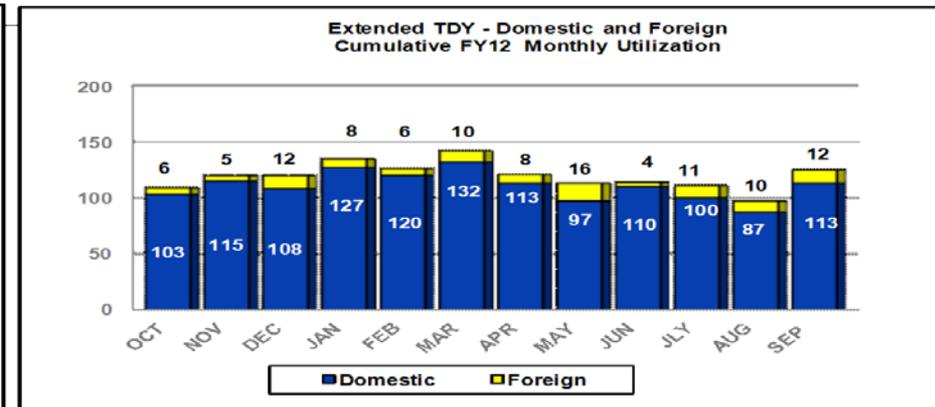
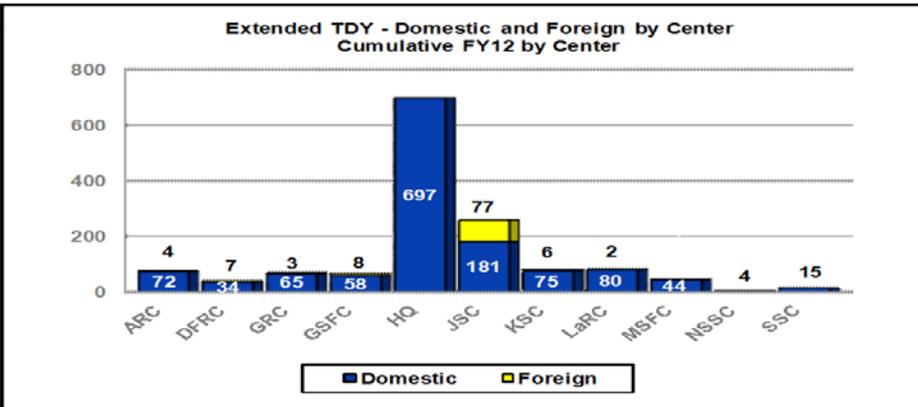
Domestic and Foreign Travel

EXTENDED TDY - FY 12

Service Level Indicator: Extended TDY - Validate and process 85% of ETDY expense reports within 5 business days of receipt of a complete expense report (including adequate funding).



	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JLY	AUG	SEP
Standard: 85%												
Cumulative YTD												
Domestic	103	218	326	453	573	705	818	915	1025	1125	1212	1325
Foreign	6	11	23	31	37	47	55	71	75	86	96	108

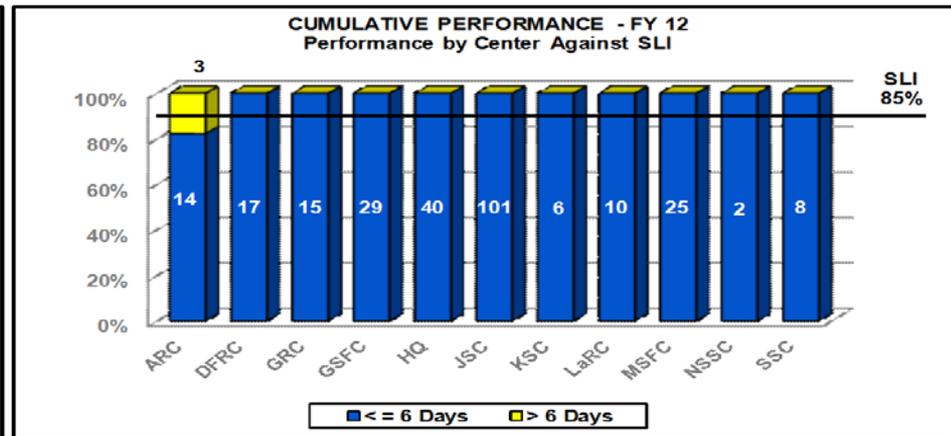
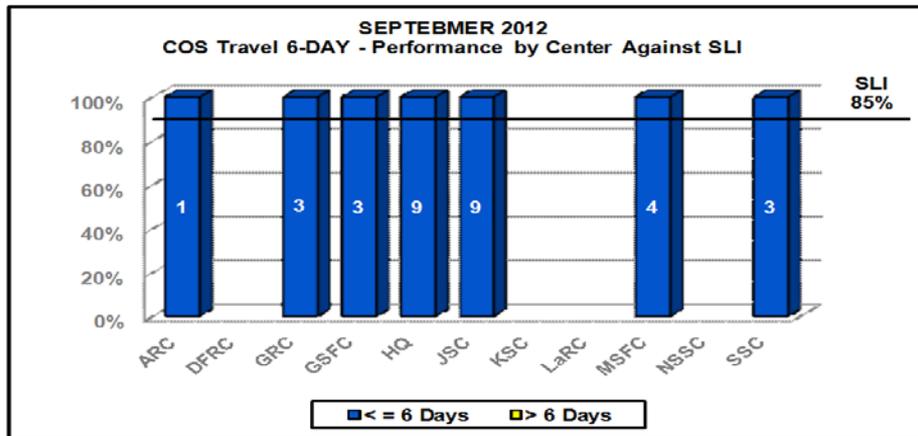


Assessment:

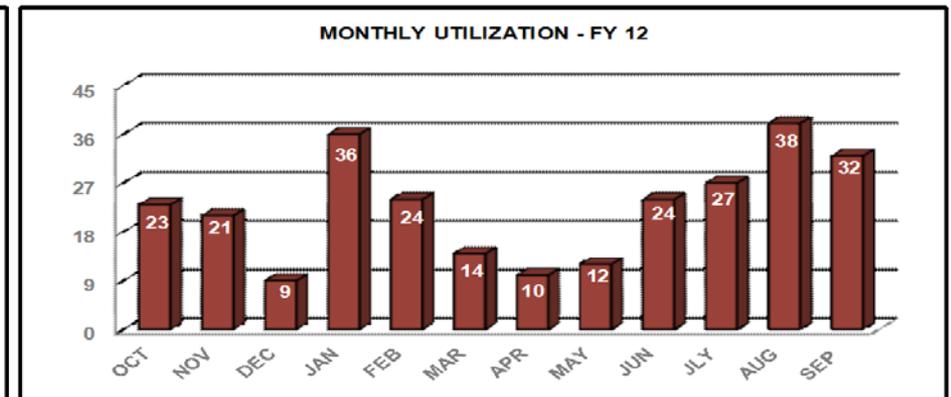
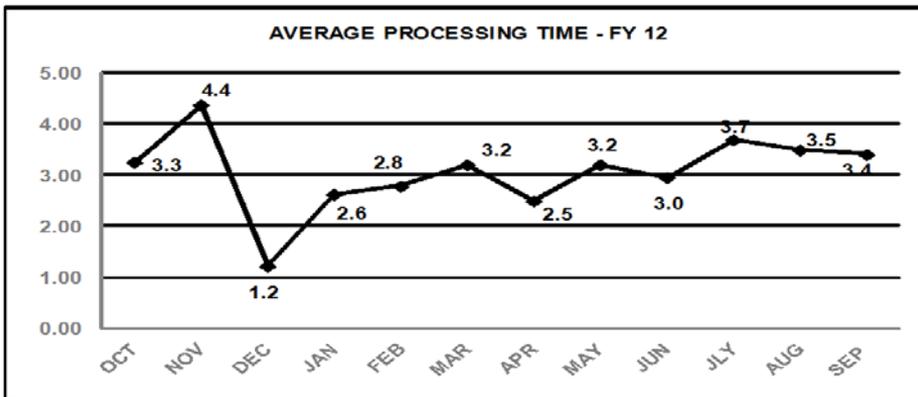
Financial Management – COS: Enroute, Miscellaneous Fixed Temporary Quarters, House Hunting Trip

COS TRAVEL - Enroute, Miscellaneous, Fixed Temporary Quarters, House Hunting Trip - FY 12

Service Level Indicator: Validate and process 85% of COS travel vouchers within 6 business days of receipt of a complete voucher (including adequate funding).



Standard	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JLY	AUG	SEP
85%	100.00%	85.71%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Cumulative YTD	23	44	53	89	113	127	137	149	173	200	238	270

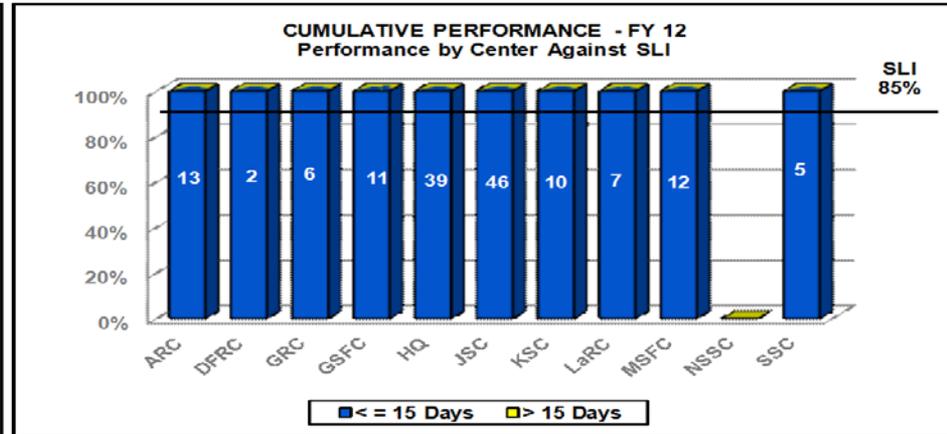
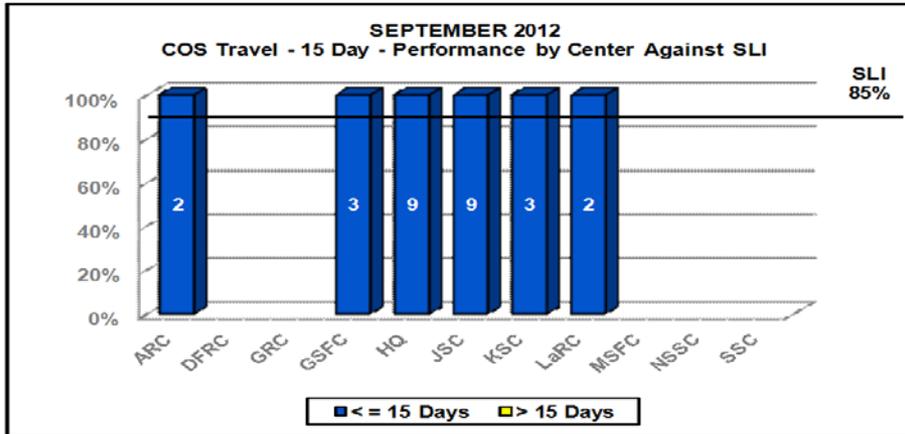


Assessment:

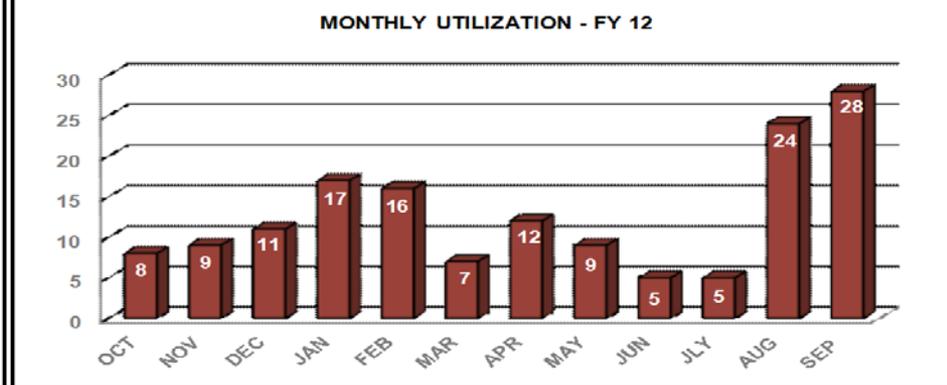
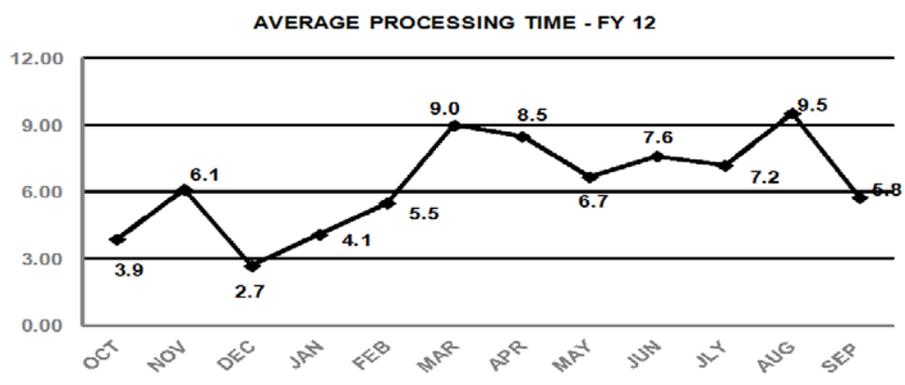
Financial Management – COS: Actual Temporary Quarters, Real Estate, Constructive, & all Other Vouchers – FY 12

COS TRAVEL - Actual Temporary Quarters, Real Estate, Constructive, & all Other Vouchers - FY 12

Service Level Indicator: Validate and process 85% of COS travel vouchers within 15 business days of receipt of a complete voucher (including adequate funding).



Standard	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JULY	AUG	SEP
85%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Cumulative YTD	8	17	28	45	61	68	80	89	94	99	123	151



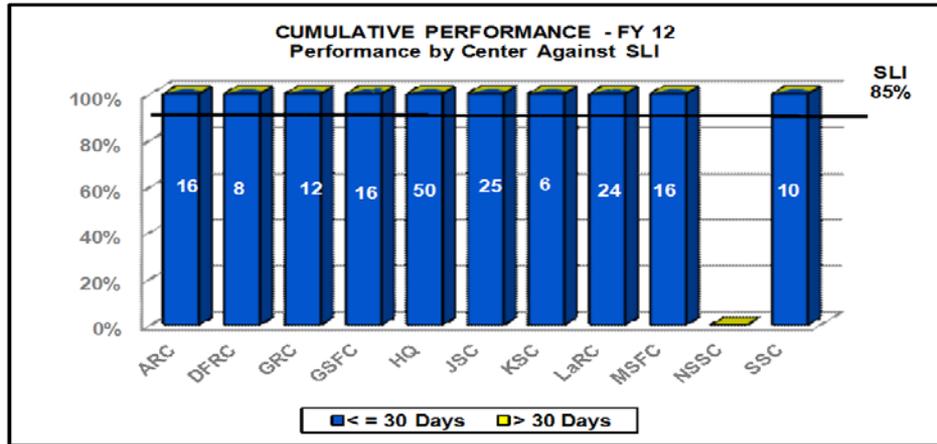
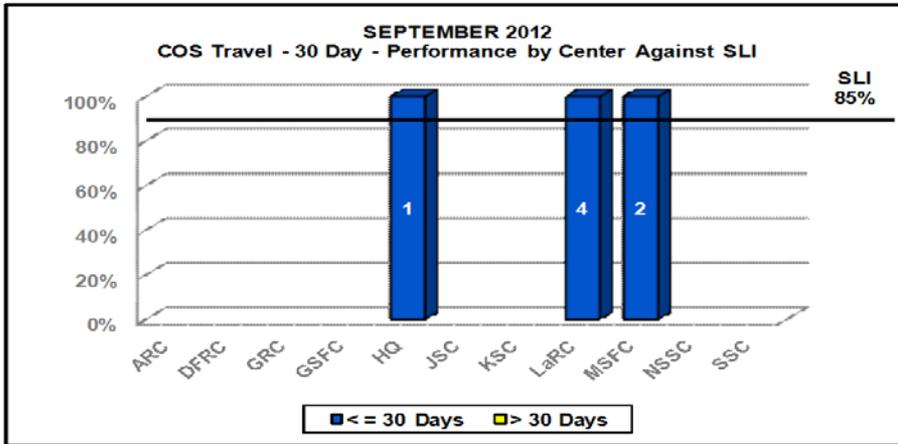
Assessment:

Financial Management

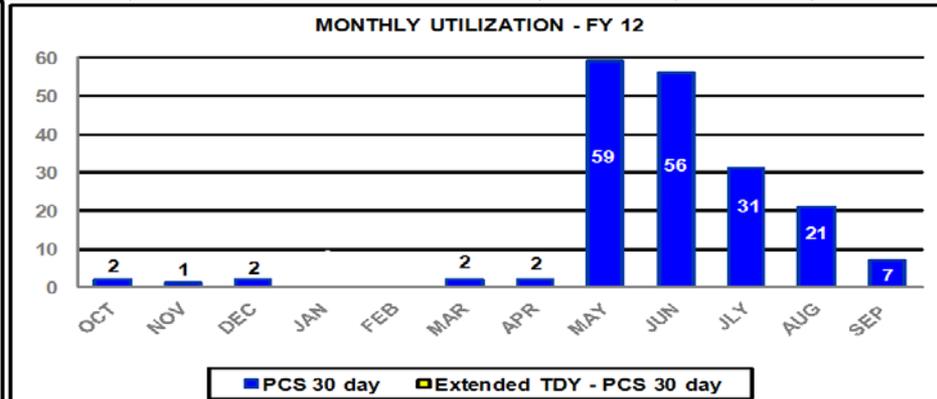
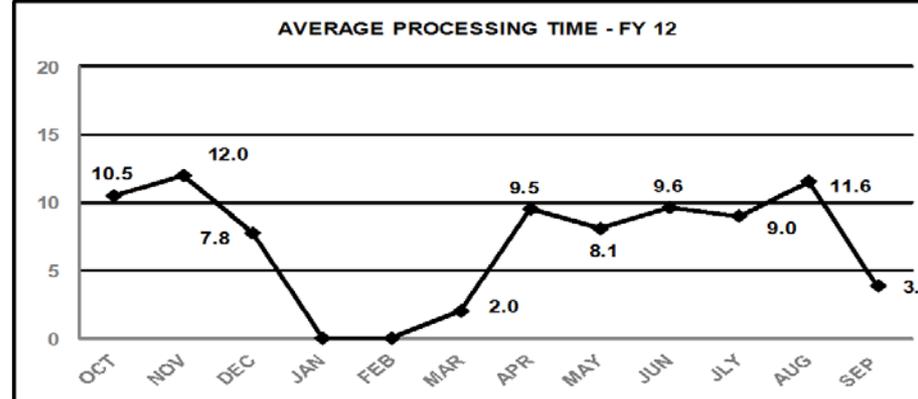
COS: RITA and ITRA

COS TRAVEL - RITA and ITRA - FY 12

Service Level Indicator: Validate and process 85% of RITA and ITRA travel vouchers within 30 business days of receipt of a complete voucher (including adequate funding).



Standard	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JLY	AUG	SEP
85%	100.00%	100.00%	100.00%	0.00%	0.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Cumulative YTD	2	3	5	5	5	7	9	68	124	155	176	183

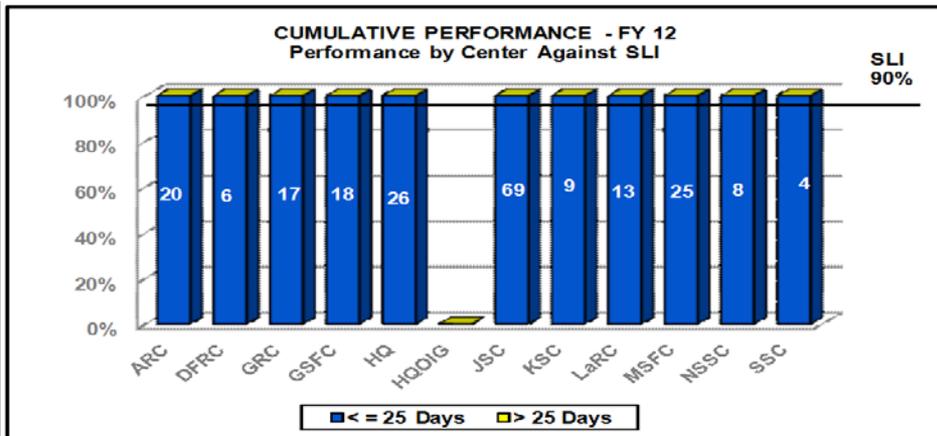
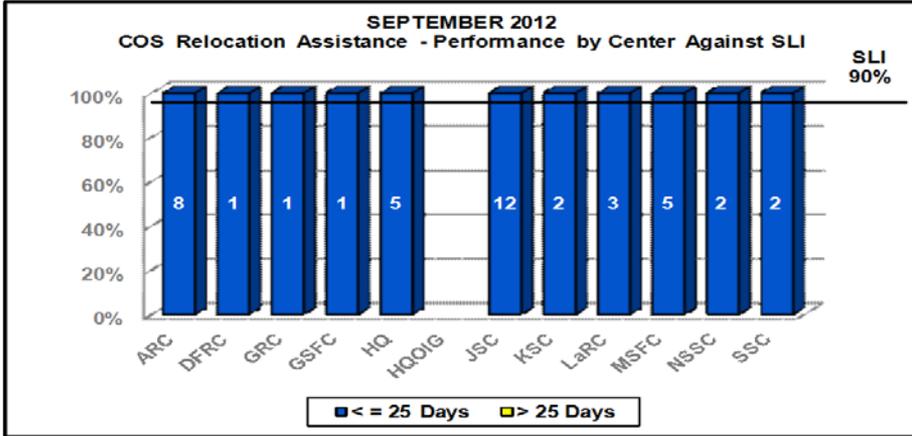


Assessment:

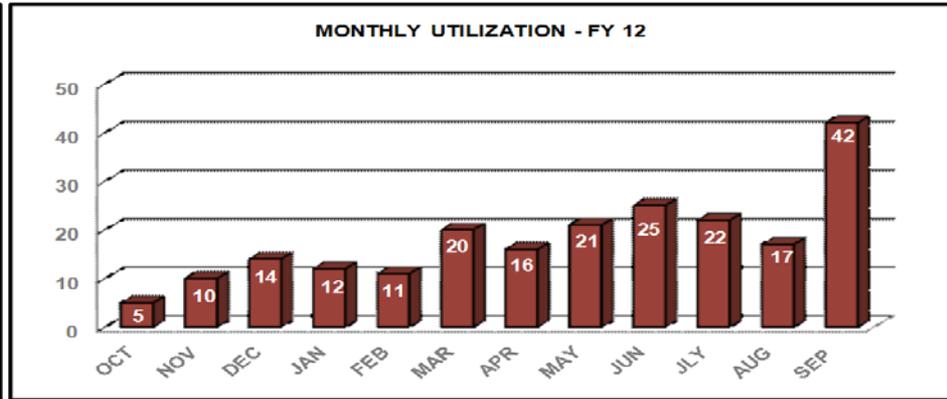
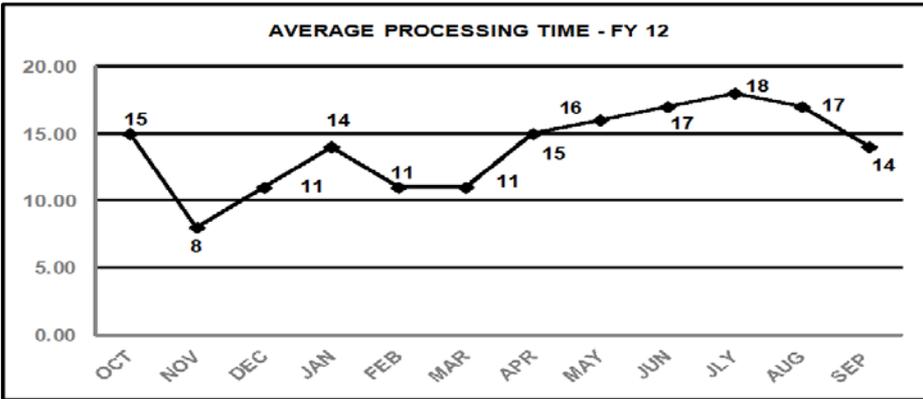
Financial Management Relocation Assistance

COS - RELOCATION ASSISTANCE - FY 12

Service Level Indicator: 90% of approved COS/Temporary Change of Station Travel Authorizations will be received by the traveler within 25 business days from the receipt of a complete and accurate Relocation Form from the Center.



Standard	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JLY	AUG	SEP
90%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Cumulative YTD	5	15	29	41	52	72	88	109	134	156	173	215



Assessment:

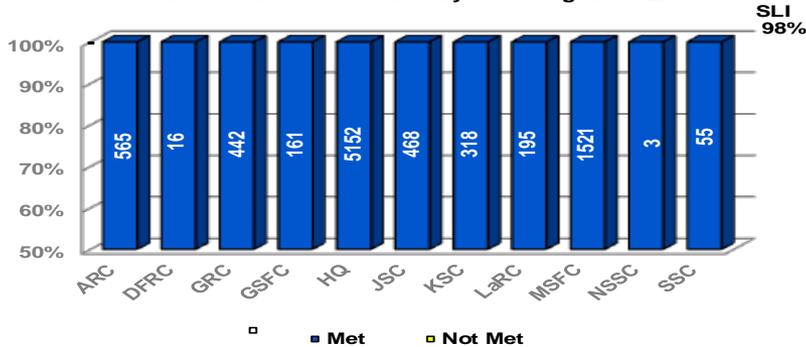
Human Resources

NASA Awards and Recognition Processing

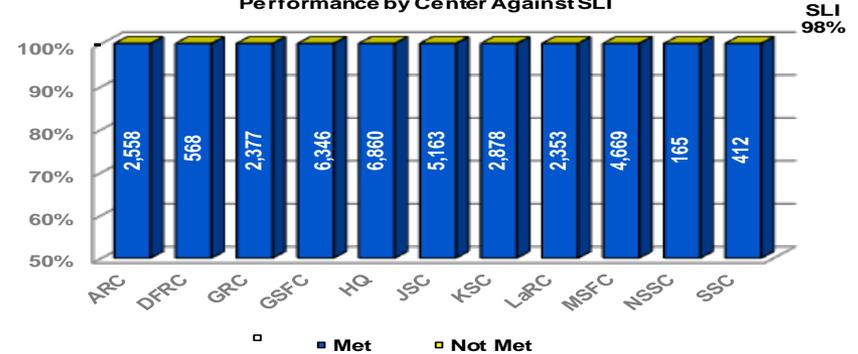
NASA AWARDS AND RECOGNITION PROCESSING- FY 12

Service Level Indicator: 98% Awards / recognition items/supplies delivered to Center Awards POC/recipient accurately and on-time as negotiated with the customer. In no case will awards/recognition items/supplies be delivered on or after schedule dates for awards ceremonies.

SEPTEMBER 2012
HR Awards - Performance by Center Against SLI

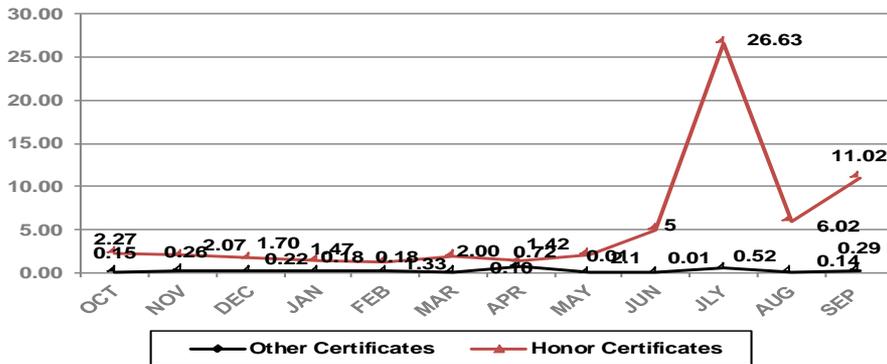


CUMULATIVE PERFORMANCE - FY 12
Performance by Center Against SLI

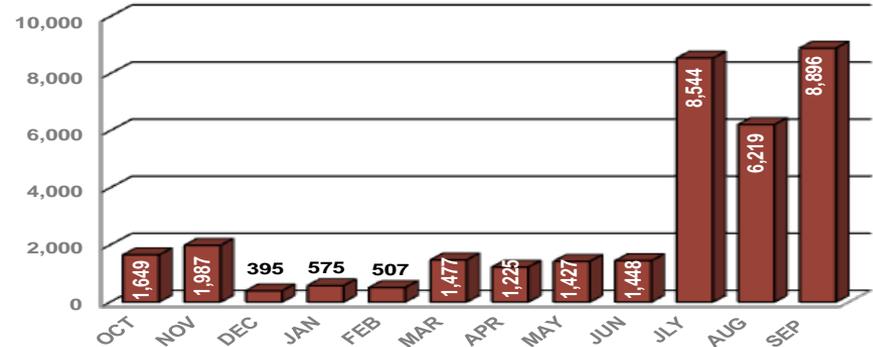


Standard	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JLY	AUG	SEP
98%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Cumulative YTD	1,649	3,636	4,031	4,606	5,113	6,590	7,815	9,242	10,690	19,234	25,453	34,349

AVERAGE PROCESSING TIME- FY 12



MONTHLY UTILIZATION- FY 12



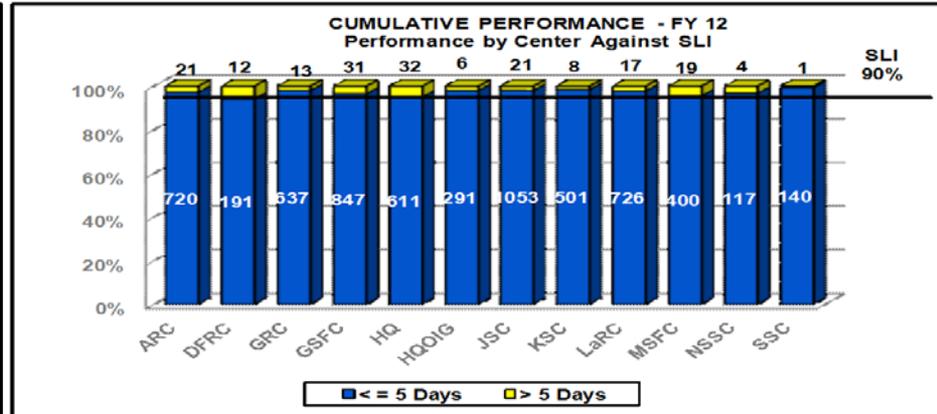
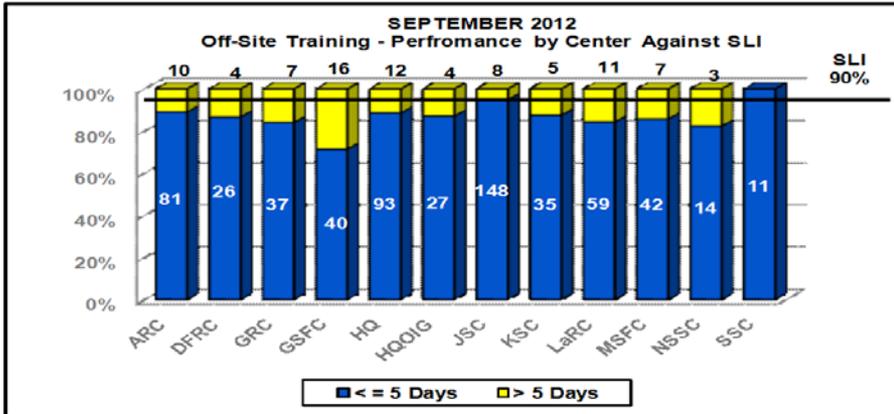
Assessment:

Human Resources

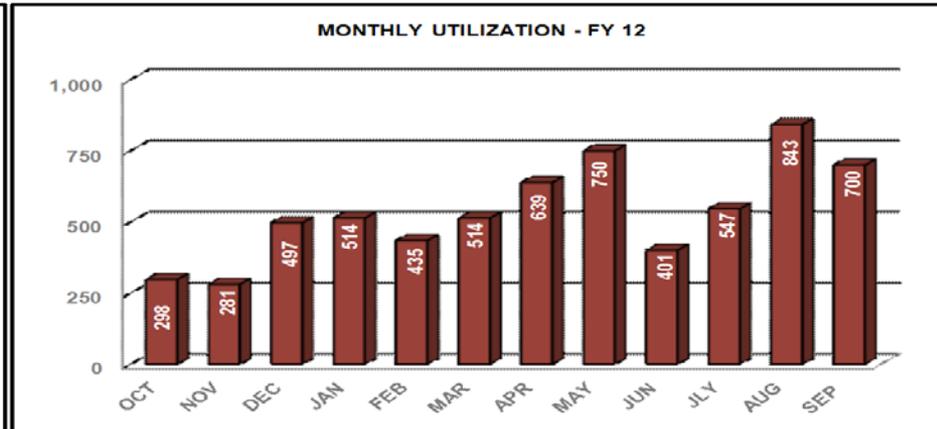
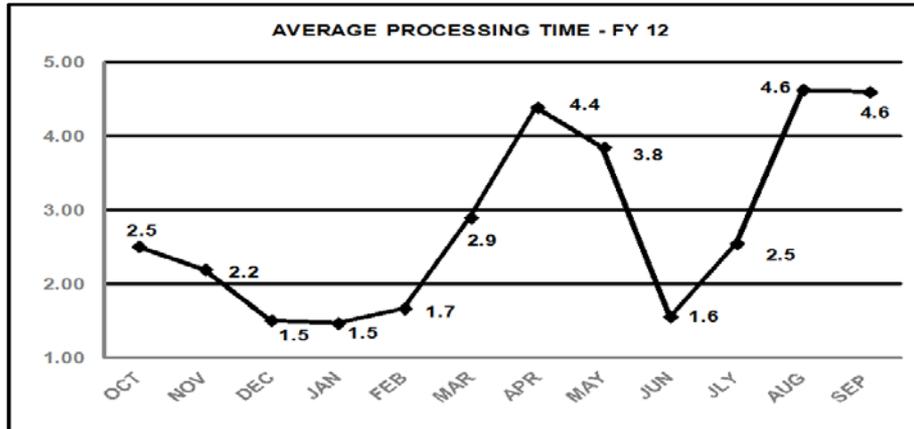
Registration/Reimbursement for Off-Site Training

REGISTRATION/REIMBURSEMENT FOR OFF-SITE TRAINING

Service Level Indicator: 90% of purchasing, registration, and confirmation activities for those external (off-site) training purchases that can be purchased with a credit card shall be completed accurately within 5 business days of receipt of an approved training request.



Standard	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JLY	AUG	SEP
90%	97.99%	100.00%	100.00%	100.00%	100.00%	100.00%	93.74%	99.73%	100.00%	98.90%	94.78%	87.57%
Cumulative YTD	298	579	1076	1590	2025	2539	3178	3928	4329	4876	5719	6419



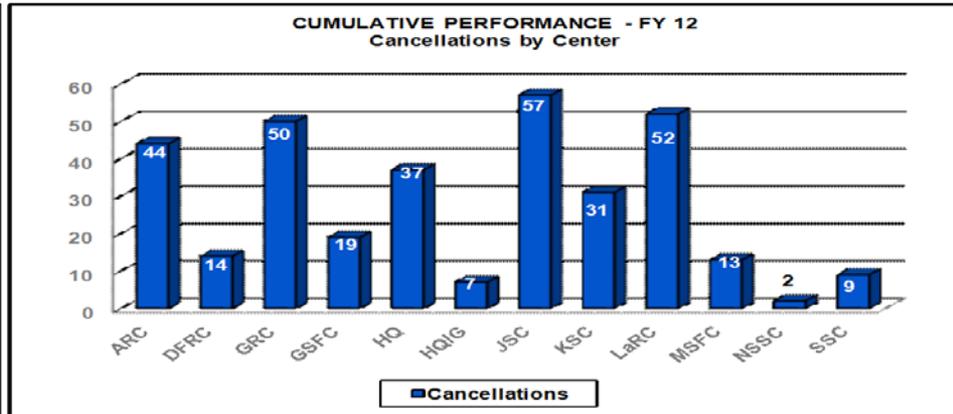
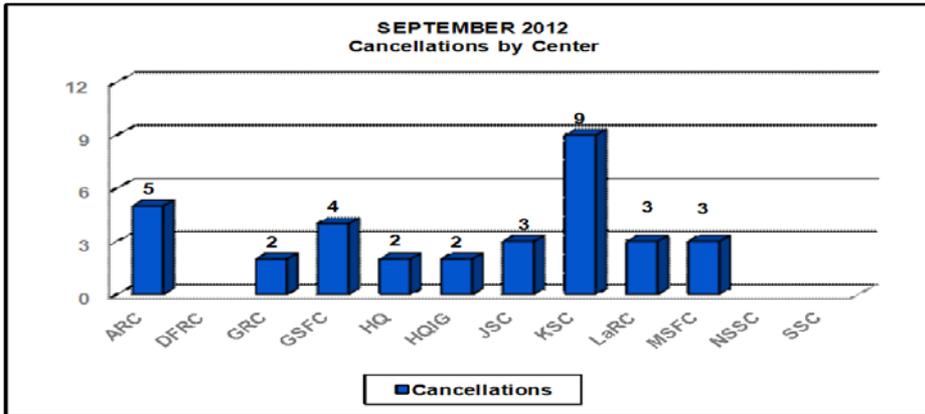
Assessment: NSSC was closed for three days at the end of August which directly affected the metrics for the beginning of September. It was also the end of FY12 so there was a high year end volume.

Human Resources

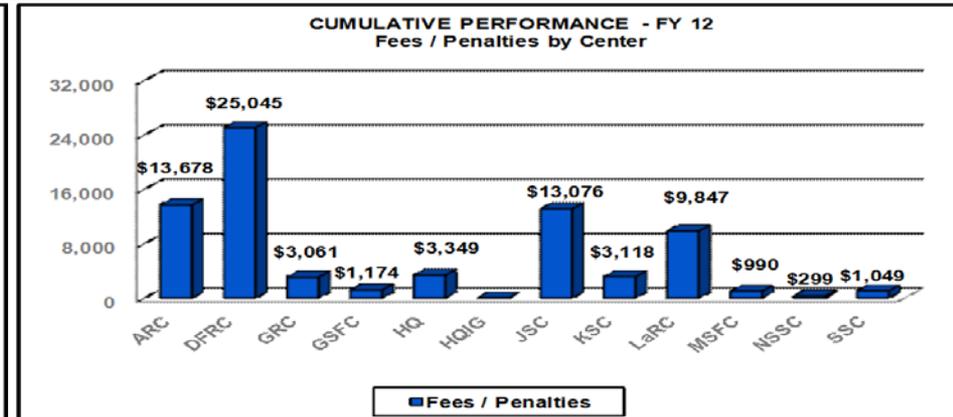
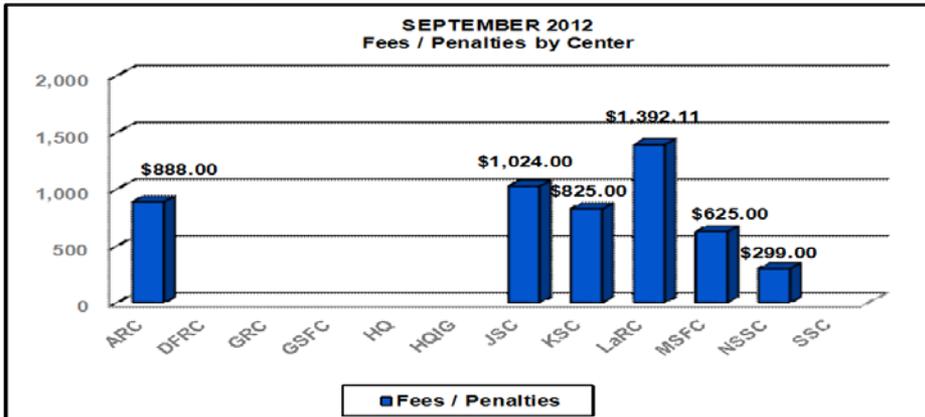
Registration/Reimbursement for Off-Site Training

REGISTRATION/REIMBURSEMENT FOR OFF-SITE TRAINING

Number of individual training registrations and external fees and penalties resulting in purchase and then center cancellation.



Count	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JULY	AUG	SEP
Cumulative YTD	32	56	79	103	124	144	162	192	216	257	302	335
Dollars	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JULY	AUG	SEP
Cumulative YTD	\$4,709	\$13,510	\$20,027	\$23,341	\$25,206	\$26,946	\$29,141	\$39,955	\$44,544	\$65,669	\$69,634	\$74,687



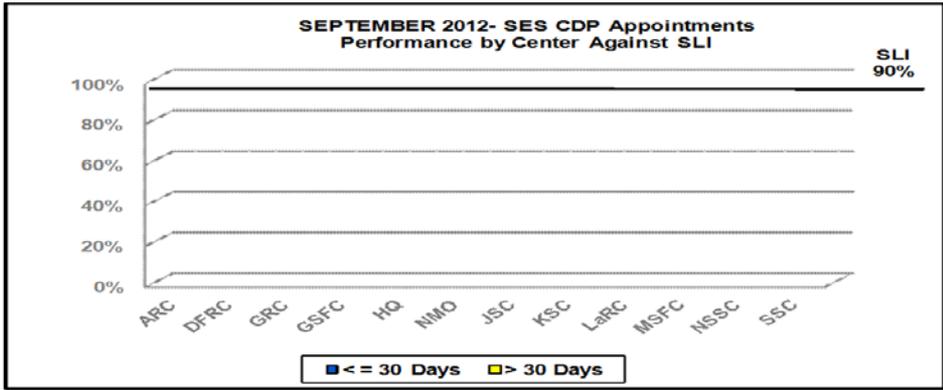
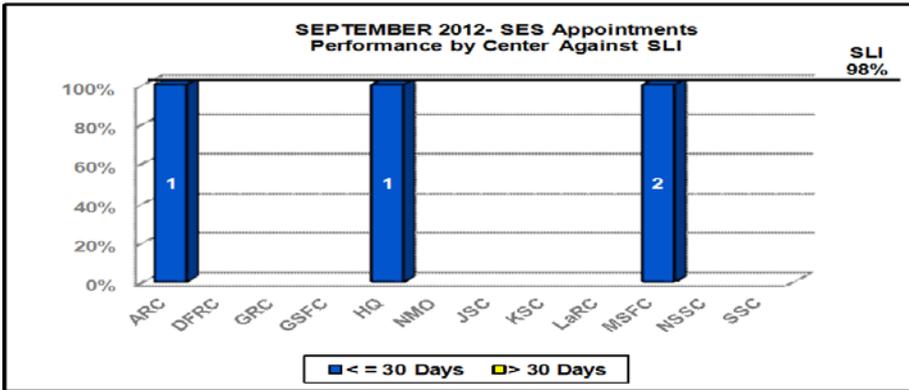
Assessment: Dollar amounts are presented in the month they are received and not necessarily within the month the original cancellation was counted.

