Introduction

Enterprise Transformation

Why BSM Is Crucial for DSCP

The Components of Change

People

Process

Technology

Vincentis

Program Update

Vincentis

Question & Answer
Introduction  BG Mangual

Enterprise Transformation  RADM Archer

Why BSM Is Crucial for DSCP  Mr. Allen

The Components of Change

People  Mr. Allen

Process  Ms. Christine Gallo

Technology  Ms. Mae De

Vincentis

Program Update  Ms. Mae De

Vincentis

Question & Answer  Mr. Allen
Our Business

- **Products:** $15.8B Sales (FY01)
  - Fuel
  - Energy
  - Food
  - Medical
  - Apparel
  - Construction
  - Weapons Systems Spares (Consumables)

- **Services:** $2.6B Sales (FY01)
  - Logistics Information & Document Automation
  - Distribution (Less Transportation)
  - Reutilization & Disposal
  - National Stockpile

- **Sales Must Cover Cost**
- **90% Of Military Needs Satisfied By DLA**
- **100% Of Military Service Needs For Energy, Food, Medical, And Apparel**

**Customers:**
- Deployable Units
- Fixed Bases
- Industrial Activities
- Allies
For DLA... If We Plan to Stay in Business... We Need to Change

- Poor Customer Perception
- Losing Sales and Market Position
- Reactive Vice Proactive
- Cost Not Understood
- Legacy Environment on Final Breath
- Inflexible Business Alignment
- No Clear Direction
What Are the Impediments to Change?

- Culture
  - Internal/External
- Power Brokers
  - Internal/External
- Corporate Courage
- Current Processes and Supporting Environment
- Corporate Change Process

No Definition of Enterprise
• Transforming From Internally Focused Stovepipe Communities to Customer Focused Enterprise Based on Commercial Best Practices and Tools

• Customer Is Better Served at the Right Value

• ...It Is Now Key to Our Strategy!
Be “Customer Driven”

Supporting -
- Supply Chain Practices
- Customer Segmentation
- National Inventory Management Strategy

Balanced Score Card = Strategic Plan

Objective 6 => Business Systems Modernization

BSM...Tied to a Bigger Picture
What is BSM?

• It’s a Transformation
  • Reengineer Processes
  • Use Best Practices
  • Become Commercial-literate
  • New Jobs...New Roles
• Supported by New IT Environment
  • Commercial-Off-The-Shelf (COTS)
  • Embedded Best Practices
  • Enterprise Solution
What BSM Delivers

• A Single Enterprise—We Are One DLA
• New Levels of Performance
• Customer Facing Organization
• Reliance on COTS (Commercial-Off-The-Shelf Software)
• Implement Leading Commercial Practices
• DLA People Successful in This New Environment

“Addresses compelling reason to change”
New Practices

- Focus... Customer vice Function
- Organization ... Customer Segment vice Product
- Investment... Agreed Outcome vice Availability
- Process... Collaboration vice Levels

“Collaboration”
...Built on two premises...item segments and forecasts (item focus), little collaboration and planning
...Built on two premises...customer segment and planning via collaboration
Customer Relationship Management (CRM)

STRATEGIC OPERATION

By Major Claimant or Commander – Customer Account Manager (CAM)
By Military Service – National Account Manager (NAM)

Military Service

Service Level Agreement

Customer Support Representatives (CSR)

Collaboration Business Practices

Strategic Level Engagement:
• Set Expectation Levels & Levels of Service
• Set Common & Collaborative Business Practices

Customer Relationship Management (CRM)
Customer Relationship Management (CRM)

By Military Service - National Account Manager (NAM)
By Major Claimant or Command - Customer Account Manager (CAM)

Customer Support Representatives (CSR)

Operational Level Engagement:
• Determine “How To’s”
• Execute Service Level Agreements
• Input/feedback to Strategic Level
Flexible Forecast and Positioning

NSN Group

Distribution Center

Location

Main t.

