



One Washington's Quarterly Report to Legislative Fiscal Committees
October - December 2022
Financial Performance Metrics on 10 State Agencies that
Include Monthly Performance Data

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

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

Repeated attempts to find an appropriate set of metrics that are collected monthly 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.

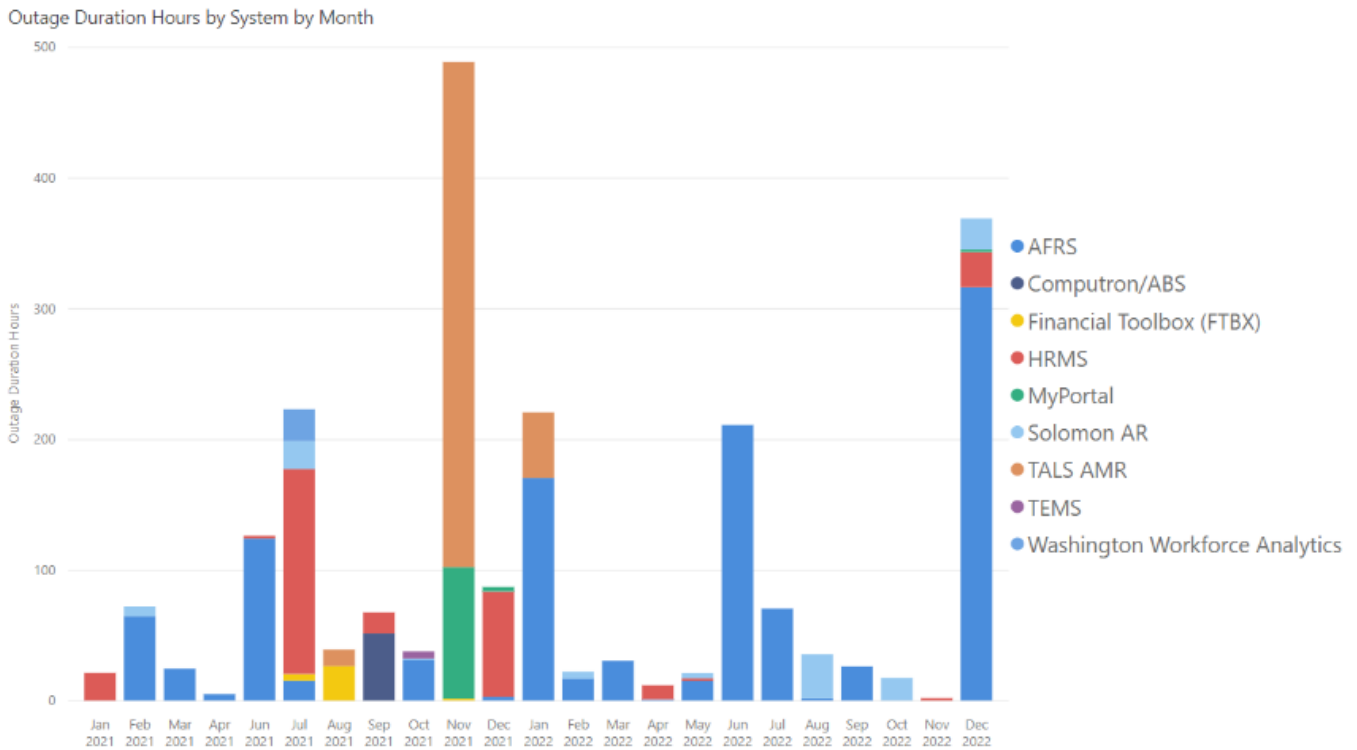
The data depicted below is extracted from system performance information and from prompt payment data reported from 10 agencies.

One Washington’s Quarterly Report to Legislative Fiscal Committees October - December 2022

Financial Performance Metrics on 10 State Agencies that Include Monthly Performance Data

Metric 1: Outage Duration Overview – by month

This chart summarizes the outage hours each month for systems that One Washington will replace. Data shown in this chart spans January 2021 through December 2022.