Human Resources

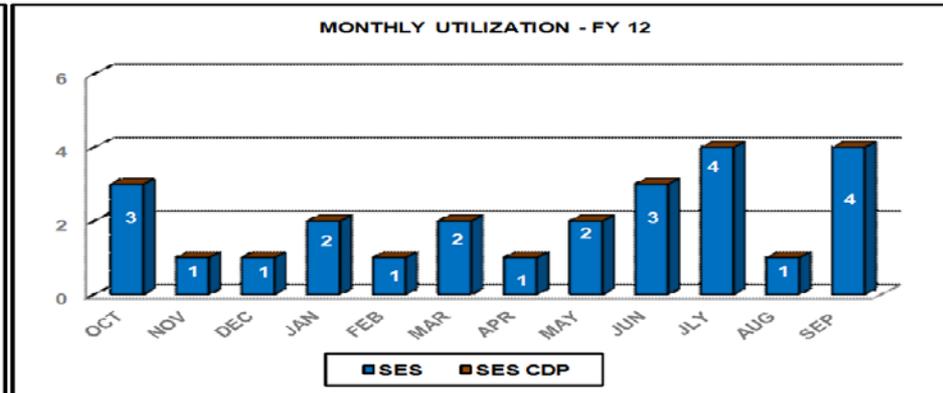
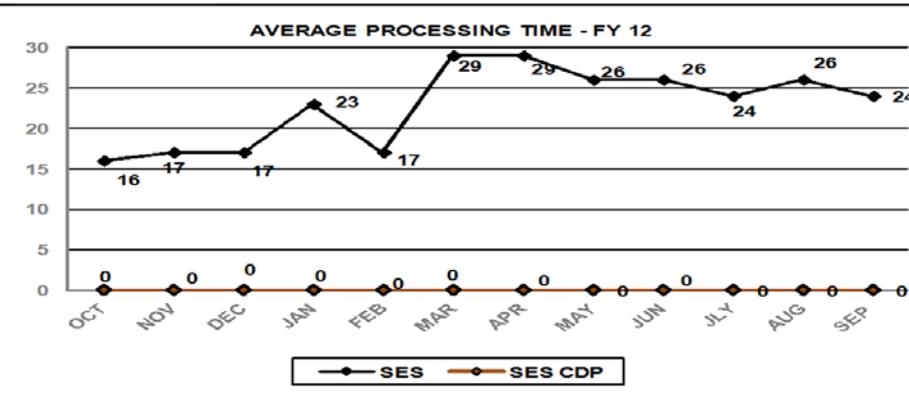
SES & SES CDP Appointments

SES & SES CDP APPOINTMENTS FY12

Service Level Indicator: **SES:** Of the complete SES selection packages submitted for ECQs, 98% will be completed and sent to OHCM within 30 business days of receipt. **NSSC** will maintain a 98% OPM approval rate. **SES CDP:** 90% of finalized Mentor Appraisals for the SES Candidate Development Program will be forwarded to the Center (for Mentor Signature) within 30 business days after receipt of a completed package.



Standard	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JLY	AUG	SEP
SES - 98%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Cumulative YTD	3	4	5	7	8	10	11	13	16	20	21	25
Standard	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JLY	AUG	SEP
SES CDP - 90%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Cumulative YTD	0	0	0	0	0	0	0	0	0	0	0	0



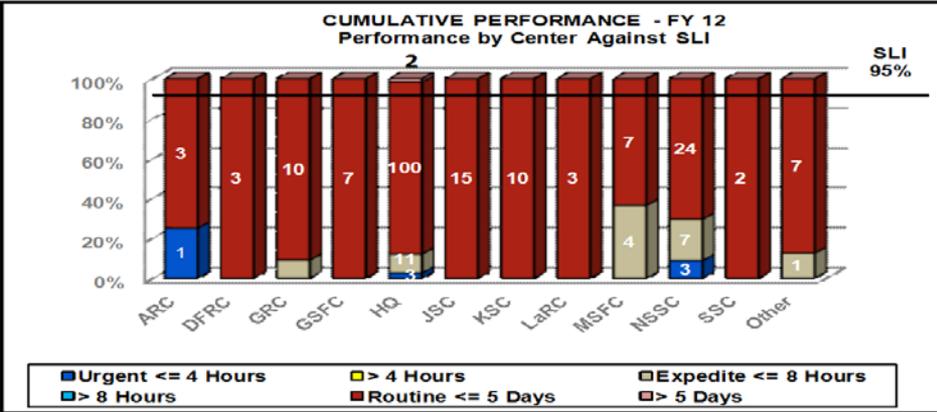
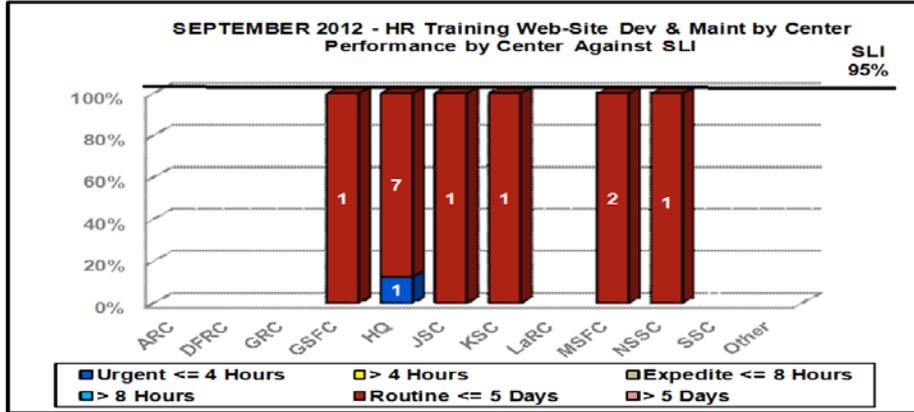
Assessment:

Human Resources

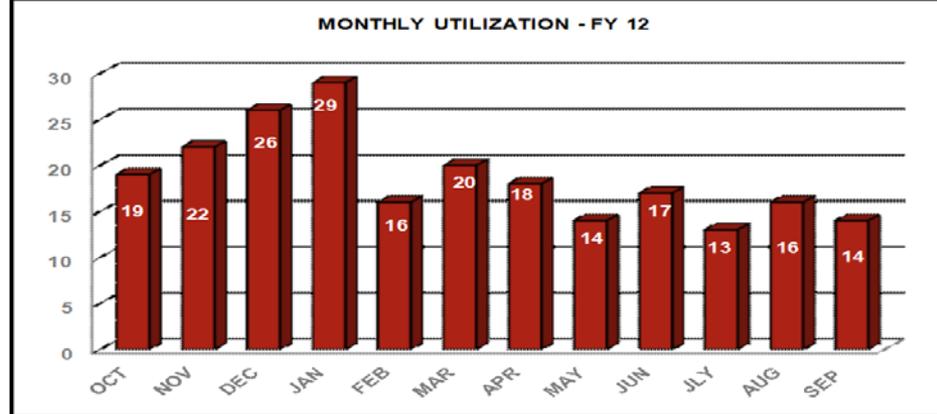
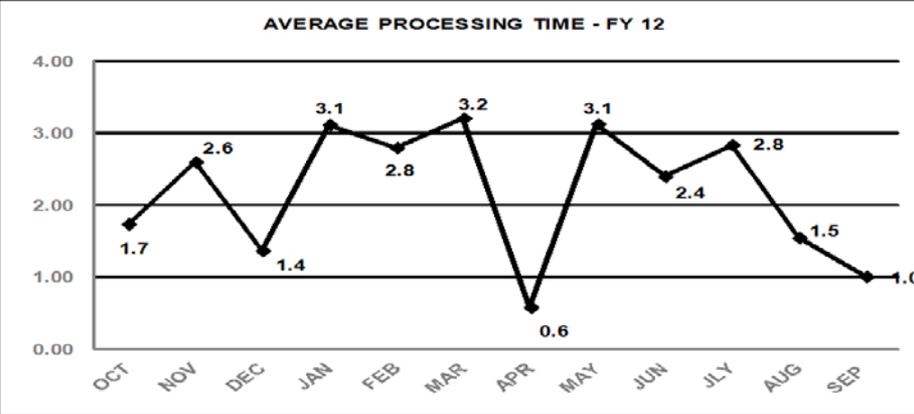
Web Site Development & Maintenance

HR & Training Web Site Development and Maintenance

Service Level Indicator: 95% of all Web content changes will be accomplished within the following response standards: Urgent = within 4 business hours, Expedite = within 8 business hours, Routine = within 5 business days.



Standard	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JLY	AUG	SEP
95%	100.00%	95.45%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	90.91%	100.00%	100.00%
Cumulative YTD	19	41	67	96	112	132	150	164	181	194	210	224



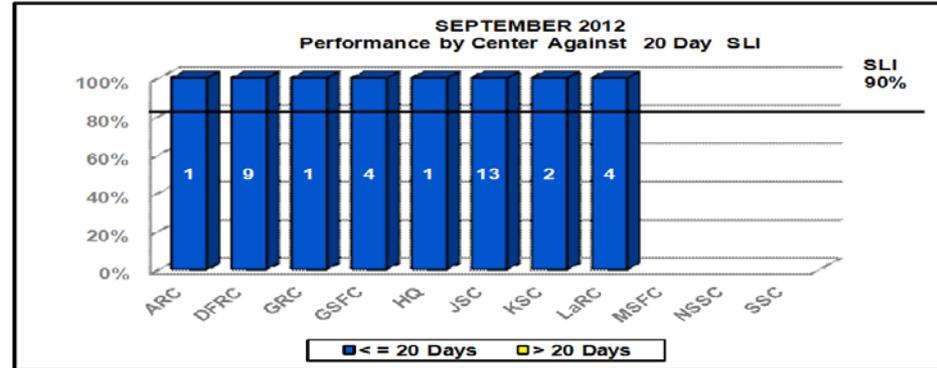
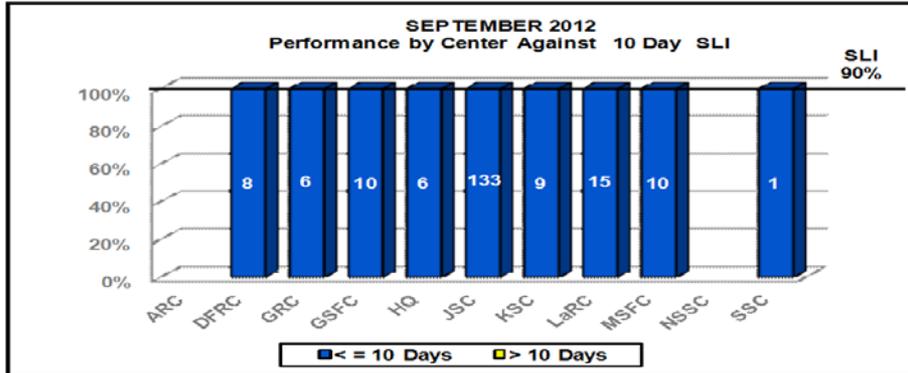
Assessment:

Human Resources

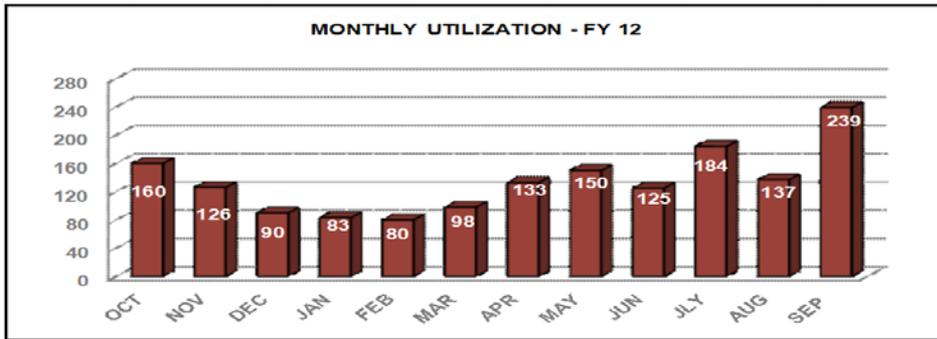
Benefits – Retirement Estimates - Monthly

HR BENEFITS PROCESSING - Retirement Estimates - FY 12

Service Level Indicator: 90% of retirement estimate requests are completed per requirement.



Standard	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JLY	AUG	SEP
90%	99.01%	98.90%	95.38%	96.61%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
< 1 year (10 days)	101	91	65	59	51	73	100	87	68	127	89	198
1 to 5 yrs (20 days)	46	23	14	17	25	16	27	53	37	51	44	35
> 5 years (45 days)	13	12	11	7	4	9	6	10	20	6	4	6
Monthly Total	160	126	90	83	80	98	133	150	125	184	137	239
Add'l Est. < 10 days	34	37	12	11	20	33	26	24	28	11	21	20



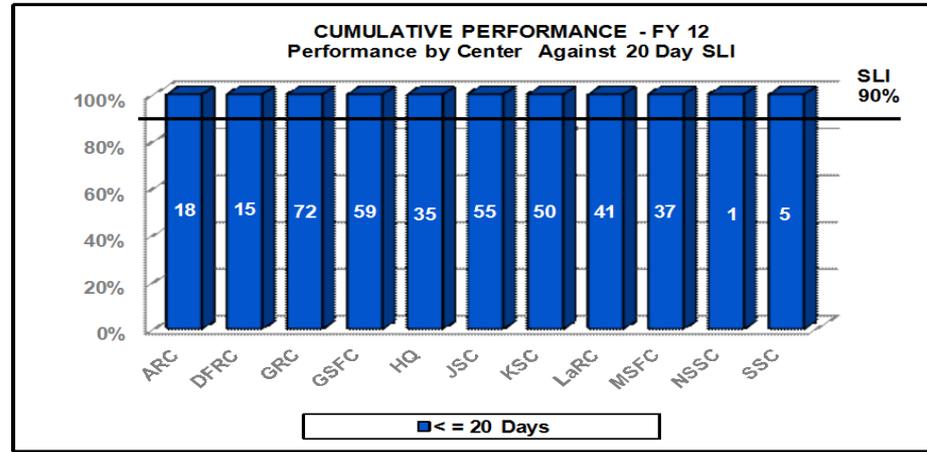
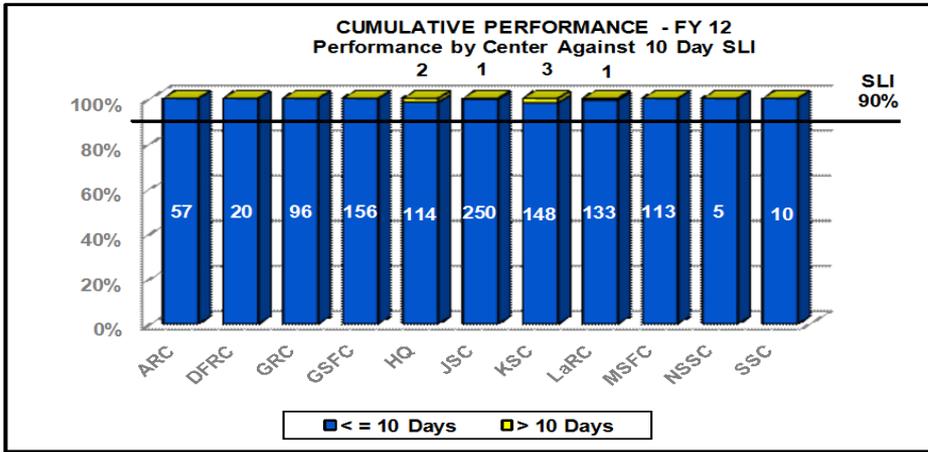
Assessment:

Human Resources

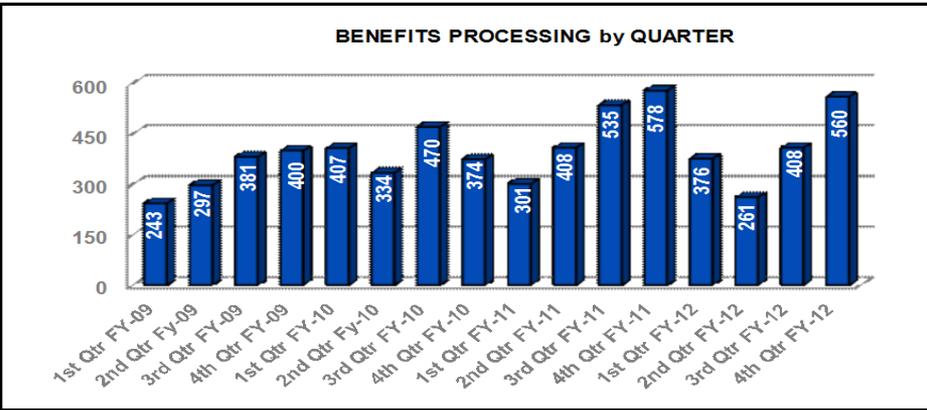
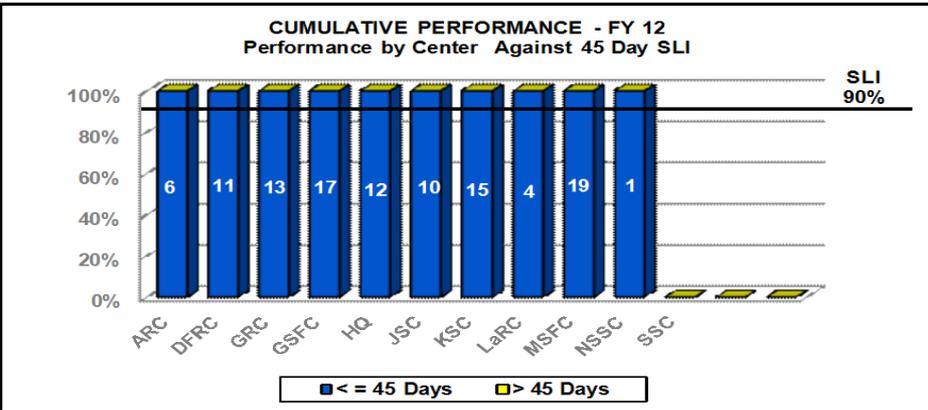
Benefits – Retirement Estimates - Cumulative

HR BENEFITS PROCESSING - Retirement Estimates - FY 12

Service Level Indicator: 90% of retirement estimate requests are completed in 10 business days for request with retirement dates within the same year. For request with retirement dates over one year to five years, 20 business days. For request 5 years out, 45 business days.



Standard	90%	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JULY	AUG	SEP
Cumulative YTD		160	286	376	459	539	637	770	920	1045	1229	1366	1605

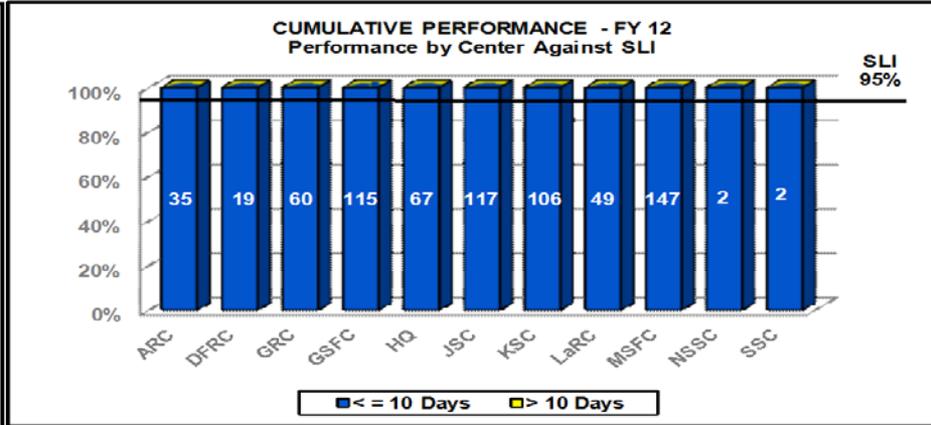
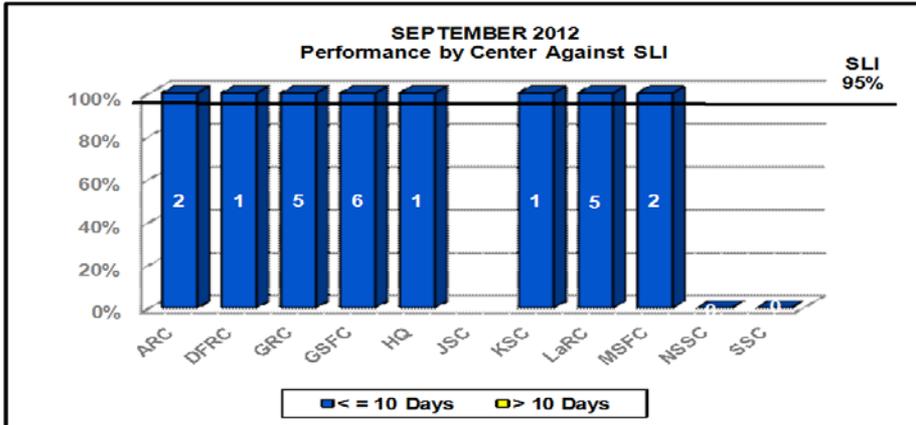


Assessment:

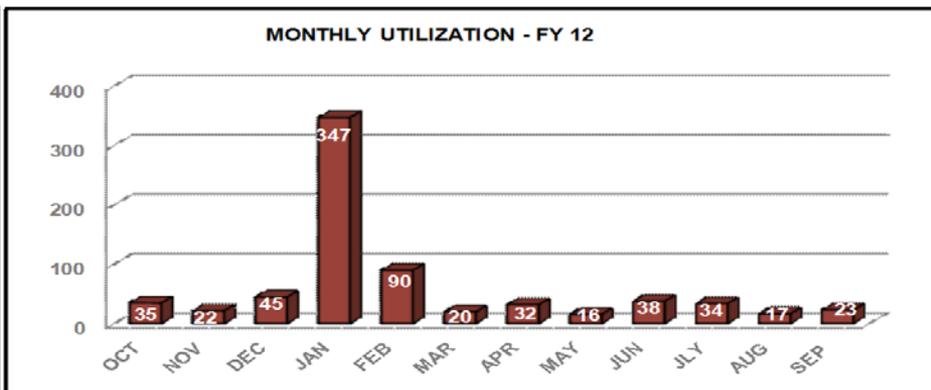
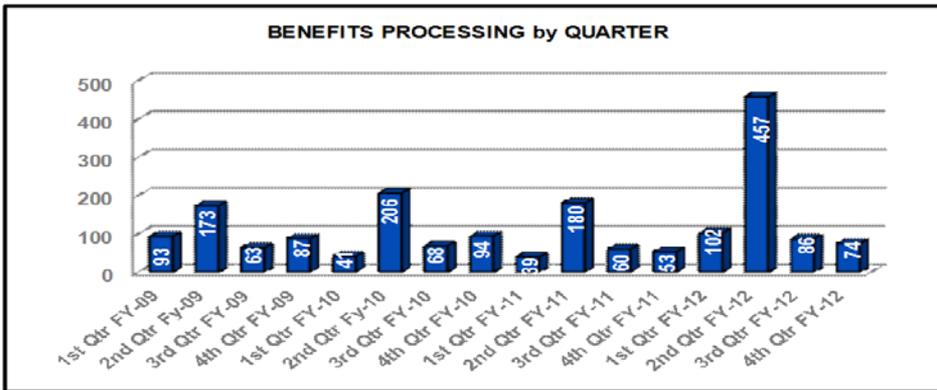
Human Resources Benefits – Retirement Processing

HR BENEFITS PROCESSING - Retirement Packages - FY 12

Service Level Indicator: 95% of routine retirement packages will be submitted to Department of Interior within 10 business days from the effective date of retirement.



Standard	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JULY	AUG	SEP
95%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Cumulative YTD	35	57	102	449	539	559	591	607	645	679	696	719

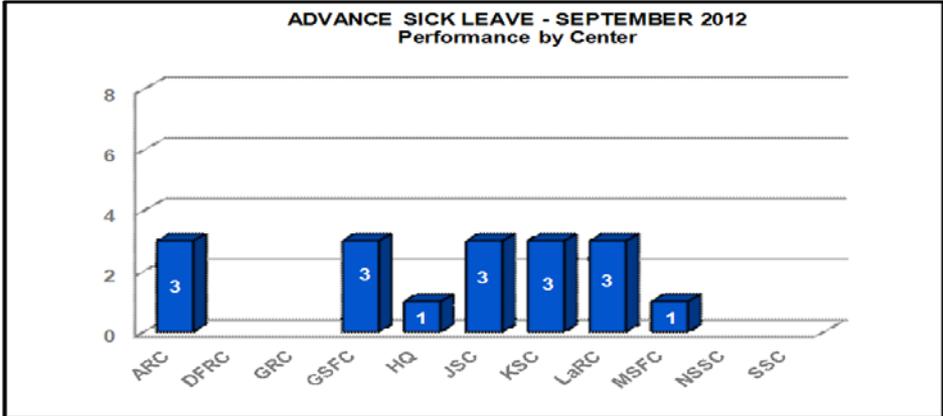
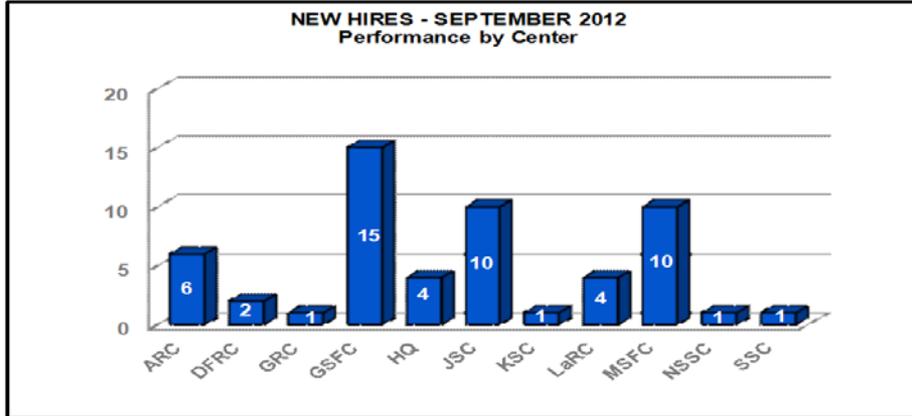


Assessment:

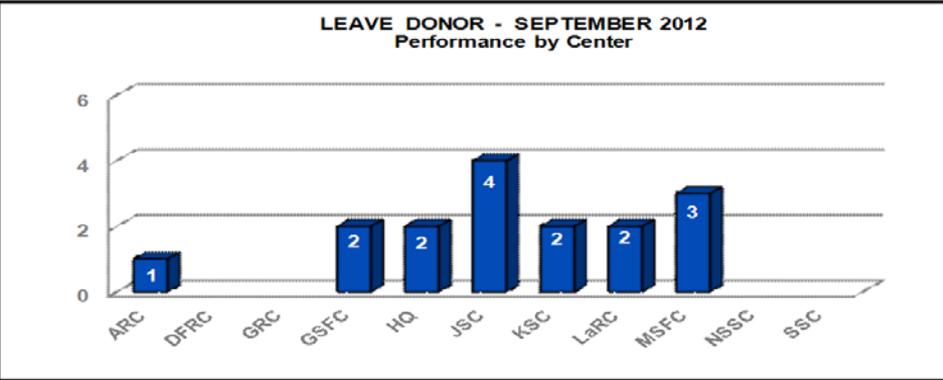
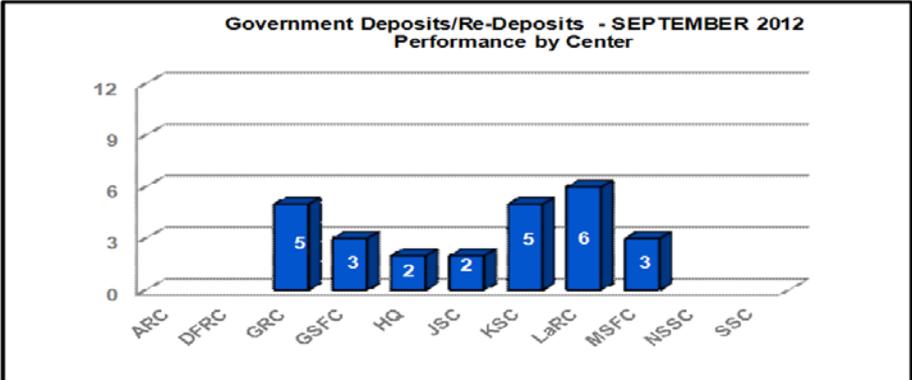
Human Resources – Processing: New Hires, Gov't Deposits/Re-deposits, Advance Sick Leave – Leave Donor

HR Miscellaneous - ASL - LD, New Hires, Gov't Deposits - FY 12

Service Level Indicator: Not Applicable - Info Only



	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JLY	AUG	SEP
New Hires	29	34	19	102	31	35	29	75	146	105	103	55
Gov't Deposits	45	32	26	31	29	53	33	29	52	32	36	26
Adv Sick Leave	25	24	25	14	19	23	12	17	17	36	22	17
Leave Donor	21	22	26	12	13	14	17	11	14	11	15	16

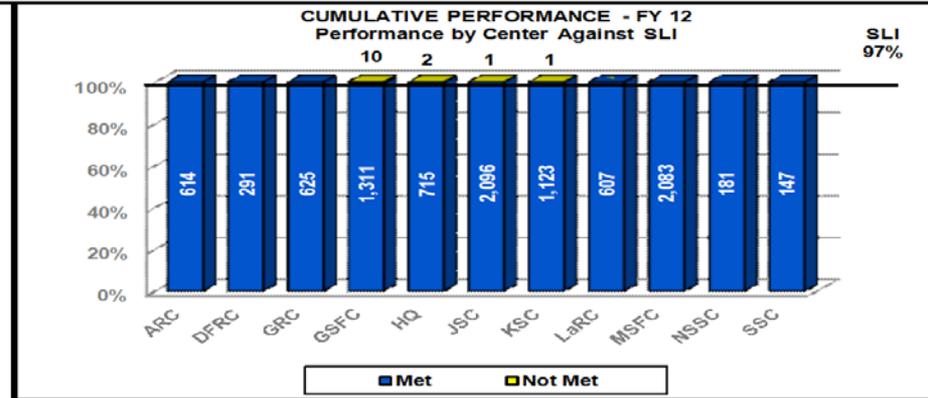
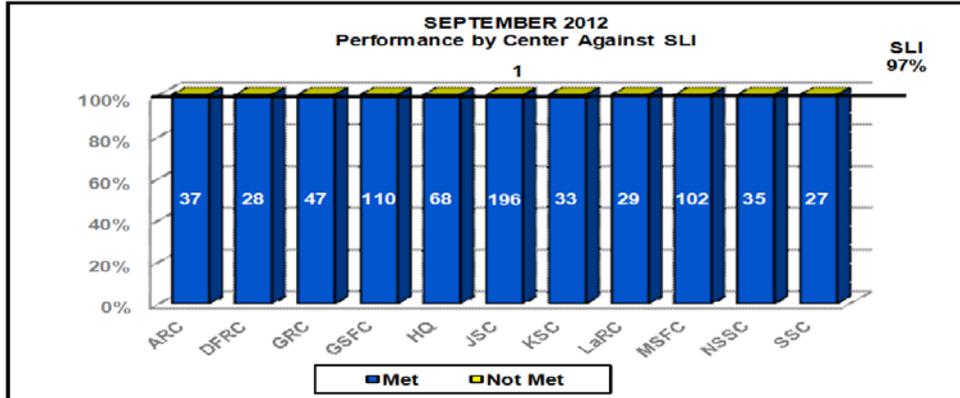


Assessment:

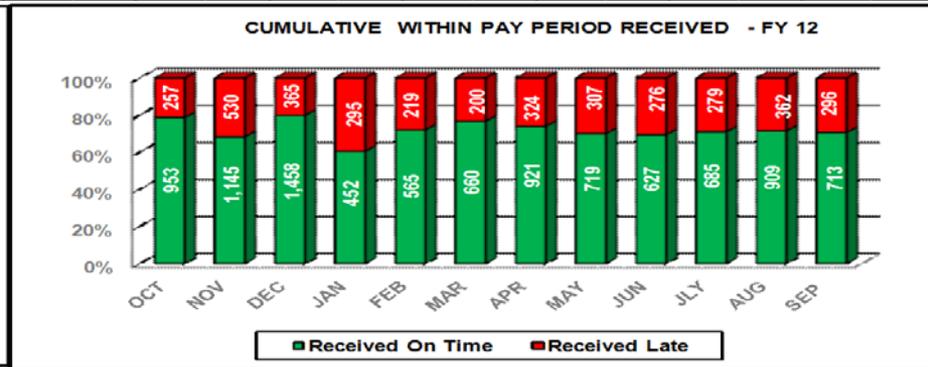
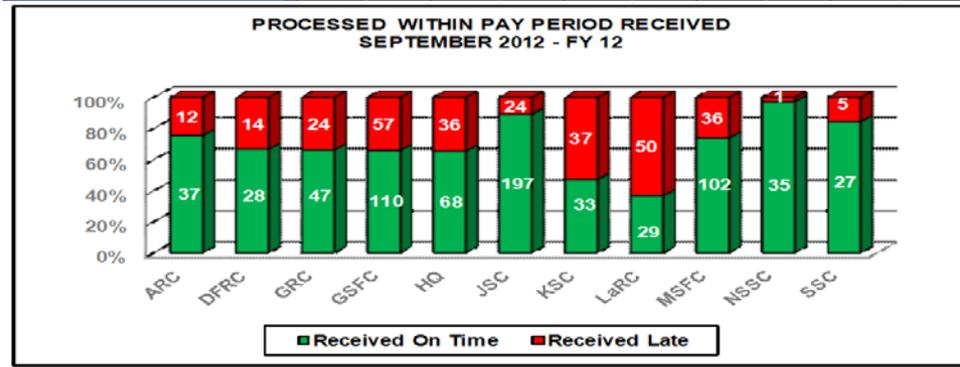
Human Resources Personnel Action Processing

PERSONNEL ACTION PROCESSING - FY 12

Service Level Indicator: 97% of personnel transactions that are received at the NSSC by the established deadline are processed by the cutoff date established by Personnel Bulletin 2006-41 - Cla.



Standard	97%	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JULY	AUG	SEP
Timeliness		99.90%	100.00%	99.93%	100.00%	98.05%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.86%
SLI Utilization		953	1,145	1,458	452	565	660	921	719	627	685	909	713
Monthly Utilization		2,384	3,234	2,826	1,786	1,835	1,779	2,957	1,898	1,873	2,263	2,585	2,587
Cumulative Utilization		2,384	5,618	8,444	10,230	12,065	13,844	16,801	18,699	20,572	22,835	25,420	28,007

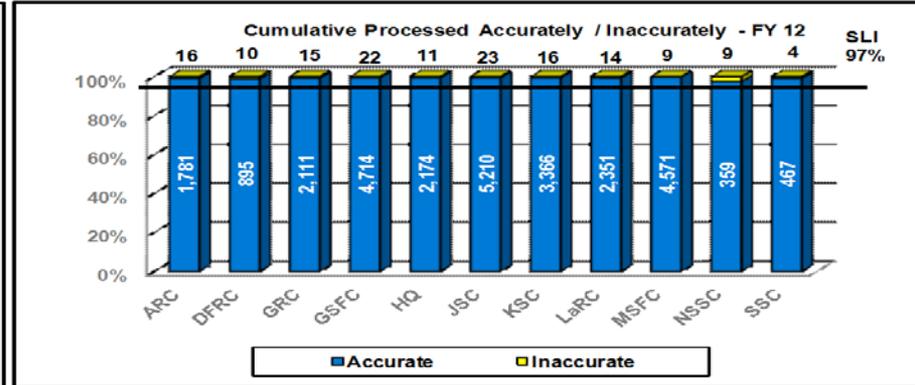
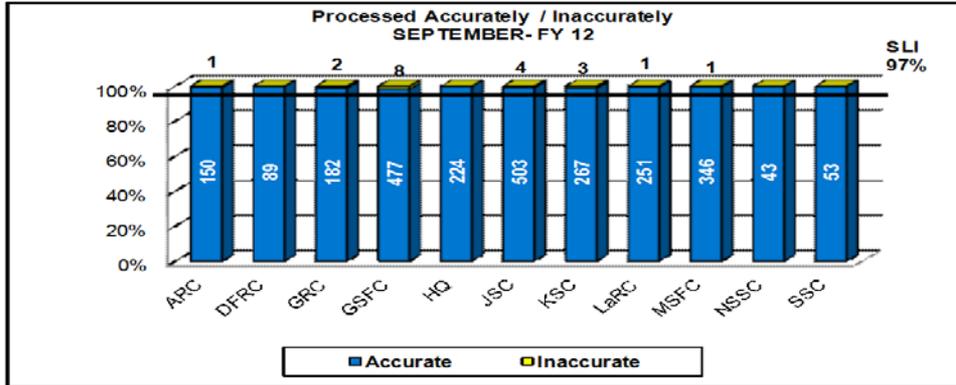


Assessment:

Human Resources Personnel Action Processing

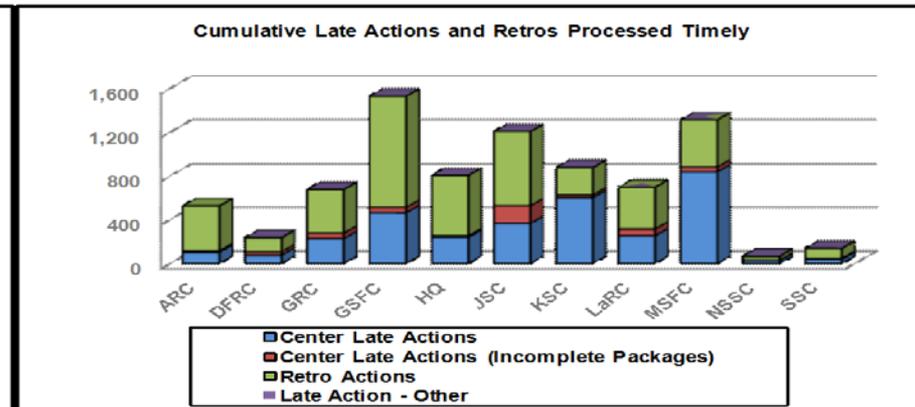
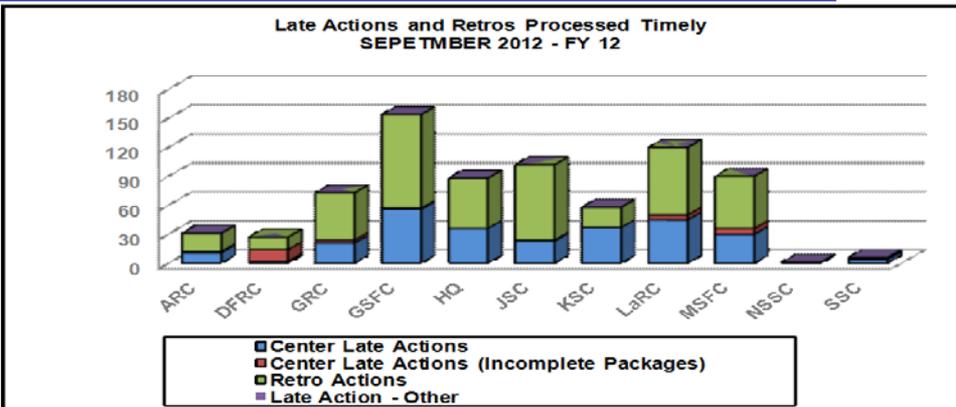
PERSONNEL ACTION PROCESSING - FY 12

Service Level Indicator: 97% of personnel transactions are processed accurately as defined by regulations and references.



Standard	97%	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JULY	AUG	SEP
Accuracy		99.37%	99.51%	99.68%	99.33%	99.57%	99.27%	99.73%	99.53%	98.84%	99.69%	99.61%	99.23%
% Late Actions & Retros		21.2%	31.6%	20.0%	39.5%	27.9%	23.3%	26.0%	29.9%	30.6%	28.9%	28.5%	29.3%

LATE ACTIONS and RETROS PROCESSED TIMELY - FY 12

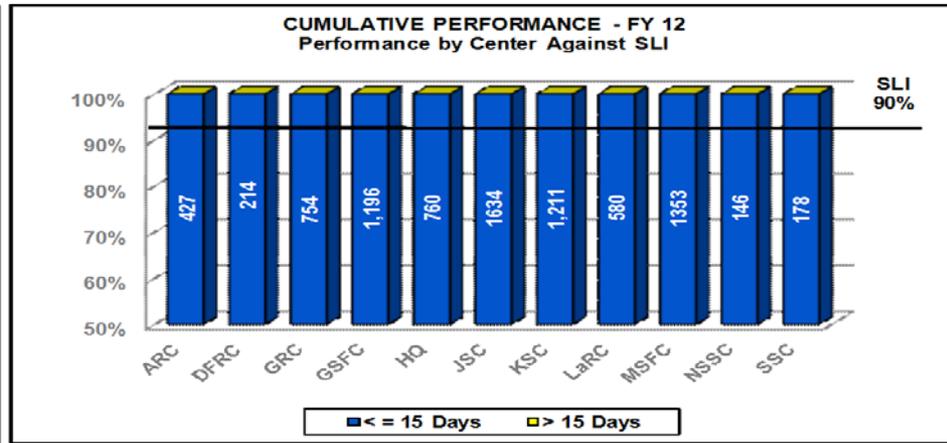
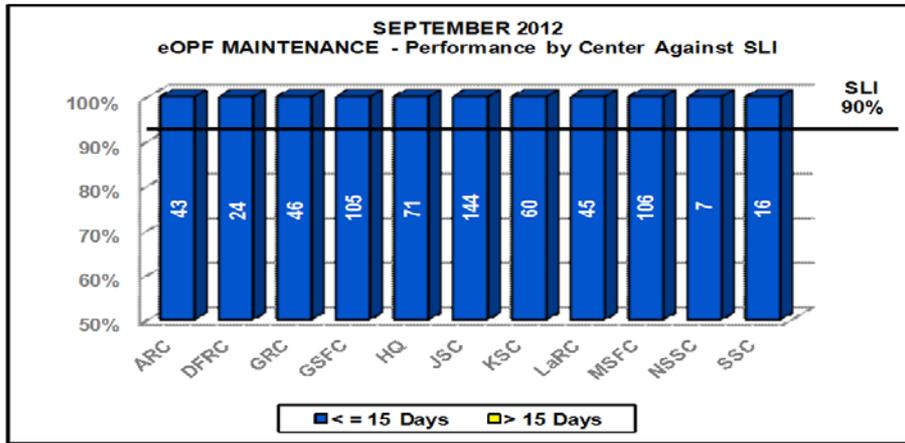


Assessment:

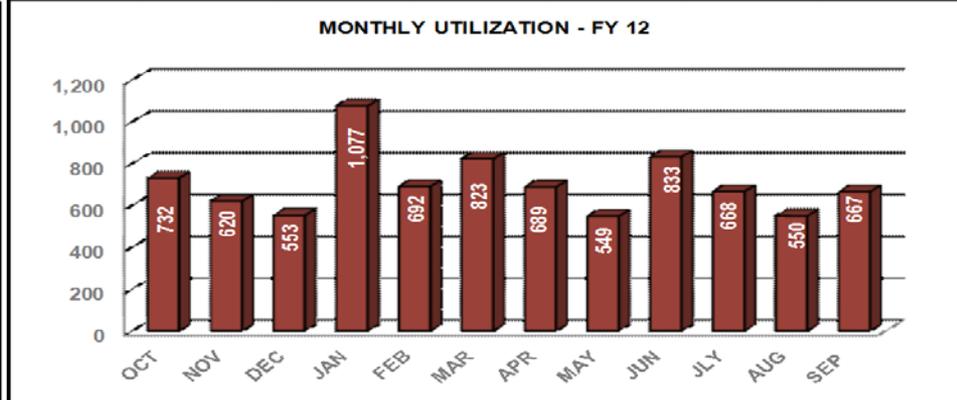
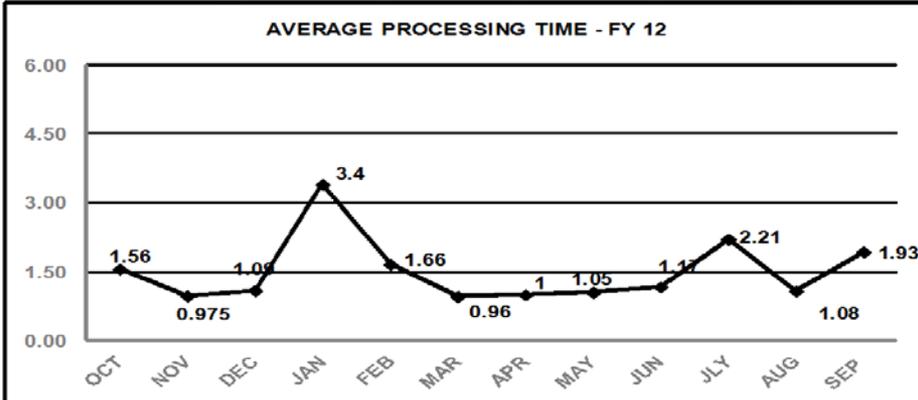
Human Resources eOPF Maintenance – 15 Day

15 Day eOPF MAINTENANCE - FY 12

Service Level Indicator: 90% of documents will be filed in the employee's eOPF within 15 days of receipt.