PDS

Non-PDS

End Users
<table>
<thead>
<tr>
<th>Date</th>
<th>Accomplishment</th>
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<tbody>
<tr>
<td>Apr 01</td>
<td>Business Process Reengineering ... Blueprint</td>
</tr>
<tr>
<td>Jul 01</td>
<td>Completed Design and Configuration</td>
</tr>
<tr>
<td>Sep 01</td>
<td>Data Conversion Process in Place</td>
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<tr>
<td>Sep 01</td>
<td>BSM Job Model and Staffing Approach</td>
</tr>
<tr>
<td>Oct 01</td>
<td>Standard Organization</td>
</tr>
<tr>
<td>Oct 01</td>
<td>Testing Commenced, Runs Through</td>
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<tr>
<td>Apr 02</td>
<td>SECDEF Endorsement</td>
</tr>
</tbody>
</table>
There Is No Plan B

• “Go Live Concept Demo Jul – Aug 02!”
• Test Business Practices
• Test Systems
• Test Ability for Knowledge Transfer
• Test Organizational Build

Time of Discovery
Meeting the Challenge of Changes

Notional Standing based on Quantitative Feedback:
- Sponsors
- Change Agents
- Employees

- "Create the Approach"
- "Build the Foundation"
- "Clarify the Details"
- "Prepare for New Work"
- "Sustain Performance"
- "Go Live"
- "Baseline"
- "3/02"
- "4th Qtr '02"

Time

Commitment

UNAWARE
AWARE
UNDERSTAND
BUY-IN
COMMIT
Agenda

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RADM Archer

Mr. Allen

Ms. Christine Gallo

Ms. Mae De

Ms. Mae De

Mr. Allen
1. Workforce

- Works Effectively Despite the Limitations of the Present IT System, Organization Structure and Business Process
  - Logistics Response Time
    - FY00 - 5.2 Days
    - FY01 - 3.9 Days (A Decrease of 1.3 Days)
  - Supply Availability
    - FY00 - 87%
    - FY01 - 90% (An Increase of 3%)
- The Ability of Our People to Do More With Less
- The Ability of Our People to Adapt to Change
2. Supplier Management

• Very Good at Supplier Relationships
• Creates Contracts With Suppliers Focused on Results
  • 86% of Contracts Are Long Term
  • 99% of Solicitations Are Electronic
  • 96.3% of Payments Are Under EFT
  • 97.3% Are Electronic Awards
• Increase of Electronic Invoice
  • From 49.5% (FY00), to 59.25 (FY01)
• Prime Vendor
3. Customer Focus

- DSCP Has $6B Sales Volume That Has Increased Each Year for the Last 3 Years
- The Workforce Has a Desire to Meet Customer Needs (Entrepreneurial Spirit).
- Creates Contracts Focused on Results
- Supply Chain Driven Cost Consciousness
- Forward Presence in Both DSCP Europe and Pacific
4. Adapting Commercial Practices Into Readiness

• Surge Without Effort (No Workload Increases)
• Have Access and Visibility Into Vendors’ Inventory (Vendor Managed Inventory)
• Able to Deliver in Times of Crisis (Capacity Reservation / Access to Commercial Inventories)
• Strategic Collaboration (VA, Natick, AAFES, NGB)
Our Challenges

1. Financial Management
   • Pricing (Premiums and Incentives)
   • We Cannot Determine Whether We Have Made or Lost Money (Activity Based Costing)
   • Currently Have 4 General Ledger Systems
   • Accounts Payable
   • Collecting Receipt Information (ERS)
   • Customers Providing Receipt Information for Invoice Process
   • Receipts & Payments

Business Outcome:
Cost of Operations (KPP)
2. Customer Management

• Not One of Our 4 Commodities Met the DLA Expected Goal of 83% for Customer Satisfaction
• CRM Is Currently Contracted Out
• Need More Forward Presence
• We Do Not Know Our Customers As Well As We Should
• Demand Planning Is Sporadic
• Customer Knowledge Management Capability (LL Bean Example)

Business Outcome:
Enhanced Customer Satisfaction (KPP)
3. High Level of Manual Business Processes

- Unrepeatable Processes, Patchwork of Automated Assists
- Manual Processes Are Not Integrated (Sub-optimization)
- Offline Processes Are Force-fed Into the System
- Patchwork of Systems – Sophisticated to Highly Routinized
- Widely Different Levels of Sophistication in Our Procurement Processes As Well

(KPP)

