



**One Washington's Quarterly Report to Legislative Fiscal Committees  
April - June 2023  
Financial Performance Metrics on 10 State Agencies that  
Include Monthly Performance Data**

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

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

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

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

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

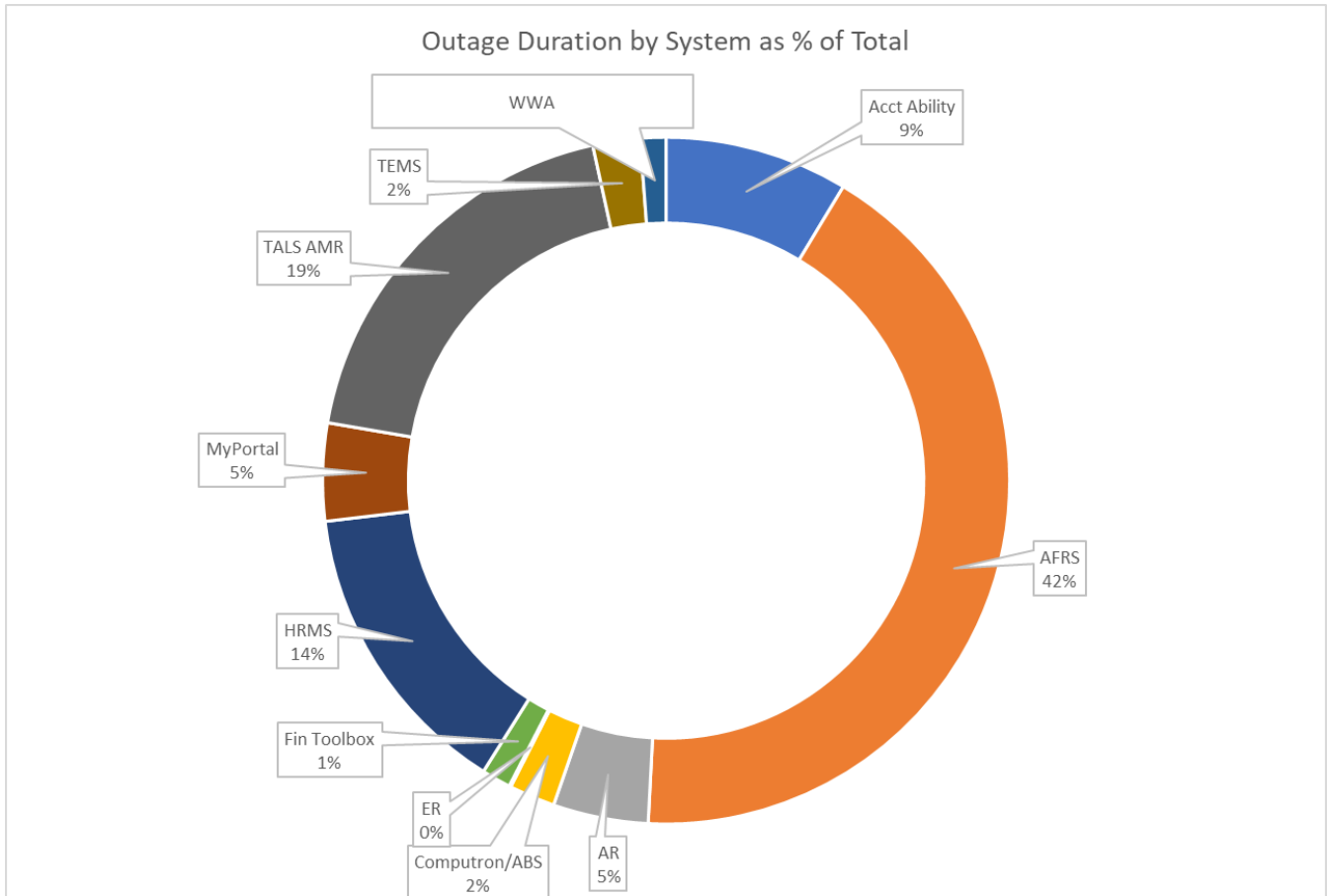
The data depicted below is extracted from system performance information and from prompt payment data reported from 10 agencies.



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**Metric 2:** Outage Duration Overview – percentage by system