Standard	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JLY	AUG	SEP
90%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Cumulative YTD	732	1,352	1,905	2,982	3,674	4,497	5,186	5,735	6,568	7,236	7,786	8,453

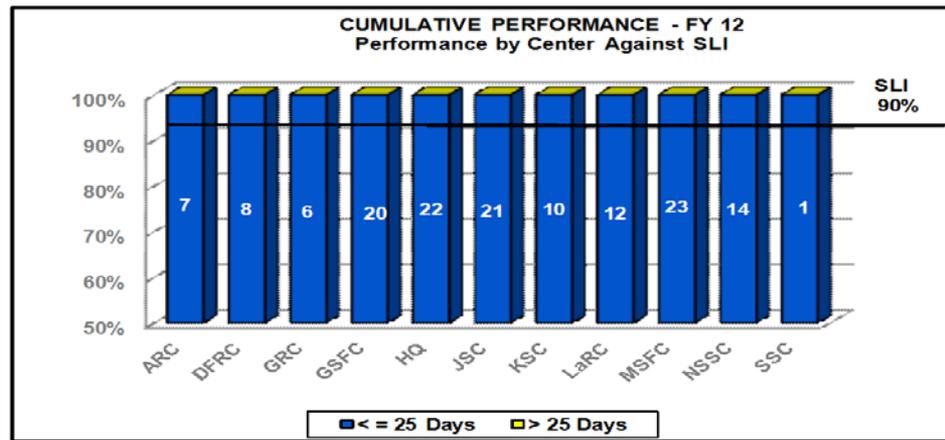
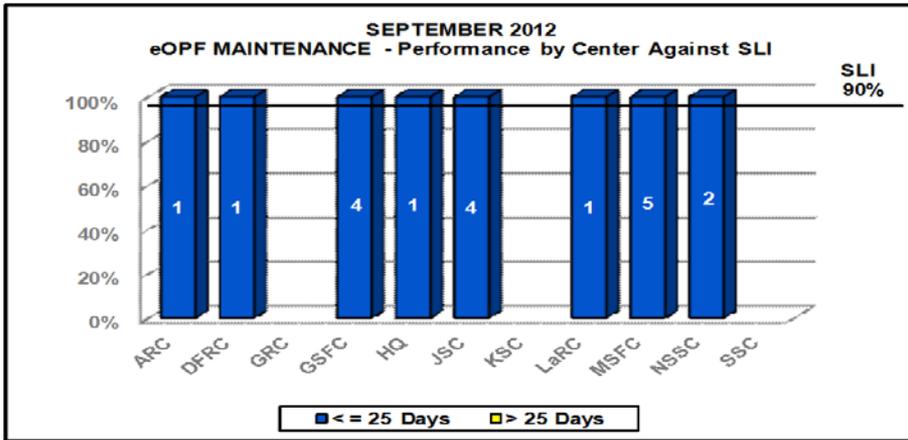


Assessment:

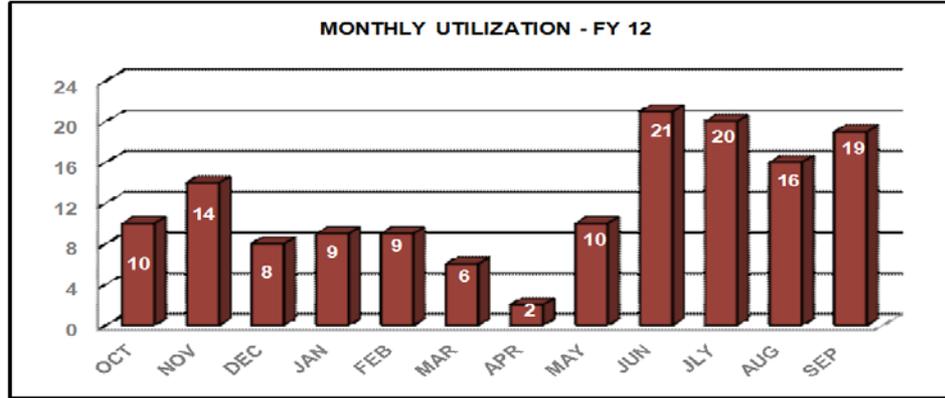
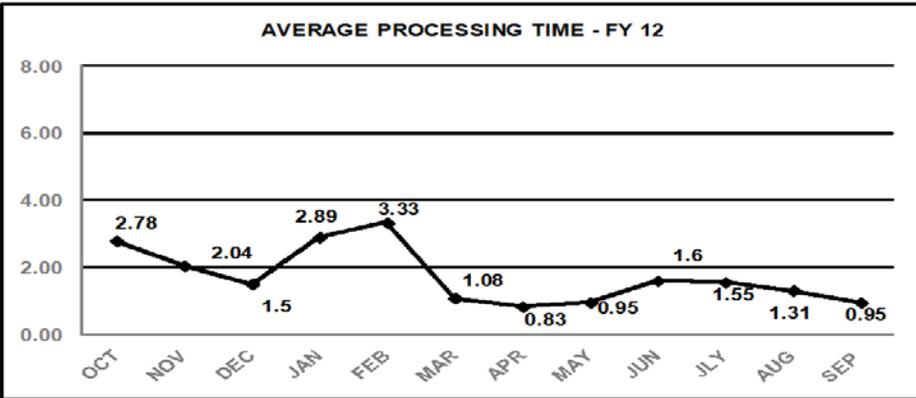
Human Resources eOPF Maintenance – 25 Day

25 Day eOPF MAINTENANCE - FY 12

Service Level Indicator: 90% of OPFs will be purged, validated and indexed in eOPF within 25 business days of receipt.



Standard	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JLY	AUG	SEP
90%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Cumulative YTD	10	24	32	41	50	56	58	68	89	109	125	144

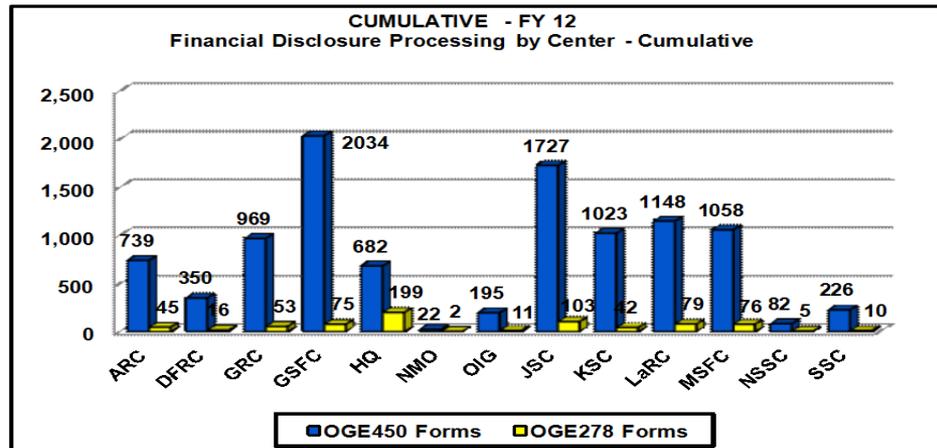
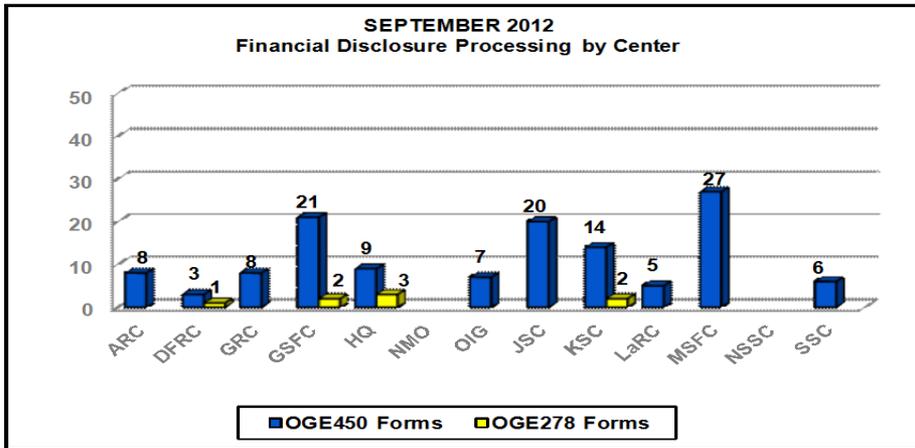


Assessment:

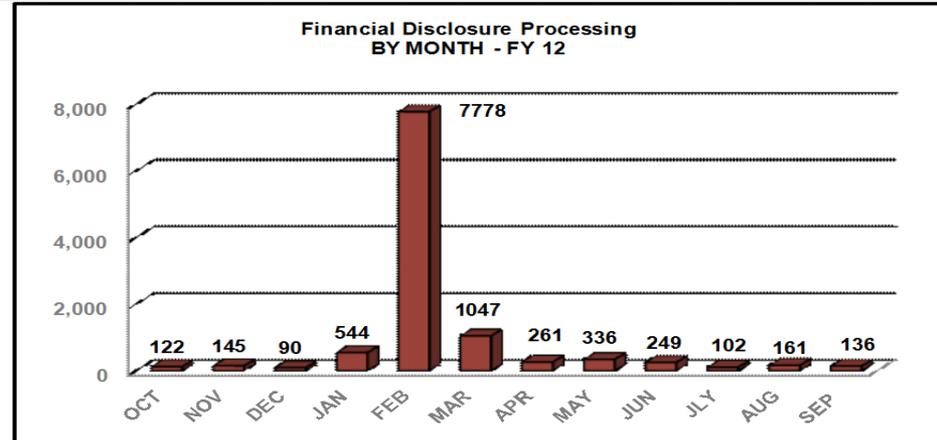
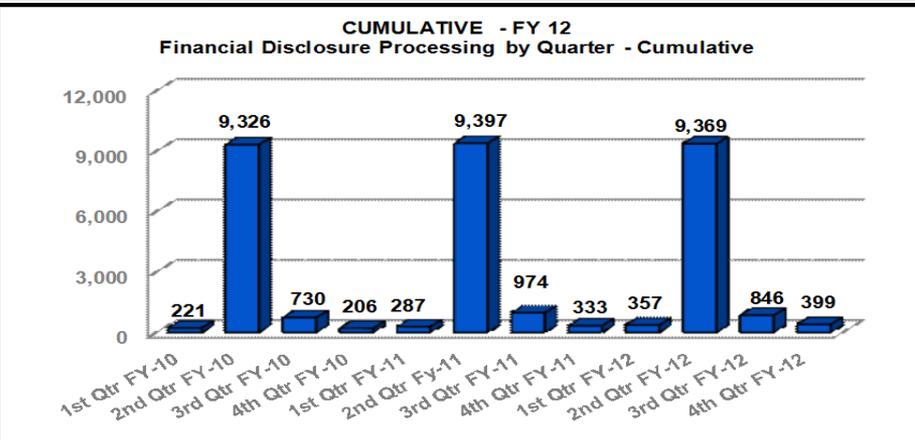
Human Resources Financial Disclosure Processing

FINANCIAL DISCLOSURE PROCESSING - FY 12

Financial Disclosure Processing by Center



	<u>OCT</u>	<u>NOV</u>	<u>DEC</u>	<u>JAN</u>	<u>FEB</u>	<u>MAR</u>	<u>APR</u>	<u>MAY</u>	<u>JUN</u>	<u>JLY</u>	<u>AUG</u>	<u>SEP</u>
Cumulative YTD	122	267	357	901	8,679	9,726	9,987	10,323	10,572	10,674	10,835	10,971

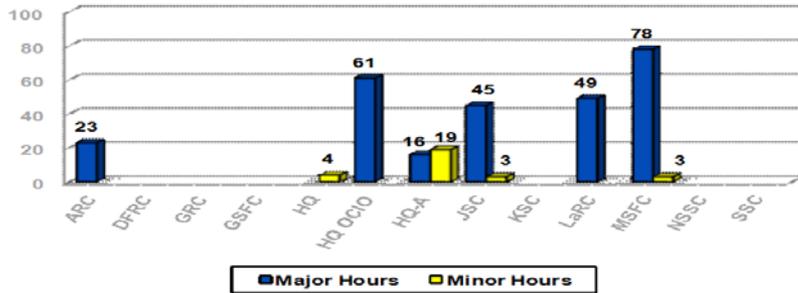


Assessment:

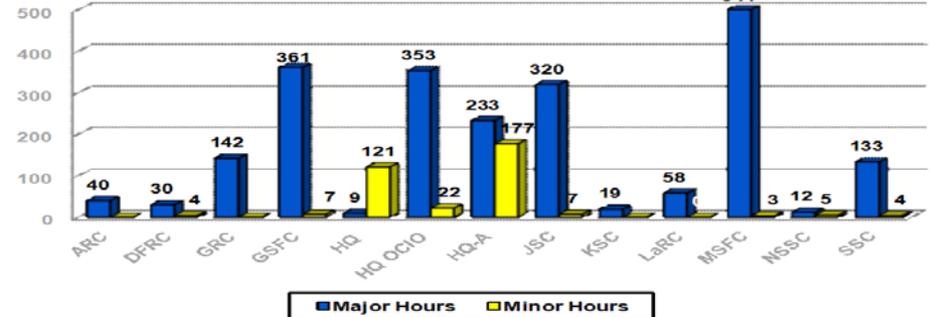
Human Resources On-Line Training Course Development

On-Line Course Management - FY 2012

September 2012
Online Course Hours by Center

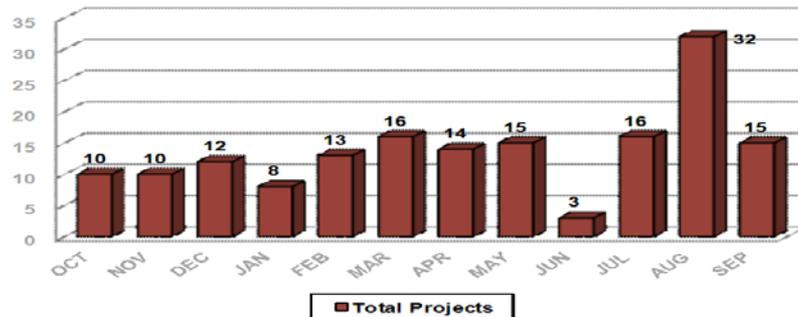


CUMULATIVE - FY 12
Online Course Hours by Center

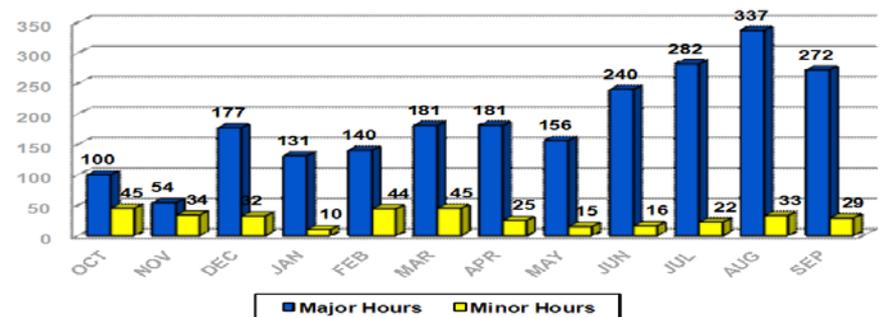


	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JULY	AUG	SEP	
Monthly Major Hours	100	54	177	131	140	181	181	156	240	282	337	272	
Monthly Minor Hours	45	34	32	10	44	45	25	15	16	22	33	29	
Total Monthly Hours	145	88	209	141	184	226	206	171	256	304	370	301	
YTD-Major Hours	100	154	331	462	602	783	964	1120	1360	1642	1979	2251	
YTD-Minor Hours	45	79	111	121	165	210	235	250	266	288	321	350	
Monthly Projects	10	10	12	8	13	16	14	15	3	16	32	15	
YTD-Major Projects	9	18	28	34	45	57	68	82	82	96	127	138	
	ARC	DFRC	GRC	GSFC	HQ	HQ-OCIO	HQ-A	JSC	KSC	LARC	MSFC	NSSC	SSC
Monthly Major Hours - Sept	23	0	0	0	0	61	16	45	0	49	78	0	0
Monthly Minor Hours -Sept	0	0	0	0	4	0	19	3	0	0	3	0	0
Total Monthly Hours -Sept	23	0	0	0	4	61	35	48	0	49	81	0	0
YTD-Major Hours	40	30	142	361	9	353	233	320	19	58	541	12	133
YTD-Minor Hours	0	4	0	7	121	22	177	7	0	0	3	5	4

MONTHLY PROJECTS - FY 12



ONLINE COURSE HOURS BY MONTH - FY 12

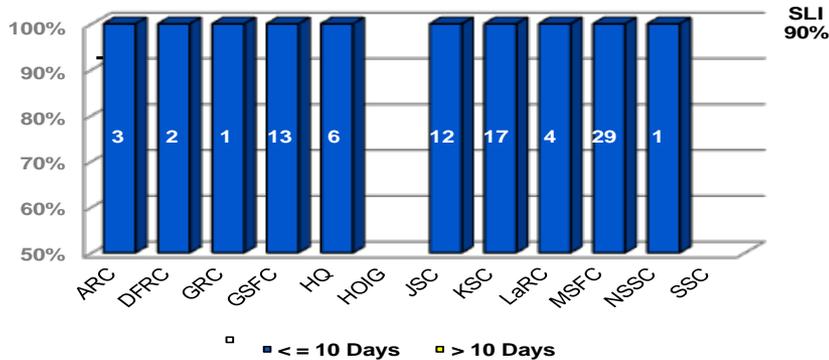


Procurement On-Site Training Purchases

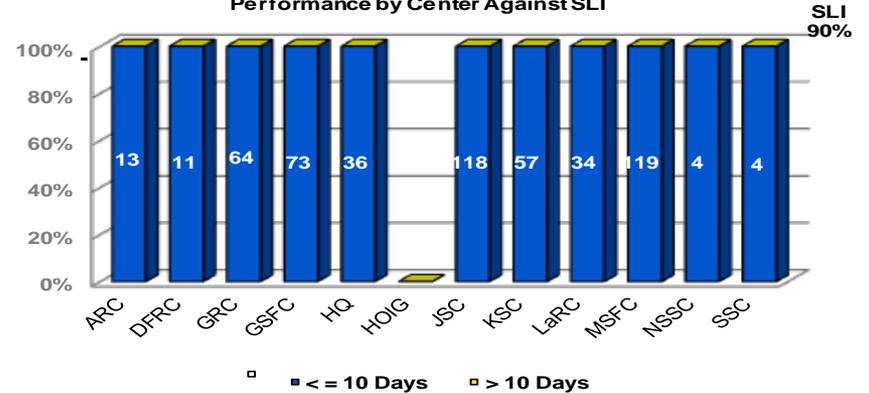
REGISTRATION/REIMBURSEMENT FOR INTERNAL TRAINING - FY 12

Service Level Indicator: 90% of on-site training actions (\$3,001-\$25,000) are awarded within 10 business days of receipt of a complete purchase request package.

SEPTEMBER 2012
Performance by Center Against SLI

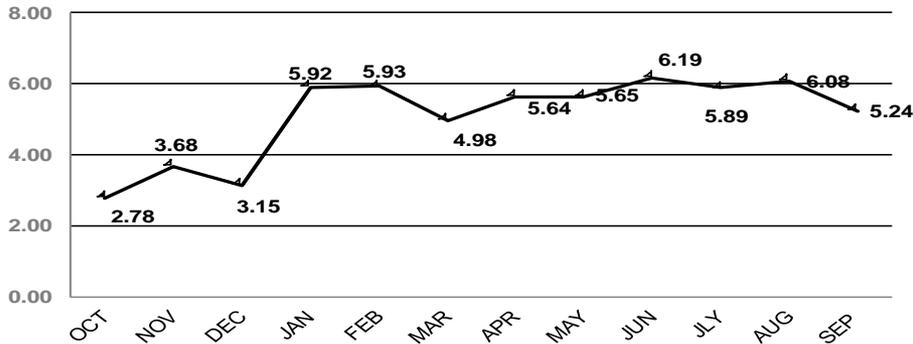


CUMULATIVE PERFORMANCE - FY 12
Performance by Center Against SLI

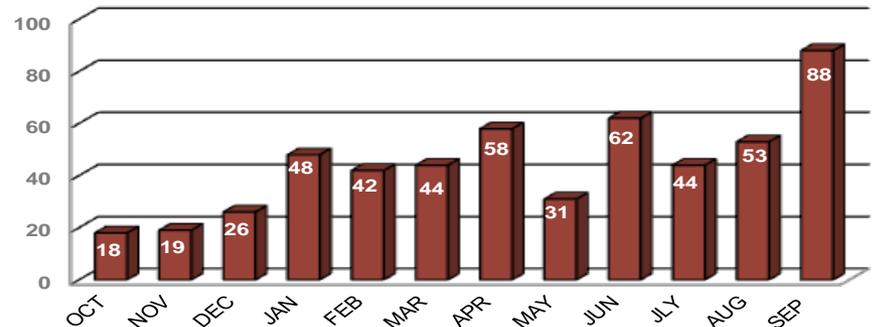


Standard	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JLY	AUG	SEP
90%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Cumulative YTD	18	37	63	111	153	197	255	286	348	392	445	533

AVERAGE PROCESSING TIME- FY 12



MONTHLY UTILIZATION - FY 12

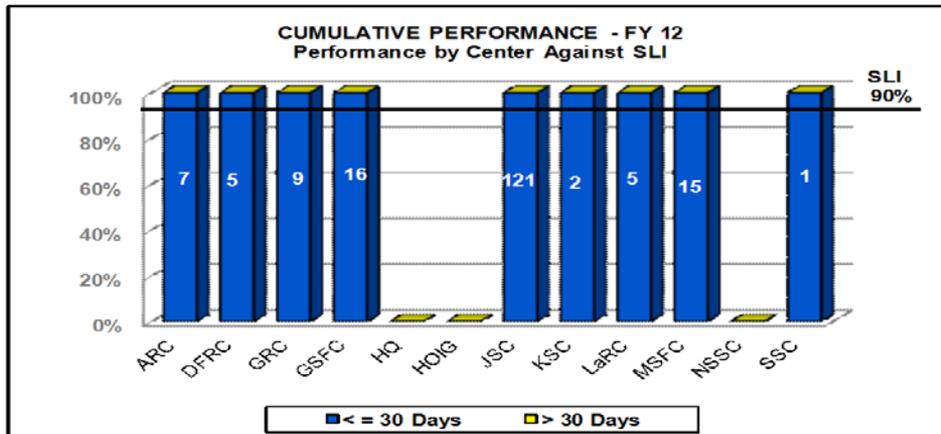
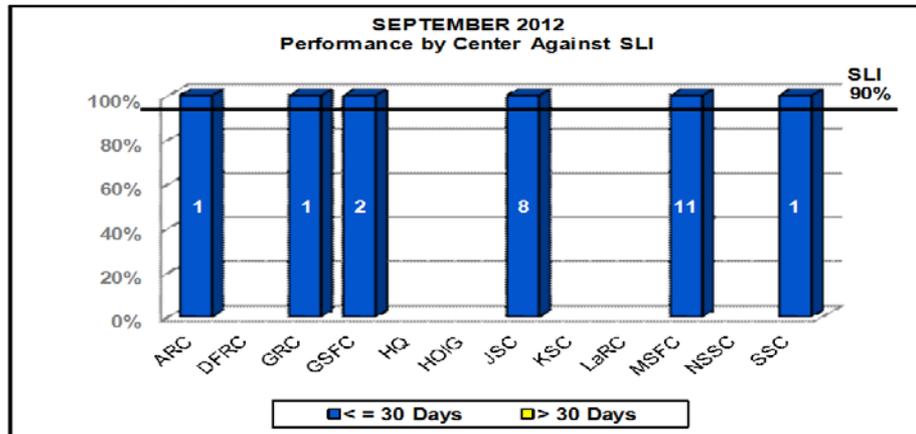


Assessment:

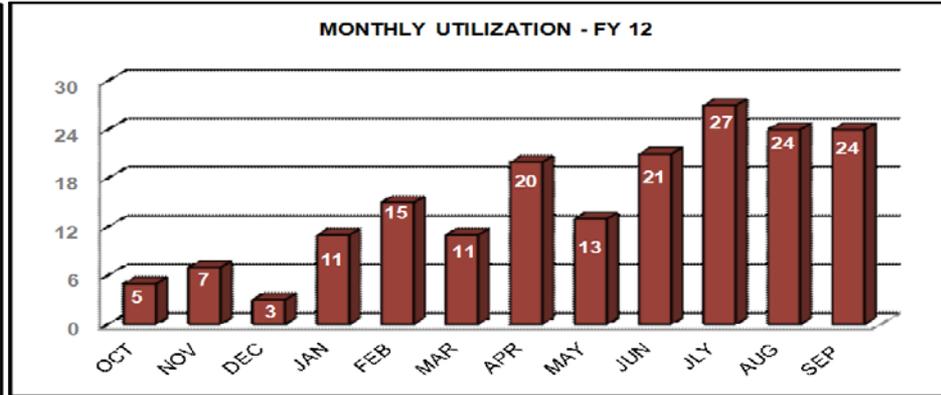
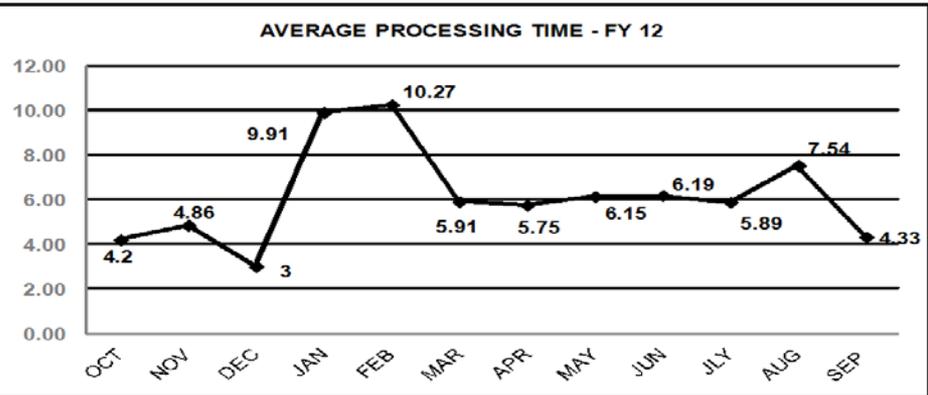
Procurement On-Site Training Purchases

REGISTRATION/REIMBURSEMENT FOR INTERNAL TRAINING - FY 12

Service Level Indicator: 90% of on-site training actions (greater than \$25,000) are awarded within 30 business days of receipt of a completed purchase request package.



Standard	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JULY	AUG	SEP
90%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Cumulative YTD	5	12	15	26	41	52	72	85	106	133	157	181

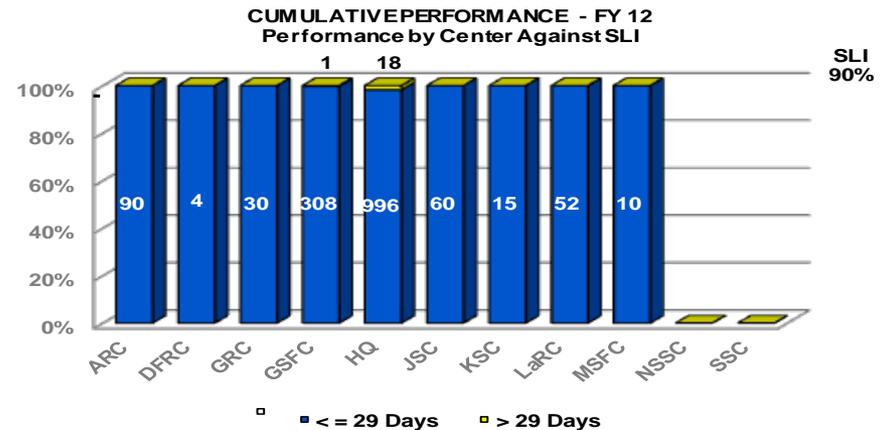
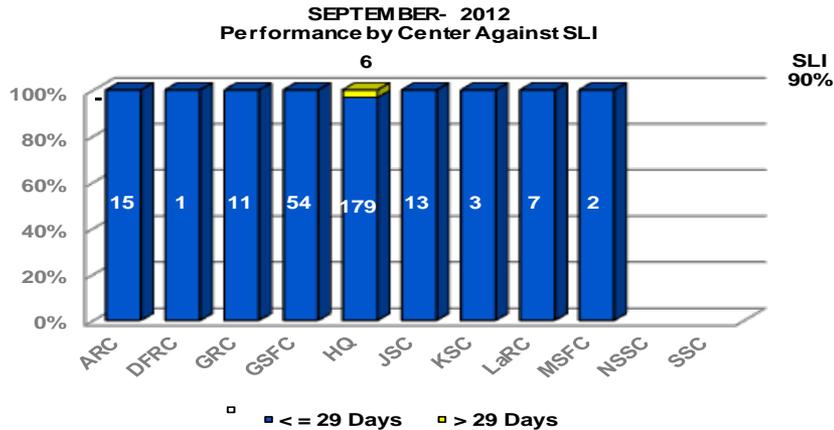


Assessment:

Procurement Grants & Cooperative Agreements

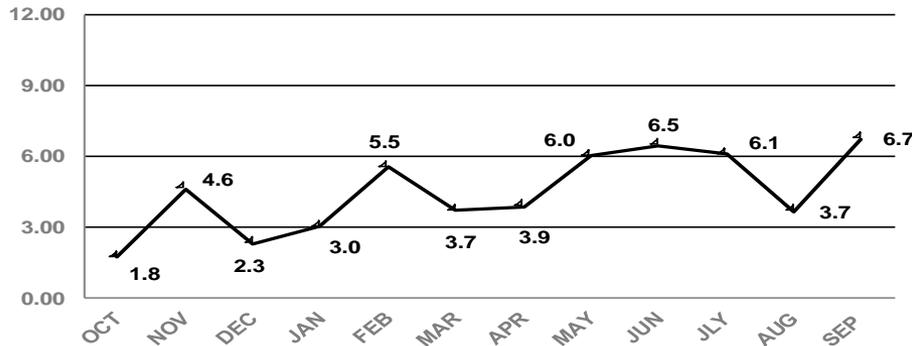
GRANTS & COOPERATIVE AGREEMENTS - FY 12

Service Level Indicator: 90% of Award packages prepared within 29 calendar days of receipt of the completed requirements package.

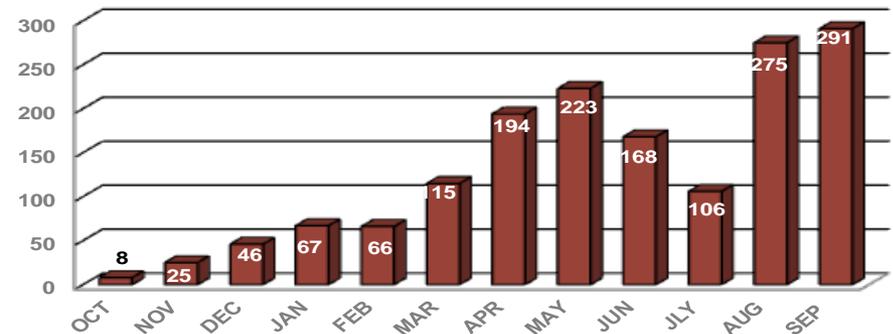


Standard	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JLY	AUG	SEP
90%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.10%	97.62%	97.17%	98.55%	97.94%
Cumulative YTD	8	33	79	146	212	327	521	744	912	1018	1293	1584

AVERAGE PROCESSING TIME - FY 12



MONTHLY UTILIZATION - FY 12

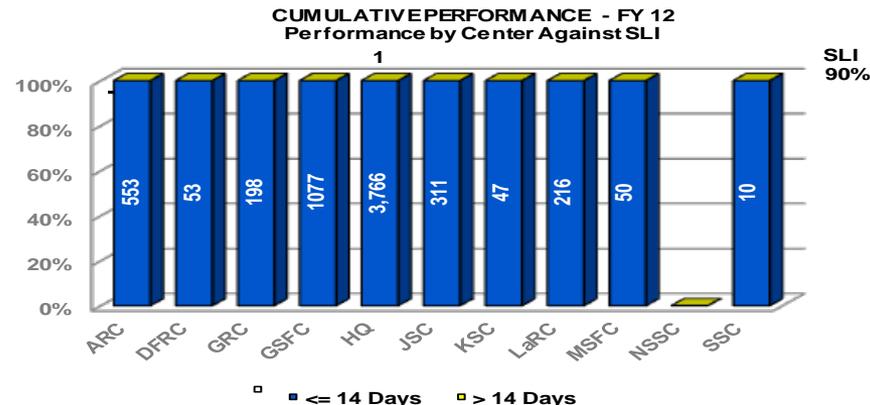
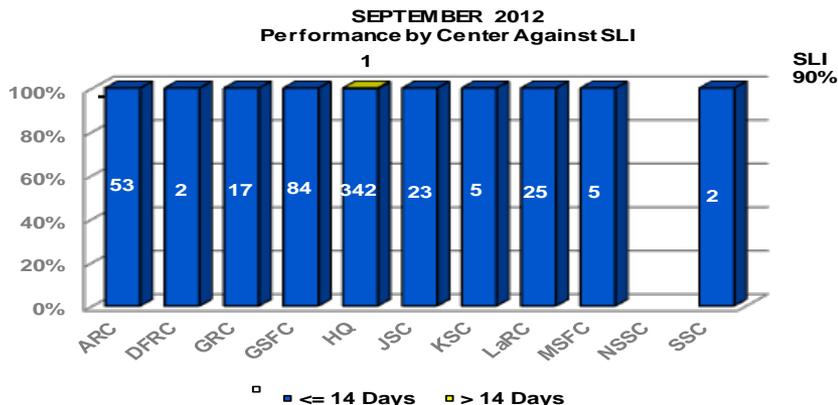


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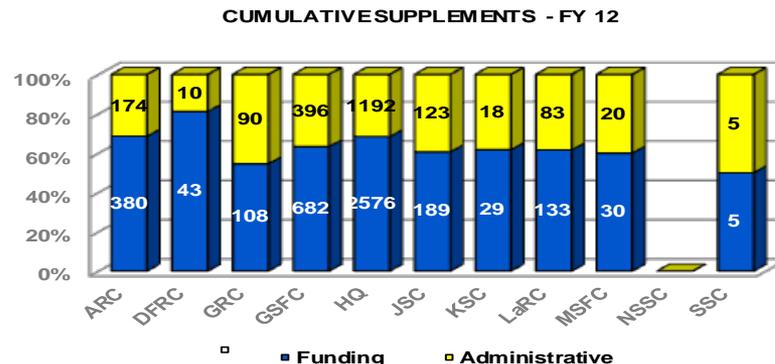
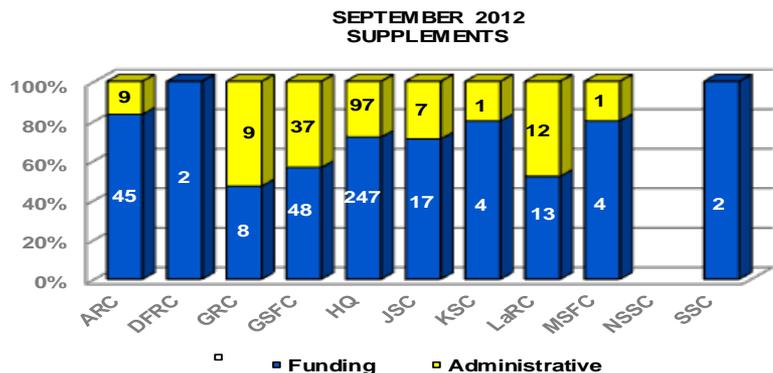
Procurement Grants & Cooperative Agreements – Supplements

GRANTS SUPPLEMENTS - FY 12

Service Level Indicator: 90% of award packages prepared within 14 calendar days of receipt of funding and/or other required data.



Standard	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JLY	AUG	SEP
90%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.82%
Funding YTD	129	406	633	979	1,214	1,497	1,861	2,319	2,911	3,370	3,785	4,175
Administrative YTD	122	260	399	504	604	840	1,057	1,405	1,627	1,782	1,938	2,111
Cumulative YTD	251	666	1,032	1,483	1,818	2,337	2,918	3,724	4,538	5,152	5,723	6,286

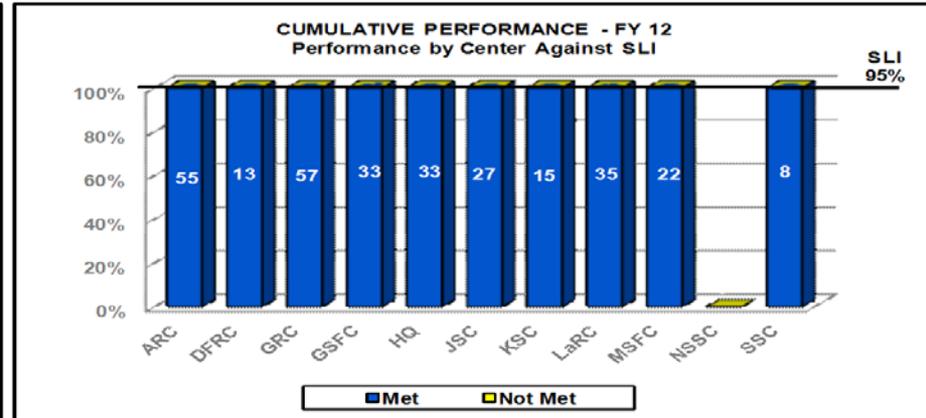
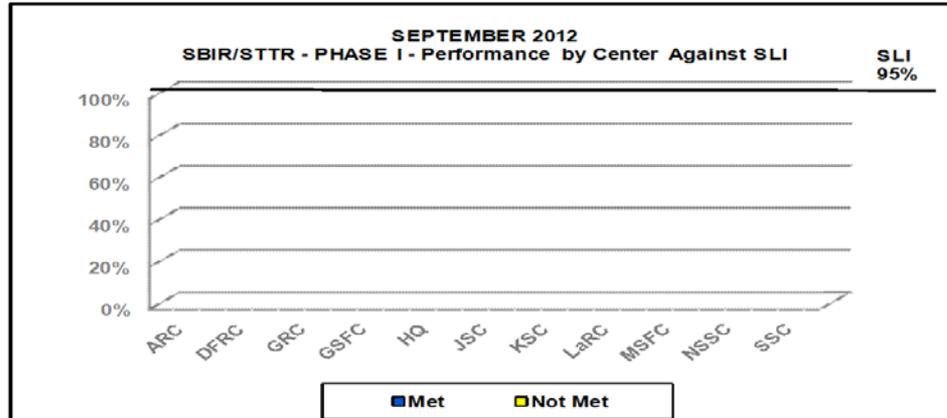


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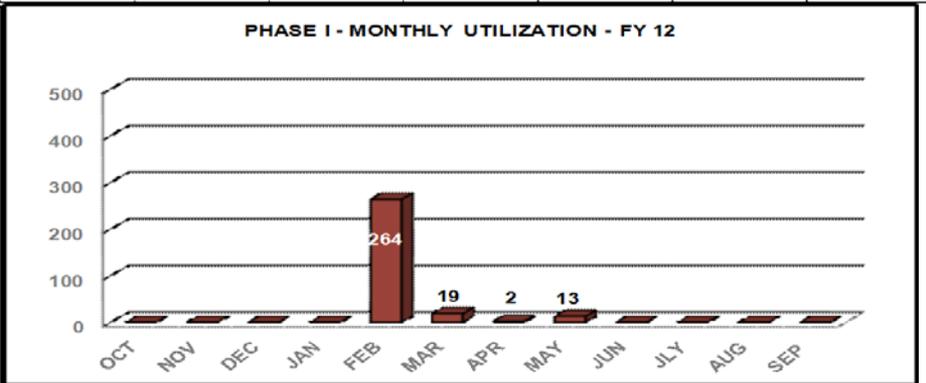
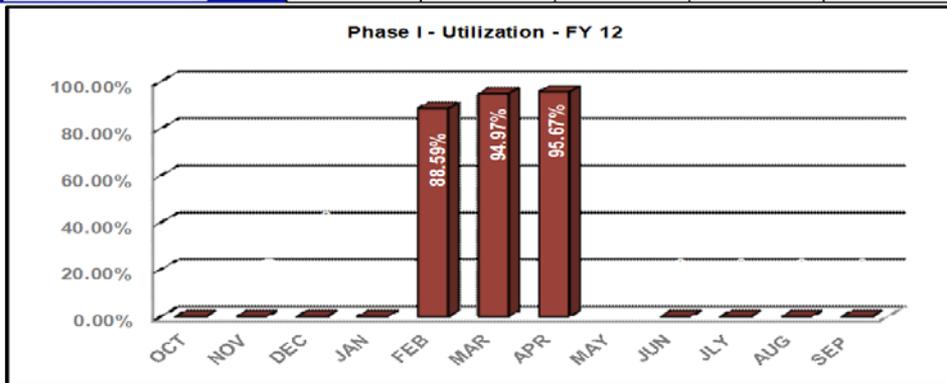
Procurement SBIR / STTR – PHASE I

SBIR / STTR - Phase 1 - FY 12

Service Level Indicator: Complete 95% of qualified SBIR/STTR Phase I awards within the Program Office prescribed deadline.