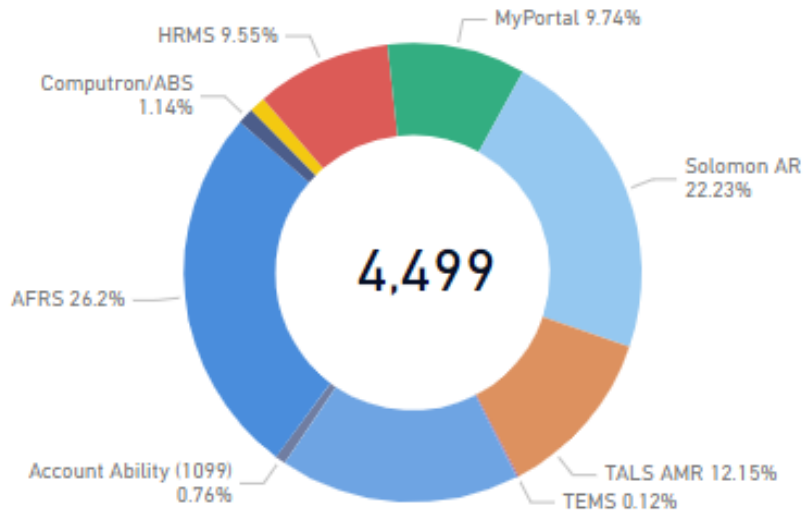


**One Washington’s Quarterly Report to Legislative Fiscal Committees
October - December 2022
Financial Performance Metrics on 10 State Agencies that
Include Monthly Performance Data**

Metric 2: Outage Duration Overview – by system

This chart is another view of the outage duration overview data, showing percentage of total outage hours by system. Data for this chart spans January 2021 through December 2022.

Outage Duration Hours



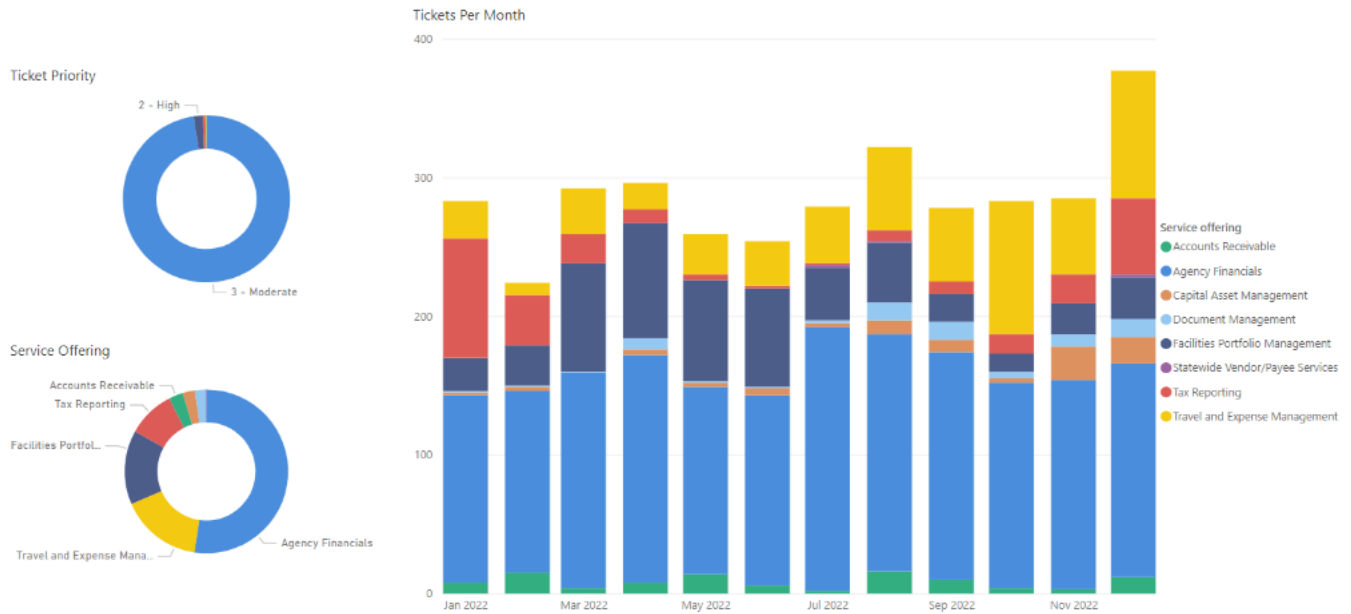
One Washington's Quarterly Report to Legislative Fiscal Committees

October - December 2022

Financial Performance Metrics on 10 State Agencies that Include Monthly Performance Data

Metric 3: Help Desk Requests for Financial Systems

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



One Washington’s Quarterly Report to Legislative Fiscal Committees
October - December 2022
Financial Performance Metrics on 10 State Agencies that
Include Monthly Performance Data

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. Graph shown below depicts data from July 2021 through December 2022.