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



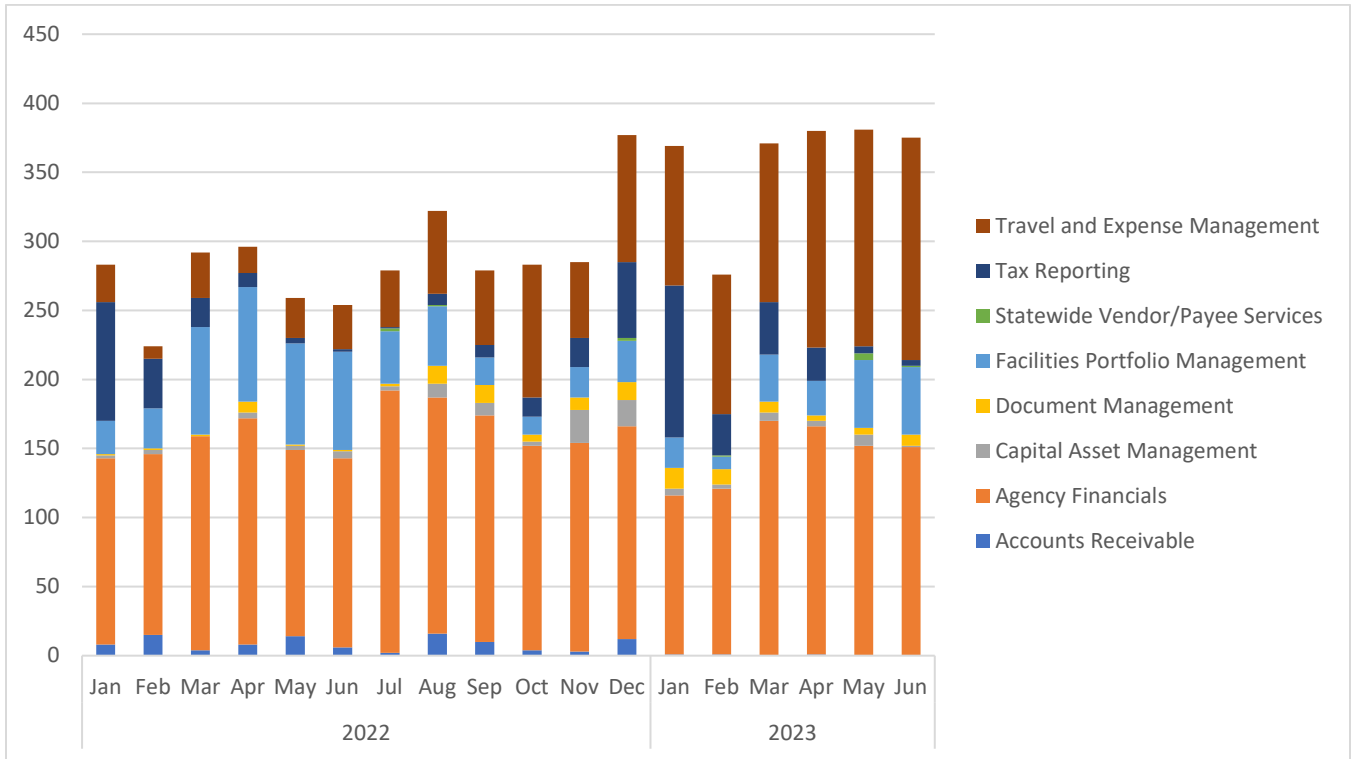


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**Metric 3:** Help Desk Requests for Financial Systems

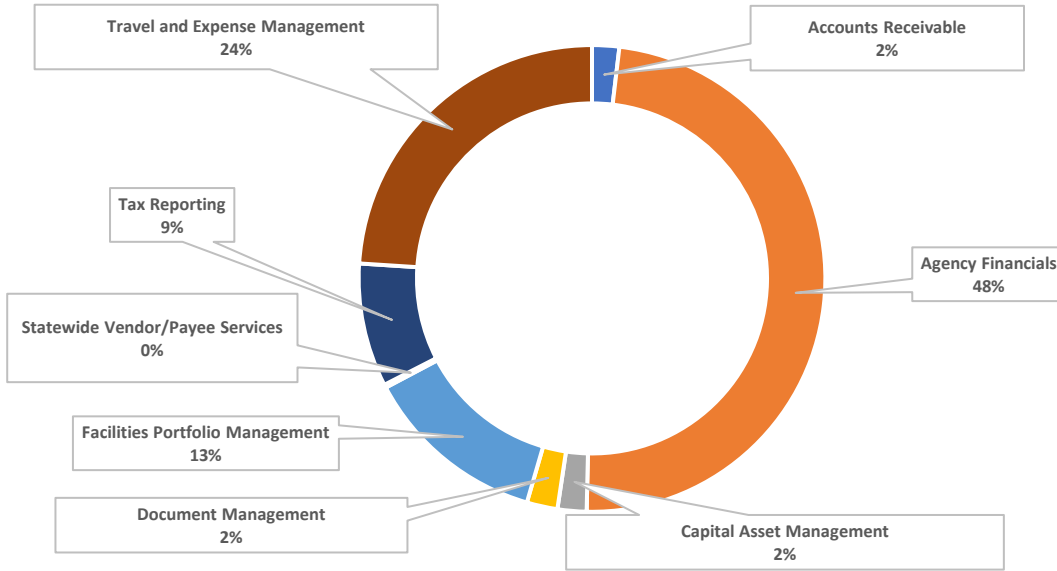
The following are graphs showing the number of help desk support requests for each OFM financial system each month, then by system as a percentage, and severity as a percentage. Report includes data from January 2022 through June 2023.

**Support Requests by System by Month**



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**Support Requests per System as %**



**Support Request Severity by %**

Critical	High	Moderate	Low
0.3%	1.6%	97.9%	0.2%



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**Metric 4:** Average Prompt Payment Time for 11 Agencies

Data was requested from at least ten state agencies related to the promptness of payments. This graph shows the average number of days between the later of invoice received or goods/service received, and payment issue date. The graph shown below depicts data from July 2021 through June 2023.

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