Standard	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JLY	AUG	SEP
Monthly Metric 95%	0.00%	0.00%	0.00%	0.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Phase I % Complete	0	0	0	0	88.59%	94.97%	95.67%	100.00%	100.00%	100.00%	100.00%	100.00%
Cumulative YTD	0	0	0	0	264	283	285	298	298	298	298	298

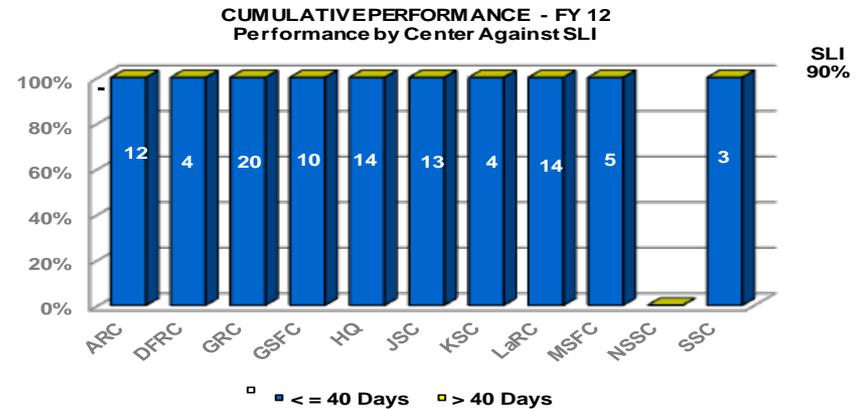
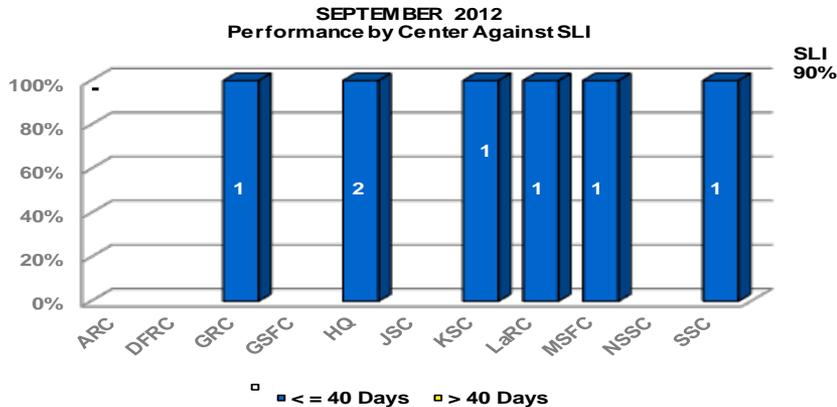


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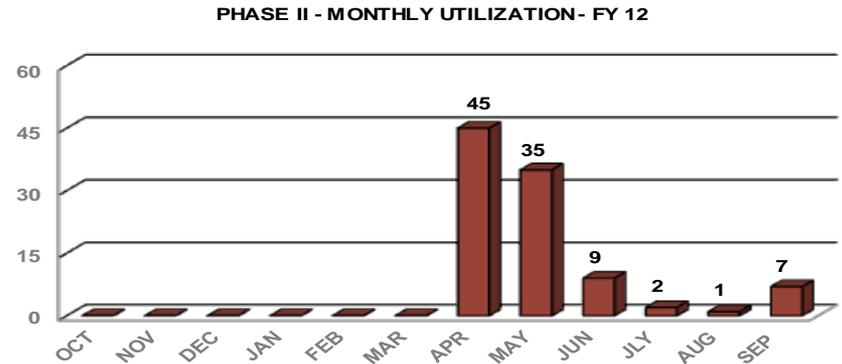
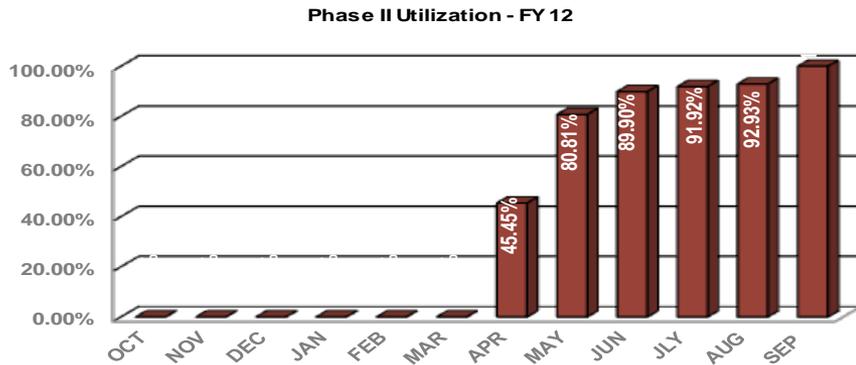
Procurement SBIR / STTR – PHASE II

SBIR / STTR - PHASE II - FY 12

Service Level Indicator: Complete 90% of qualified SBIR/STTR Phase II awards within the Program Office prescribed deadline.



Standard	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JULY	AUG	SEP
Monthly Metric 90%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Phase II % Complete	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	45.45%	80.81%	89.90%	91.92%	92.93%	100.00%
Cumulative YTD	0	0	0	0	0	0	45	80	89	91	92	99



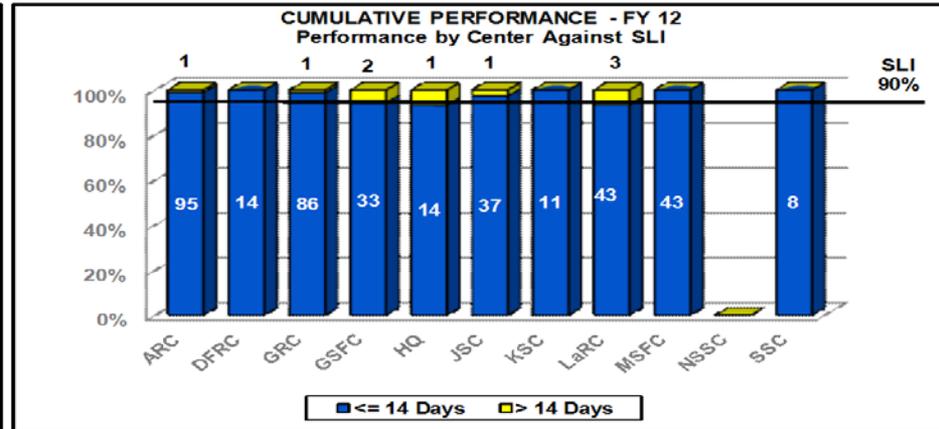
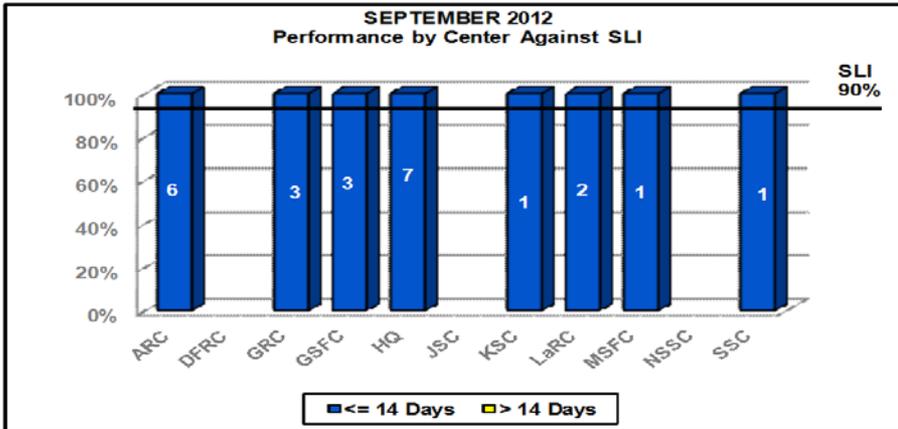
Assessment:

Procurement

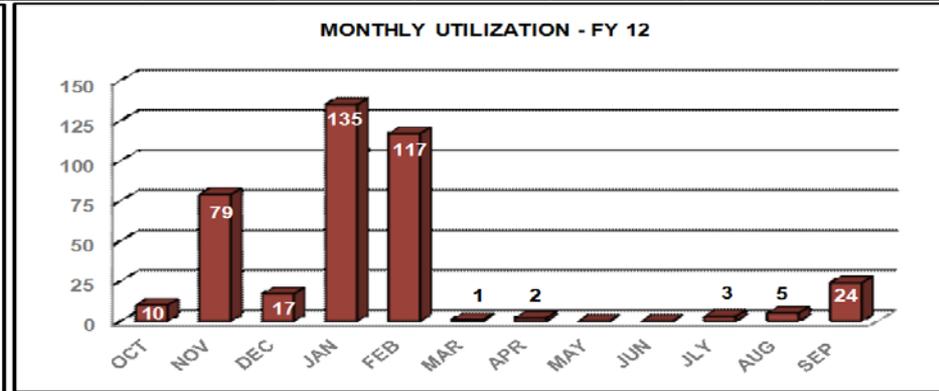
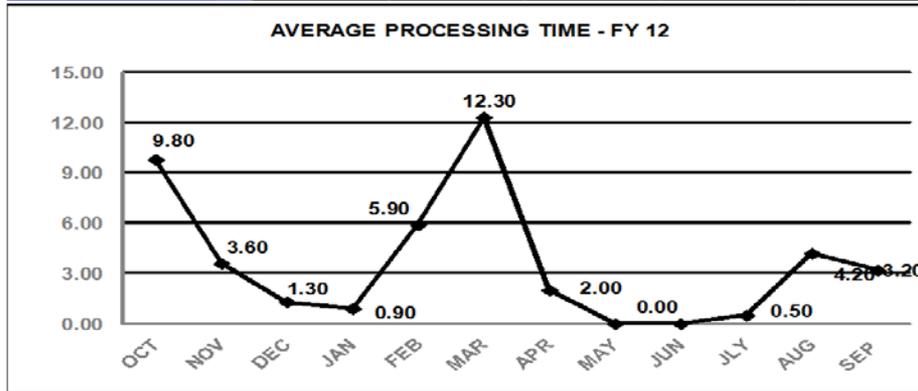
Unilateral SBIR / STTR – Funding Modifications

Unilateral SBIR / STTR Funding Modifications - FY 12

Service Level Indicator: Unilateral SBIR/STTR Funding Modifications - 90% of modification actions occur within 14 calendar days of receipt of funding document.



Standard	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JLY	AUG	SEP
Monthly Metric 90%	100.00%	97.47%	100.00%	99.26%	94.87%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	200.00%
Cumulative YTD	10	89	106	241	358	359	361	361	361	364	369	393



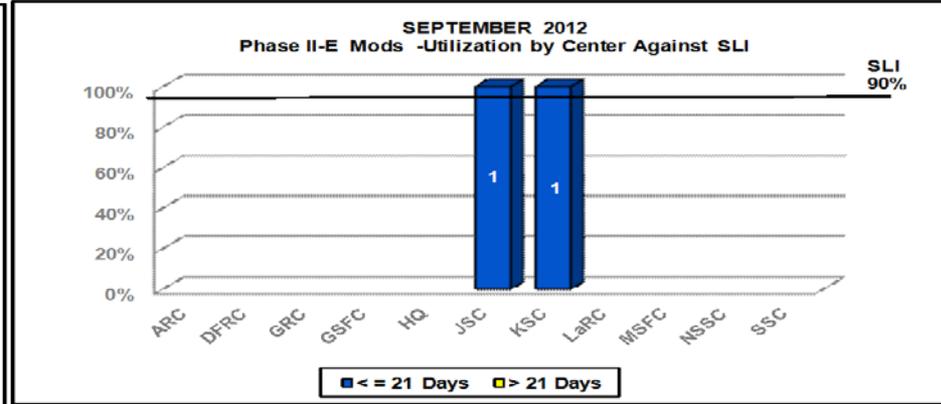
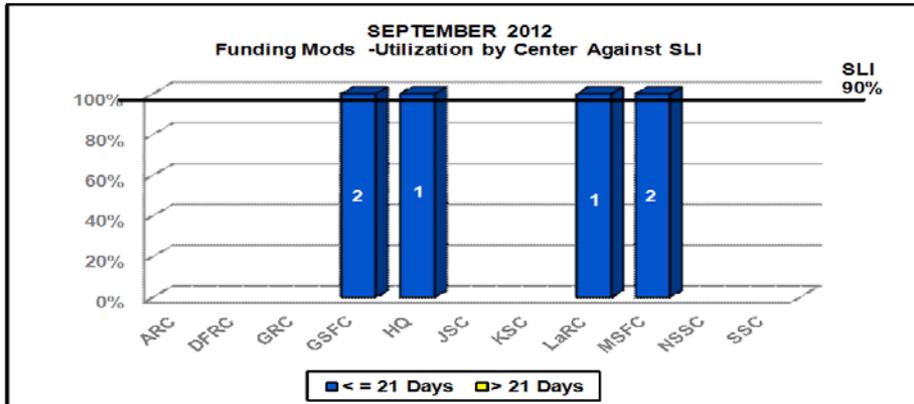
Assessment:

Procurement

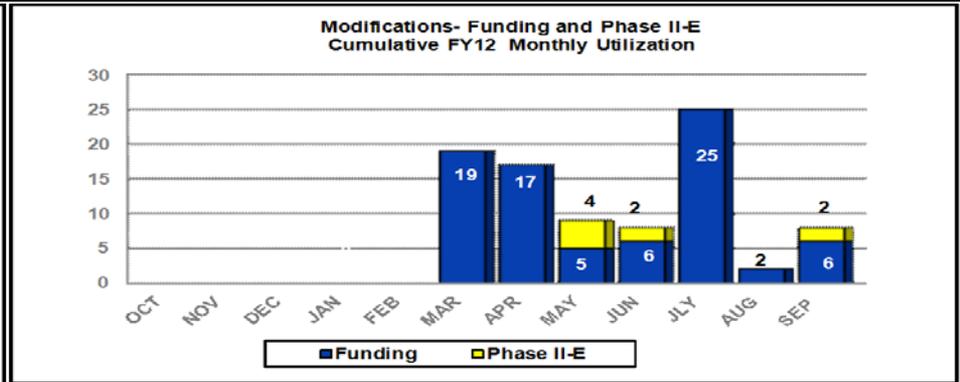
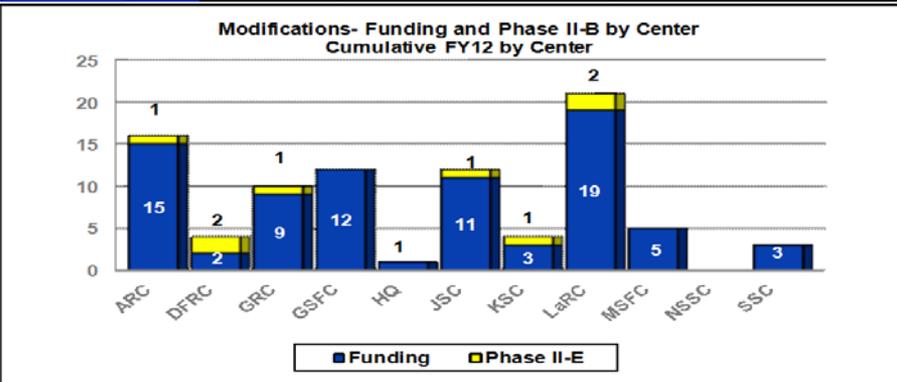
Bilateral SBIR / STTR – Funding Modifications

Bilateral SBIR / STTR Funding Modifications - FY 12

Service Level Indicator: Bilateral SBIR/STTR Funding Modifications - 90% of modification actions occur within 21 calendar days of receipt of funding document.



Standard: 90%	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JLY	AUG	SEP
Cumulative YTD												
Funding	0	0	0	0	0	19	36	41	47	72	74	80
Phase II-E	0	0	0	0	0	0	0	4	6	6	6	8
Total Mod	0	0	0	0	0	19	36	45	53	78	80	88

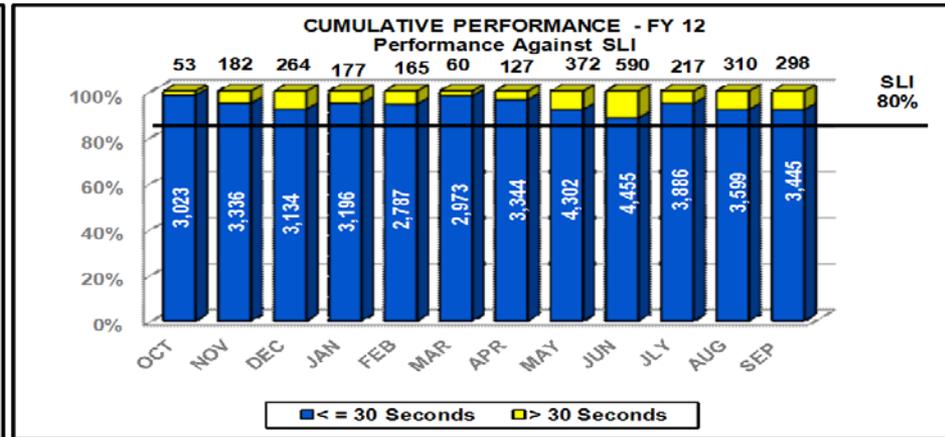
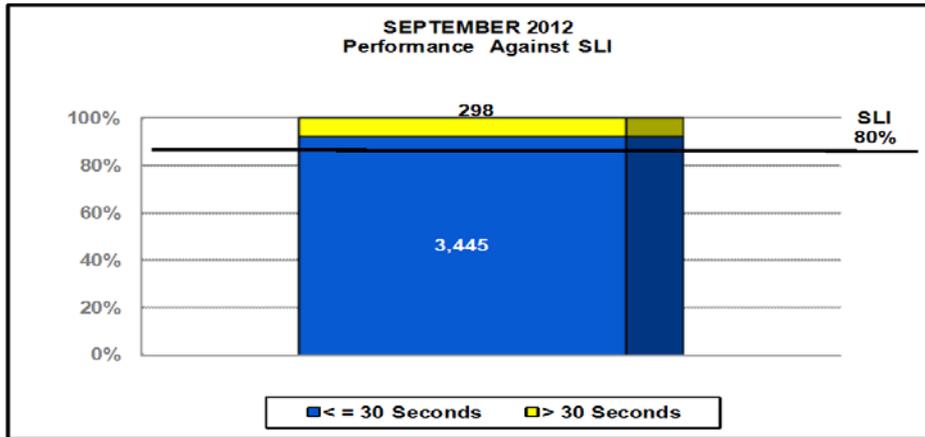


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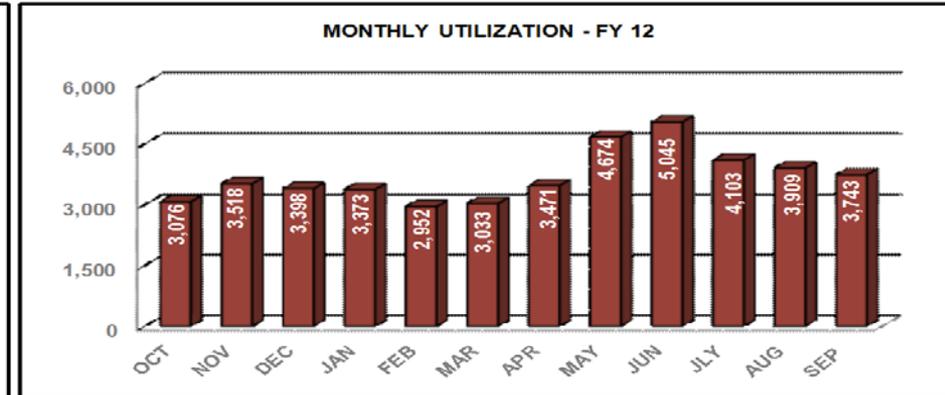
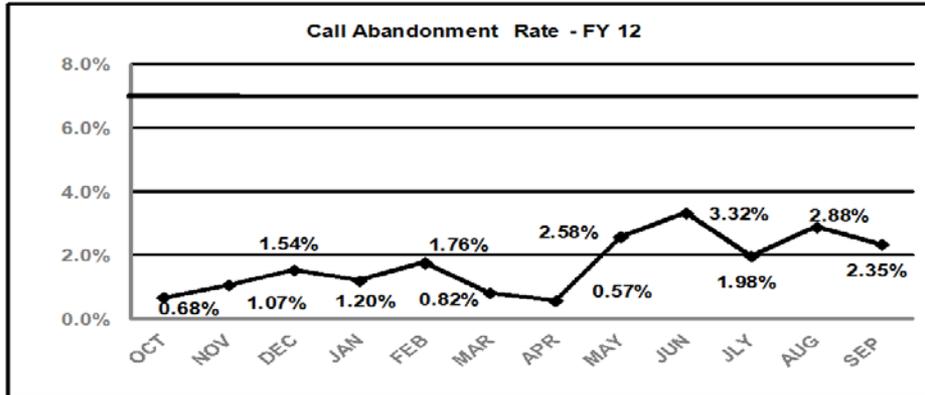
Customer Contact Center Average Speed of Answer

CALL RESPONSE RATE and CALL ABANDONMENT RATE - FY 12

Service Level Indicator: 80% of Customer Calls are answered within 30 Seconds during NSSC business hours and Call Abandonment rate does not exceed 7%.



Standard	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JLY	AUG	SEP
80%	98.28%	94.83%	92.23%	94.75%	94.41%	98.02%	96.34%	92.04%	88.31%	94.71%	92.07%	92.04%
Cumulative YTD	3,076	6,594	9,992	13,365	16,317	19,350	22,821	27,495	32,540	36,643	40,552	44,295

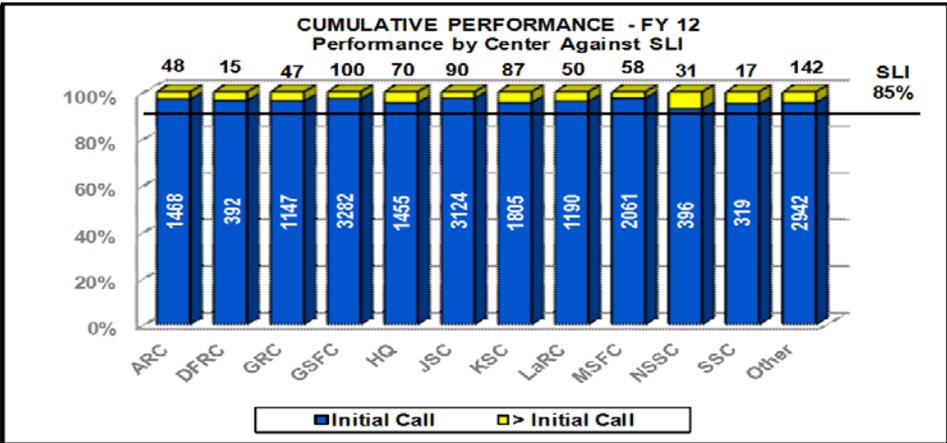
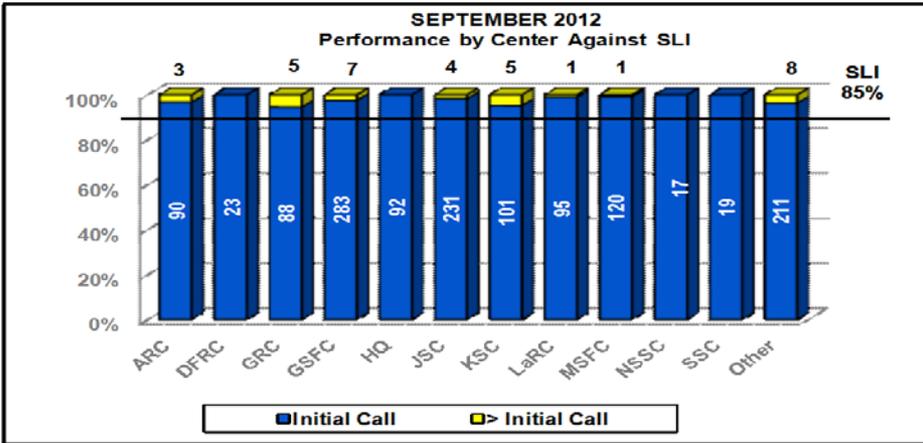


Assessment: Call Abandonment Rate Standard is < 7%

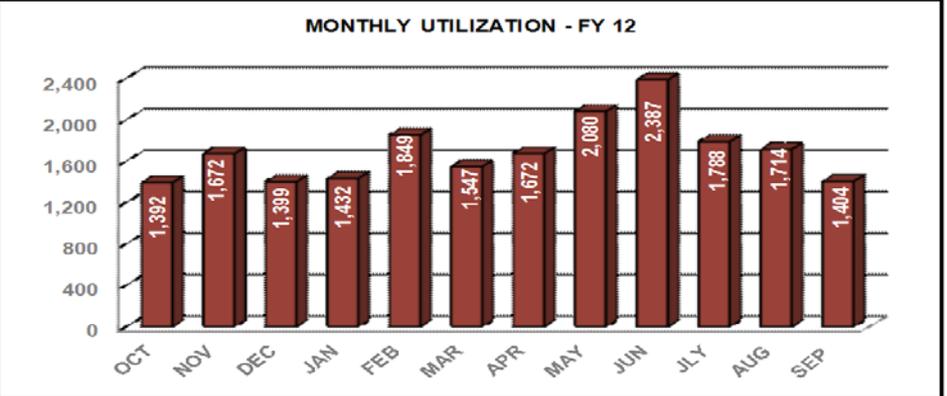
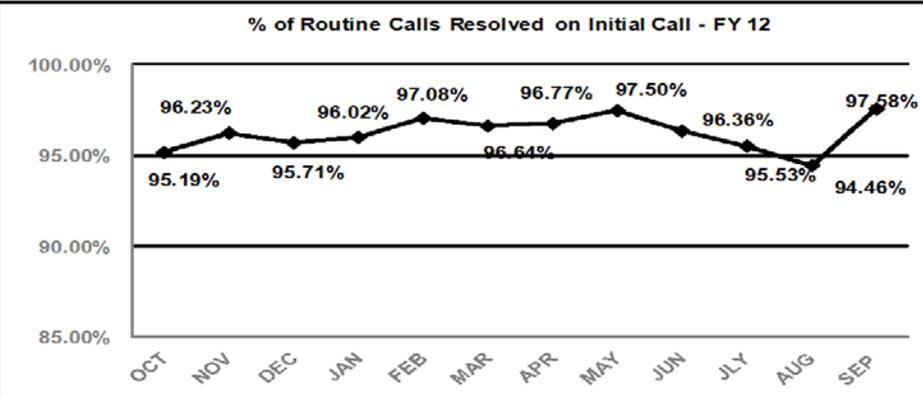
Customer Contact Center Initial Call Resolution

INITIAL CALL RESOLUTION - FY 12

Service Level Indicator: 85% of Routine Customer Inquiries are resolved on initial call during NSSC Business Hours.



Standard	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JLY	AUG	SEP
85%	95.19%	96.23%	95.71%	96.02%	97.08%	96.64%	96.77%	97.50%	96.36%	95.53%	94.46%	97.58%
Cumulative YTD	1,392	3,064	4,463	5,895	7,744	9,291	10,963	13,043	15,430	17,218	18,932	20,336

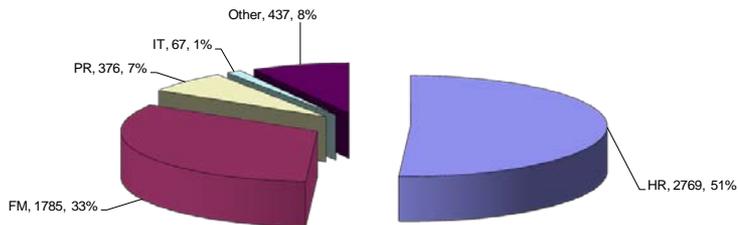


Assessment:

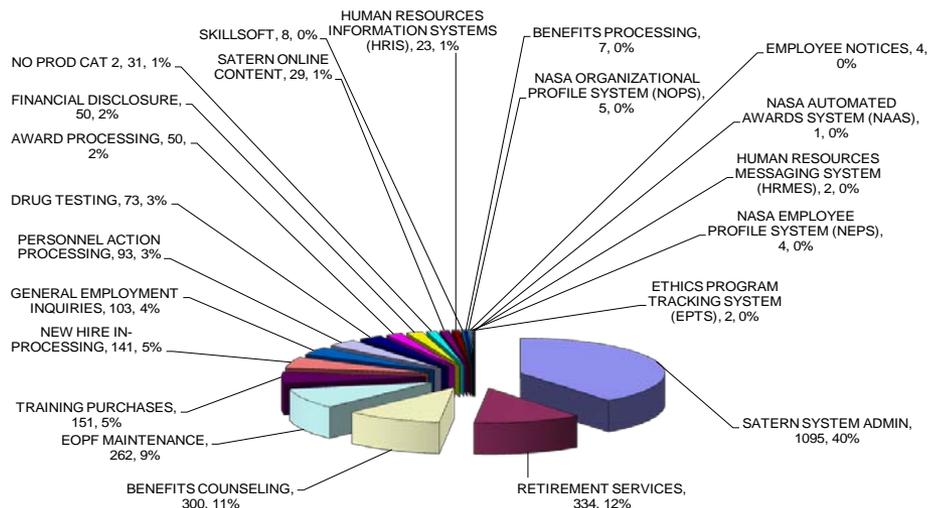
Customer Contact Center

Customer Inquiries Resolved (by Category and Type)

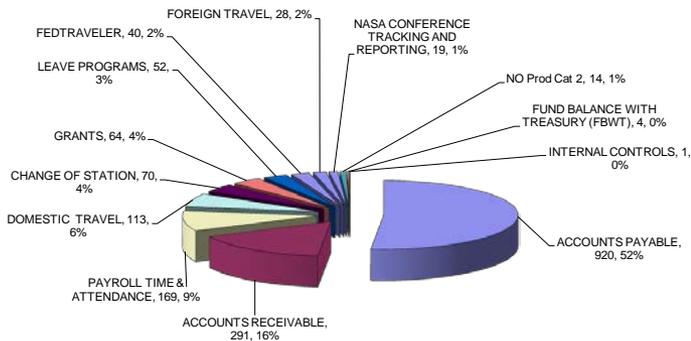
Customer Inquiries Resolved by Category for September, 2012 (5,434)



Customer Inquiries Resolved for September 2012 Human Resources (2,769)



Customer Inquiries Resolved for September 2012 Financial Management (1,785)



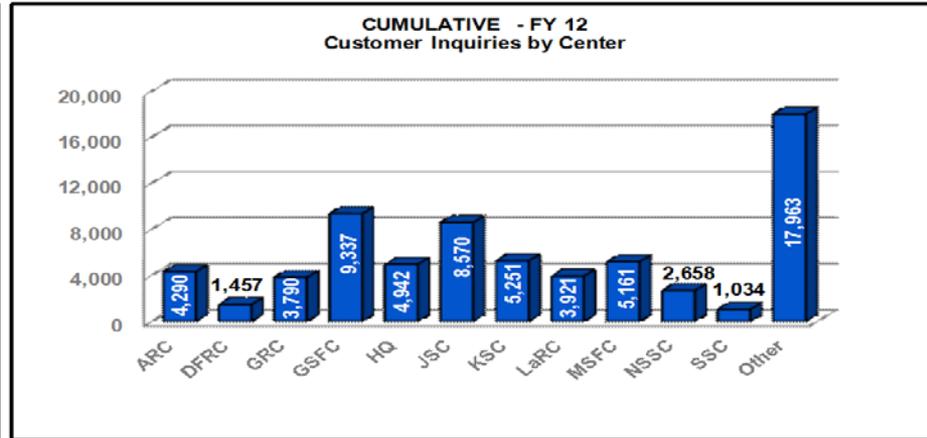
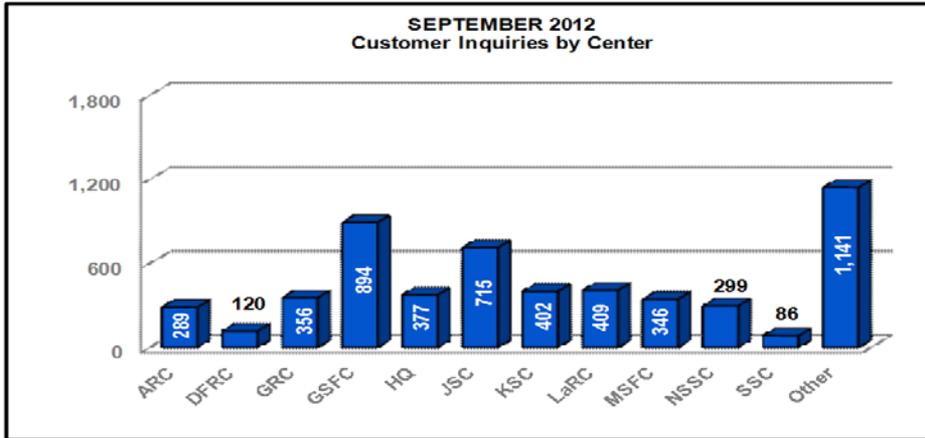
Customer Inquiries Resolved by Category Cumulative FY12 (68,374)



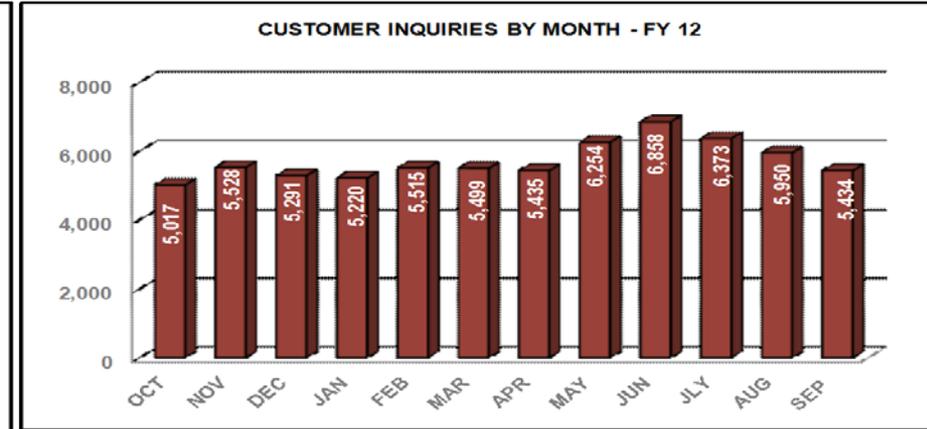
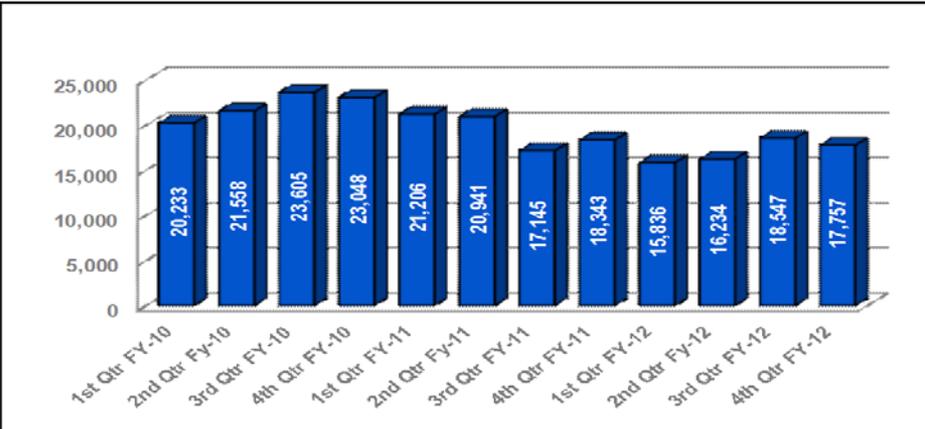
Customer Contact Center Resolved Customer Inquiries by Center

Resolved CUSTOMER INQUIRIES - FY 12

Customer Inquiries Resolved by Center



	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JLY	AUG	SEP
Cumulative YTD	5,017	10,545	15,836	21,056	26,571	32,070	37,505	43,759	50,617	56,990	62,940	68,374



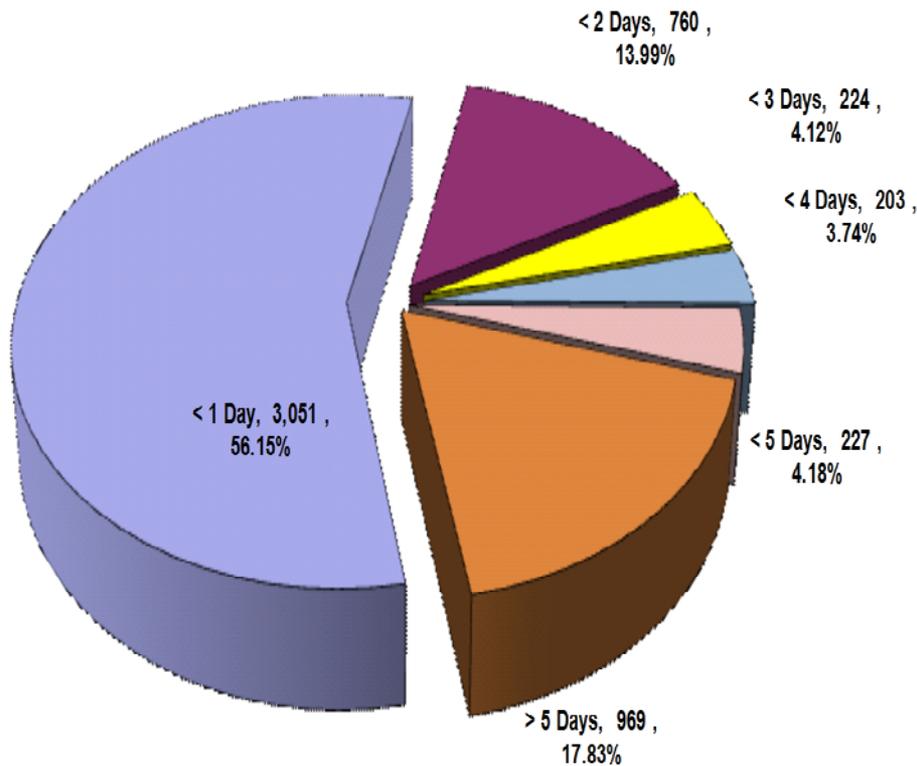
Assessment:

Customer Contact Center Resolved Customer Inquiries (Resolution by Days)

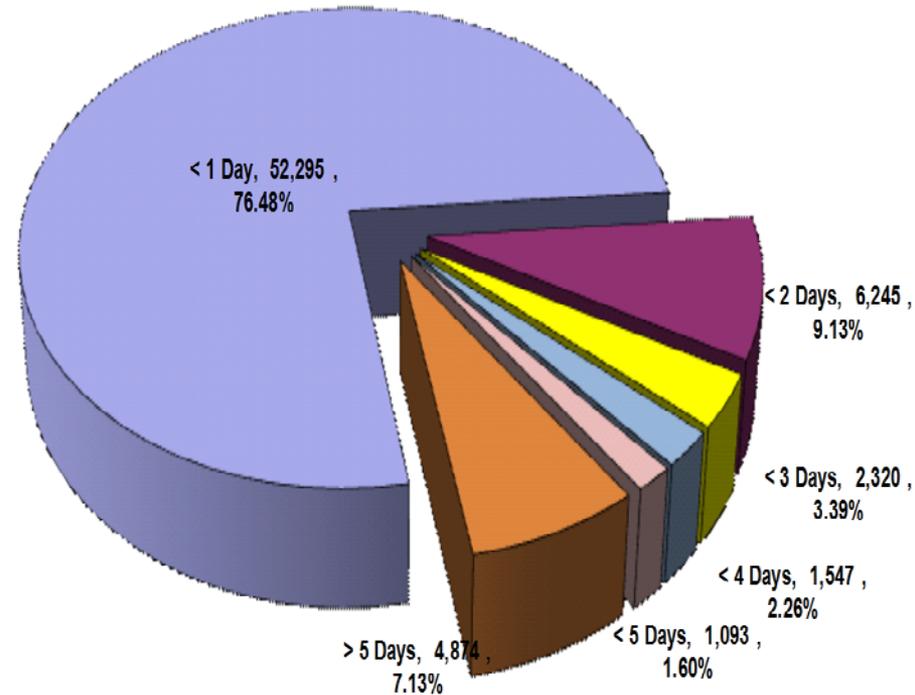
Service Level Indicator:

Customer Inquiries (Resolution by Days)

SEPTEMBER 2012 - Total



Cumulative FY 12 - Customer Inquiries - Resolved -



Enterprise Service Desk

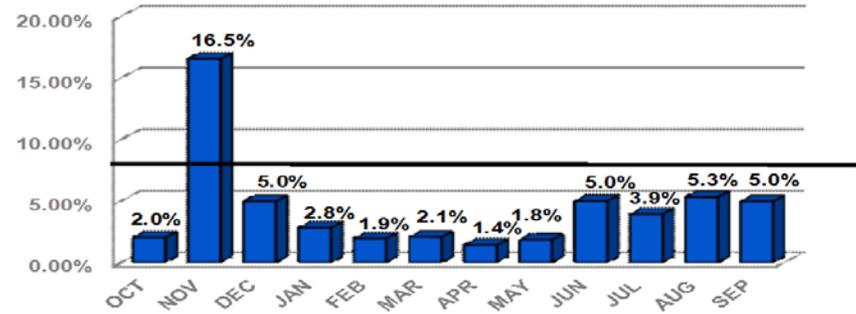
ESD - FY 12

Service Level Indicator: See Individual Charts for Applicable SLI's

Average Speed to Answer- Cumulative
SLI = 80% of Calls Answered <= 60 Seconds



Call Abandon Rate - Cumulative
SLI = Call Abandon Rate <= 7%



Custom Satisfaction Tier 1 - SEPTEMBER FY 12

The ESD Call Agent who assisted me was knowledgeable.

The support provided by the ESD Call Agent was timely.

I am satisfied with the overall service I received from the ESD

How do you rate the knowledge of the IT Technician who assisted you?

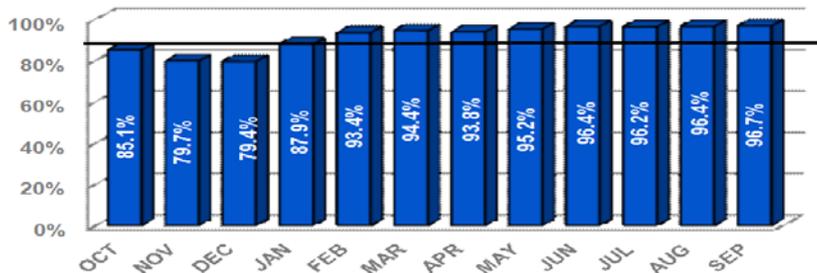
How do you rate the timeliness of the support provided by the IT Technician?

