



ACCOUNTABILITY TO CUSTOMER

SPONSOR: Brig Gen Harold W. Linnean III (CC)

OWNER: Mr. Jason Darrah (DPH)

A data-driven tool that measures how well ARPC is meeting delivery service commitments to our customers. The tool will use actual lead time for a case from submission to closer compared to its service level agreement (SLA) time as the primary metric. This will provide our external customers with an end-to-end process measurement of our delivery on key services, while internally, we will track this data at the line of production (LOP) levels. As our LOPs mature, the accountability to customer dashboard will provide more meaningful metrics to our customer base.

ARPC PRIORITY

Optimize Operations

MAJOR MILESTONES

- 2 End-to-end process metrics published (September 2025)
- 8 LOP internal process metrics published (September 2025)

DELIVERABLES

- Dashboard with published metrics
- Identification of gaps in system capabilities to capture necessary metrics

RISKS/DEPENDENCIES

- Directorates must identify process to capture required metrics
- Research, analysis, and data team must validate data sources
- HR IT systems may not capture data required to measure performance