Business Outcome: Cost of Operations
<table>
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<tr>
<th>Agenda</th>
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<tbody>
<tr>
<td>Introduction</td>
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<tr>
<td>Enterprise Transformation</td>
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<tr>
<td>Why BSM Is Crucial for DSCP</td>
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<td>The Components of the Change</td>
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<td>People</td>
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<td>Process</td>
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<td>Technology</td>
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<td>Vincentis</td>
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<td>Program Update</td>
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<td>Question and Answer Session</td>
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<tr>
<td>Wrap Up</td>
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The People: Providing the Training, Experience, and Opportunity to Succeed

- Business Process Changes Affect:
  - How Work Will be Done
  - Who Does It
  - Organizational Relationships to Support It

- “Customer Driven” DLA Strategy Direction Affects How We Face the Customer
<table>
<thead>
<tr>
<th>Finance</th>
<th>Order Fulfillment</th>
<th>Planning</th>
<th>Procurement</th>
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</thead>
</table>
| Business Analyst (Business Analyst)  
Serves as the financial “face” and business performance evaluator, in the field | National Account Manager  
(OPM Title – TBC)  
Manages customer’s relationship with DLA at the military level | Demand Planner  
(Inventory Management Specialist)  
Plans for customer demand, and creates and maintains Demand Plans | Purchasing Specialist  
(Contract Specialist)  
Serves as the contracting agent for DLA (may or may not have warrant) |
| Financial Analyst (Financial Analyst)  
Serves as the financial “face” at Headquarters – coordinates the overall agency budget | Customer Account Manager  
(OPM Title – TBC)  
Manages customer's relationship with DLA at the segment level | Demand Data Maintainer  
(Supply Technician)  
Maintains the demand data and system | Product Specialist  
(Technical/Quality Analyst)  
Provides technical/quality expertise, maintains item-specific data, and investigates failures |
| Financial Information Analyst  
(Accountant)  
Performs funds control and financial data management at HQ | Customer Support Representative  
(Supply Management Specialist)  
Represents DLA at the customer site | Supply Planner  
(Inventory Management Specialist)  
Plans for supplier requirements, creates and maintains Supply Plans | Purchasing Support Technician  
(Purchasing Technician)  
Provides administrative support, routes, and assigns PRs |
| Pricing Strategist  
(Pricing Strategist)  
Manages pricing strategy in the field | Customer Account Specialist  
(Customer Account Technician/Customer Account Specialist)  
Performs order processing and support functions | Supply Data Maintainer  
(Supply Technician)  
Maintains the supply data and system | Supplier Relationship Manager  
(Supplier Relationship Manager)  
Serves as DLA’s single face to key suppliers |
| Financial Services Liaison  
(Financial Services Liaison)  
Serves as the liaison between DLA and DFAS | Weapons System Support Manager  
(Weapons System Support Manager)  
Serves as logistician and local program manager for assigned weapon system platform | Market Analyst  
(Market Analyst)  
Analyzes product and market information in relation to demand planning | Accounts Payable Processor  
(Performed by DFAS)  
Performs Accounts Payable processing functions |
| Financial Processor  
(Performed by DFAS)  
Performs financial processing activities | Delivery Management Specialist  
(Traffic Management Specialist)  
Serves as POC for delivery status questions, and provides input into transportation arrangements | Performance Specialist  
(Supply System Analyst)  
Monitors the performance of the planning KPIs | |
| Resolution Specialist  
(Supply Technician/General Supply Specialist)  
Clears discrepancies in inventory | Supplier Capabilities Analyst  
(Supplier Capabilities Analyst)  
Determines DLA’s ability to provide readiness support | |
| Accounts Receivable Processor  
(Performed by DFAS)  
Performs Accounts Receivable processing functions | Sales and Operations Planning Chief  
(OPM Title – TBC)  
Resolves issues and coordinates sales and operations planning meetings | |
| | Stock Positioning Specialist  
(Supply System Analyst)  
Ensures the accuracy of network optimization, stock positioning scenarios, etc. | | D F A S
BSM Processes / Jobs

Planning

• Demand Planner
• Supply Planner

Order Fulfillment

• Customer Account Specialist
• Weapons System Support Manager

Procurement

• Purchasing Specialist
• Product Specialist

Financial

• Business Analyst
• Financial Analyst

![Diagram of Organization Architecture]