How do you rate the overall support you received from the IT Technician?

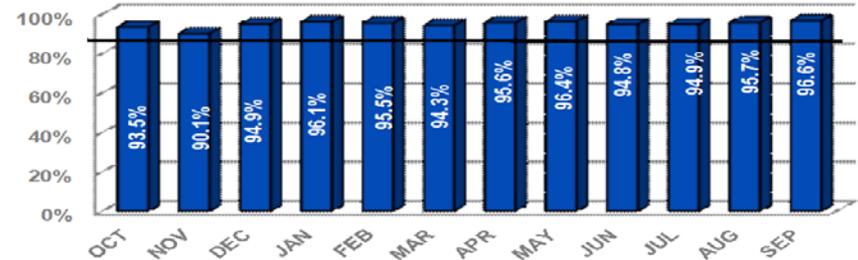
Total

Positive Response	Negative Response	Total Response	Percent Positive	Percent Negative
153	4	157	97.45%	2.55%
148	5	153	96.73%	3.27%
150	4	154	97.40%	2.60%
434	8	442	98.19%	1.81%
130	11	141	92.20%	7.80%
134	8	142	94.37%	5.63%
1149	40	1189	96.64%	3.36%

First Call Resolution - Cumulative
SLA > 85%

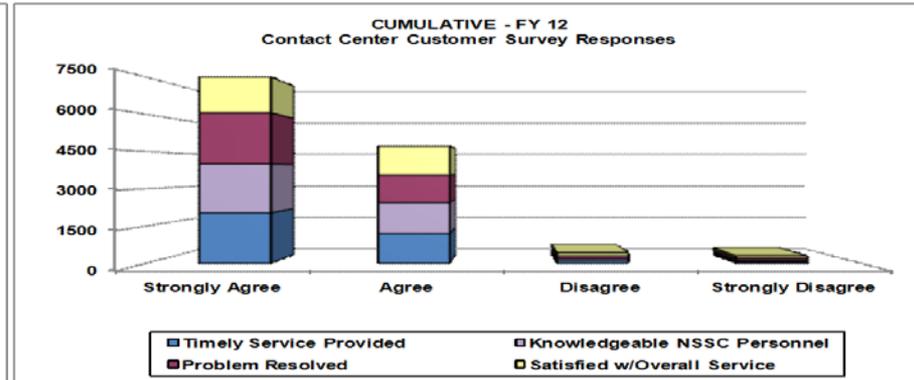
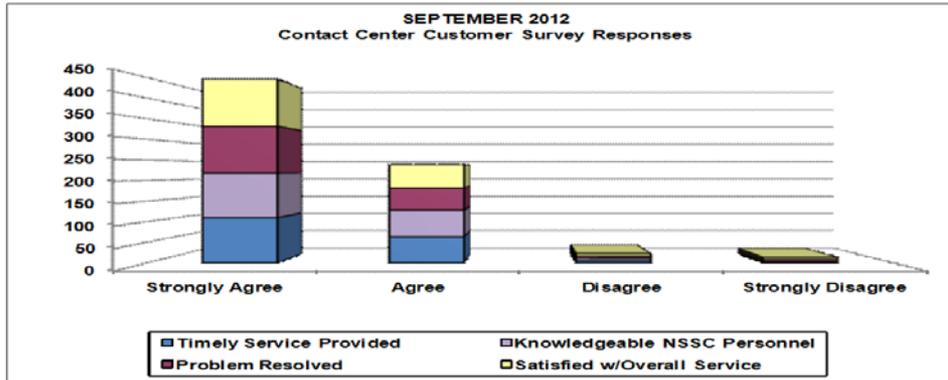


Customer Satisfaction Tier 1- Cumulative
SLI >=85%

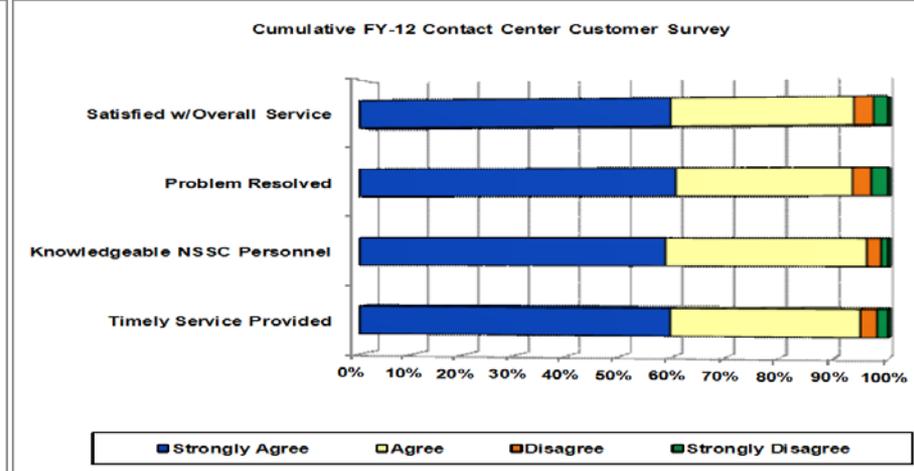
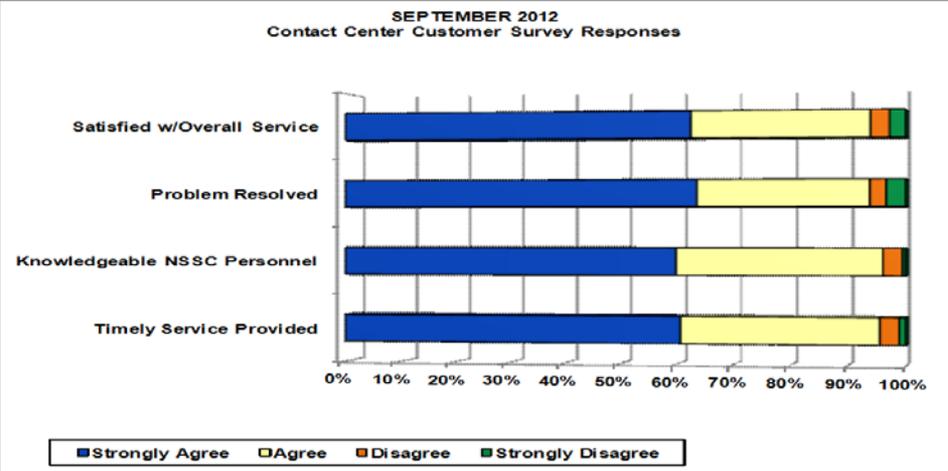


Customer Contact Center Customer Satisfaction Survey

CUSTOMER SATISFACTION SURVEY - FY 12



	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JLY	AUG	SEP
Monthly Satisfaction	96.21%	93.53%	92.66%	91.64%	92.92%	96.62%	94.40%	92.71%	93.75%	93.25%	94.14%	93.96%
Cumulative Satisfaction	96.21%	94.74%	94.08%	93.54%	93.46%	93.86%	93.93%	93.80%	93.79%	93.75%	93.78%	93.78%

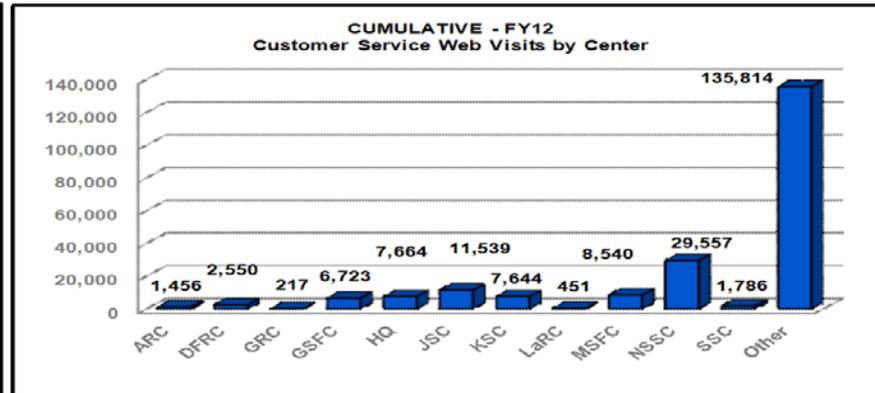
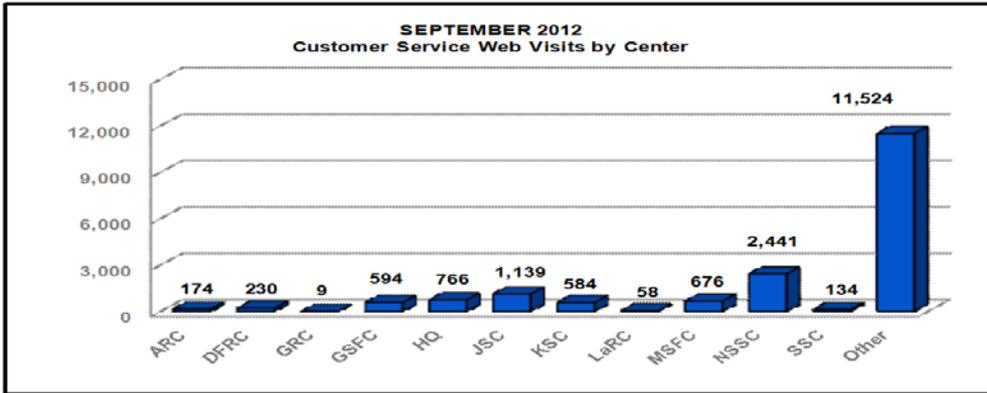


Assessment: 95.58% of the randomly selected customers responded that Timely Service was provided; 96.11% of the randomly selected customers thought the NSSC Personnel were Knowledgeable; 93.85% of randomly selected customers thought that their problem was resolved to their satisfaction; 93.96% of the randomly selected customers were satisfied with the overall service of the NSSC.

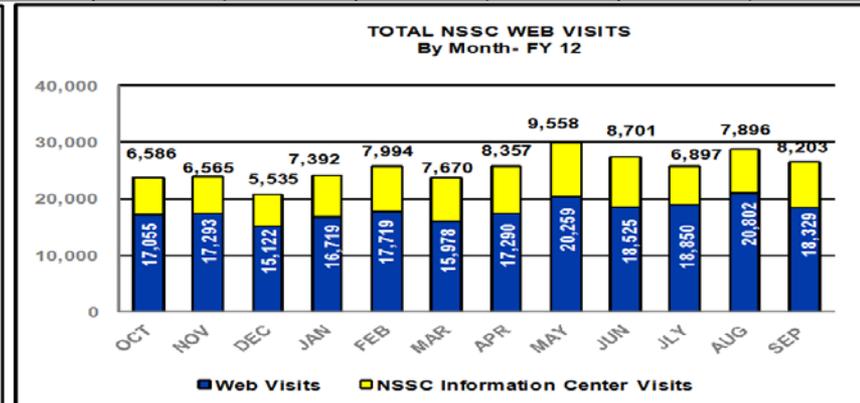
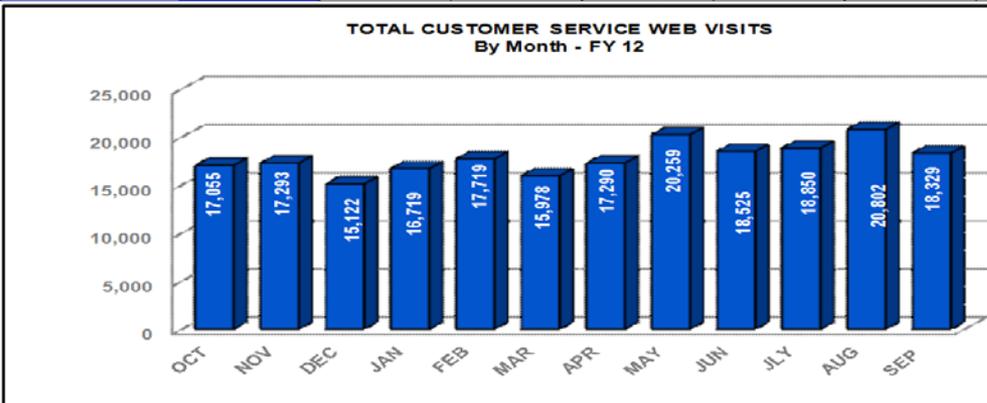
Customer Service Web Visits By Center

CUSTOMER SERVICE WEB VISITS

Service Level Indicator: Website availability 99.95%



Standard	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JLY	AUG	SEP
99.95%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Cumulative YTD - Customer Web Visits	17,055	34,348	49,470	66,189	83,908	99,886	117,176	137,435	155,960	174,810	195,612	213,941
Cumulative YTD - NNSC Information Center Visits	6,586	13,151	18,686	26,078	34,072	41,742	50,099	59,657	68,358	75,255	83,151	91,354
Total YTD FY12	23,641	47,499	68,156	92,267	117,980	141,628	167,275	197,092	224,318	250,065	278,763	305,295

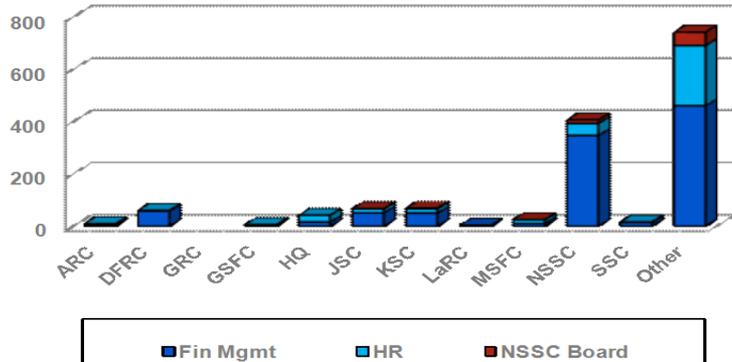


Assessment:

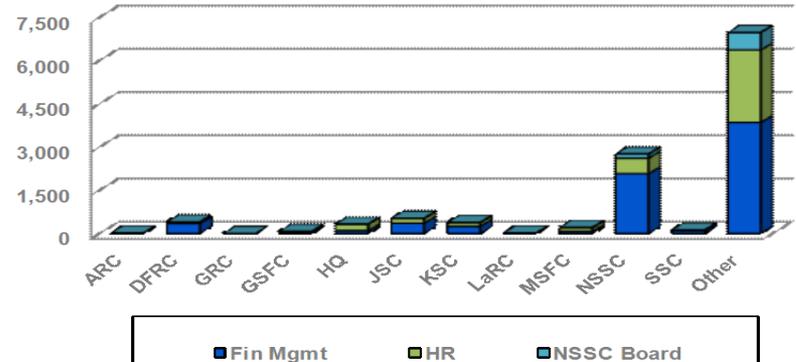
Customer Service Web Site Communities Visits By Center

CUSTOMER SERVICE WEB VISITS BY SITE COMMUNITIES

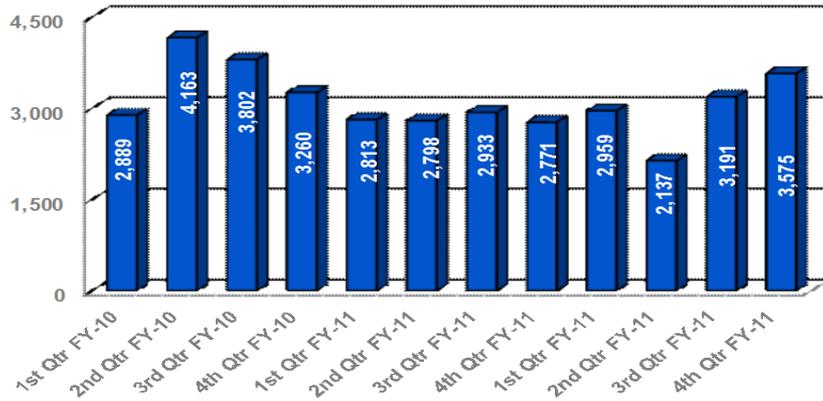
SEPTEMBER 2012
Community Web Visits by Center



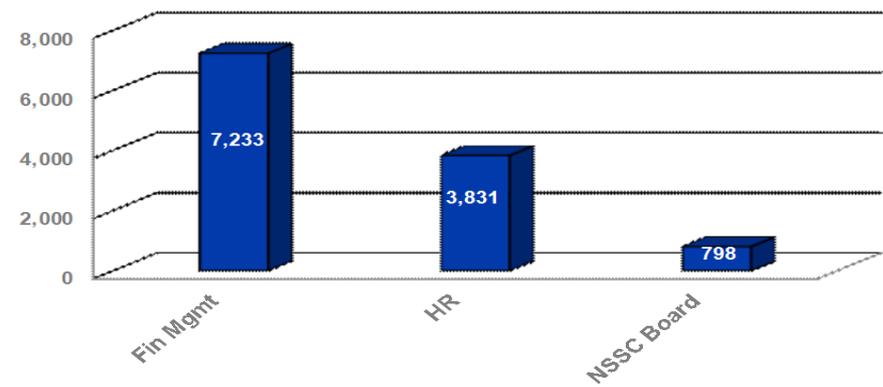
CUMULATIVE FY12
Community Web Visits by Center



Customer Service Web Visits by Communities by Quarter



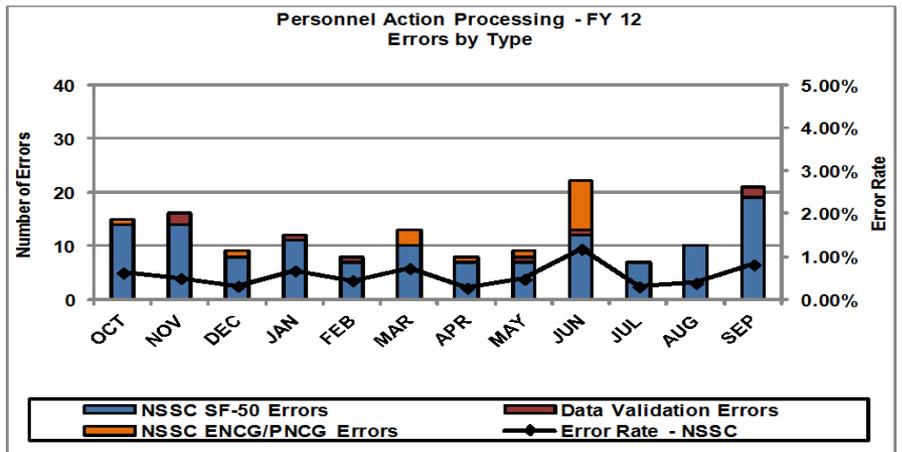
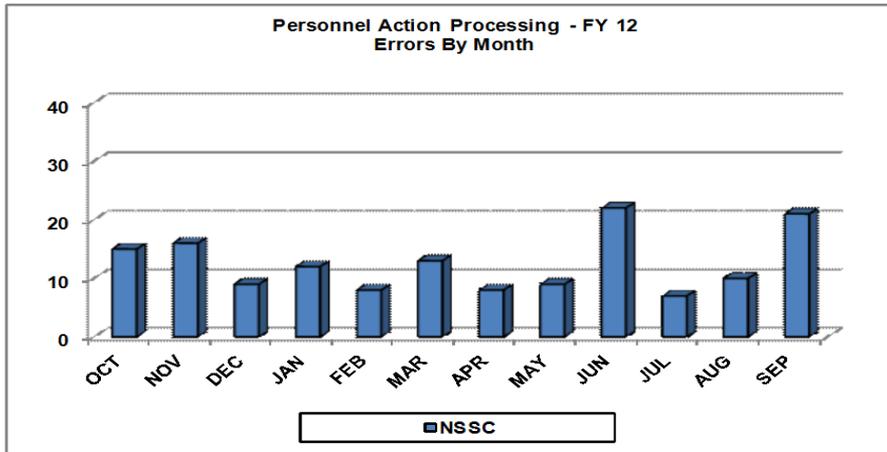
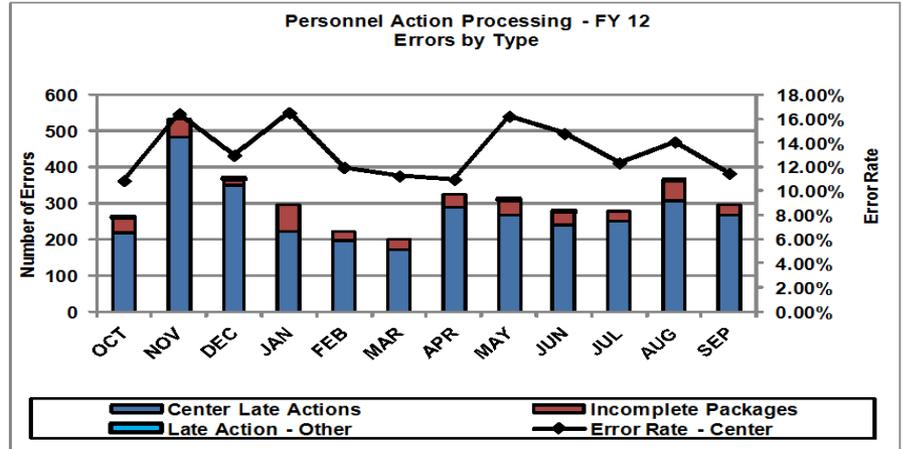
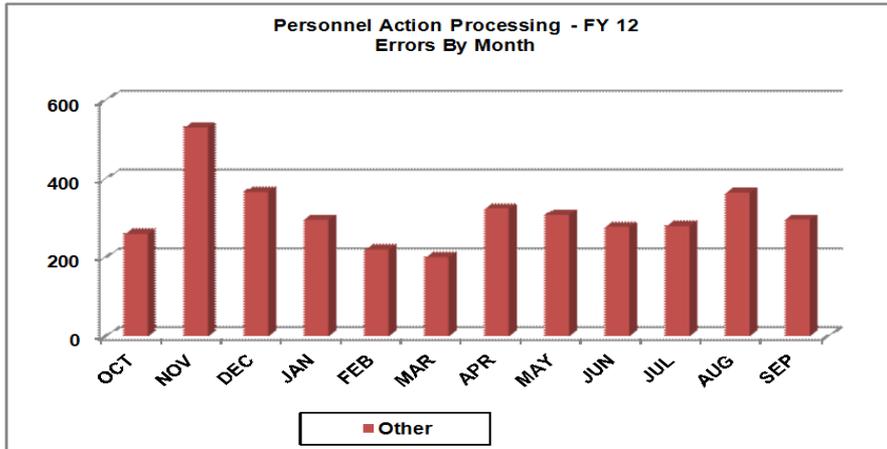
**TOTAL COMMUNITY WEB VISITS
FY 12**



Assessment:

Quality Measurements Personnel Action Processing

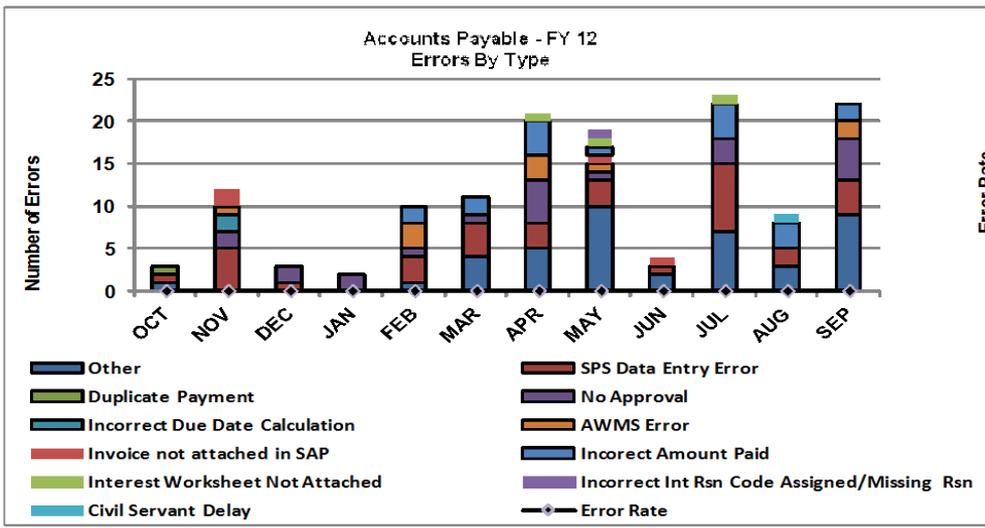
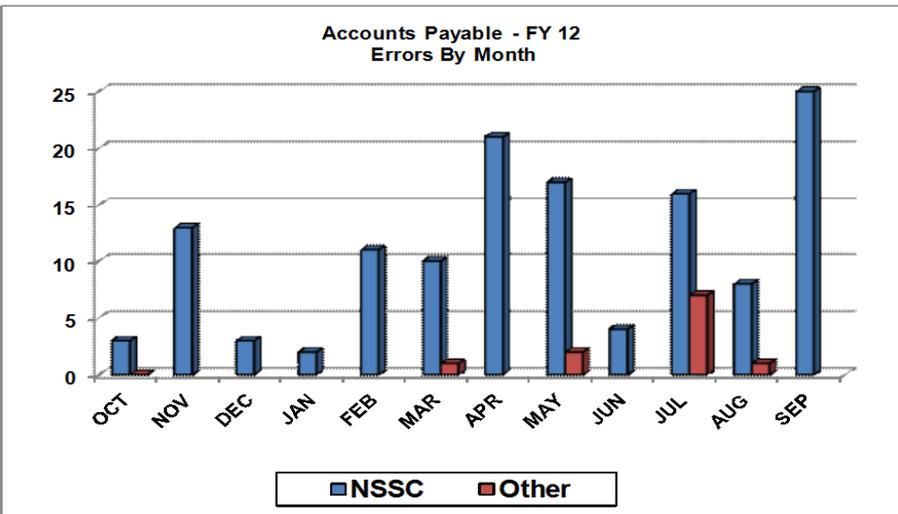
QUALITY MEASUREMENTS - PERSONNEL ACTION PROCESSING - FY 12



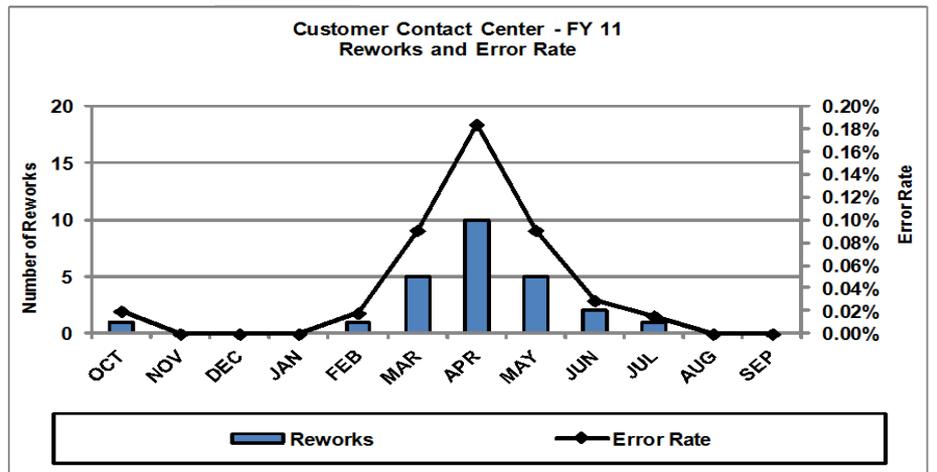
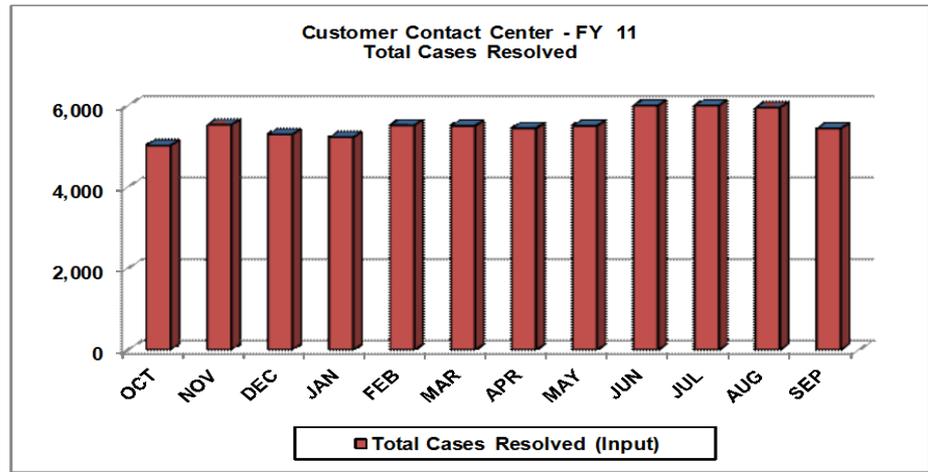
Assessment:

Quality Measurements Accounts Payable & Customer Contact Center

QUALITY MEASUREMENTS - ACCOUNTS PAYABLE - FY 12



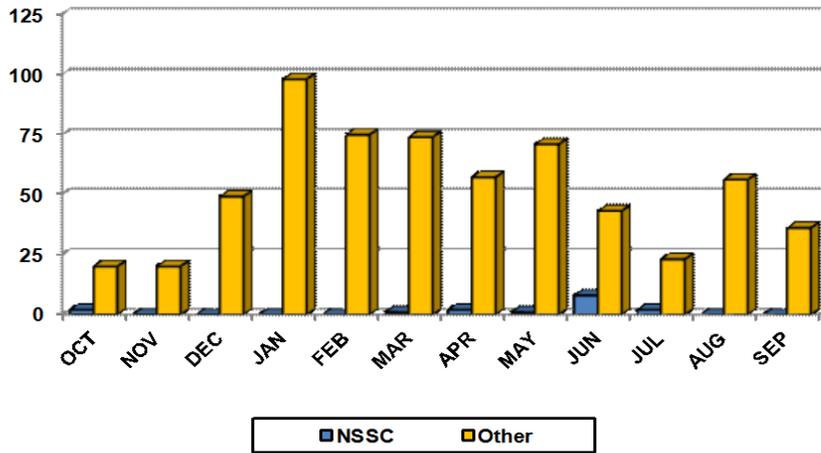
QUALITY MEASUREMENTS - CUSTOMER CONTACT CENTER - FY 12



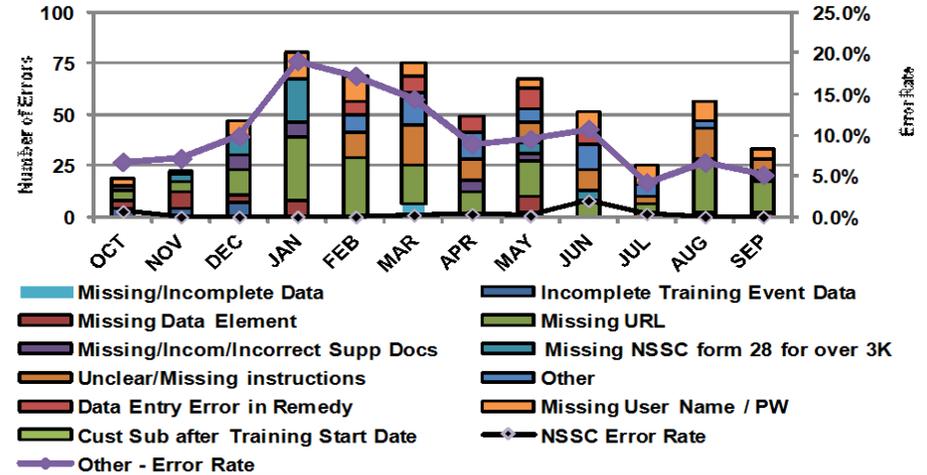
Quality Measurements Training Purchases & Payroll Processing

QUALITY MEASUREMENTS - External Training Purchases - FY 12

External Training Purchases - FY 12
Errors By Month

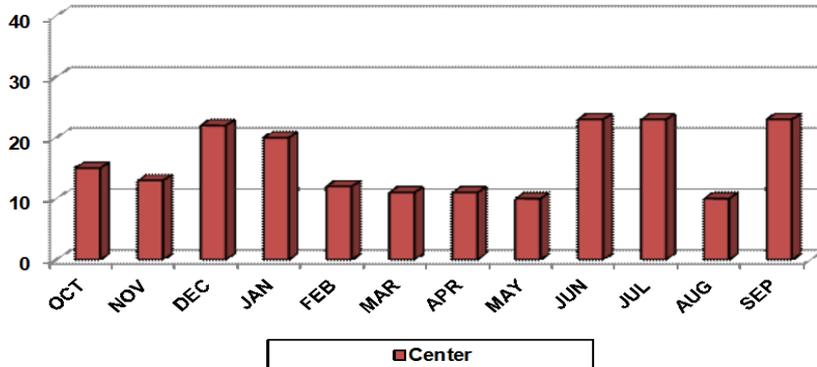


External Training Purchases - FY 12
Errors By Type

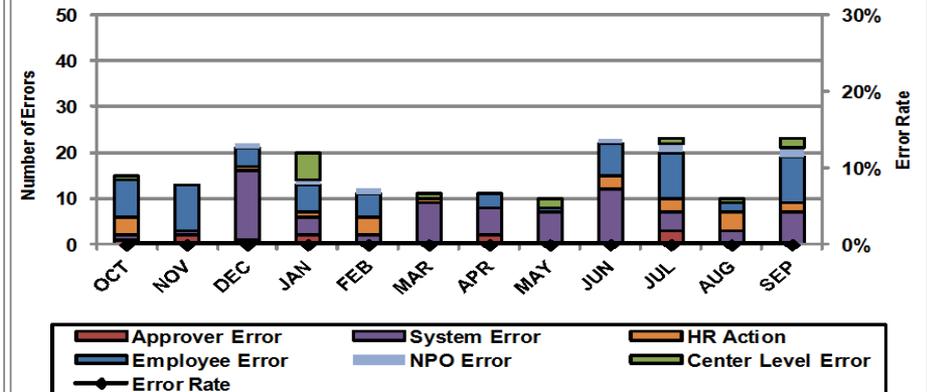


QUALITY MEASUREMENTS - PAYROLL PROCESSING - FY 12

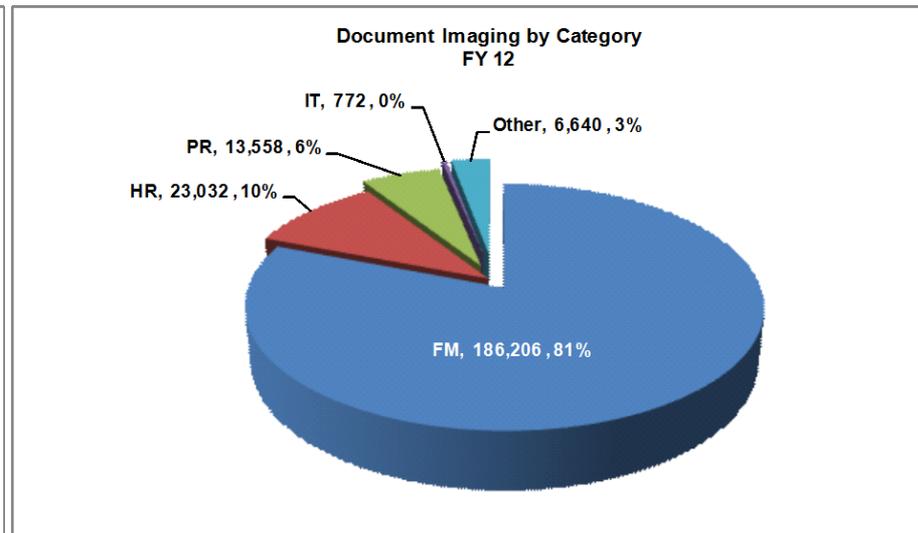
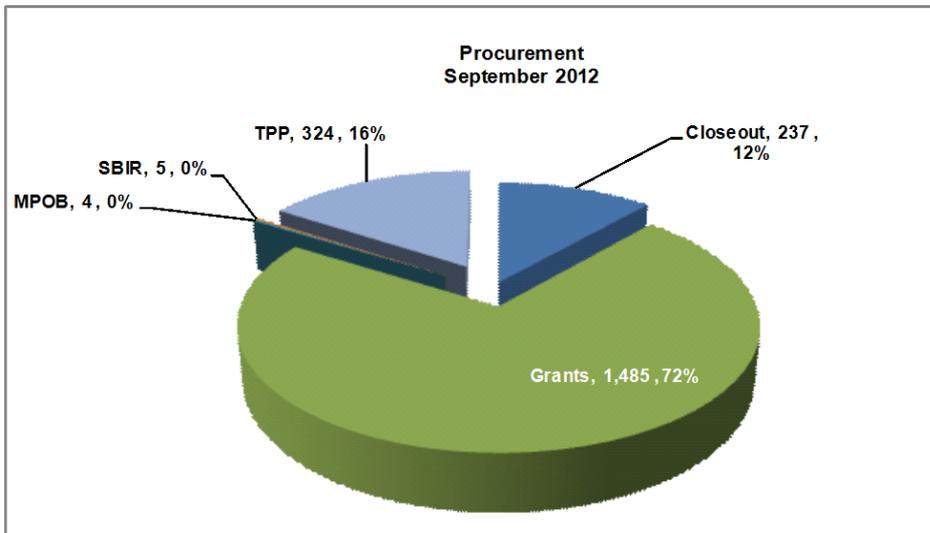
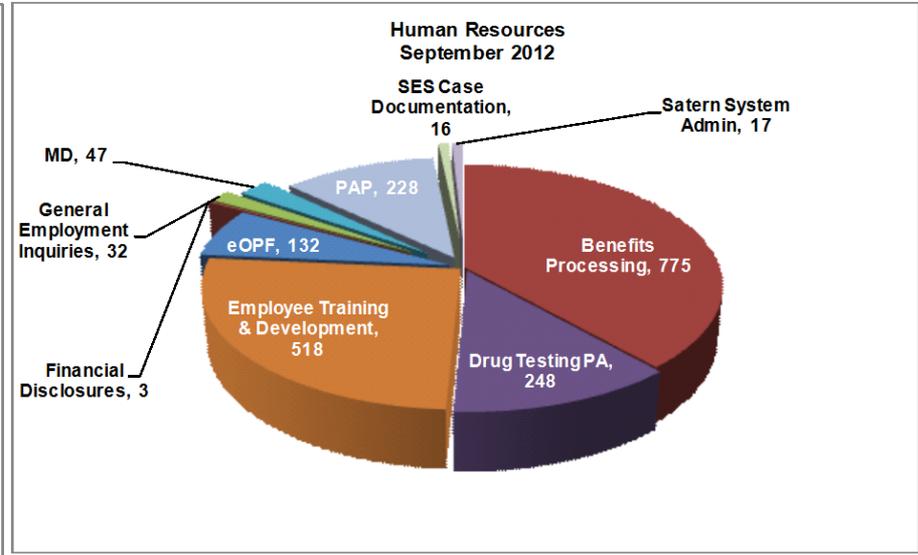
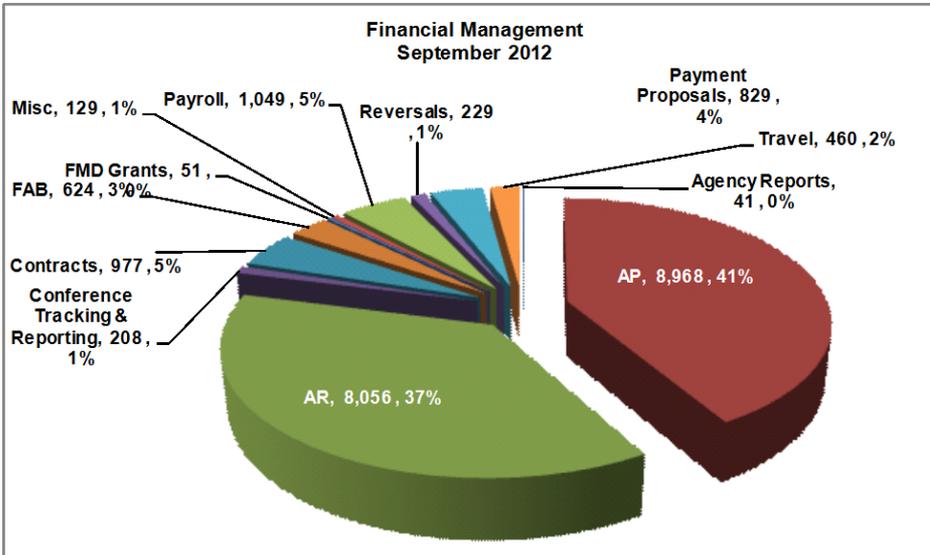
Payroll Processing - FY 12
Errors By Month



Payroll Processing - FY 12
Errors by Type



Document Imaging Documents Processed (By Category and Type)



NSSC Strategic Objectives

- S1** Increase Customer and Stakeholder Awareness
- S2** Expand and Enhance Customer Satisfaction and Communication
- S3** Maintain an Environment of Fiscal Accountability
- S4** Continuous Improvement
- S5** Meet / Exceed Targets for Performance
- S6** New Business
- S7** Attract, Develop, and Retain a High Quality Diverse Workforce

All Centers Consolidated Utilization Report

TOTAL		UTILIZATION						FUNDING				
Functional Area	Service (Transition Month)	FY12 Rate	FY12 Projected Utilization	Current Month Actual Utilization	YTD Actual Utilization	Remaining Balance Utilization	% Remaining Balance	FY 12 Projected \$	Current Month Actual \$	YTD Actual \$	Remaining Balance \$	% Remaining \$
Finance	Total Finance Services							\$23,787,357	\$2,058,926	\$19,647,689	\$4,139,668	17%
	Accounts Payable (Feb-Aug 08)	\$118	109,834	8,557	82,420	27,414	25%	\$12,916,406	\$1,006,298	\$9,692,538	\$3,223,868	25%
	Accounts Receivable (Feb-Aug 08)	\$71	44,785	5,928	51,997	(7,212)	-16%	\$3,181,904	\$421,175	\$3,694,306	(\$512,401)	-16%
	Payroll/Time & Attendance Processing (May 06)	\$75	18,283	1,524	18,283	0	0%	\$1,370,830	\$114,236	\$1,370,830	\$0	0%
	FBWT/224 (Feb-Aug 08)	\$9	205,100	17,119	163,150	41,950	20%	\$1,819,832	\$151,895	\$1,447,614	\$372,218	20%
	Domestic Travel Services (June 06)	\$22	66,788	5,206	49,239	17,549	26%	\$1,459,165	\$113,739	\$1,075,759	\$383,405	26%
	PCS, Foreign and ETDY Services (March 06)	\$344	6,615	462	5,229	1,386	21%	\$2,278,222	\$159,114	\$1,800,880	\$477,342	21%
	PCS/Relocation Counseling (Oct 06)	\$1,992	305	40	207	98	32%	\$607,622	\$79,688	\$412,386	\$195,236	32%
	Conference Reporting (Oct 09)	\$8	18,283	1,524	18,283	0	0%	\$153,376	\$12,781	\$153,376	\$0	0%
Human Resources	Total Human Resources Services							\$15,082,673	\$1,269,619	\$15,004,055	\$78,619	1%
	Support to Personnel Programs (March 06)	\$144	18,283	1,524	18,283	0	0%	\$2,630,605	\$219,217	\$2,630,605	\$0	0%
	Employee Development and Training (July 06)	\$102	18,283	1,524	18,283	0	0%	\$1,867,088	\$155,591	\$1,867,088	\$0	0%
	Employee Benefits (March 06)	\$186	18,283	1,524	18,283	0	0%	\$3,408,384	\$284,032	\$3,408,384	\$0	0%
	HR & Training Information Systems (July 07)	\$167	18,283	1,524	18,283	0	0%	\$3,057,481	\$254,790	\$3,057,481	\$0	0%
	Record Keeping (Jan 08)	\$49	18,283	1,524	18,283	0	0%	\$887,798	\$73,983	\$887,798	\$0	0%
	Personnel Action Processing (Jan 08)	\$88	24,945	2,544	27,648	(2,703)	0%	\$2,198,301	\$224,192	\$2,436,505	(\$238,204)	0%
	SES Case Documentation (April 06)	\$7,737	51	4	25	26	51%	\$394,574	\$30,947	\$193,419	\$201,156	51%
	Financial Disclosure Processing (Oct 09)	\$30	10,095	136	10,884	(789)	0%	\$303,513	\$4,089	\$327,235	(\$23,722)	0%
	On-Line Course Management (Oct 10)	\$76	4,426	301	2,584	1,842	42%	\$334,928	\$22,778	\$195,539	\$139,390	42%
Procurement	Total Procurement Services							\$12,430,247	\$1,276,501	\$11,360,963	\$1,069,284	9%
	Procurement Processing and Other Admin Services (March 06)	\$47	18,283	1,524	18,283	0	0%	\$859,608	\$71,634	\$859,608	\$0	0%
	Agency Contracting Services (March 06)	\$59	18,283	1,524	18,283	0	0%	\$1,075,151	\$89,596	\$1,075,151	\$0	0%
	Grants Award (Oct 06)	\$1,982	1,873	291	1,583	290	15%	\$3,712,543	\$576,802	\$3,137,724	\$574,820	15%
	Grants Administration (Oct 06)	\$965	3,665	379	4,164	(499)	0%	\$3,535,527	\$365,611	\$4,016,899	(\$481,372)	0%
	SBIR/ STTR Award (Oct 06)	\$1,982	618	7	397	221	36%	\$1,224,961	\$13,875	\$786,909	\$438,052	36%
	SBIR/STTR Administration (Oct 06)	\$965	743	32	481	262	35%	\$716,752	\$30,870	\$464,008	\$252,744	35%
	Off-Site Training Purchases Transaction Fee (July 06)	\$98	9,394	683	6,298	3,096	33%	\$921,456	\$66,995	\$617,770	\$303,686	33%
	Off-Site Training Purchases Cancellations	\$98	10	33	333	(323)	0%	\$981	\$3,237	\$32,664	(\$31,683)	0%
	On-Site Training Purchases (July 07)	\$521	735	111	710	25	3%	\$383,267	\$57,881	\$370,231	\$13,036	3%
IT Services	Total IT Services							\$13,265,592	\$988,158	\$12,444,437	\$821,154	6%
	ACES Service Office (Nov 11)	\$33	42,602	0	17,751	24,851	58%	\$1,407,693	\$0	\$586,539	\$821,154	58%
	Enterprise License Management (Oct 09)	\$3	242,218	20,185	242,218	0	0%	\$631,654	\$52,638	\$631,654	\$0	0%
	Enterprise Service Desk	\$338	32,801	2,733	32,801	0	0%	\$11,070,574	\$922,548	\$11,070,574	\$0	0%
	Enterprise Service Request System		0	0	0	0	0%	\$0	\$0	\$0	\$0	0%
	ENS Management Support	\$2	81,171	6,764	81,171	0	0%	\$155,671	\$12,973	\$155,671	\$0	0%
Agency Services	Total Agency Services							\$2,906,234	\$242,186	\$2,906,234	\$0	0%
	I3P Business Office	\$68	42,602	3,550	42,602	0	0%	\$2,906,234	\$242,186	\$2,906,234	\$0	0%
Training Purchases \$	Payment of Training Purchases (Off-Site - July 06; On-Site - July 07)	\$1	18,377,112	2,141,537	17,124,270	1,252,842	7%	\$18,377,112	\$2,141,537	\$17,124,270	\$1,252,842	7%
GRAND TOTAL								\$85,849,215	\$7,976,922	\$78,487,647	\$7,361,568	9%

Note: Utilization Rates are consistent with the SLA which are displayed in whole dollars.

