



Office of  
General Services

Business  
Services Center

## Information Announcement

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# BSC Finance Performance Measurements Update

**October 5, 2016**

The New York State Office of General Services Business Services Center (BSC) is changing the way we measure our performance for finance services including accounts payable, accounts receivable, purchasing, travel and expense, and credit card administration services.

Our current measurements, or Key Performance Indicators (KPIs), are located in the Service Level Agreement (SLA), in Appendix A - Operating Level Agreement. The BSC is updating the KPIs to include the following information:

- clearly outlined responsibilities for both the Agency and BSC to meet established goals;
- lists of items that could delay the processing of transactions; and
- updates to address legislative changes.

Please take some time to review the [Updates to Finance Key Performance Indicators \(KPIs\)](#) at the Business Services Center website under Agency Guidance.

These changes will increase transparency and improve the BSC's ability to process transactions timely and accurately. We will start reporting against these new KPIs in the third quarter of Fiscal Year 2016-17. We will also continue to report against the original KPIs throughout the third and fourth quarters of Fiscal Year 2016-17.

Please contact the BSC Customer Care team with any questions or concerns regarding this announcement at [OGS.sm.BSCCustomerCare@ogs.ny.gov](mailto:OGS.sm.BSCCustomerCare@ogs.ny.gov) or (518) 457-4272.