- **Best Practices**
  - Organization & Teams
    - Jobs
    - Roles
  - BSM Processes
    - Order Fulfillment
    - Planning
    - Procurement
    - Financial Management
  - Existing Jobs, Support Functions, Organization Structure
Standard Organization

Headquarters Cross Lead Center Staff
- Sales & Operations Planning Chief
- Performance Specialist
- Financial Analyst
- Financial Info Analyst

D/DD

Customer Operation
- Customer Facing

Demand & Supply Alignment
- Readiness and ICT Support

Supplier Operation
- Supplier Facing

Supplier Support
- Supplier Relationshi

Financial Services Liaison
- Management

Distribution Cross Lead Center Staff

CRM

NAM

CAM

CSR
## Lead Center for Maritime
- Maritime Maintenance
- Naval Shipyard, Norfolk

## Lead Center for Aviation
- Navy Aviation Maintenance
- Army Aviation Maintenance

<table>
<thead>
<tr>
<th>Lead Centers</th>
<th>11</th>
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</thead>
<tbody>
<tr>
<td>Aviation/Distribution</td>
<td>8</td>
</tr>
<tr>
<td>Troop Support/Distribution</td>
<td>12</td>
</tr>
<tr>
<td>Total</td>
<td>31</td>
</tr>
</tbody>
</table>

## Lead Center for Troop and General Support
- Army T&G Support
- TRADOC
- Ft. Jackson
- FORSCOM
- Ft. Bragg
- Navy T&G Support
- Air Force T&G Support
- Lackland
- MC T&G Support
- Parris Island
- T&G Support Other
Enterprise Balanced Scorecard

Process Level KPIs

Organization/Subset Level Performance Measure

Team Level Performance Measure

Individual Job Level Performance Measure

Establishes Corporate Strategy, Performance Measures and Targets

Measures the Process Performance

Measures the Collective Performance of All Areas Within the Agency

Measures the Collective Performance of a Team

Measures the Performance of an Employee Within a Job
BSM Staffing Strategy

Standard Approach to Filling Jobs

• Mapping to “Successor Jobs” – DLA Master Labor Agreement (MLA)
• Reassignments – Volunteers
• Job Opportunity Announcements
• Concept Demo Will Be Staffed With 70 Line Staff Across the ICTs (e.g., Purchasing Specialist, Customer Account Specialist, Demand Planners)

• Classes of Supply Selected for Release One
  • Class I - Prime Vendor Garrison Feeding for the Southeast Region
  • Class VIII - Medical/Surgical Fleet Prime Vendor
  • Class II - Battle Dress Uniforms
  • Class IX – G&I Support to the Aviation (DSCR) and the Maritime (DSCC) Lead Centers
Types of Training

- Hands-On Training
- Overview Training
- Leadership Training
- COTS Overview
- Functional Overviews & Process Training
- Intro to BSM
- Supply Chain Overview
- Job Ready!
- Role-Based

Leadership Training
OVERVIEW TRAINING:
• Functional
• Process

HANDS-ON TRAINING:
• COTS
• Role-Based
## Upcoming Training

<table>
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<tr>
<th>Course</th>
<th>Date</th>
<th>Location</th>
<th>Audience</th>
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</thead>
<tbody>
<tr>
<td>Supply Chain Overview Training (BSM 101)</td>
<td>Feb - Mar ‘02</td>
<td>DSCP</td>
<td>Sponsors and CD Participants</td>
</tr>
<tr>
<td>Executive Sponsorship Workshop</td>
<td>Jan 16-17 ‘02</td>
<td>Chantilly, VA</td>
<td>Sponsors</td>
</tr>
<tr>
<td>Supervisor Workshop 1 Prep For Change Discussion in Feb</td>
<td>Feb 13 ‘02</td>
<td>DSCP</td>
<td>CD Supervisors</td>
</tr>
<tr>
<td>Change and Transition for Managers and Supervisors</td>
<td>Mar 12-14 ‘02</td>
<td>DSCP</td>
<td>CD First and Second Line Supervisors</td>
</tr>
<tr>
<td>BSM 102 - Intro to BSM</td>
<td>Feb - Mar ‘02</td>
<td>DSCP</td>
<td>CD Participants</td>
</tr>
</tbody>
</table>
CR Feedback #2: DSCP Position on the Change Commitment Curve