Please liquidate only the delta between the Current Month Actual \$ on this bill and the Current Month Actual \$ on the September Preliminary Bill distributed via e-mail September 24th which is \$2,555,554.

FY12 Funding Status	FY12 Bill (PPBE)	FY11 Utilization Adjustment	Adjusted FY12 Bill	IPAC's Submitted to Date	% Consumption of Funds Available for FY12*	Remaining FY12 Bill to be IPAC'd	Remaining Balance \$***
Services	\$ 67,472,102	\$ -	\$ 67,472,102	\$ 65,748,535	93%	\$ 1,723,567	\$29,743,881
Payment of Training Purchases	\$ 18,377,112	\$ -	\$ 18,377,112	\$ 17,256,209	99%	\$ 1,120,903	\$ 131,939
Total	\$ 85,849,214	\$ -	\$ 85,849,214	\$ 83,004,744	95%	\$ 2,844,470	\$29,875,820

ARC Center Utilization Report

ARC		UTILIZATION						FUNDING				
Functional Area	Service (Transition Month)	FY12 Rate	FY12 Projected Utilization	Current Month Actual Utilization	YTD Actual Utilization	Remaining Balance Utilization	% Remaining Balance	FY12 Projected \$	Current Month Actual \$	YTD Actual \$	Remaining Balance \$	% Remaining \$
Finance	Total Finance Services							\$2,216,571	\$195,406	\$1,807,955	\$408,616	18%
	Accounts Payable (Feb-Aug 08)	\$118	9,526	822	7,264	2,262	24%	\$1,120,251	\$96,667	\$854,242	\$266,010	24%
	Accounts Receivable (Feb-Aug 08)	\$71	7,479	557	6,816	663	9%	\$531,371	\$39,574	\$484,266	\$47,105	9%
	Payroll/Time & Attendance Processing (May 06)	\$75	1,231	103	1,231	0	0%	\$92,299	\$7,692	\$92,299	\$0	0%
	FBWT/224 (Feb-Aug 08)	\$9	19,079	1,599	14,924	4,155	22%	\$169,286	\$14,188	\$132,419	\$36,867	22%
	Domestic Travel Services (June 06)	\$22	5,200	386	3,577	1,623	31%	\$113,608	\$8,433	\$78,149	\$35,459	31%
	PCS, Foreign and ETDY Services (March 06)	\$344	440	35	338	102	23%	\$151,537	\$12,054	\$116,408	\$35,129	23%
	PCS/Relocation Counseling (Oct 06)	\$1,992	14	8	20	(6)	0%	\$27,891	\$15,938	\$39,844	(\$11,953)	0%
	Conference Reporting (Oct 09)	\$8	1,231	103	1,231	0	0%	\$10,327	\$861	\$10,327	\$0	0%
Human Resources	Total Human Resources Services							\$983,198	\$89,434	\$989,428	(\$6,230)	0%
	Support to Personnel Programs (March 06)	\$144	1,231	103	1,231	0	0%	\$177,121	\$14,760	\$177,121	\$0	0%
	Employee Development and Training (July 06)	\$102	1,231	103	1,231	0	0%	\$125,713	\$10,476	\$125,713	\$0	0%
	Employee Benefits (March 06)	\$186	1,231	103	1,231	0	0%	\$229,490	\$19,124	\$229,490	\$0	0%
	HR & Training Information Systems (July 07)	\$167	1,231	103	1,231	0	0%	\$205,863	\$17,155	\$205,863	\$0	0%
	Record Keeping (Jan 08)	\$49	1,231	103	1,231	0	0%	\$59,776	\$4,981	\$59,776	\$0	0%
	Personnel Action Processing (Jan 08)	\$88	1,500	150	1,783	(283)	0%	\$132,189	\$13,219	\$157,128	(\$24,940)	0%
	SES Case Documentation (April 06)	\$7,737	4	1	1	3	75%	\$30,947	\$7,737	\$7,737	\$23,210	75%
	Financial Disclosure Processing (Oct 09)	\$30	735	8	784	(49)	0%	\$22,098	\$241	\$23,572	(\$1,473)	0%
	On-Line Course Management (Oct 10)	\$76	0	23	40	(40)	0%	\$0	\$1,740	\$3,027	(\$3,027)	0%
Procurement	Total Procurement Services							\$1,031,520	\$101,289	\$1,003,514	\$28,006	3%
	Procurement Processing and Other Admin Services (March 06)	\$47	1,231	103	1,231	0	0%	\$57,878	\$4,823	\$57,878	\$0	0%
	Agency Contracting Services (March 06)	\$59	1,231	103	1,231	0	0%	\$72,391	\$6,033	\$72,391	\$0	0%
	Grants Award (Oct 06)	\$1,982	95	15	90	5	5%	\$188,303	\$29,732	\$178,392	\$9,911	5%
	Grants Administration (Oct 06)	\$965	329	45	380	(51)	0%	\$317,377	\$43,410	\$366,576	(\$49,198)	0%
	SBIR/ STTR Award (Oct 06)	\$1,982	94	0	67	27	29%	\$186,321	\$0	\$132,803	\$53,518	29%
	SBIR/STTR Administration (Oct 06)	\$965	130	6	112	18	14%	\$125,408	\$5,788	\$108,043	\$17,364	14%
	Off-Site Training Purchases Transaction Fee (July 06)	\$98	775	91	741	34	4%	\$76,020	\$8,926	\$72,685	\$3,335	4%
	Off-Site Training Purchases Cancellations	\$98	0	5	44	(44)	0%	\$0	\$490	\$4,316	(\$4,316)	0%
	On-Site Training Purchases (July 07)	\$521	15	4	20	(5)	0%	\$7,822	\$2,086	\$10,429	(\$2,607)	0%
IT Services	Total Information Technology (IT) Services							\$334,075	\$24,801	\$312,808	\$21,268	6%
	ACES Service Office (Nov 11)	\$33	1,103	0	460	644	58%	\$36,459	\$0	\$15,191	\$21,268	58%
	Enterprise License Management (Oct 09)	\$3	10,054	838	10,054	0	0%	\$26,219	\$2,185	\$26,219	\$0	0%
	Enterprise Service Desk	\$338	781	65	781	0	0%	\$263,556	\$21,963	\$263,556	\$0	0%
	Enterprise Service Request System		0	0	0	0	0%	\$0	\$0	\$0	\$0	0%
	ENS Management Support	\$2	4,089	341	4,089	0	0%	\$7,842	\$653	\$7,842	\$0	0%
Agency Services	Total Agency Services							\$75,271	\$6,273	\$75,271	\$0	0%
	I3P Business Office	\$68	1,103	92	1,103	0	0%	\$75,271	\$6,273	\$75,271	\$0	0%
Training Purchases \$	Payment of Training Purchases (Off-Site - July 06; On-Site - July 07)	\$1	1,150,000	175,603	1,248,265	(98,265)	0%	\$1,150,000	\$175,603	\$1,248,265	(\$98,265)	0%
GRAND TOTAL								\$5,790,636	\$592,805	\$5,437,240	\$353,396	6%

Note: Utilization Rates are consistent with the SLA which are displayed in whole dollars.

Please liquidate only the delta between the Current Month Actual \$ on this bill and the Current Month Actual \$ on the September Preliminary Bill distributed via e-mail September 24th which is \$228,742.

FY12 Funding Status	FY12 Bill (PPBE)	FY11 Utilization Adjustment	Adjusted FY12 Bill	IPAC's Submitted to Date	% Consumption of Funds Available for FY12**	Remaining FY12 Bill to be IPAC'd	Remaining Balance \$***
Services	\$ 4,640,636	\$ -	\$ 4,640,636	\$ 4,619,368	91%	\$ 21,268	\$ 430,393
Payment of Training Purchases	\$ 1,150,000	\$ -	\$ 1,150,000	\$ 1,260,730	99%	\$ (110,730)	\$ 12,465
Total	\$ 5,790,636	\$ -	\$ 5,790,636	\$ 5,880,098	92%	\$ (89,462)	\$ 442,858

DFRC Center Utilization Report

DFRC	Functional Area	Service (Transition Month)	UTILIZATION					FUNDING				
			FY12 Rate	FY12 Projected Utilization	Current Month Actual Utilization	YTD Actual Utilization	Remaining Balance Utilization	% Remaining Balance	FY 12 Projected \$	Current Month Actual \$	YTD Actual \$	Remaining Balance \$
Finance	Total Finance Services							\$850,461	\$70,163	\$724,569	\$125,892	15%
	Accounts Payable (Feb-Aug 08)	\$118	4,278	337	3,563	715	17%	\$503,090	\$39,631	\$419,006	\$84,084	17%
	Accounts Receivable (Feb-Aug 08)	\$71	1,212	204	1,586	(374)	-31%	\$86,111	\$14,494	\$112,683	(\$26,572)	-31%
	Payroll/Time & Attendance Processing (May 06)	\$75	555	46	555	0	0%	\$41,613	\$3,468	\$41,613	\$0	0%
	FBWT/224 (Feb-Aug 08)	\$9	7,211	590	6,072	1,139	16%	\$63,983	\$5,235	\$53,876	\$10,106	16%
	Domestic Travel Services (June 06)	\$22	2,200	148	1,459	741	34%	\$48,065	\$3,233	\$31,876	\$16,189	34%
	PCS, Foreign and ETDY Services (March 06)	\$344	189	5	142	47	25%	\$65,092	\$1,722	\$48,905	\$16,187	25%
	PCS/Relocation Counseling (Oct 06)	\$1,992	19	1	6	13	68%	\$37,852	\$1,992	\$11,953	\$25,899	68%
	Conference Reporting (Oct 09)	\$8	555	46	555	0	0%	\$4,656	\$388	\$4,656	\$0	0%
Human Resources	Total Human Resources Services							\$472,738	\$37,944	\$467,688	\$5,050	1%
	Support to Personnel Programs (March 06)	\$144	555	46	555	0	0%	\$79,856	\$6,655	\$79,856	\$0	0%
	Employee Development and Training (July 06)	\$102	555	46	555	0	0%	\$56,678	\$4,723	\$56,678	\$0	0%
	Employee Benefits (March 06)	\$186	555	46	555	0	0%	\$103,466	\$8,622	\$103,466	\$0	0%
	HR & Training Information Systems (July 07)	\$167	555	46	555	0	0%	\$92,814	\$7,735	\$92,814	\$0	0%
	Record Keeping (Jan 08)	\$49	555	46	555	0	0%	\$26,950	\$2,246	\$26,950	\$0	0%
	Personnel Action Processing (Jan 08)	\$88	943	89	895	48	5%	\$83,103	\$7,843	\$78,873	\$4,230	5%
	SES Case Documentation (April 06)	\$7,737	2	0	2	0	0%	\$15,474	\$0	\$15,474	\$0	0%
	Financial Disclosure Processing (Oct 09)	\$30	353	4	366	(13)	0%	\$10,613	\$120	\$11,004	(\$391)	0%
	On-Line Course Management (Oct 10)	\$76	50	0	34	16	32%	\$3,784	\$0	\$2,573	\$1,211	32%
Procurement	Total Procurement Services							\$181,934	\$12,791	\$188,831	(\$6,897)	0%
	Procurement Processing and Other Admin Services (March 06)	\$47	555	46	555	0	0%	\$26,095	\$2,175	\$26,095	\$0	0%
	Agency Contracting Services (March 06)	\$59	555	46	555	0	0%	\$32,638	\$2,720	\$32,638	\$0	0%
	Grants Award (Oct 06)	\$1,982	6	1	4	2	33%	\$11,893	\$1,982	\$7,929	\$3,964	33%
	Grants Administration (Oct 06)	\$965	10	2	43	(33)	0%	\$9,647	\$1,929	\$41,481	(\$31,834)	0%
	SBIR/ STTR Award (Oct 06)	\$1,982	18	0	17	1	6%	\$35,678	\$0	\$33,696	\$1,982	6%
	SBIR/STTR Administration (Oct 06)	\$965	22	0	18	4	18%	\$21,223	\$0	\$17,364	\$3,859	18%
	Off-Site Training Purchases Transaction Fee (July 06)	\$98	350	30	203	147	42%	\$34,331	\$2,943	\$19,912	\$14,419	42%
	Off-Site Training Purchases Cancellations	\$98	0	0	14	(14)	0%	\$0	\$0	\$1,373	(\$1,373)	0%
	On-Site Training Purchases (July 07)	\$521	20	2	16	4	20%	\$10,429	\$1,043	\$8,343	\$2,086	20%
IT Services	Total Information Technology (IT) Services							\$194,296	\$14,717	\$183,977	\$10,320	5%
	ACES Service Office (Nov 11)	\$33	535	0	223	312	58%	\$17,691	\$0	\$7,371	\$10,320	58%
	Enterprise License Management (Oct 09)	\$3	4,161	347	4,161	0	0%	\$10,851	\$904	\$10,851	\$0	0%
	Enterprise Service Desk	\$338	483	40	483	0	0%	\$162,922	\$13,577	\$162,922	\$0	0%
	Enterprise Service Request System		0	0	0	0	0%	\$0	\$0	\$0	\$0	0%
	ENS Management Support	\$2	1,477	123	1,477	0	0%	\$2,833	\$236	\$2,833	\$0	0%
Agency Services	Total Agency Services							\$36,524	\$3,044	\$36,524	\$0	0%
	I3P Business Office	\$68	535	45	535	0	0%	\$36,524	\$3,044	\$36,524	\$0	0%
Training Purchases \$	Payment of Training Purchases (Off-Site - July 06; On-Site - July 07)	\$1	750,000	57,299	586,557	163,443	22%	\$750,000	\$57,299	\$586,557	\$163,443	22%
GRAND TOTAL								\$2,485,953	\$195,959	\$2,188,145	\$297,808	12%

Note: Utilization Rates are consistent with the SLA which are displayed in whole dollars.

Please liquidate only the delta between the Current Month Actual \$ on this bill and the Current Month Actual \$ on the September Preliminary Bill distributed via e-mail September 24th which is \$71,574.

FY12 Funding Status	FY12 Bill (PPBE)	FY11 Utilization Adjustment	Adjusted FY12 Bill	IPAC's Submitted to Date	% Consumption of Funds Available for FY12**	Remaining FY12 Bill to be IPAC'd	Remaining Balance \$***
Services	\$ 1,735,953	\$ -	\$ 1,735,953	\$ 1,725,633	93%	\$ 10,320	\$ 124,045
Payment of Training Purchases	\$ 750,000	\$ -	\$ 750,000	\$ 640,000	92%	\$ 110,000	\$ 53,443
Total	\$ 2,485,953	\$ -	\$ 2,485,953	\$ 2,365,633	92%	\$ 120,320	\$ 177,488

GRC Center Utilization Report

GRC		UTILIZATION						FUNDING				
Functional Area	Service (Transition Month)	FY12 Rate	FY12 Projected Utilization	Current Month Actual Utilization	YTD Actual Utilization	Remaining Balance Utilization	% Remaining Balance	FY12 Projected \$	Current Month Actual \$	YTD Actual \$	Remaining Balance \$	% Remaining \$
Finance	Total Finance Services							\$1,921,008	\$156,709	\$1,604,065	\$316,942	16%
	Accounts Payable (Feb-Aug 08)	\$118	10,100	785	7,962	2,138	21%	\$1,187,753	\$92,315	\$936,326	\$251,427	21%
	Accounts Receivable (Feb-Aug 08)	\$71	2,736	287	2,520	216	8%	\$194,389	\$20,391	\$179,042	\$15,346	8%
	Payroll/Time & Attendance Processing (May 06)	\$75	1,652	138	1,652	0	0%	\$123,888	\$10,324	\$123,888	\$0	0%
	FBWT/224 (Feb-Aug 08)	\$9	16,494	1,457	13,978	2,516	15%	\$146,350	\$12,928	\$124,025	\$22,324	15%
	Domestic Travel Services (June 06)	\$22	5,000	522	4,659	341	7%	\$109,239	\$11,405	\$101,788	\$7,450	7%
	PCS, Foreign and ETDY Services (March 06)	\$344	330	18	265	65	20%	\$113,653	\$6,199	\$91,267	\$22,386	20%
	PCS/Relocation Counseling (Oct 06)	\$1,992	16	1	17	(1)	0%	\$31,875	\$1,992	\$33,867	(\$1,992)	0%
	Conference Reporting (Oct 09)	\$8	1,652	138	1,652	0	0%	\$13,861	\$1,155	\$13,861	\$0	0%
Human Resources	Total Human Resources Services							\$1,381,431	\$105,535	\$1,298,568	\$82,863	6%
	Support to Personnel Programs (March 06)	\$144	1,652	138	1,652	0	0%	\$237,740	\$19,812	\$237,740	\$0	0%
	Employee Development and Training (July 06)	\$102	1,652	138	1,652	0	0%	\$168,737	\$14,061	\$168,737	\$0	0%
	Employee Benefits (March 06)	\$186	1,652	138	1,652	0	0%	\$308,031	\$25,669	\$308,031	\$0	0%
	HR & Training Information Systems (July 07)	\$167	1,652	138	1,652	0	0%	\$276,319	\$23,027	\$276,319	\$0	0%
	Record Keeping (Jan 08)	\$49	1,652	138	1,652	0	0%	\$80,234	\$6,686	\$80,234	\$0	0%
	Personnel Action Processing (Jan 08)	\$88	2,062	182	2,111	(49)	0%	\$181,716	\$16,039	\$186,034	(\$4,318)	0%
	SES Case Documentation (April 06)	\$7,737	4	0	0	4	100%	\$30,947	\$0	\$0	\$30,947	100%
	Financial Disclosure Processing (Oct 09)	\$30	1,050	8	1,022	28	3%	\$31,569	\$241	\$30,727	\$842	3%
	On-Line Course Management (Oct 10)	\$76	874	0	142	732	84%	\$66,138	\$0	\$10,746	\$55,393	84%
Procurement	Total Procurement Services							\$832,365	\$54,523	\$691,429	\$140,937	17%
	Procurement Processing and Other Admin Services (March 06)	\$47	1,652	138	1,652	0	0%	\$77,687	\$6,474	\$77,687	\$0	0%
	Agency Contracting Services (March 06)	\$59	1,652	138	1,652	0	0%	\$97,166	\$8,097	\$97,166	\$0	0%
	Grants Award (Oct 06)	\$1,982	50	11	30	20	40%	\$99,107	\$21,804	\$59,464	\$39,643	40%
	Grants Administration (Oct 06)	\$965	113	8	108	5	4%	\$109,008	\$7,717	\$104,185	\$4,823	4%
	SBIR/ STTR Award (Oct 06)	\$1,982	107	1	77	30	28%	\$212,089	\$1,982	\$152,625	\$59,464	28%
	SBIR/STTR Administration (Oct 06)	\$965	130	3	97	33	25%	\$125,408	\$2,894	\$93,573	\$31,834	25%
	Off-Site Training Purchases Transaction Fee (July 06)	\$98	875	44	650	225	26%	\$85,829	\$4,316	\$63,758	\$22,070	26%
	Off-Site Training Purchases Cancellations	\$98	0	2	50	(50)	0%	\$0	\$196	\$4,904	(\$4,904)	0%
	On-Site Training Purchases (July 07)	\$521	50	2	73	(23)	0%	\$26,073	\$1,043	\$38,066	(\$11,993)	0%
IT Services	Total Information Technology (IT) Services							\$428,986	\$32,127	\$403,636	\$25,350	6%
	ACES Service Office (Nov 11)	\$33	1,315	0	548	767	58%	\$43,458	\$0	\$18,107	\$25,350	58%
	Enterprise License Management (Oct 09)	\$3	10,676	890	10,676	0	0%	\$27,841	\$2,320	\$27,841	\$0	0%
	Enterprise Service Desk	\$338	1,039	87	1,039	0	0%	\$350,664	\$29,222	\$350,664	\$0	0%
	Enterprise Service Request System		0	0	0	0	0%	\$0	\$0	\$0	\$0	0%
	ENS Management Support	\$2	3,662	305	3,662	0	0%	\$7,023	\$585	\$7,023	\$0	0%
Agency Services	Total Agency Services							\$89,720	\$7,477	\$89,720	\$0	0%
	I3P Business Office	\$68	1,315	110	1,315	0	0%	\$89,720	\$7,477	\$89,720	\$0	0%
Training Purchases \$	Payment of Training Purchases (Off-Site - July 06; On-Site - July 07)	\$1	1,533,947	203,508	2,181,660	(647,713)	0%	\$1,533,947	\$203,508	\$2,181,660	(\$647,713)	0%
GRAND TOTAL								\$6,187,457	\$559,879	\$6,269,078	(\$81,621)	0%

Note: Utilization Rates are consistent with the SLA which are displayed in whole dollars.

Please liquidate only the delta between the Current Month Actual \$ on this bill and the Current Month Actual \$ on the September Preliminary Bill distributed via e-mail September 24th which is \$144,596.

FY12 Funding Status	FY12 Bill (PPBE)	FY11 Utilization Adjustment	Adjusted FY12 Bill	IPAC's Submitted to Date	% Consumption of Funds Available for FY12**	Remaining FY12 Bill to be IPAC'd	Remaining Balance \$***
Services	\$ 4,653,510	\$ -	\$ 4,653,510	\$ 4,628,159	88%	\$ 25,351	\$ 540,742
Payment of Training Purchases	\$ 1,533,947	\$ -	\$ 1,533,947	\$ 2,162,947	101%	\$ (629,000)	\$ (18,713)
Total	\$ 6,187,457	\$ -	\$ 6,187,457	\$ 6,791,106	92%	\$ (603,649)	\$ 522,028

GSFC Center Utilization Report

GSFC	Functional Area	Service (Transition Month)	UTILIZATION					FUNDING					
			FY12 Rate	FY12 Projected Utilization	Current Month Actual Utilization	YTD Actual Utilization	Remaining Balance Utilization	% Remaining Balance	FY 12 Projected \$	Current Month Actual \$	YTD Actual \$	Remaining Balance \$	% Remaining \$
	Finance	Total Finance Services											
		Accounts Payable (Feb-Aug 08)	\$118	25,112	2,053	17,906	7,206	29%	\$4,974,738	\$412,496	\$3,842,266	\$1,132,472	23%
		Accounts Receivable (Feb-Aug 08)	\$71	7,878	867	7,648	230	3%	\$2,953,155	\$241,431	\$2,105,734	\$847,421	29%
		Payroll/Time & Attendance Processing (May 06)	\$75	3,394	283	3,394	0	0%	\$559,720	\$61,599	\$543,378	\$16,341	3%
		FBWT/224 (Feb-Aug 08)	\$9	40,687	3,479	31,593	9,094	22%	\$254,449	\$21,204	\$254,449	\$0	0%
		Domestic Travel Services (June 06)	\$22	10,100	835	8,684	1,416	14%	\$361,012	\$30,869	\$280,322	\$80,690	22%
		PCS, Foreign and ETDY Services (March 06)	\$344	1,445	101	1,174	271	19%	\$220,662	\$18,243	\$189,725	\$30,936	14%
		PCS/Relocation Counseling (Oct 06)	\$1,992	50	1	18	32	64%	\$497,661	\$34,785	\$404,328	\$93,333	19%
		Conference Reporting (Oct 09)	\$8	3,394	283	3,394	0	0%	\$99,610	\$1,992	\$35,860	\$63,751	64%
									\$28,469	\$2,372	\$28,469	\$0	0%
	Human Resources	Total Human Resources Services							\$2,647,784	\$226,045	\$2,721,970	(\$74,185)	0%
		Support to Personnel Programs (March 06)	\$144	3,394	283	3,394	0	0%	\$488,285	\$40,690	\$488,285	\$0	0%
		Employee Development and Training (July 06)	\$102	3,394	283	3,394	0	0%	\$346,563	\$28,880	\$346,563	\$0	0%
		Employee Benefits (March 06)	\$186	3,394	283	3,394	0	0%	\$632,654	\$52,721	\$632,654	\$0	0%
		HR & Training Information Systems (July 07)	\$167	3,394	283	3,394	0	0%	\$567,521	\$47,293	\$567,521	\$0	0%
		Record Keeping (Jan 08)	\$49	3,394	283	3,394	0	0%	\$164,790	\$13,733	\$164,790	\$0	0%
		Personnel Action Processing (Jan 08)	\$88	4,110	477	4,714	(604)	0%	\$362,197	\$42,036	\$415,426	(\$53,228)	0%
		SES Case Documentation (April 06)	\$7,737	3	0	2	1	33%	\$23,210	\$0	\$15,474	\$7,737	33%
		Financial Disclosure Processing (Oct 09)	\$30	1,955	23	2,109	(154)	0%	\$58,778	\$692	\$63,409	(\$4,630)	0%
		On-Line Course Management (Oct 10)	\$76	50	0	368	(318)	0%	\$3,784	\$0	\$27,848	(\$24,064)	0%
	Procurement	Total Procurement Services							\$2,458,950	\$194,133	\$1,884,833	\$574,118	23%
		Procurement Processing and Other Admin Services (March 06)	\$47	3,394	283	3,394	0	0%	\$159,558	\$13,296	\$159,558	\$0	0%
		Agency Contracting Services (March 06)	\$59	3,394	283	3,394	0	0%	\$199,566	\$16,631	\$199,566	\$0	0%
		Grants Award (Oct 06)	\$1,982	525	55	309	216	41%	\$1,040,622	\$109,018	\$612,480	\$428,142	41%
		Grants Administration (Oct 06)	\$965	689	38	672	17	2%	\$664,660	\$36,658	\$648,260	\$16,399	2%
		SBIR/ STTR Award (Oct 06)	\$1,982	75	0	43	32	43%	\$148,660	\$0	\$85,232	\$63,428	43%
		SBIR/STTR Administration (Oct 06)	\$965	98	5	47	51	52%	\$94,538	\$4,823	\$45,340	\$49,198	52%
		Off-Site Training Purchases Transaction Fee (July 06)	\$98	905	56	878	27	3%	\$88,771	\$5,493	\$86,123	\$2,648	3%
		Off-Site Training Purchases Cancellations	\$98	0	4	19	(19)	0%	\$0	\$392	\$1,864	(\$1,864)	0%
		On-Site Training Purchases (July 07)	\$521	120	15	89	31	26%	\$62,574	\$7,822	\$46,409	\$16,165	26%
	IT Services	Total Information Technology (IT) Services							\$1,264,149	\$95,740	\$1,196,910	\$67,238	5%
		ACES Service Office (Nov 11)	\$33	3,488	0	1,454	2,035	58%	\$115,266	\$0	\$48,027	\$67,238	58%
		Enterprise License Management (Oct 09)	\$3	24,872	2,073	24,872	0	0%	\$64,861	\$5,405	\$64,861	\$0	0%
		Enterprise Service Desk	\$338	3,145	262	3,145	0	0%	\$1,061,516	\$88,460	\$1,061,516	\$0	0%
		Enterprise Service Request System		0	0	0	0	0%	\$0	\$0	\$0	\$0	0%
		ENS Management Support	\$2	11,735	978	11,735	0	0%	\$22,506	\$1,875	\$22,506	\$0	0%
	Agency Services	Total Agency Services							\$237,971	\$19,831	\$237,971	\$0	0%
		I3P Business Office	\$68	3,488	291	3,488	0	0%	\$237,971	\$19,831	\$237,971	\$0	0%
	Training Purchases \$	Payment of Training Purchases (Off-Site - July 06; On-Site - July 07)	\$1	1,800,000	130,557	1,974,850	(174,850)	0%	\$1,800,000	\$130,557	\$1,974,850	(\$174,850)	0%
	GRAND TOTAL								\$13,383,592	\$1,078,802	\$11,858,800	\$1,524,792	11%

Note: Utilization Rates are consistent with the SLA which are displayed in whole dollars.

Please liquidate only the delta between the Current Month Actual \$ on this bill and the Current Month Actual \$ on the September Preliminary Bill distributed via e-mail September 24th which is \$349,547.

FY12 Funding Status	FY12 Bill (PPBE)	FY11 Utilization Adjustment	Adjusted FY12 Bill	IPAC's Submitted to Date	% Consumption of Funds Available for FY12**	Remaining FY12 Bill to be IPAC'd	Remaining Balance \$***
Services	\$ 11,583,592	\$ -	\$ 11,583,592	\$ 10,645,170	9%	\$ 938,422	\$ 761,221
Payment of Training Purchases	\$ 1,800,000	\$ -	\$ 1,800,000	\$ 2,050,000	3%	\$ (250,000)	\$ 75,150
Total	\$ 13,383,592	\$ -	\$ 13,383,592	\$ 12,695,170	8%	\$ 688,422	\$ 836,370

HQ Center Utilization Report

HQ		UTILIZATION						FUNDING				
Functional Area	Service (Transition Month)	FY12 Rate	FY12 Projected Utilization	Current Month Actual Utilization	YTD Actual Utilization	Remaining Balance Utilization	% Remaining Balance	FY 12 Projected \$	Current Month Actual \$	YTD Actual \$	Remaining Balance \$	% Remaining \$
Finance	Total Finance Services							\$2,919,784	\$322,434	\$3,122,438	(\$202,654)	0%
	Accounts Payable (Feb-Aug 08)	\$118	11,034	1,052	11,290	(256)	-2%	\$1,297,591	\$123,715	\$1,327,697	(\$30,105)	-2%
	Accounts Receivable (Feb-Aug 08)	\$71	7,801	1,519	11,409	(3,608)	-46%	\$554,249	\$107,923	\$810,592	(\$256,343)	-46%
	Payroll/Time & Attendance Processing (May 06)	\$75	1,420	118	1,420	0	0%	\$106,455	\$8,871	\$106,455	\$0	0%
	FBWT/224 (Feb-Aug 08)	\$9	25,617	2,360	25,280	337	1%	\$227,297	\$20,940	\$224,307	\$2,990	1%
	Domestic Travel Services (June 06)	\$22	9,550	824	7,869	1,681	18%	\$208,646	\$18,003	\$171,920	\$36,726	18%
	PCS, Foreign and ETDY Services (March 06)	\$344	1,260	93	1,213	47	4%	\$433,947	\$32,029	\$417,760	\$16,187	4%
	PCS/Relocation Counseling (Oct 06)	\$1,992	40	5	26	14	35%	\$79,688	\$9,961	\$51,797	\$27,891	35%
	Conference Reporting (Oct 09)	\$8	1,420	118	1,420	0	0%	\$11,911	\$993	\$11,911	\$0	0%
Human Resources	Total Human Resources Services							\$1,304,470	\$105,047	\$1,238,481	\$65,989	5%
	Support to Personnel Programs (March 06)	\$144	1,420	118	1,420	0	0%	\$204,287	\$17,024	\$204,287	\$0	0%
	Employee Development and Training (July 06)	\$102	1,420	118	1,420	0	0%	\$144,994	\$12,083	\$144,994	\$0	0%
	Employee Benefits (March 06)	\$186	1,420	118	1,420	0	0%	\$264,687	\$22,057	\$264,687	\$0	0%
	HR & Training Information Systems (July 07)	\$167	1,420	118	1,420	0	0%	\$237,437	\$19,786	\$237,437	\$0	0%
	Record Keeping (Jan 08)	\$49	1,420	118	1,420	0	0%	\$68,944	\$5,745	\$68,944	\$0	0%
	Personnel Action Processing (Jan 08)	\$88	2,200	224	2,174	26	1%	\$193,877	\$19,740	\$191,586	\$2,291	1%
	SES Case Documentation (April 06)	\$7,737	15	1	12	3	20%	\$116,051	\$7,737	\$92,841	\$23,210	20%
	Financial Disclosure Processing (Oct 09)	\$30	950	19	1,111	(161)	0%	\$28,562	\$571	\$33,403	(\$4,841)	0%
	On-Line Course Management (Oct 10)	\$76	603	4	4	599	99%	\$45,631	\$303	\$303	\$45,328	99%
Procurement	Total Procurement Services							\$4,497,463	\$639,850	\$4,836,256	(\$338,793)	0%
	Procurement Processing and Other Admin Services (March 06)	\$47	1,420	118	1,420	0	0%	\$66,755	\$5,563	\$66,755	\$0	0%
	Agency Contracting Services (March 06)	\$59	1,420	118	1,420	0	0%	\$83,494	\$6,958	\$83,494	\$0	0%
	Grants Award (Oct 06)	\$1,982	975	184	1,013	(38)	0%	\$1,932,584	\$364,713	\$2,007,905	(\$75,321)	0%
	Grants Administration (Oct 06)	\$965	2,149	246	2,575	(426)	0%	\$2,073,083	\$237,310	\$2,484,033	(\$410,951)	0%
	SBIR/ STTR Award (Oct 06)	\$1,982	75	2	47	28	37%	\$148,660	\$3,964	\$93,160	\$55,500	37%
	SBIR/STTR Administration (Oct 06)	\$965	98	8	16	82	84%	\$94,538	\$7,717	\$15,435	\$79,103	84%
	Off-Site Training Purchases Transaction Fee (July 06)	\$98	790	105	643	147	19%	\$77,491	\$10,299	\$63,072	\$14,419	19%
	Off-Site Training Purchases Cancellations	\$98	0	2	37	(37)	0%	\$0	\$196	\$3,629	(\$3,629)	0%
	On-Site Training Purchases (July 07)	\$521	40	6	36	4	10%	\$20,858	\$3,129	\$18,772	\$2,086	10%
IT Services	Total Information Technology (IT) Services							\$667,901	\$50,395	\$631,057	\$36,844	6%
	ACES Service Office (Nov 11)	\$33	1,912	0	796	1,115	58%	\$63,161	\$0	\$26,317	\$36,844	58%
	Enterprise License Management (Oct 09)	\$3	7,056	588	7,056	0	0%	\$18,401	\$1,533	\$18,401	\$0	0%
	Enterprise Service Desk	\$338	1,723	144	1,723	0	0%	\$581,667	\$48,472	\$581,667	\$0	0%
	Enterprise Service Request System		0	0	0	0	0%	\$0	\$0	\$0	\$0	0%
	ENS Management Support	\$2	2,436	203	2,436	0	0%	\$4,672	\$389	\$4,672	\$0	0%
Agency Services	Total Agency Services							\$130,398	\$10,867	\$130,398	\$0	0%
	I3P Business Office	\$68	1,912	159	1,912	0	0%	\$130,398	\$10,867	\$130,398	\$0	0%
Training Purchases \$	Payment of Training Purchases (Off-Site - July 06; On-Site - July 07)	\$1	1,000,000	238,944	865,212	134,788	13%	\$1,000,000	\$238,944	\$865,212	\$134,788	13%
GRAND TOTAL								\$10,520,017	\$1,367,536	\$10,823,843	(\$303,827)	0%

Note: Utilization Rates are consistent with the SLA which are displayed in whole dollars.

Please liquidate only the delta between the Current Month Actual \$ on this bill and the Current Month Actual \$ on the September Preliminary Bill distributed via e-mail September 24th which is \$797,289.

FY12 Funding Status	FY12 Bill (PPBE)	FY11 Utilization Adjustment	Adjusted FY12 Bill	IPAC's Submitted to Date	% Consumption of Funds Available for FY12**	Remaining FY12 Bill to be IPAC'd	Remaining Balance \$***
Services	\$ 9,520,016	\$ -	\$ 9,520,016	\$ 9,324,212	107%	\$ 195,804	\$ (634,419)
Payment of Training Purchases - INSTITUTIONAL	\$ 1,000,000	\$ -	\$ 1,000,000	\$ 715,269	121%	\$ 284,731	\$ (149,943)
Total	\$ 10,520,016	\$ -	\$ 10,520,016	\$ 10,039,481	108%	\$ 480,535	\$ (784,362)

HQ Agency Center Utilization Report

HQ-Agency		UTILIZATION					FUNDING					
Functional Area	Service (Transition Month)	FY12 Rate	FY12 Projected Utilization	Current Month Actual Utilization	YTD Actual Utilization	Remaining Balance Utilization	% Remaining Balance	FY 12 Projected \$	Current Month Actual \$	YTD Actual \$	Remaining Balance \$	% Remaining \$
Finance	Total Finance Services							\$0	\$0	\$0	\$0	0%
	Accounts Payable (Feb-Aug 08)	\$118				0	0%	\$0	\$0	\$0	\$0	0%
	Accounts Receivable (Feb-Aug 08)	\$71				0	0%	\$0	\$0	\$0	\$0	0%
	Payroll/Time & Attendance Processing (May 06)	\$75				0	0%	\$0	\$0	\$0	\$0	0%
	FBWT/224 (Feb-Aug 08)	\$9				0	0%	\$0	\$0	\$0	\$0	0%
	Domestic Travel Services (June 06)	\$22				0	0%	\$0	\$0	\$0	\$0	0%
	PCS, Foreign and ETDY Services (March 06)	\$344				0	0%	\$0	\$0	\$0	\$0	0%
	PCS/Relocation Counseling (Oct 06)	\$1,992				0	0%	\$0	\$0	\$0	\$0	0%
	Conference Reporting (Oct 09)	\$8				0	0%	\$0	\$0	\$0	\$0	0%
Human Resources	Total Human Resources Services							\$0	\$2,649	\$50,171	(\$50,171)	0%
	Support to Personnel Programs (March 06)	\$144				0	0%	\$0	\$0	\$0	\$0	0%
	Employee Development and Training (July 06)	\$102				0	0%	\$0	\$0	\$0	\$0	0%
	Employee Benefits (March 06)	\$186				0	0%	\$0	\$0	\$0	\$0	0%
	HR & Training Information Systems (July 07)	\$167				0	0%	\$0	\$0	\$0	\$0	0%
	Record Keeping (Jan 08)	\$49				0	0%	\$0	\$0	\$0	\$0	0%
	Personnel Action Processing (Jan 08)	\$88				0	0%	\$0	\$0	\$0	\$0	0%
	SES Case Documentation (April 06)	\$7,737				0	0%	\$0	\$0	\$0	\$0	0%
	Financial Disclosure Processing (Oct 09)	\$30				0	0%	\$0	\$0	\$0	\$0	0%
	On-Line Course Management (Oct 10)	\$76	0	35	663	(663)	0%	\$0	\$2,649	\$50,171	(\$50,171)	0%
Procurement	Total Procurement Services							\$981	\$0	\$0	\$981	100%
	Procurement Processing and Other Admin Services (March 06)	\$47				0	0%	\$0	\$0	\$0	\$0	0%
	Agency Contracting Services (March 06)	\$59				0	0%	\$0	\$0	\$0	\$0	0%
	Grants Award (Oct 06)	\$1,982				0	0%	\$0	\$0	\$0	\$0	0%
	Grants Administration (Oct 06)	\$965				0	0%	\$0	\$0	\$0	\$0	0%
	SBIR/ STTR Award (Oct 06)	\$1,982				0	0%	\$0	\$0	\$0	\$0	0%
	SBIR/STTR Administration (Oct 06)	\$965				0	0%	\$0	\$0	\$0	\$0	0%
	Off-Site Training Purchases Transaction Fee (July 06)	\$98				0	0%	\$0	\$0	\$0	\$0	0%
	Off-Site Training Purchases Cancellations	\$98	10			10	100%	\$981	\$0	\$0	\$981	100%
	On-Site Training Purchases (July 07)	\$521				0	0%	\$0	\$0	\$0	\$0	0%
IT Services	Total Information Technology (IT) Services							\$0	\$0	\$0	\$0	0%
	ACES Service Office (Nov 11)	\$33				0	0%	\$0	\$0	\$0	\$0	0%
	Enterprise License Management (Oct 09)	\$3				0	0%	\$0	\$0	\$0	\$0	0%
	Enterprise Service Desk	\$338				0	0%	\$0	\$0	\$0	\$0	0%
	Enterprise Service Request System					0	0%	\$0	\$0	\$0	\$0	0%
	ENS Management Support	\$2				0	0%	\$0	\$0	\$0	\$0	0%
Agency Services	Total Agency Services							\$0	\$0	\$0	\$0	0%
	I3P Business Office	\$68				0	0%	\$0	\$0	\$0	\$0	0%
Training Purchases \$	Payment of Training Purchases (Off-Site - July 06; On-Site - July 07)	\$1	100,000	0	212,724	(112,724)	0%	\$100,000	\$0	\$212,724	(\$112,724)	0%
GRAND TOTAL								\$100,981	\$2,649	\$262,895	(\$161,914)	0%

Note: Utilization Rates are consistent with the SLA which are displayed in whole dollars.

