



Adding Value through Shared Services

DFAS was established in 1991 as an agency of the Department of Defense directed to consolidate, standardize, and integrate finance and accounting services. In 1995, DFAS was named a Shared Services Center for Human Resources in the Fourth Estate, and now also supports non-DOD federal customers. Today, the agency continues to function as a shared services provider, delivering tailored support functions that ensure efficient, exceptional quality pay and financial information for federal customers inside and outside DOD.

FINANCIAL

DFAS consolidated more than 300 installation-level offices into 10 sites and reduced the number of official Defense Business Systems from 330 to 74, with plans to reduce another 14 systems before 2027.

DFAS makes over \$620 billion in disbursements each year while providing accounting services, customer support, and financial reporting to assist customers in tracking funds and managing their budgets.

DFAS pays active and reserve members of the Army, Navy, Air Force and Space Force as well as all military retirees and annuitants. DFAS provides services for 60% of the federal

civilian workforce, which includes non-DOD customers such as the Department of Veterans Affairs and the Executive Office of the President.

Through the servicing of Non-DOD customers, DFAS has emerged as a leading federal shared services provider for payroll and has demonstrated best-value to our customers.

Annually, DFAS processes over 125 million pay transactions for more than 6 million payroll customers, and manages \$1.6 trillion in Military Retirement and Health Benefits Funds.

HUMAN RESOURCES

In 1995, the DFAS Human Resources Shared Services Center was designated an HR shared services provider within the DOD and provides support to DFAS, seven DOD entities, and eight non-DOD entities.

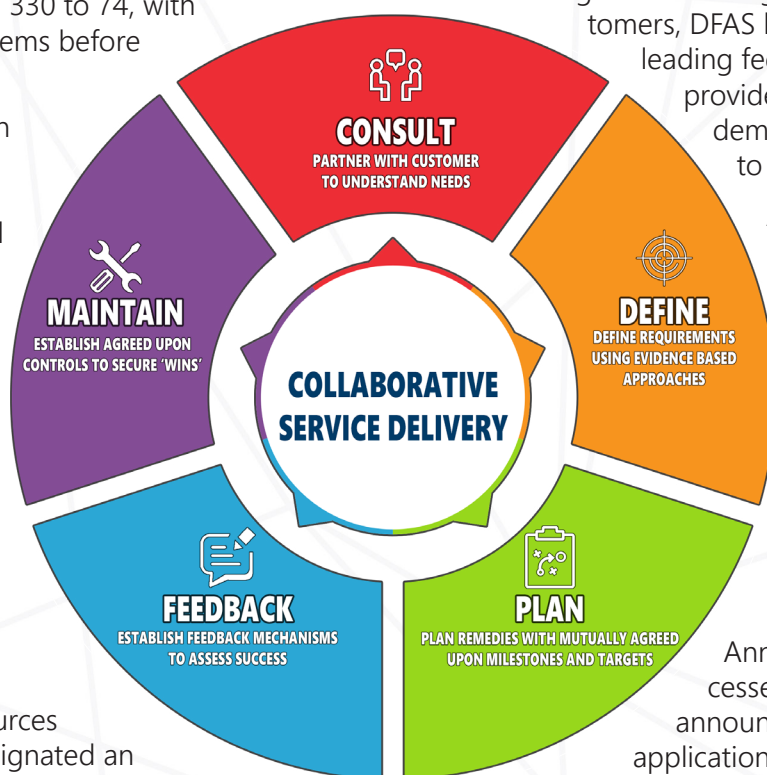
From recruitment and benefits administration to employee relations and personnel security, DFAS offers a comprehensive range of HR services that are tailored to meet customers' unique needs, while minimizing customer level of effort and overall cost.

DFAS services 16% of the roughly 150,000 Fourth Estate employees and eight non-DoD customers while comprising less than 3% of the DFAS budget.

Annually, DFAS processes over 4,000 job announcements, 232,000 job applications, and over 123,000 personnel actions on behalf of our customers. DFAS leverages economies of scale and scope to efficiently meet customer needs.

In 2022, DFAS averaged 68 days to hire, as compared to a government-wide average of over 100 days. DFAS also placed in the top tier of HR service providers across government according to the American Productivity and Quality Center.

DFAS strives to provide top quality service so our customers can continue to efficiently and effectively attract, hire, sustain, and retain talent.



For More Information
www.DFAS.mil/PDI

