

FY21 - Cycle Time for eSCR Implementation

Cycle Time for eSCR Implementation

Targets and Thresholds

1	2	3	4	5	6	7	8	9	10
11.00	10.74	10.48	10.23	9.97	9.42	8.88	8.34	7.79	7.25

Description

The Service Change Request (SCR) system provides for the modification of Surface Transportation schedules. These changes are necessary to ensure continuity of service and responsiveness to customer requirements. This goal tracks the average number of business days it takes for the Transportation Strategies group to complete SCRs. The measurement begins upon receipt of an approved SCR ("Approved/Sent to TCSS" status) and concludes with the contracting officer's authorization ("Ordered in" status), for FY 2021.

Cycle Time for eSCR Implementation is one portion (25%) of the Functional Effectiveness - HQ-CCBSO indicator.

Measurement Period -

This performance indicator will be measured each month and cumulative scores will be reported as Year-To-Date (YTD) result.

Data Source and Calculation

Source	–	SCR System/TCSS (or equivalent replacements)
Indicator Value	–	YTD average cycle time for eSCR completion.
Business Rule	–	<p><i>Calculation:</i></p> <p>Average of (Number of Business Days "Approved" status minus "Order In" status)</p> <p>Note: Weekends/holidays are removed.</p>
Decimal Precision	–	Two Decimals

Data Validation

Data will be pulled from the TCSS/SCR system and provided as a Year-To-Date result.
Report Filter: Only SCRs that with status "Order In" within FY21 are included in the calculation

Applicable Positions / Units, Measurement Depth and Weight:

Scorecard Name	Depth	Weight towards Employee Utilization	Total Weight Towards Composite
HQ CCBSO	Nation	25.0%	7.5%