The delta between the Current Month Actual \$ on this bill and the Current Month Actual \$ on the September Preliminary Bill distributed via e-mail September 24th is a credit of (\$1,267) which will have to be applied to the October 2012 bill that will be published in November.

FY12 Funding Status	FY12 Bill (PPBE)	FY11 Utilization Adjustment	Adjusted FY12 Bill	IPAC's Submitted to Date	% Consumption of Funds Available for FY12**	Remaining FY12 Bill to be IPAC'd	Remaining Balance \$***
Services	\$ 981	\$ -	\$ 981	\$ 66,910	75%	\$ (65,929)	\$ 16,739
Payment of Training Purchases - AGENCY	\$ 100,000	\$ -	\$ 100,000	\$ 240,181	89%	\$ (140,181)	\$ 27,458
Total	\$ 100,981	\$ -	\$ 100,981	\$ 307,091	86%	\$ (206,110)	\$ 44,196

HQ OCIO Center Utilization Report

HQ-OCIO		UTILIZATION						FUNDING				
Functional Area	Service (Transition Month)	FY12 Rate	FY12 Projected Utilization	Current Month Actual Utilization	YTD Actual Utilization	Remaining Balance Utilization	% Remaining Balance	FY 12 Projected \$	Current Month Actual \$	YTD Actual \$	Remaining Balance \$	% Remaining \$
Finance	Total Finance Services							\$0	\$0	\$0	\$0	0%
	Accounts Payable (Feb-Aug 08)	\$118				0	0%	\$0	\$0	\$0	\$0	0%
	Accounts Receivable (Feb-Aug 08)	\$71				0	0%	\$0	\$0	\$0	\$0	0%
	Payroll/Time & Attendance Processing (May 06)	\$75				0	0%	\$0	\$0	\$0	\$0	0%
	FBWT/224 (Feb-Aug 08)	\$9				0	0%	\$0	\$0	\$0	\$0	0%
	Domestic Travel Services (June 06)	\$22				0	0%	\$0	\$0	\$0	\$0	0%
	PCS, Foreign and ETDY Services (March 06)	\$344				0	0%	\$0	\$0	\$0	\$0	0%
	PCS/Relocation Counseling (Oct 06)	\$1,992				0	0%	\$0	\$0	\$0	\$0	0%
	Conference Reporting (Oct 09)	\$8				0	0%	\$0	\$0	\$0	\$0	0%
Human Resources	Total Human Resources Services							\$70,830	\$4,616	\$18,767	\$52,063	74%
	Support to Personnel Programs (March 06)	\$144				0	0%	\$0	\$0	\$0	\$0	0%
	Employee Development and Training (July 06)	\$102				0	0%	\$0	\$0	\$0	\$0	0%
	Employee Benefits (March 06)	\$186				0	0%	\$0	\$0	\$0	\$0	0%
	HR & Training Information Systems (July 07)	\$167				0	0%	\$0	\$0	\$0	\$0	0%
	Record Keeping (Jan 08)	\$49				0	0%	\$0	\$0	\$0	\$0	0%
	Personnel Action Processing (Jan 08)	\$88				0	0%	\$0	\$0	\$0	\$0	0%
	SES Case Documentation (April 06)	\$7,737				0	0%	\$0	\$0	\$0	\$0	0%
	Financial Disclosure Processing (Oct 09)	\$30				0	0%	\$0	\$0	\$0	\$0	0%
	On-Line Course Management (Oct 10)	\$76	936	61	248	688	74%	\$70,830	\$4,616	\$18,767	\$52,063	74%
Procurement	Total Procurement Services							\$0	\$0	\$0	\$0	0%
	Procurement Processing and Other Admin Services (March 06)	\$47				0	0%	\$0	\$0	\$0	\$0	0%
	Agency Contracting Services (March 06)	\$59				0	0%	\$0	\$0	\$0	\$0	0%
	Grants Award (Oct 06)	\$1,982				0	0%	\$0	\$0	\$0	\$0	0%
	Grants Administration (Oct 06)	\$965				0	0%	\$0	\$0	\$0	\$0	0%
	SBIR/ STTR Award (Oct 06)	\$1,982				0	0%	\$0	\$0	\$0	\$0	0%
	SBIR/STTR Administration (Oct 06)	\$965				0	0%	\$0	\$0	\$0	\$0	0%
	Off-Site Training Purchases Transaction Fee (July 06)	\$98				0	0%	\$0	\$0	\$0	\$0	0%
	Off-Site Training Purchases Cancellations	\$98				0	0%	\$0	\$0	\$0	\$0	0%
	On-Site Training Purchases (July 07)	\$521				0	0%	\$0	\$0	\$0	\$0	0%
IT Services	Total Information Technology (IT) Services							\$80,471	\$6,706	\$80,471	\$0	0%
	ACES Service Office (Nov 11)	\$33				0	0%	\$0	\$0	\$0	\$0	0%
	Enterprise License Management (Oct 09)	\$3	30,858	2,572	30,858	0	0%	\$80,471	\$6,706	\$80,471	\$0	0%
	Enterprise Service Desk	\$338				0	0%	\$0	\$0	\$0	\$0	0%
	Enterprise Service Request System					0	0%	\$0	\$0	\$0	\$0	0%
	ENS Management Support	\$2				0	0%	\$0	\$0	\$0	\$0	0%
Agency Services	Total Agency Services							\$0	\$0	\$0	\$0	0%
	I3P Business Office	\$68				0	0%	\$0	\$0	\$0	\$0	0%
Training Purchases \$	Payment of Training Purchases (Off-Site - July 06; On-Site - July 07)	\$1	0	0	0	0	0%	\$0	\$0	\$0	\$0	0%
GRAND TOTAL								\$151,301	\$11,322	\$99,238	\$52,063	34%

Note: Utilization Rates are consistent with the SLA which are displayed in whole dollars.

Please liquidate only the delta between the Current Month Actual \$ on this bill and the Current Month Actual \$ on the September Preliminary Bill distributed via e-mail September 24th which is \$4,616.

FY12 Funding Status	FY12 Bill (PPBE)	FY11 Utilization Adjustment	Adjusted FY12 Bill	IPAC's Submitted to Date	% Consumption of Funds Available for FY12**	Remaining FY12 Bill to be IPAC'd	Remaining Balance \$***
Services	\$ 151,301	\$ -	\$ 151,301	\$ 154,262	64%	\$ (2,961)	\$ 55,024
Payment of Training Purchases	\$ -	\$ -	\$ -	\$ -		\$ -	\$ -
Total	\$ 151,301	\$ -	\$ 151,301	\$ 154,262	64%	\$ (2,961)	\$ 55,024

HQ OIG Center Utilization Report

HQ-OIG		UTILIZATION						FUNDING				
Functional Area	Service (Transition Month)	FY12 Rate	FY12 Projected Utilization	Current Month Actual Utilization	YTD Actual Utilization	Remaining Balance Utilization	% Remaining Balance	FY12 Projected \$	Current Month Actual \$	YTD Actual \$	Remaining Balance \$	% Remaining \$
Finance	Total Finance Services							\$0	\$0	\$0	\$0	0%
	Accounts Payable (Feb-Aug 08)	\$118				0	0%	\$0	\$0	\$0	\$0	0%
	Accounts Receivable (Feb-Aug 08)	\$71				0	0%	\$0	\$0	\$0	\$0	0%
	Payroll/Time & Attendance Processing (May 06)	\$75				0	0%	\$0	\$0	\$0	\$0	0%
	FBWT/224 (Feb-Aug 08)	\$9				0	0%	\$0	\$0	\$0	\$0	0%
	Domestic Travel Services (June 06)	\$22				0	0%	\$0	\$0	\$0	\$0	0%
	PCS, Foreign and ETDY Services (March 06)	\$344				0	0%	\$0	\$0	\$0	\$0	0%
	PCS/Relocation Counseling (Oct 06)	\$1,992				0	0%	\$0	\$0	\$0	\$0	0%
	Conference Reporting (Oct 09)	\$8				0	0%	\$0	\$0	\$0	\$0	0%
Human Resources	Total Human Resources Services							\$0	\$0	\$0	\$0	0%
	Support to Personnel Programs (March 06)	\$144				0	0%	\$0	\$0	\$0	\$0	0%
	Employee Development and Training (July 06)	\$102				0	0%	\$0	\$0	\$0	\$0	0%
	Employee Benefits (March 06)	\$186				0	0%	\$0	\$0	\$0	\$0	0%
	HR & Training Information Systems (July 07)	\$167				0	0%	\$0	\$0	\$0	\$0	0%
	Record Keeping (Jan 08)	\$49				0	0%	\$0	\$0	\$0	\$0	0%
	Personnel Action Processing (Jan 08)	\$88				0	0%	\$0	\$0	\$0	\$0	0%
	SES Case Documentation (April 06)	\$7,737				0	0%	\$0	\$0	\$0	\$0	0%
	Financial Disclosure Processing (Oct 09)	\$30				0	0%	\$0	\$0	\$0	\$0	0%
	On-Line Course Management (Oct 10)	\$76				0	0%	\$0	\$0	\$0	\$0	0%
Procurement	Total Procurement Services							\$24,522	\$3,237	\$29,819	(\$5,297)	0%
	Procurement Processing and Other Admin Services (March 06)	\$47				0	0%	\$0	\$0	\$0	\$0	0%
	Agency Contracting Services (March 06)	\$59				0	0%	\$0	\$0	\$0	\$0	0%
	Grants Award (Oct 06)	\$1,982				0	0%	\$0	\$0	\$0	\$0	0%
	Grants Administration (Oct 06)	\$965				0	0%	\$0	\$0	\$0	\$0	0%
	SBIR/ STTR Award (Oct 06)	\$1,982				0	0%	\$0	\$0	\$0	\$0	0%
	SBIR/STTR Administration (Oct 06)	\$965				0	0%	\$0	\$0	\$0	\$0	0%
	Off-Site Training Purchases Transaction Fee (July 06)	\$98	250	31	297	(47)	0%	\$24,522	\$3,041	\$29,133	(\$4,610)	0%
	Off-Site Training Purchases Cancellations	\$98	0	2	7	(7)	0%	\$0	\$196	\$687	(\$687)	0%
	On-Site Training Purchases (July 07)	\$521		0	0	0	0%	\$0	\$0	\$0	\$0	0%
IT Services	Total Information Technology (IT) Services							\$0	\$0	\$0	\$0	0%
	ACES Service Office (Nov 11)	\$33				0	0%	\$0	\$0	\$0	\$0	0%
	Enterprise License Management (Oct 09)	\$3				0	0%	\$0	\$0	\$0	\$0	0%
	Enterprise Service Desk	\$338				0	0%	\$0	\$0	\$0	\$0	0%
	Enterprise Service Request System					0	0%	\$0	\$0	\$0	\$0	0%
	ENS Management Support	\$2				0	0%	\$0	\$0	\$0	\$0	0%
Agency Services	Total Agency Services							\$0	\$0	\$0	\$0	0%
	I3P Business Office	\$68				0	0%	\$0	\$0	\$0	\$0	0%
Training Purchases \$	Payment of Training Purchases (Off-Site - July 06; On-Site - July 07)	\$1	275,000	31,534	343,408	(68,408)	0%	\$275,000	\$31,534	\$343,408	(\$68,408)	0%
GRAND TOTAL								\$299,522	\$34,771	\$373,227	(\$73,705)	0%

Note: Utilization Rates are consistent with the SLA which are displayed in whole dollars.

Please liquidate only the delta between the Current Month Actual \$ on this bill and the Current Month Actual \$ on the September Preliminary Bill distributed via e-mail September 24th which is \$8,225.

FY12 Funding Status	FY12 Bill (PPBE)	FY11 Utilization Adjustment	Adjusted FY12 Bill	IPAC's Submitted to Date	% Consumption of Funds Available for FY12**	Remaining FY12 Bill to be IPAC'd	Remaining Balance \$***
Services	\$ 24,522	\$ -	\$ 24,522	\$ 28,522	105%	\$ (4,000)	\$ (1,297)
Payment of Training Purchases	\$ 275,000	\$ -	\$ 275,000	\$ 330,528	104%	\$ (55,528)	\$ (12,880)
Total	\$ 299,522	\$ -	\$ 299,522	\$ 359,050	104%	\$ (59,528)	\$ (14,177)

HQ NMO Center Utilization Report

HQ-NMO		UTILIZATION						FUNDING				
Functional Area	Service (Transition Month)	FY12 Rate	FY12 Projected Utilization	Current Month Actual Utilization	YTD Actual Utilization	Remaining Balance Utilization	% Remaining Balance	FY12 Projected \$	Current Month Actual \$	YTD Actual \$	Remaining Balance \$	% Remaining \$
Finance	Total Finance Services							\$0	\$0	\$0	\$0	0%
	Accounts Payable (Feb-Aug 08)	\$118				0	0%	\$0	\$0	\$0	\$0	0%
	Accounts Receivable (Feb-Aug 08)	\$71				0	0%	\$0	\$0	\$0	\$0	0%
	Payroll/Time & Attendance Processing (May 06)	\$75				0	0%	\$0	\$0	\$0	\$0	0%
	FBWT/224 (Feb-Aug 08)	\$9				0	0%	\$0	\$0	\$0	\$0	0%
	Domestic Travel Services (June 06)	\$22				0	0%	\$0	\$0	\$0	\$0	0%
	PCS, Foreign and ETDY Services (March 06)	\$344				0	0%	\$0	\$0	\$0	\$0	0%
	PCS/Relocation Counseling (Oct 06)	\$1,992				0	0%	\$0	\$0	\$0	\$0	0%
	Conference Reporting (Oct 09)	\$8				0	0%	\$0	\$0	\$0	\$0	0%
Human Resources	Total Human Resources Services							\$0	\$0	\$0	\$0	0%
	Support to Personnel Programs (March 06)	\$144				0	0%	\$0	\$0	\$0	\$0	0%
	Employee Development and Training (July 06)	\$102				0	0%	\$0	\$0	\$0	\$0	0%
	Employee Benefits (March 06)	\$186				0	0%	\$0	\$0	\$0	\$0	0%
	HR & Training Information Systems (July 07)	\$167				0	0%	\$0	\$0	\$0	\$0	0%
	Record Keeping (Jan 08)	\$49				0	0%	\$0	\$0	\$0	\$0	0%
	Personnel Action Processing (Jan 08)	\$88				0	0%	\$0	\$0	\$0	\$0	0%
	SES Case Documentation (April 06)	\$7,737				0	0%	\$0	\$0	\$0	\$0	0%
	Financial Disclosure Processing (Oct 09)	\$30				0	0%	\$0	\$0	\$0	\$0	0%
	On-Line Course Management (Oct 10)	\$76				0	0%	\$0	\$0	\$0	\$0	0%
Procurement	Total Procurement Services							\$0	\$0	\$0	\$0	0%
	Procurement Processing and Other Admin Services (March 06)	\$47				0	0%	\$0	\$0	\$0	\$0	0%
	Agency Contracting Services (March 06)	\$59				0	0%	\$0	\$0	\$0	\$0	0%
	Grants Award (Oct 06)	\$1,982				0	0%	\$0	\$0	\$0	\$0	0%
	Grants Administration (Oct 06)	\$965				0	0%	\$0	\$0	\$0	\$0	0%
	SBIR/ STTR Award (Oct 06)	\$1,982				0	0%	\$0	\$0	\$0	\$0	0%
	SBIR/STTR Administration (Oct 06)	\$965				0	0%	\$0	\$0	\$0	\$0	0%
	Off-Site Training Purchases Transaction Fee (July 06)	\$98				0	0%	\$0	\$0	\$0	\$0	0%
	Off-Site Training Purchases Cancellations	\$98				0	0%	\$0	\$0	\$0	\$0	0%
	On-Site Training Purchases (July 07)	\$521				0	0%	\$0	\$0	\$0	\$0	0%
IT Services	Total Information Technology (IT) Services							\$14,384	\$1,196	\$14,384	\$0	0%
	ACES Service Office (Nov 11)	\$33				0	0%	\$0	\$0	\$0	\$0	0%
	Enterprise License Management (Oct 09)	\$3				0	0%	\$0	\$0	\$0	\$0	0%
	Enterprise Service Desk	\$338				0	0%	\$0	\$0	\$0	\$0	0%
	Enterprise Service Request System					0	0%	\$0	\$0	\$0	\$0	0%
	ENS Management Support	\$2	7,500	625	7,500	0	0%	\$14,384	\$1,196	\$14,384	\$0	0%
Agency Services	Total Agency Services							\$0	\$0	\$0	\$0	0%
	I3P Business Office	\$68				0	0%	\$0	\$0	\$0	\$0	0%
Training Purchases \$	Payment of Training Purchases (Off-Site - July 06; On-Site - July 07)	\$1	0	0	0	0	0%	\$0	\$0	\$0	\$0	0%
GRAND TOTAL								\$14,384	\$1,196	\$14,384	\$0	0%

Note: Utilization Rates are consistent with the SLA which are displayed in whole dollars.

Please liquidate only the delta between the Current Month Actual \$ on this bill and the Current Month Actual \$ on the September Preliminary Bill distributed via e-mail September 24th which is \$0.00.

FY12 Funding Status	FY12 Bill (PPBE)	FY11 Utilization Adjustment	Adjusted FY12 Bill	IPAC's Submitted to Date	% Consumption of Funds Available for FY12**	Remaining FY12 Bill to be IPAC'd	Remaining Balance \$***
Services	\$ 14,384	\$ -	\$ 14,384	\$ 14,385	100%	\$ (1)	\$ 1
Payment of Training Purchases	\$ -	\$ -	\$ -	\$ -	0%	\$ -	\$ -
Total	\$ 14,384	\$ -	\$ 14,384	\$ 14,385	100%	\$ (1)	\$ 1

JSC Center Utilization Report

JSC		UTILIZATION						FUNDING				
Functional Area	Service (Transition Month)	FY12 Rate	FY12 Projected Utilization	Current Month Actual Utilization	YTD Actual Utilization	Remaining Balance Utilization	% Remaining Balance	FY 12 Projected \$	Current Month Actual \$	YTD Actual \$	Remaining Balance \$	% Remaining \$
Finance	Total Finance Services							\$3,477,351	\$288,455	\$2,668,622	\$808,729	23%
	Accounts Payable (Feb-Aug 08)	\$118	14,106	965	9,398	4,708	33%	\$1,658,856	\$113,483	\$1,105,199	\$553,658	33%
	Accounts Receivable (Feb-Aug 08)	\$71	5,368	671	5,695	(327)	-6%	\$381,388	\$47,674	\$404,621	(\$23,233)	-6%
	Payroll/Time & Attendance Processing (May 06)	\$75	3,225	269	3,225	0	0%	\$241,808	\$20,151	\$241,808	\$0	0%
	FBWT/224 (Feb-Aug 08)	\$9	29,492	2,310	21,279	8,213	28%	\$261,680	\$20,496	\$188,806	\$72,873	28%
	Domestic Travel Services (June 06)	\$22	11,500	814	7,451	4,049	35%	\$251,249	\$17,784	\$162,787	\$88,461	35%
	PCS, Foreign and ETDY Services (March 06)	\$344	1,440	124	1,164	276	19%	\$495,939	\$42,706	\$400,884	\$95,055	19%
	PCS/Relocation Counseling (Oct 06)	\$1,992	80	12	69	11	14%	\$159,376	\$23,906	\$137,462	\$21,914	14%
	Conference Reporting (Oct 09)	\$8	3,225	269	3,225	0	0%	\$27,055	\$2,255	\$27,055	\$0	0%
Human Resources	Total Human Resources Services							\$2,667,378	\$222,859	\$2,629,513	\$37,865	1%
	Support to Personnel Programs (March 06)	\$144	3,225	269	3,225	0	0%	\$464,026	\$38,669	\$464,026	\$0	0%
	Employee Development and Training (July 06)	\$102	3,225	269	3,225	0	0%	\$329,346	\$27,445	\$329,346	\$0	0%
	Employee Benefits (March 06)	\$186	3,225	269	3,225	0	0%	\$601,223	\$50,102	\$601,223	\$0	0%
	HR & Training Information Systems (July 07)	\$167	3,225	269	3,225	0	0%	\$539,325	\$44,944	\$539,325	\$0	0%
	Record Keeping (Jan 08)	\$49	3,225	269	3,225	0	0%	\$156,603	\$13,050	\$156,603	\$0	0%
	Personnel Action Processing (Jan 08)	\$88	4,800	504	5,211	(411)	0%	\$423,004	\$44,415	\$459,224	(\$36,220)	0%
	SES Case Documentation (April 06)	\$7,737	12	0	0	12	100%	\$92,841	\$0	\$0	\$92,841	100%
	Financial Disclosure Processing (Oct 09)	\$30	1,780	20	1,830	(50)	0%	\$53,517	\$601	\$55,020	(\$1,503)	0%
	On-Line Course Management (Oct 10)	\$76	99	48	327	(228)	0%	\$7,492	\$3,632	\$24,745	(\$17,253)	0%
Procurement	Total Procurement Services							\$1,080,043	\$97,597	\$1,005,620	\$74,423	7%
	Procurement Processing and Other Admin Services (March 06)	\$47	3,225	269	3,225	0	0%	\$151,631	\$12,636	\$151,631	\$0	0%
	Agency Contracting Services (March 06)	\$59	3,225	269	3,225	0	0%	\$189,652	\$15,804	\$189,652	\$0	0%
	Grants Award (Oct 06)	\$1,982	75	13	60	15	20%	\$148,660	\$25,768	\$118,928	\$29,732	20%
	Grants Administration (Oct 06)	\$965	129	17	189	(60)	0%	\$124,443	\$16,399	\$182,323	(\$57,880)	0%
	SBIR/ STTR Award (Oct 06)	\$1,982	61	0	40	21	34%	\$120,910	\$0	\$79,285	\$41,625	34%
	SBIR/STTR Administration (Oct 06)	\$965	46	1	50	(4)	0%	\$44,375	\$965	\$48,234	(\$3,859)	0%
	Off-Site Training Purchases Transaction Fee (July 06)	\$98	1,999	156	1,074	925	46%	\$196,082	\$15,302	\$105,349	\$90,733	46%
	Off-Site Training Purchases Cancellations	\$98	0	3	57	(57)	0%	\$0	\$294	\$5,591	(\$5,591)	0%
	On-Site Training Purchases (July 07)	\$521	200	20	239	(39)	0%	\$104,290	\$10,429	\$124,627	(\$20,337)	0%
IT Services	Total Information Technology (IT) Services							\$831,745	\$61,550	\$777,413	\$54,332	7%
	ACES Service Office (Nov 11)	\$33	2,819	0	1,175	1,644	58%	\$93,141	\$0	\$38,809	\$54,332	58%
	Enterprise License Management (Oct 09)	\$3	26,639	2,220	26,639	0	0%	\$69,469	\$5,789	\$69,469	\$0	0%
	Enterprise Service Desk	\$338	1,871	156	1,871	0	0%	\$631,400	\$52,617	\$631,400	\$0	0%
	Enterprise Service Request System		0	0	0	0	0%	\$0	\$0	\$0	\$0	0%
	ENS Management Support	\$2	19,676	1,640	19,676	0	0%	\$37,735	\$3,145	\$37,735	\$0	0%
Agency Services	Total Agency Services							\$192,292	\$16,024	\$192,292	\$0	0%
	I3P Business Office	\$68	2,819	235	2,819	0	0%	\$192,292	\$16,024	\$192,292	\$0	0%
Training Purchases \$	Payment of Training Purchases (Off-Site - July 06; On-Site - July 07)	\$1	4,205,400	276,093	4,319,723	(114,323)	0%	\$4,205,400	\$276,093	\$4,319,723	(\$114,323)	0%
GRAND TOTAL								\$12,454,209	\$962,579	\$11,593,183	\$861,026	7%

Note: Utilization Rates are consistent with the SLA which are displayed in whole dollars.

Please liquidate only the delta between the Current Month Actual \$ on this bill and the Current Month Actual \$ on the September Preliminary Bill distributed via e-mail September 24th which is \$221,924.

FY12 Funding Status	FY12 Bill (PPBE)	FY11 Utilization Adjustment	Adjusted FY12 Bill	IPAC's Submitted to Date	% Consumption of Funds Available for FY12**	Remaining FY12 Bill to be IPAC'd	Remaining Balance \$***
Services	\$ 8,248,809	\$ -	\$ 8,248,809	\$ 8,194,477	89%	\$ 54,332	\$ 921,017
Payment of Training Purchases	\$ 4,205,400	\$ -	\$ 4,205,400	\$ 4,417,400	98%	\$ (212,000)	\$ 97,677
Total	\$ 12,454,209	\$ -	\$ 12,454,209	\$ 12,611,877	92%	\$ (157,668)	\$ 1,018,694

KSC Center Utilization Report

KSC	Functional Area	Service (Transition Month)	UTILIZATION					FUNDING				
			FY12 Rate	FY12 Projected Utilization	Current Month Actual Utilization	YTD Actual Utilization	Remaining Balance Utilization	% Remaining Balance	FY12 Projected \$	Current Month Actual \$	YTD Actual \$	Remaining Balance \$
Finance	Total Finance Services											
	Accounts Payable (Feb-Aug 08)	\$118	7,702	726	7,236	466	6%	\$1,656,987	\$168,672	\$1,573,987	\$83,000	5%
	Accounts Receivable (Feb-Aug 08)	\$71	2,308	413	3,411	(1,103)	-48%	\$905,750	\$85,377	\$850,949	\$54,801	6%
	Payroll/Time & Attendance Processing (May 06)	\$75	2,095	175	2,095	0	0%	\$163,980	\$29,343	\$242,346	(\$78,366)	-48%
	FBWT/224 (Feb-Aug 08)	\$9	14,675	1,498	13,353	1,322	9%	\$157,096	\$13,091	\$157,096	\$0	0%
	Domestic Travel Services (June 06)	\$22	5,392	508	4,043	1,349	25%	\$130,210	\$13,292	\$118,480	\$11,730	9%
	PCS, Foreign and ETDY Services (March 06)	\$344	420	32	236	184	44%	\$117,803	\$11,099	\$88,330	\$29,473	25%
	PCS/Relocation Counseling (Oct 06)	\$1,992	10	2	9	1	10%	\$144,649	\$11,021	\$81,279	\$63,370	44%
	Conference Reporting (Oct 09)	\$8	2,095	175	2,095	0	0%	\$19,922	\$3,984	\$17,930	\$1,992	10%
Human Resources	Total Human Resources Services							\$1,759,187	\$137,279	\$1,696,162	\$63,025	4%
	Support to Personnel Programs (March 06)	\$144	2,095	175	2,095	0	0%	\$17,577	\$1,465	\$17,577	\$0	0%
	Employee Development and Training (July 06)	\$102	2,095	175	2,095	0	0%	\$301,466	\$25,122	\$301,466	\$0	0%
	Employee Benefits (March 06)	\$186	2,095	175	2,095	0	0%	\$213,967	\$17,831	\$213,967	\$0	0%
	HR & Training Information Systems (July 07)	\$167	2,095	175	2,095	0	0%	\$390,599	\$32,550	\$390,599	\$0	0%
	Record Keeping (Jan 08)	\$49	2,095	175	2,095	0	0%	\$350,386	\$29,199	\$350,386	\$0	0%
	Personnel Action Processing (Jan 08)	\$88	3,600	268	3,368	232	6%	\$101,741	\$8,478	\$101,741	\$0	0%
	SES Case Documentation (April 06)	\$7,737	2	0	1	1	50%	\$317,253	\$23,618	\$296,808	\$20,445	6%
	Financial Disclosure Processing (Oct 09)	\$30	900	16	1,065	(165)	0%	\$15,474	\$0	\$7,737	\$7,737	50%
	On-Line Course Management (Oct 10)	\$76	545	0	19	526	97%	\$27,059	\$481	\$32,020	(\$4,961)	0%
Procurement	Total Procurement Services							\$600,066	\$45,865	\$415,295	\$184,771	31%
	Procurement Processing and Other Admin Services (March 06)	\$47	2,095	175	2,095	0	0%	\$41,242	\$0	\$1,438	\$39,804	97%
	Agency Contracting Services (March 06)	\$59	2,095	175	2,095	0	0%	\$98,511	\$8,209	\$98,511	\$0	0%
	Grants Award (Oct 06)	\$1,982	31	3	15	16	52%	\$123,212	\$10,268	\$123,212	\$0	0%
	Grants Administration (Oct 06)	\$965	46	4	29	17	37%	\$61,446	\$5,946	\$29,732	\$31,714	52%
	SBIR/ STTR Award (Oct 06)	\$1,982	24	1	19	5	21%	\$44,375	\$3,859	\$27,976	\$16,399	37%
	SBIR/STTR Administration (Oct 06)	\$965	39	2	15	24	62%	\$47,571	\$1,982	\$37,661	\$9,911	21%
	Off-Site Training Purchases Transaction Fee (July 06)	\$98	1,325	40	509	816	62%	\$37,622	\$1,929	\$14,470	\$23,152	62%
	Off-Site Training Purchases Cancellations	\$98	0	9	31	(31)	0%	\$129,969	\$3,924	\$49,928	\$80,041	62%
	On-Site Training Purchases (July 07)	\$521	110	17	59	51	46%	\$0	\$883	\$3,041	(\$3,041)	0%
IT Services	Total Information Technology (IT) Services							\$970,426	\$73,034	\$915,581	\$54,845	6%
	ACES Service Office (Nov 11)	\$33	2,845	0	1,186	1,660	58%	\$57,360	\$8,865	\$30,766	\$26,594	46%
	Enterprise License Management (Oct 09)	\$3	15,462	1,289	15,462	0	0%	\$94,020	\$0	\$39,175	\$54,845	58%
	Enterprise Service Desk	\$338	2,398	200	2,398	0	0%	\$40,322	\$3,360	\$40,322	\$0	0%
	Enterprise Service Request System	\$2	13,878	1,157	13,878	0	0%	\$809,469	\$67,456	\$809,469	\$0	0%
	ENS Management Support	\$2	13,878	1,157	13,878	0	0%	\$0	\$0	\$0	\$0	0%
Agency Services	Total Agency Services							\$194,107	\$16,176	\$194,107	\$0	0%
	I3P Business Office	\$68	2,845	237	2,845	0	0%	\$26,615	\$2,218	\$26,615	\$0	0%
Training Purchases \$	Payment of Training Purchases (Off-Site - July 06; On-Site - July 07)	\$1	3,732,000	215,166	1,702,304	2,029,696	54%	\$194,107	\$16,176	\$194,107	\$0	0%
GRAND TOTAL								\$8,912,773	\$656,190	\$6,497,437	\$2,415,336	27%

Note: Utilization Rates are consistent with the SLA which are displayed in whole dollars.

Please liquidate only the delta between the Current Month Actual \$ on this bill and the Current Month Actual \$ on the September Preliminary Bill distributed via e-mail September 24th which is \$190,607.

FY12 Funding Status	FY12 Bill (PPBE)	FY11 Utilization Adjustment	Adjusted FY12 Bill	IPAC's Submitted to Date	% Consumption of Funds Available for FY12**	Remaining FY12 Bill to be IPAC'd	Remaining Balance \$***
Services	\$ 5,180,773	\$ -	\$ 5,180,773	\$ 5,180,773	93%	\$ 0	\$ 385,640
Payment of Training Purchases	\$ 3,732,000	\$ -	\$ 3,732,000	\$ 1,760,900	97%	\$ 1,971,100	\$ 58,596
Total	\$ 8,912,773	\$ -	\$ 8,912,773	\$ 6,941,673	94%	\$ 1,971,100	\$ 444,236

LaRC Center Utilization Report

LARC	Functional Area	Service (Transition Month)	UTILIZATION					FUNDING					
			FY12 Rate	FY12 Projected Utilization	Current Month Actual Utilization	YTD Actual Utilization	Remaining Balance Utilization	% Remaining Balance	FY12 Projected \$	Current Month Actual \$	YTD Actual \$	Remaining Balance \$	% Remaining \$
	Finance	Total Finance Services											
		Accounts Payable (Feb-Aug 08)	\$118	15,657	853	8,238	7,419	47%	\$1,841,253	\$100,312	\$968,783	\$872,470	47%
		Accounts Receivable (Feb-Aug 08)	\$71	2,653	495	3,805	(1,152)	-43%	\$188,492	\$35,169	\$270,339	(\$81,848)	-43%
		Payroll/Time & Attendance Processing (May 06)	\$75	1,927	161	1,927	0	0%	\$144,485	\$12,040	\$144,485	\$0	0%
		FBWT/224 (Feb-Aug 08)	\$9	25,626	1,688	16,520	9,106	36%	\$227,377	\$14,977	\$146,580	\$80,797	36%
		Domestic Travel Services (June 06)	\$22	8,136	537	6,017	2,119	26%	\$177,753	\$11,732	\$131,458	\$46,295	26%
		PCS, Foreign and ETDY Services (March 06)	\$344	540	32	390	150	28%	\$185,977	\$11,021	\$134,317	\$51,660	28%
		PCS/Relocation Counseling (Oct 06)	\$1,992	28	3	13	15	54%	\$55,782	\$5,977	\$25,899	\$29,883	54%
		Conference Reporting (Oct 09)	\$8	1,927	161	1,927	0	0%	\$16,166	\$1,347	\$16,166	\$0	0%
	Human Resources	Total Human Resources Services							\$1,503,957	\$130,072	\$1,497,680	\$6,277	0%
		Support to Personnel Programs (March 06)	\$144	1,927	161	1,927	0	0%	\$277,265	\$23,105	\$277,265	\$0	0%
		Employee Development and Training (July 06)	\$102	1,927	161	1,927	0	0%	\$196,790	\$16,399	\$196,790	\$0	0%
		Employee Benefits (March 06)	\$186	1,927	161	1,927	0	0%	\$359,242	\$29,937	\$359,242	\$0	0%
		HR & Training Information Systems (July 07)	\$167	1,927	161	1,927	0	0%	\$322,257	\$26,855	\$322,257	\$0	0%
		Record Keeping (Jan 08)	\$49	1,927	161	1,927	0	0%	\$93,574	\$7,798	\$93,574	\$0	0%
		Personnel Action Processing (Jan 08)	\$88	2,230	251	2,352	(122)	0%	\$196,521	\$22,120	\$207,272	(\$10,751)	0%
		SES Case Documentation (April 06)	\$7,737	2	0	0	2	100%	\$15,474	\$0	\$0	\$15,474	100%
		Financial Disclosure Processing (Oct 09)	\$30	1,173	5	1,227	(54)	0%	\$35,267	\$150	\$36,891	(\$1,624)	0%
		On-Line Course Management (Oct 10)	\$76	100	49	58	42	42%	\$7,567	\$3,708	\$4,389	\$3,178	42%
	Procurement	Total Procurement Services							\$951,370	\$57,532	\$695,371	\$255,998	27%
		Procurement Processing and Other Admin Services (March 06)	\$47	1,927	161	1,927	0	0%	\$90,602	\$7,550	\$90,602	\$0	0%
		Agency Contracting Services (March 06)	\$59	1,927	161	1,927	0	0%	\$113,320	\$9,443	\$113,320	\$0	0%
		Grants Award (Oct 06)	\$1,982	77	7	52	25	32%	\$152,625	\$13,875	\$103,071	\$49,553	32%
		Grants Administration (Oct 06)	\$965	167	13	133	34	20%	\$161,100	\$12,541	\$128,302	\$32,799	20%
		SBIR/ STTR Award (Oct 06)	\$1,982	98	1	49	49	50%	\$194,249	\$1,982	\$97,125	\$97,125	50%
		SBIR/STTR Administration (Oct 06)	\$965	108	3	67	41	38%	\$104,185	\$2,894	\$64,633	\$39,552	38%
		Off-Site Training Purchases Transaction Fee (July 06)	\$98	1,140	70	743	397	35%	\$111,822	\$6,866	\$72,881	\$38,942	35%
		Off-Site Training Purchases Cancellations	\$98	0	3	52	(52)	0%	\$0	\$294	\$5,101	(\$5,101)	0%
		On-Site Training Purchases (July 07)	\$521	45	4	39	6	13%	\$23,465	\$2,086	\$20,337	\$3,129	13%
	IT Services	Total Information Technology (IT) Services							\$578,837	\$42,559	\$539,094	\$39,743	7%
		ACES Service Office (Nov 11)	\$33	2,062	0	859	1,203	58%	\$68,131	\$0	\$28,388	\$39,743	58%
		Enterprise License Management (Oct 09)	\$3	15,196	1,266	15,196	0	0%	\$39,628	\$3,302	\$39,628	\$0	0%
		Enterprise Service Desk	\$338	1,368	114	1,368	0	0%	\$461,858	\$38,488	\$461,858	\$0	0%
		Enterprise Service Request System		0	0	0	0	0%	\$0	\$0	\$0	\$0	0%
		ENS Management Support	\$2	4,808	401	4,808	0	0%	\$9,221	\$768	\$9,221	\$0	0%
	Agency Services	Total Agency Services							\$140,658	\$11,722	\$140,658	\$0	0%
		I3P Business Office	\$68	2,062	172	2,062	0	0%	\$140,658	\$11,722	\$140,658	\$0	0%
	Training Purchases \$	Payment of Training Purchases (Off-Site - July 06; On-Site - July 07)	\$1	1,242,750	134,950	1,215,520	27,230	2%	\$1,242,750	\$134,950	\$1,215,520	\$27,230	2%
	GRAND TOTAL								\$7,254,856	\$569,410	\$5,926,351	\$1,328,505	18%

Note: Utilization Rates are consistent with the SLA which are displayed in whole dollars.

Please liquidate only the delta between the Current Month Actual \$ on this bill and the Current Month Actual \$ on the September Preliminary Bill distributed via e-mail September 24th which is \$160,083.

FY12 Funding Status	FY12 Bill (PPBE)	FY11 Utilization Adjustment	Adjusted FY12 Bill	IPAC's Submitted to Date	% Consumption of Funds Available for FY12**	Remaining FY12 Bill to be IPAC'd	Remaining Balance \$***
Services	\$ 6,012,106	\$ -	\$ 6,012,106	\$ 5,972,363	79%	\$ 39,743	\$ 1,261,532
Payment of Training Purchases	\$ 1,242,750	\$ -	\$ 1,242,750	\$ 1,573,552	77%	\$ (330,802)	\$ 358,032
Total	\$ 7,254,856	\$ -	\$ 7,254,856	\$ 7,545,915	79%	\$ (291,059)	\$ 1,619,564

MSFC Center Utilization Report

MSFC	Functional Area	Service (Transition Month)	UTILIZATION					FUNDING					
			FY12 Rate	FY12 Projected Utilization	Current Month Actual Utilization	YTD Actual Utilization	Remaining Balance Utilization	% Remaining Balance	FY12 Projected \$	Current Month Actual \$	YTD Actual \$	Remaining Balance \$	% Remaining \$
	Finance	Total Finance Services											
		Accounts Payable (Feb-Aug 08)	\$118	9,138	724	7,201	1,937	21%	\$1,074,623	\$85,142	\$846,833	\$227,790	21%
		Accounts Receivable (Feb-Aug 08)	\$71	2,525	382	3,546	(1,021)	-40%	\$179,397	\$27,141	\$251,938	(\$72,540)	-40%
		Payroll/Time & Attendance Processing (May 06)	\$75	2,490	207	2,490	0	0%	\$186,691	\$15,558	\$186,691	\$0	0%
		FBWT/224 (Feb-Aug 08)	\$9	19,560	1,561	14,244	5,316	27%	\$173,554	\$13,851	\$126,386	\$47,168	27%
		Domestic Travel Services (June 06)	\$22	8,710	591	4,865	3,845	44%	\$190,294	\$12,912	\$106,289	\$84,004	44%
		PCS, Foreign and ETDY Services (March 06)	\$344	490	19	269	221	45%	\$168,757	\$6,544	\$92,644	\$76,113	45%
		PCS/Relocation Counseling (Oct 06)	\$1,992	40	5	25	15	38%	\$79,688	\$9,961	\$49,805	\$29,883	38%
		Conference Reporting (Oct 09)	\$8	2,490	207	2,490	0	0%	\$20,888	\$1,741	\$20,888	\$0	0%
	Human Resources	Total Human Resources Services							\$2,032,503	\$187,408	\$2,130,870	(\$98,367)	0%
		Support to Personnel Programs (March 06)	\$144	2,490	207	2,490	0	0%	\$358,257	\$29,855	\$358,257	\$0	0%
		Employee Development and Training (July 06)	\$102	2,490	207	2,490	0	0%	\$254,275	\$21,190	\$254,275	\$0	0%
		Employee Benefits (March 06)	\$186	2,490	207	2,490	0	0%	\$464,181	\$38,682	\$464,181	\$0	0%
		HR & Training Information Systems (July 07)	\$167	2,490	207	2,490	0	0%	\$416,393	\$34,699	\$416,393	\$0	0%
		Record Keeping (Jan 08)	\$49	2,490	207	2,490	0	0%	\$120,908	\$10,076	\$120,908	\$0	0%
		Personnel Action Processing (Jan 08)	\$88	3,000	346	4,572	(1,572)	0%	\$264,378	\$30,492	\$402,912	(\$138,534)	0%
		SES Case Documentation (April 06)	\$7,737	6	2	5	1	17%	\$46,421	\$15,474	\$38,684	\$7,737	17%
		Financial Disclosure Processing (Oct 09)	\$30	1,002	27	1,134	(132)	0%	\$30,126	\$812	\$34,095	(\$3,969)	0%
		On-Line Course Management (Oct 10)	\$76	1,025	81	544	481	47%	\$77,565	\$6,130	\$41,166	\$36,399	47%
	Procurement	Total Procurement Services							\$642,294	\$60,615	\$524,324	\$117,970	18%
		Procurement Processing and Other Admin Services (March 06)	\$47	2,490	207	2,490	0	0%	\$117,068	\$9,756	\$117,068	\$0	0%
		Agency Contracting Services (March 06)	\$59	2,490	207	2,490	0	0%	\$146,423	\$12,202	\$146,423	\$0	0%
		Grants Award (Oct 06)	\$1,982	31	2	10	21	68%	\$61,446	\$3,964	\$19,821	\$41,625	68%
		Grants Administration (Oct 06)	\$965	17	4	30	(13)	0%	\$16,399	\$3,859	\$28,940	(\$12,541)	0%
		SBIR/ STTR Award (Oct 06)	\$1,982	56	1	27	29	52%	\$111,000	\$1,982	\$53,518	\$57,482	52%
		SBIR/STTR Administration (Oct 06)	\$965	48	3	48	0	0%	\$46,304	\$2,894	\$46,304	\$0	0%
		Off-Site Training Purchases Transaction Fee (July 06)	\$98	800	49	419	381	48%	\$78,472	\$4,806	\$41,100	\$37,372	48%
		Off-Site Training Purchases Cancellations	\$98	0	3	13	(13)	0%	\$0	\$294	\$1,275	(\$1,275)	0%
		On-Site Training Purchases (July 07)	\$521	125	40	134	(9)	0%	\$65,181	\$20,858	\$69,875	(\$4,693)	0%
	IT Services	Total Information Technology (IT) Services							\$811,434	\$61,174	\$766,313	\$45,121	6%
		ACES Service Office (Nov 11)	\$33	2,341	0	975	1,366	58%	\$77,350	\$0	\$32,229	\$45,121	58%
		Enterprise License Management (Oct 09)	\$3	34,826	2,902	34,826	0	0%	\$90,819	\$7,568	\$90,819	\$0	0%
		Enterprise Service Desk	\$338	1,849	154	1,849	0	0%	\$624,141	\$52,012	\$624,141	\$0	0%
		Enterprise Service Request System		0	0	0	0	0%	\$0	\$0	\$0	\$0	0%
		ENS Management Support	\$2	9,972	831	9,972	0	0%	\$19,124	\$1,594	\$19,124	\$0	0%
	Agency Services	Total Agency Services							\$159,691	\$13,308	\$159,691	\$0	0%
		I3P Business Office	\$68	2,341	195	2,341	0	0%	\$159,691	\$13,308	\$159,691	\$0	0%
	Training Purchases \$	Payment of Training Purchases (Off-Site - July 06; On-Site - July 07)	\$1	2,300,000	660,891	2,261,558	38,442	2%	\$2,300,000	\$660,891	\$2,261,558	\$38,442	2%
	GRAND TOTAL								\$8,019,814	\$1,156,243	\$7,524,229	\$495,584	6%

Note: Utilization Rates are consistent with the SLA which are displayed in whole dollars.

Please liquidate only the delta between the Current Month Actual \$ on this bill and the Current Month Actual \$ on the September Preliminary Bill distributed via e-mail September 24th which is \$321,080.

FY12 Funding Status	FY12 Bill (PPBE)	FY11 Utilization Adjustment	Adjusted FY12 Bill	IPAC's Submitted to Date	% Consumption of Funds Available for FY12**	Remaining FY12 Bill to be IPAC'd	Remaining Balance \$***
Services	\$ 5,719,814	\$ -	\$ 5,719,814	\$ 5,674,693	93%	\$ 45,121	\$ 412,021
Payment of Training Purchases	\$ 2,300,000	\$ -	\$ 2,300,000	\$ 1,803,687	125%	\$ 496,313	\$ (457,870)
Total	\$ 8,019,814	\$ -	\$ 8,019,814	\$ 7,478,380	101%	\$ 541,434	\$ (45,849)

SSC Center Utilization Report

SSC		UTILIZATION						FUNDING				
Functional Area	Service (Transition Month)	FY12 Rate	FY12 Projected Utilization	Current Month Actual Utilization	YTD Actual Utilization	Remaining Balance Utilization	% Remaining Balance	FY 12 Projected \$	Current Month Actual \$	YTD Actual \$	Remaining Balance \$	% Remaining \$
Finance	Total Finance Services							\$859,281	\$79,168	\$784,285	\$74,996	9%
	Accounts Payable (Feb-Aug 08)	\$118	3,181	240	2,362	819	26%	\$374,084	\$28,224	\$277,770	\$96,314	26%
	Accounts Receivable (Feb-Aug 08)	\$71	4,825	533	5,561	(736)	-15%	\$342,809	\$37,869	\$395,100	(\$52,292)	-15%
	Payroll/Time & Attendance Processing (May 06)	\$75	294	25	294	0	0%	\$22,044	\$1,837	\$22,044	\$0	0%
	FBWT/224 (Feb-Aug 08)	\$9	6,659	577	5,907	752	11%	\$59,085	\$5,120	\$52,412	\$6,672	11%
	Domestic Travel Services (June 06)	\$22	1,000	41	615	385	39%	\$21,848	\$896	\$13,436	\$8,411	39%
	PCS, Foreign and ETDY Services (March 06)	\$344	61	3	38	23	38%	\$21,009	\$1,033	\$13,087	\$7,921	38%
	PCS/Relocation Counseling (Oct 06)	\$1,992	8	2	4	4	50%	\$15,938	\$3,984	\$7,969	\$7,969	50%
	Conference Reporting (Oct 09)	\$8	294	25	294	0	0%	\$2,466	\$206	\$2,466	\$0	0%
Human Resources	Total Human Resources Services							\$259,198	\$20,733	\$264,757	(\$5,560)	0%
	Support to Personnel Programs (March 06)	\$144	294	25	294	0	0%	\$42,302	\$3,525	\$42,302	\$0	0%
	Employee Development and Training (July 06)	\$102	294	25	294	0	0%	\$30,024	\$2,502	\$30,024	\$0	0%
	Employee Benefits (March 06)	\$186	294	25	294	0	0%	\$54,809	\$4,567	\$54,809	\$0	0%
	HR & Training Information Systems (July 07)	\$167	294	25	294	0	0%	\$49,166	\$4,097	\$49,166	\$0	0%
	Record Keeping (Jan 08)	\$49	294	25	294	0	0%	\$14,276	\$1,190	\$14,276	\$0	0%
	Personnel Action Processing (Jan 08)	\$88	500	53	468	32	6%	\$44,063	\$4,671	\$41,243	\$2,820	6%
	SES Case Documentation (April 06)	\$7,737	1	0	2	(1)	0%	\$7,737	\$0	\$15,474	(\$7,737)	0%
	Financial Disclosure Processing (Oct 09)	\$30	197	6	236	(39)	0%	\$5,923	\$180	\$7,096	(\$1,173)	0%
	On-Line Course Management	\$76	144	0	137	7	5%	\$10,897	\$0	\$10,367	\$530	5%
Procurement	Total Procurement Services							\$128,739	\$9,069	\$85,671	\$43,068	33%
	Procurement Processing and Other Admin Services (March 06)	\$47	294	25	294	0	0%	\$13,823	\$1,152	\$13,823	\$0	0%
	Agency Contracting Services	\$59	294	25	294	0	0%	\$17,289	\$1,441	\$17,289	\$0	0%
	Grants Award (Oct 06)	\$1,982	8	0	0	8	100%	\$15,857	\$0	\$0	\$15,857	100%
	Grants Administration (Oct 06)	\$965	16	2	5	11	69%	\$15,435	\$1,929	\$4,823	\$10,611	69%
	SBIR/ STTR Award (Oct 06)	\$1,982	10	1	11	(1)	0%	\$19,821	\$1,982	\$21,804	(\$1,982)	0%
	SBIR/STTR Administration (Oct 06)	\$965	24	1	11	13	54%	\$23,152	\$965	\$10,611	\$12,541	54%
	Off-Site Training Purchases Transaction Fee (July 06)	\$98	185	11	141	44	24%	\$18,147	\$1,079	\$13,831	\$4,316	24%
	Off-Site Training Purchases Cancellations	\$98	0	0	9	(9)	0%	\$0	\$0	\$883	(\$883)	0%
	On-Site Training Purchases (July 07)	\$521	10	1	5	5	50%	\$5,215	\$521	\$2,607	\$2,607	50%
IT Services	Total Information Technology (IT) Services							\$164,305	\$12,282	\$154,432	\$9,873	6%
	ACES Service Office (Nov 11)	\$33	512	0	213	299	58%	\$16,924	\$0	\$7,052	\$9,873	58%
	Enterprise License Management (Oct 09)	\$3	2,722	227	2,722	0	0%	\$7,098	\$592	\$7,098	\$0	0%
	Enterprise Service Desk	\$338	405	34	405	0	0%	\$136,565	\$11,380	\$136,565	\$0	0%
	Enterprise Service Request System		0	0	0	0	0%	\$0	\$0	\$0	\$0	0%
	ENS Management Support	\$2	1,938	162	1,938	0	0%	\$3,717	\$310	\$3,717	\$0	0%
Agency Services	Total Agency Services							\$34,941	\$2,912	\$34,941	\$0	0%
	I3P Business Office	\$68	512	43	512	0	0%	\$34,941	\$2,912	\$34,941	\$0	0%
Training Purchases \$	Payment of Training Purchases (Off-Site - July 06; On-Site - July 07)	\$1	288,015	16,993	212,489	75,526	26%	\$288,015	\$16,993	\$212,489	\$75,526	26%
GRAND TOTAL								\$1,734,478	\$141,157	\$1,536,576	\$197,902	11%

Note: Utilization Rates are consistent with the SLA which are displayed in whole dollars.

Please liquidate only the delta between the Current Month Actual \$ on this bill and the Current Month Actual \$ on the September Preliminary Bill distributed via e-mail September 24th which is \$58,539.

FY12 Funding Status	FY12 Bill (PPBE)	FY11 Utilization Adjustment	Adjusted FY12 Bill	IPAC's Submitted to Date	% Consumption of Funds Available for FY12**	Remaining FY12 Bill to be IPAC'd	Remaining Balance \$***
Services	\$ 1,446,463	\$ -	\$ 1,446,463	\$ 1,436,590	92%	\$ 9,873	\$ 112,503
Payment of Training Purchases	\$ 288,015	\$ -	\$ 288,015	\$ 301,015	71%	\$ (13,000)	\$ 88,526
Total	\$ 1,734,478	\$ -	\$ 1,734,478	\$ 1,737,605	88%	\$ (3,127)	\$ 201,029

ARMD Utilization Report

ARMD	Functional Area	Service (Transition Month)	UTILIZATION					FUNDING				
			FY12 Projected Utilization	Current Month Actual Utilization	YTD Actual Utilization	Remaining Balance Utilization	% Remaining Balance	FY12 Projected \$	Current Month Actual \$	YTD Actual \$	Remaining Balance \$	% Remaining \$
Finance	Total Finance Services											
	Accounts Payable (Feb-Aug 08)	\$118				0	0%	\$0	\$0	\$0	\$0	0%
	Accounts Receivable (Feb-Aug 08)	\$71				0	0%	\$0	\$0	\$0	\$0	0%
	Payroll/Time & Attendance Processing (May 06)	\$75				0	0%	\$0	\$0	\$0	\$0	0%
	FBWT/224 (Feb-Aug 08)	\$9				0	0%	\$0	\$0	\$0	\$0	0%
	Domestic Travel Services (June 06)	\$22				0	0%	\$0	\$0	\$0	\$0	0%
	PCS, Foreign and ETDY Services (March 06)	\$344				0	0%	\$0	\$0	\$0	\$0	0%
	PCS/Relocation Counseling (Oct 06)	\$1,992				0	0%	\$0	\$0	\$0	\$0	0%
	Conference Reporting (Oct 09)	\$8				0	0%	\$0	\$0	\$0	\$0	0%
Human Resources	Total Human Resources Services											
	Support to Personnel Programs (March 06)	\$144				0	0%	\$0	\$0	\$0	\$0	0%
	Employee Development and Training (July 06)	\$102				0	0%	\$0	\$0	\$0	\$0	0%
	Employee Benefits (March 06)	\$186				0	0%	\$0	\$0	\$0	\$0	0%
	HR & Training Information Systems (July 07)	\$167				0	0%	\$0	\$0	\$0	\$0	0%
	Record Keeping (Jan 08)	\$49				0	0%	\$0	\$0	\$0	\$0	0%
	Personnel Action Processing (Jan 08)	\$88				0	0%	\$0	\$0	\$0	\$0	0%
	SES Case Documentation (April 06)	\$7,737				0	0%	\$0	\$0	\$0	\$0	0%
	Financial Disclosure Processing (Oct 09)	\$30				0	0%	\$0	\$0	\$0	\$0	0%
	On-Line Course Management	\$76				0	0%	\$0	\$0	\$0	\$0	0%
Procurement	Total Procurement Services											
	Procurement Processing and Other Admin Services (March 06)	\$47				0	0%	\$0	\$0	\$0	\$0	0%
	Agency Contracting Services	\$59				0	0%	\$0	\$0	\$0	\$0	0%
	Grants Award (Oct 06)	\$1,982				0	0%	\$0	\$0	\$0	\$0	0%
	Grants Administration (Oct 06)	\$965				0	0%	\$0	\$0	\$0	\$0	0%
	SBIR/ STTR Award (Oct 06)	\$1,982				0	0%	\$0	\$0	\$0	\$0	0%
	SBIR/STTR Administration (Oct 06)	\$965				0	0%	\$0	\$0	\$0	\$0	0%
	Off-Site Training Purchases Transaction Fee (July 06)	\$98				0	0%	\$0	\$0	\$0	\$0	0%
	Off-Site Training Purchases Cancellations	\$98				0	0%	\$0	\$0	\$0	\$0	0%
	On-Site Training Purchases (July 07)	\$521				0	0%	\$0	\$0	\$0	\$0	0%
IT Services	Total Information Technology (IT) Services											
	ACES Service Office (Nov 11)	\$33	2,143	0	893	1,250	58%	\$70,820	\$0	\$29,508	\$41,312	58%
	Enterprise License Management (Oct 09)	\$3	4,287	357	4,287	0	0%	\$11,180	\$932	\$11,180	\$0	0%
	Enterprise Service Desk	\$338	1,592	133	1,592	0	0%	\$537,305	\$44,775	\$537,305	\$0	0%
	Enterprise Service Request System		0	0	0	0	0%	\$0	\$0	\$0	\$0	0%
	ENS Management Support	\$2	0	0	0	0	0%	\$0	\$0	\$0	\$0	0%
IT Services	Total Agency Services											
	Agency Seat Management (Oct 08)	\$68	2,143	179	2,143	0	0%	\$146,211	\$12,185	\$146,211.15	\$0	0%
Training Purchases \$	Payment of Training Purchases (Off-Site - July 06; On-Site - July 07)	\$1	0	0	0	0	0%	\$0	\$0	\$0	\$0	0%
GRAND TOTAL								\$765,516	\$57,892	\$724,204	\$41,312	5%

Note: Utilization Rates are consistent with the SLA which are displayed in whole dollars.

Please liquidate only the delta between the Current Month Actual \$ on this bill and the Current Month Actual \$ on the September Preliminary Bill distributed via e-mail September 24th which is \$0.00.

FY12 Funding Status	FY12 Bill (PPBE)*	FY11 Utilization Adjustment	Adjusted FY12 Bill	IPAC's Submitted to Date	% Consumption of Funds Available for FY12**	Remaining FY12 Bill to be IPAC'd	Remaining Balance \$***
Services	\$ 765,516	\$ -	\$ 765,516	\$ 724,203	100%	\$ 41,313	\$ (1)
Payment of Training Purchases	\$ -	\$ -	\$ -	\$ -	#DIV/0!	\$ -	\$ -
Total	\$ 765,516	\$ -	\$ 765,516	\$ 724,203	100%	\$ 41,313	\$ (1)

ESMD Utilization Report

ESMD	Functional Area	Service (Transition Month)	UTILIZATION					FUNDING				
			FY12 Projected Utilization	Current Month Actual Utilization	YTD Actual Utilization	Remaining Balance Utilization	% Remaining Balance	FY12 Projected \$	Current Month Actual \$	YTD Actual \$	Remaining Balance \$	% Remaining \$
Finance	Total Finance Services											
	Accounts Payable (Feb-Aug 08)	\$118				0	0%	\$0	\$0	\$0	\$0	0%
	Accounts Receivable (Feb-Aug 08)	\$71				0	0%	\$0	\$0	\$0	\$0	0%
	Payroll/Time & Attendance Processing (May 06)	\$75				0	0%	\$0	\$0	\$0	\$0	0%
	FBWT/224 (Feb-Aug 08)	\$9				0	0%	\$0	\$0	\$0	\$0	0%
	Domestic Travel Services (June 06)	\$22				0	0%	\$0	\$0	\$0	\$0	0%
	PCS, Foreign and ETDY Services (March 06)	\$344				0	0%	\$0	\$0	\$0	\$0	0%
	PCS/Relocation Counseling (Oct 06)	\$1,992				0	0%	\$0	\$0	\$0	\$0	0%
	Conference Reporting (Oct 09)	\$8				0	0%	\$0	\$0	\$0	\$0	0%
Human Resources	Total Human Resources Services											
	Support to Personnel Programs (March 06)	\$144				0	0%	\$0	\$0	\$0	\$0	0%
	Employee Development and Training (July 06)	\$102				0	0%	\$0	\$0	\$0	\$0	0%
	Employee Benefits (March 06)	\$186				0	0%	\$0	\$0	\$0	\$0	0%
	HR & Training Information Systems (July 07)	\$167				0	0%	\$0	\$0	\$0	\$0	0%
	Record Keeping (Jan 08)	\$49				0	0%	\$0	\$0	\$0	\$0	0%
	Personnel Action Processing (Jan 08)	\$88				0	0%	\$0	\$0	\$0	\$0	0%
	SES Case Documentation (April 06)	\$7,737				0	0%	\$0	\$0	\$0	\$0	0%
	Financial Disclosure Processing (Oct 09)	\$30				0	0%	\$0	\$0	\$0	\$0	0%
	On-Line Course Management	\$76				0	0%	\$0	\$0	\$0	\$0	0%
Procurement	Total Procurement Services											
	Procurement Processing and Other Admin Services (March 06)	\$47				0	0%	\$0	\$0	\$0	\$0	0%
	Agency Contracting Services	\$59				0	0%	\$0	\$0	\$0	\$0	0%
	Grants Award (Oct 06)	\$1,982				0	0%	\$0	\$0	\$0	\$0	0%
	Grants Administration (Oct 06)	\$965				0	0%	\$0	\$0	\$0	\$0	0%
	SBIR/ STTR Award (Oct 06)	\$1,982				0	0%	\$0	\$0	\$0	\$0	0%
	SBIR/STTR Administration (Oct 06)	\$965				0	0%	\$0	\$0	\$0	\$0	0%
	Off-Site Training Purchases Transaction Fee (July 06)	\$98				0	0%	\$0	\$0	\$0	\$0	0%
	Off-Site Training Purchases Cancellations	\$98				0	0%	\$0	\$0	\$0	\$0	0%
	On-Site Training Purchases (July 07)	\$521				0	0%	\$0	\$0	\$0	\$0	0%
IT Services	Total Agency Services											
	ACES Service Office (Nov 11)	\$33	5,618	0	2,341	3,277	58%	\$185,647	\$0	\$77,353	\$108,294	58%
	Enterprise License Management (Oct 09)	\$3	23,595	1,966	23,595	0	0%	\$61,531	\$5,124	\$61,531	\$0	0%
	Enterprise Service Desk	\$338	4,051	338	4,051	0	0%	\$1,367,405	\$113,950	\$1,367,405	\$0	0%
	Enterprise Service Request System		0	0	0	0	0%	\$0	\$0	\$0	\$0	0%
	ENS Management Support	\$2	0	0	0	0	0%	\$0	\$0	\$0	\$0	0%
Agency Services	Total Agency Services											
	ISP Business Office	\$68	5,618	468	5,618	0	0%	\$383,275	\$31,940	\$383,275	\$0	0%
Training Purchases \$	Payment of Training Purchases (Off-Site - July 06; On-Site - July 07)	\$1	0	0	0	0	0%	\$0	\$0	\$0	\$0	0%
GRAND TOTAL												
								\$1,997,857	\$151,014	\$1,889,563	\$108,294	5%

Note: Utilization Rates are consistent with the SLA which are displayed in whole dollars.

Please liquidate only the delta between the Current Month Actual \$ on this bill and the Current Month Actual \$ on the September Preliminary Bill distributed via e-mail September 24th which is \$0.00.

FY12 Funding Status	FY12 Bill (PPBE)*	FY11 Utilization Adjustment	Adjusted FY12 Bill	IPAC's Submitted to Date	% Consumption of Funds Available for FY12**	Remaining FY12 Bill to be IPAC'd	Remaining Balance \$***
Services	\$ 1,997,857	\$ -	\$ 1,997,857	\$ 1,889,562	100%	\$ 108,295	\$ (1)
Payment of Training Purchases	\$ -	\$ -	\$ -	\$ -	#DIV/0!	\$ -	\$ -
Total	\$ 1,997,857	\$ -	\$ 1,997,857	\$ 1,889,562	100%	\$ 108,295	\$ (1)

SMD Utilization Report

SMD	Functional Area	Service (Transition Month)	UTILIZATION					FUNDING				
			FY12 Projected Utilization	Current Month Actual Utilization	YTD Actual Utilization	Remaining Balance Utilization	% Remaining Balance	FY12 Projected \$	Current Month Actual \$	YTD Actual \$	Remaining Balance \$	% Remaining \$
Finance	Total Finance Services											
	Accounts Payable (Feb-Aug 08)	\$118				0	0%	\$0	\$0	\$0	\$0	0%
	Accounts Receivable (Feb-Aug 08)	\$71				0	0%	\$0	\$0	\$0	\$0	0%
	Payroll/Time & Attendance Processing (May 06)	\$75				0	0%	\$0	\$0	\$0	\$0	0%
	FBWT/224 (Feb-Aug 08)	\$9				0	0%	\$0	\$0	\$0	\$0	0%
	Domestic Travel Services (June 06)	\$22				0	0%	\$0	\$0	\$0	\$0	0%
	PCS, Foreign and ETDY Services (March 06)	\$344				0	0%	\$0	\$0	\$0	\$0	0%
	PCS/Relocation Counseling (Oct 06)	\$1,992				0	0%	\$0	\$0	\$0	\$0	0%
	Conference Reporting (Oct 09)	\$8				0	0%	\$0	\$0	\$0	\$0	0%
Human Resources	Total Human Resources Services											
	Support to Personnel Programs (March 06)	\$144				0	0%	\$0	\$0	\$0	\$0	0%
	Employee Development and Training (July 06)	\$102				0	0%	\$0	\$0	\$0	\$0	0%
	Employee Benefits (March 06)	\$186				0	0%	\$0	\$0	\$0	\$0	0%
	HR & Training Information Systems (July 07)	\$167				0	0%	\$0	\$0	\$0	\$0	0%
	Record Keeping (Jan 08)	\$49				0	0%	\$0	\$0	\$0	\$0	0%
	Personnel Action Processing (Jan 08)	\$88				0	0%	\$0	\$0	\$0	\$0	0%
	SES Case Documentation (April 06)	\$7,737				0	0%	\$0	\$0	\$0	\$0	0%
	Financial Disclosure Processing (Oct 09)	\$30				0	0%	\$0	\$0	\$0	\$0	0%
	On-Line Course Management	\$76				0	0%	\$0	\$0	\$0	\$0	0%
Procurement	Total Procurement Services											
	Procurement Processing and Other Admin Services (March 06)	\$47				0	0%	\$0	\$0	\$0	\$0	0%
	Agency Contracting Services	\$59				0	0%	\$0	\$0	\$0	\$0	0%
	Grants Award (Oct 06)	\$1,982				0	0%	\$0	\$0	\$0	\$0	0%
	Grants Administration (Oct 06)	\$965				0	0%	\$0	\$0	\$0	\$0	0%
	SBIR/ STTR Award (Oct 06)	\$1,982				0	0%	\$0	\$0	\$0	\$0	0%
	SBIR/STTR Administration (Oct 06)	\$965				0	0%	\$0	\$0	\$0	\$0	0%
	Off-Site Training Purchases Transaction Fee (July 06)	\$98				0	0%	\$0	\$0	\$0	\$0	0%
	Off-Site Training Purchases Cancellations	\$98				0	0%	\$0	\$0	\$0	\$0	0%
	On-Site Training Purchases (July 07)	\$521				0	0%	\$0	\$0	\$0	\$0	0%
IT Services	Total Information Technology (IT) Services											
	ACES Service Office (Nov 11)	\$33	4,889	0	2,037	2,852	58%	\$161,552	\$0	\$67,313	\$94,239	58%
	Enterprise License Management (Oct 09)	\$3	9,778	815	9,778	0	0%	\$25,499	\$2,125	\$25,499	\$0	0%
	Enterprise Service Desk	\$338	4,154	346	4,154	0	0%	\$1,401,871	\$116,823	\$1,401,871	\$0	0%
	Enterprise Service Request System		0	0	0	0	0%	\$0	\$0	\$0	\$0	0%
	ENS Management Support	\$2	0	0	0	0	0%	\$0	\$0	\$0	\$0	0%
Agency Services	Total Agency Services											
	ISP Business Office	\$68	4,889	407	4,889	0	0%	\$333,530	\$27,793	\$333,530	\$0	0%
Training Purchases \$	Payment of Training Purchases (Off-Site - July 06; On-Site - July 07)	\$1	0	0	0	0	0%	\$0	\$0	\$0	\$0	0%
GRAND TOTAL												
								\$1,922,452	\$146,741	\$1,828,214	\$94,239	5%

Note: Utilization Rates are consistent with the SLA which are displayed in whole dollars.

Please liquidate only the delta between the Current Month Actual \$ on this bill and the Current Month Actual \$ on the September Preliminary Bill distributed via e-mail September 24th which is \$0.00.

FY12 Funding Status	FY12 Bill (PPBE)*	FY11 Utilization Adjustment	Adjusted FY12 Bill	IPAC's Submitted to Date	% Consumption of Funds Available for FY12**	Remaining FY12 Bill to be IPAC'd	Remaining Balance \$***
Services	\$ 1,922,452	\$ -	\$ 1,922,452	\$ 1,828,213	100%	\$ 94,239	\$ (1)
Payment of Training Purchases	\$ -	\$ -	\$ -	\$ -	#DIV/0!	\$ -	\$ -
Total	\$ 1,922,452	\$ -	\$ 1,922,452	\$ 1,828,213	100%	\$ 94,239	\$ (1)

SOMD Utilization Report

SOMD	Functional Area	Service (Transition Month)	UTILIZATION					FUNDING				
			FY12 Projected Utilization	Current Month Actual Utilization	YTD Actual Utilization	Remaining Balance Utilization	% Remaining Balance	FY12 Projected \$	Current Month Actual \$	YTD Actual \$	Remaining Balance \$	% Remaining \$
Finance	Total Finance Services											
	Accounts Payable (Feb-Aug 08)	\$118				0	0%	\$0	\$0	\$0	\$0	0%
	Accounts Receivable (Feb-Aug 08)	\$71				0	0%	\$0	\$0	\$0	\$0	0%
	Payroll/Time & Attendance Processing (May 06)	\$75				0	0%	\$0	\$0	\$0	\$0	0%
	FBWT/224 (Feb-Aug 08)	\$9				0	0%	\$0	\$0	\$0	\$0	0%
	Domestic Travel Services (June 06)	\$22				0	0%	\$0	\$0	\$0	\$0	0%
	PCS, Foreign and ETDY Services (March 06)	\$344				0	0%	\$0	\$0	\$0	\$0	0%
	PCS/Relocation Counseling (Oct 06)	\$1,992				0	0%	\$0	\$0	\$0	\$0	0%
	Conference Reporting (Oct 09)	\$8				0	0%	\$0	\$0	\$0	\$0	0%
Human Resources	Total Human Resources Services											
	Support to Personnel Programs (March 06)	\$144				0	0%	\$0	\$0	\$0	\$0	0%
	Employee Development and Training (July 06)	\$102				0	0%	\$0	\$0	\$0	\$0	0%
	Employee Benefits (March 06)	\$186				0	0%	\$0	\$0	\$0	\$0	0%
	HR & Training Information Systems (July 07)	\$167				0	0%	\$0	\$0	\$0	\$0	0%
	Record Keeping (Jan 08)	\$49				0	0%	\$0	\$0	\$0	\$0	0%
	Personnel Action Processing (Jan 08)	\$88				0	0%	\$0	\$0	\$0	\$0	0%
	SES Case Documentation (April 06)	\$7,737				0	0%	\$0	\$0	\$0	\$0	0%
	Financial Disclosure Processing (Oct 09)	\$30				0	0%	\$0	\$0	\$0	\$0	0%
	On-Line Course Management	\$76				0	0%	\$0	\$0	\$0	\$0	0%
Procurement	Total Procurement Services											
	Procurement Processing and Other Admin Services (March 06)	\$47				0	0%	\$0	\$0	\$0	\$0	0%
	Agency Contracting Services	\$59				0	0%	\$0	\$0	\$0	\$0	0%
	Grants Award (Oct 06)	\$1,982				0	0%	\$0	\$0	\$0	\$0	0%
	Grants Administration (Oct 06)	\$965				0	0%	\$0	\$0	\$0	\$0	0%
	SBIR/ STTR Award (Oct 06)	\$1,982				0	0%	\$0	\$0	\$0	\$0	0%
	SBIR/STTR Administration (Oct 06)	\$965				0	0%	\$0	\$0	\$0	\$0	0%
	Off-Site Training Purchases Transaction Fee (July 06)	\$98				0	0%	\$0	\$0	\$0	\$0	0%
	Off-Site Training Purchases Cancellations	\$98				0	0%	\$0	\$0	\$0	\$0	0%
	On-Site Training Purchases (July 07)	\$521				0	0%	\$0	\$0	\$0	\$0	0%
IT Services	Total Information Technology (IT) Services											
	ACES Service Office (Nov 11)	\$33	9,518	0	3,966	5,552	58%	\$314,487	\$0	\$131,036	\$183,451	58%
	Enterprise License Management (Oct 09)	\$3	19,035	1,586	19,035	0	0%	\$49,639	\$4,137	\$49,639	\$0	0%
	Enterprise Service Desk	\$338	6,775	565	6,775	0	0%	\$2,286,569	\$190,547	\$2,286,569	\$0	0%
	Enterprise Service Request System		0	0	0	0	0%	\$0	\$0	\$0	\$0	0%
	ENS Management Support	\$2	0	0	0	0	0%	\$0	\$0	\$0	\$0	0%
Agency Services	Total Agency Services											
	I3P Business Office	\$68	9,518	793	9,518	0	0%	\$649,269	\$54,104	\$649,269	\$0	0%
Training Purchases \$	Payment of Training Purchases (Off-Site - July 06; On-Site - July 07)	\$1	0	0	0	0	0%	\$0	\$0	\$0	\$0	0%
GRAND TOTAL								\$3,299,964	\$248,788	\$3,116,514	\$183,451	6%

Note: Utilization Rates are consistent with the SLA which are displayed in whole dollars.

Please liquidate only the delta between the Current Month Actual \$ on this bill and the Current Month Actual \$ on the September Preliminary Bill distributed via e-mail September 24th which is \$0.00.

FY12 Funding Status	FY12 Bill (PPBE)*	FY11 Utilization Adjustment	Adjusted FY12 Bill	IPAC's Submitted to Date	% Consumption of Funds Available for FY12**	Remaining FY12 Bill to be IPAC'd	Remaining Balance \$***
Services	\$ 3,299,964	\$ -	\$ 3,299,964	\$ 3,116,513	100%	\$ 183,451	\$ (1)
Payment of Training Purchases	\$ -	\$ -	\$ -	\$ -	#DIV/0!	\$ -	\$ -
Total	\$ 3,299,964	\$ -	\$ 3,299,964	\$ 3,116,513	100%	\$ 183,451	\$ (1)

EDUC Utilization Report

EDUC		UTILIZATION						FUNDING				
Functional Area	Service (Transition Month)	FY12 Rate	FY12 Projected Utilization	Current Month Actual Utilization	YTD Actual Utilization	Remaining Balance Utilization	% Remaining Balance	FY12 Projected \$	Current Month Actual \$	YTD Actual \$	Remaining Balance \$	% Remaining \$
Finance	Total Finance Services							\$0	\$0	\$0	\$0	0%
	Accounts Payable (Feb-Aug 08)	\$118				0	0%	\$0	\$0	\$0	\$0	0%
	Accounts Receivable (Feb-Aug 08)	\$71				0	0%	\$0	\$0	\$0	\$0	0%
	Payroll/Time & Attendance Processing (May 06)	\$75				0	0%	\$0	\$0	\$0	\$0	0%
	FBWT/224 (Feb-Aug 08)	\$9				0	0%	\$0	\$0	\$0	\$0	0%
	Domestic Travel Services (June 06)	\$22				0	0%	\$0	\$0	\$0	\$0	0%
	PCS, Foreign and ETDY Services (March 06)	\$344				0	0%	\$0	\$0	\$0	\$0	0%
	PCS/Relocation Counseling (Oct 06)	\$1,992				0	0%	\$0	\$0	\$0	\$0	0%
	Conference Reporting (Oct 09)	\$8				0	0%	\$0	\$0	\$0	\$0	0%
Human Resources	Total Human Resources Services							\$0	\$0	\$0	\$0	0%
	Support to Personnel Programs (March 06)	\$144				0	0%	\$0	\$0	\$0	\$0	0%
	Employee Development and Training (July 06)	\$102				0	0%	\$0	\$0	\$0	\$0	0%
	Employee Benefits (March 06)	\$186				0	0%	\$0	\$0	\$0	\$0	0%
	HR & Training Information Systems (July 07)	\$167				0	0%	\$0	\$0	\$0	\$0	0%
	Record Keeping (Jan 08)	\$49				0	0%	\$0	\$0	\$0	\$0	0%
	Personnel Action Processing (Jan 08)	\$88				0	0%	\$0	\$0	\$0	\$0	0%
	SES Case Documentation (April 06)	\$7,737				0	0%	\$0	\$0	\$0	\$0	0%
	Financial Disclosure Processing (Oct 09)	\$30				0	0%	\$0	\$0	\$0	\$0	0%
	On-Line Course Management (Oct 10)	\$76				0	0%	\$0	\$0	\$0	\$0	0%
Procurement	Total Procurement Services							\$0	\$0	\$0	\$0	0%
	Procurement Processing and Other Admin Services (March 06)	\$47				0	0%	\$0	\$0	\$0	\$0	0%
	Agency Contracting Services (March 06)	\$59				0	0%	\$0	\$0	\$0	\$0	0%
	Grants Award (Oct 06)	\$1,982				0	0%	\$0	\$0	\$0	\$0	0%
	Grants Administration (Oct 06)	\$965				0	0%	\$0	\$0	\$0	\$0	0%
	SBIR/ STTR Award (Oct 06)	\$1,982				0	0%	\$0	\$0	\$0	\$0	0%
	SBIR/STTR Administration (Oct 06)	\$965				0	0%	\$0	\$0	\$0	\$0	0%
	Off-Site Training Purchases Transaction Fee (July 06)	\$98				0	0%	\$0	\$0	\$0	\$0	0%
	Off-Site Training Purchases Cancellations	\$98				0	0%	\$0	\$0	\$0	\$0	0%
	On-Site Training Purchases (July 07)	\$521				0	0%	\$0	\$0	\$0	\$0	0%
IT Services	Total Information Technology (IT) Services							\$38,390	\$2,853	\$35,969	\$2,421	6%
	ACES Service Office (Nov 11)	\$33	126	0	52	73	58%	\$4,150	\$0	\$1,729	\$2,421	58%
	Enterprise License Management (Oct 09)	\$3	251	21	251	0	0%	\$655	\$55	\$655	\$0	0%
	Enterprise Service Desk	\$338	100	8	100	0	0%	\$33,585	\$2,799	\$33,585	\$0	0%
	Enterprise Service Request System		0	0	0	0	0%	\$0	\$0	\$0	\$0	0%
	ENS Management Support	\$2	0	0	0	0	0%	\$0	\$0	\$0	\$0	0%
Agency Services	Total Agency Services							\$8,568	\$717	\$8,568	\$0	0%
	I3P Business Office	\$68	126	10	126	0	0%	\$8,568	\$717	\$8,568	\$0	0%
Training Purchases \$	Payment of Training Purchases (Off-Site - July 06; On-Site - July 07)	\$1	0	0	0	0	0%	\$0	\$0	\$0	\$0	0%
GRAND TOTAL								\$46,958	\$3,570	\$44,537	\$2,421	5%

Note: Utilization Rates are consistent with the SLA which are displayed in whole dollars.

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FY12 Funding Status	FY12 Bill (PPBE)*	FY11 Utilization Adjustment	Adjusted FY12 Bill	IPAC's Submitted to Date	% Consumption of Funds Available for FY12**	Remaining FY12 Bill to be IPAC'd	Remaining Balance \$***
Services	\$ 46,958	\$ -	\$ 46,958	\$ 44,537	100%	\$ 2,421	\$ (0)
Payment of Training Purchases	\$ -	\$ -	\$ -	\$ -	#DIV/0!	\$ -	\$ -
Total	\$ 46,958	\$ -	\$ 46,958	\$ 44,537	100%	\$ 2,421	\$ (0)

OCT Utilization Report

OCT	Functional Area	Service (Transition Month)	UTILIZATION					FUNDING				
			FY12 Projected Utilization	Current Month Actual Utilization	YTD Actual Utilization	Remaining Balance Utilization	% Remaining Balance	FY12 Projected \$	Current Month Actual \$	YTD Actual \$	Remaining Balance \$	% Remaining \$
Finance	Total Finance Services											
	Accounts Payable (Feb-Aug 08)	\$118				0	0%	\$0	\$0	\$0	\$0	0%
	Accounts Receivable (Feb-Aug 08)	\$71				0	0%	\$0	\$0	\$0	\$0	0%
	Payroll/Time & Attendance Processing (May 06)	\$75				0	0%	\$0	\$0	\$0	\$0	0%
	FBWT/224 (Feb-Aug 08)	\$9				0	0%	\$0	\$0	\$0	\$0	0%
	Domestic Travel Services (June 06)	\$22				0	0%	\$0	\$0	\$0	\$0	0%
	PCS, Foreign and ETDY Services (March 06)	\$344				0	0%	\$0	\$0	\$0	\$0	0%
	PCS/Relocation Counseling (Oct 06)	\$1,992				0	0%	\$0	\$0	\$0	\$0	0%
	Conference Reporting (Oct 09)	\$8				0	0%	\$0	\$0	\$0	\$0	0%
Human Resources	Total Human Resources Services											
	Support to Personnel Programs (March 06)	\$144				0	0%	\$0	\$0	\$0	\$0	0%
	Employee Development and Training (July 06)	\$102				0	0%	\$0	\$0	\$0	\$0	0%
	Employee Benefits (March 06)	\$186				0	0%	\$0	\$0	\$0	\$0	0%
	HR & Training Information Systems (July 07)	\$167				0	0%	\$0	\$0	\$0	\$0	0%
	Record Keeping (Jan 08)	\$49				0	0%	\$0	\$0	\$0	\$0	0%
	Personnel Action Processing (Jan 08)	\$88				0	0%	\$0	\$0	\$0	\$0	0%
	SES Case Documentation (April 06)	\$7,737				0	0%	\$0	\$0	\$0	\$0	0%
	Financial Disclosure Processing (Oct 09)	\$30				0	0%	\$0	\$0	\$0	\$0	0%
	On-Line Course Management (Oct 10)	\$76				0	0%	\$0	\$0	\$0	\$0	0%
Procurement	Total Procurement Services											
	Procurement Processing and Other Admin Services (March 06)	\$47				0	0%	\$0	\$0	\$0	\$0	0%
	Agency Contracting Services (March 06)	\$59				0	0%	\$0	\$0	\$0	\$0	0%
	Grants Award (Oct 06)	\$1,982				0	0%	\$0	\$0	\$0	\$0	0%
	Grants Administration (Oct 06)	\$965				0	0%	\$0	\$0	\$0	\$0	0%
	SBIR/ STTR Award (Oct 06)	\$1,982				0	0%	\$0	\$0	\$0	\$0	0%
	SBIR/STTR Administration (Oct 06)	\$965				0	0%	\$0	\$0	\$0	\$0	0%
	Off-Site Training Purchases Transaction Fee (July 06)	\$98				0	0%	\$0	\$0	\$0	\$0	0%
	Off-Site Training Purchases Cancellations	\$98				0	0%	\$0	\$0	\$0	\$0	0%
	On-Site Training Purchases (July 07)	\$521				0	0%	\$0	\$0	\$0	\$0	0%
IT Services	Total Information Technology (IT) Services											
	ACES Service Office (Nov 11)	\$33	1,375	0	573	802	58%	\$45,437	\$0	\$18,932	\$26,505	58%
	Enterprise License Management (Oct 09)	\$3	2,750	229	2,750	0	0%	\$7,171	\$598	\$7,171	\$0	0%
	Enterprise Service Desk	\$338	1,067	89	1,067	0	0%	\$360,080	\$30,007	\$360,080	\$0	0%
	Enterprise Service Request System		0	0	0	0	0%	\$0	\$0	\$0	\$0	0%
	ENS Management Support	\$2	0	0	0	0	0%	\$0	\$0	\$0	\$0	0%
Agency Services	Total Agency Services											
	ISP Business Office	\$68	1,375	115	1,375	0	0%	\$93,806	\$7,813	\$93,806	\$0	0%
Training Purchases \$	Payment of Training Purchases (Off-Site - July 06; On-Site - July 07)	\$1	0	0	0	0	0%	\$0	\$0	\$0	\$0	0%
GRAND TOTAL								\$506,495	\$38,418	\$479,990	\$26,505	5%

Note: Utilization Rates are consistent with the SLA which are displayed in whole dollars.

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FY12 Funding Status	FY12 Bill (PPBE)*	FY11 Utilization Adjustment	Adjusted FY12 Bill	IPAC's Submitted to Date	% Consumption of Funds Available for FY12**	Remaining FY12 Bill to be IPAC'd	Remaining Balance \$***
Services	\$ 506,495	\$ -	\$ 506,495	\$ 479,990	100%	\$ 26,505	\$ (0)
Payment of Training Purchases	\$ -	\$ -	\$ -	\$ -	#DIV/0!	\$ -	\$ -
Total	\$ 506,495	\$ -	\$ 506,495	\$ 479,990	100%	\$ 26,505	\$ (0)

Special Projects

Special Projects								
Center	Project	Projected Funding	IPAC Received	Current Month Cost	YTD Cost	Remaining Balance	% Remaining Balance	Course Complete
HQ-OCIO	Satern Support (Contract Management of Satern Support)	\$ 115,000	\$ 115,000	\$ 9,587	\$ 115,000	\$ -	0%	N/A
		\$ -	\$ -	\$ -	\$ -	\$ -	0%	N/A
GRAND TOTAL		\$115,000	\$ 115,000	\$ 9,587	\$115,000	\$ -		

Please liquidate only the delta between the Current Month Actual \$ on this bill and the Current Month Actual \$ on the September Preliminary Bill distributed via e-mail September 24th which is \$0.00.