- **UNAWARE**
  - “Create the Approach”

- **AWARE**
  - “Build the Foundation”

- **UNDERSTAND**
  - “Clarify the Details”

- **BUY-IN**
  - “Prepare for New Work” “Sustain Performance”

- **COMMIT**
  - “Go Live”

Commitment Curve:
- **7/31/01** Baseline
- **3/02**
- **4th Qtr ’02**

Time:
- **1**
- **2**
- **3**
- **4**
- **5**
- **6**
What Can You Do

Be Aware of BSM Program:

• Read the BSM Web Site
• Attend Town Halls
• Be Knowledgeable About How BSM Supports DLA Goals
• Ask Questions of Your Supervisors
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  Mr. Allen
Wrap-Up
  RADM Archer
What Are They Saying?

CINC’s...CSART

JCS J-4...

Services’ Leadership...
Designing the New Processes: Basic Concepts

- **Channel:**
  - DLA Direct: DLA Owns Inventory
  - Customer Direct: Vendor Owns Inventory

- **Core Processes:**
  - Planning
  - Procurement
  - Order Fulfillment
  - Financial
The Process: Reengineer by Fielding Best Practices

**Planning**
- Demand by Customer
- Collaboration
- “Available to Promise”
- Focus on Supplier Performance and Management
- “Capable to Promise”

**Order Fulfillment**
- Identify Customers More Specifically
- Provide Account Visibility
- “Capable to Promise”
- Provide Best Value Solutions
- Have Auditable Financial Statements
- Change Inventory Valuation Methodology

Improve Customer Service by Collaborating W/ Customers & Suppliers
The Process: Key Performance Indicators

**Planning**
- Demand Plan Accuracy
- Attainment to Plan

**Order Fulfillment**
- Customer Wait Time
- Stock Availability

**Procurement**
- Lead Time
- Vendor/supplier Effectiveness
- Supplier Readiness Capability

**Financial**
- Net Operating Result Plan Performance
- Fill Rate

**Total Supply Chain Costs Will Be Identified**

- Materiel Budget Plan Performance
### Process Improvements - Order Fulfillment

**Today**
- Orders Processed
  - “First In – First Out” “UMMIPS Rules”
- Single Line Orders
- Order Status Transactions
- All Operations Costs Included in Cost Recovery Rate

**BSM**
- Orders Processed by
  - “Customer’s Required Delivery Date” Release 2
- Multi-line Orders
- On-line Account and Visibility
- Premium Services (Transportation, Expedited Processing) and Discounts (Volume Purchase)
## Process Improvements

### - Procurement to Payment

<table>
<thead>
<tr>
<th>Today</th>
<th>BSM</th>
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<tbody>
<tr>
<td>• Multiple Contract Writing Applications</td>
<td>• Single Contract Writing Application</td>
</tr>
<tr>
<td>• Batch Processing</td>
<td>• Real Time, Accurate and Integrated Data</td>
</tr>
<tr>
<td>• Inventory Reconciliation Between SAMMS &amp; DSS</td>
<td>• Synchronized Inventory Balances</td>
</tr>
</tbody>
</table>
Process Improvements - Demand Planning

**Today**
- Plan by Item
- Single/Static Forecast
- Quarterly Forecast
- Limited Customer Input
- No User Interaction with Models
- Decentralized Systems

**BSM**
- Plan by Customer, Item, and Location
- Variable/Time Phased Demand Plan
- Monthly Planning Horizon...Event Driven
- Extensive Collaboration with Customer
- User Interaction with Models
- Single Demand Planning System
Process Improvements - Finance

**Today**

- Invoice Required for Payment
- Eight (8) Ledgers to Consolidate
- Inventory Valued at LAC – Not GAAP Compliant

**BSM**

- Pay on Receipt (ERS)
- Single General Ledger Using USSGL Chart of Accounts
- Inventory Valued at Moving Average Cost – GAAP/ CFO Compliant
Measuring Our Performance

Performance Measures Cascade Down the Organization, Providing Linkage Along the Way

Enterprise Balanced Scorecard

Establishes Corporate Strategy, Performance Measures and Targets

Process Level Key Performance Measures

Measures the Process Performance

Organization/Subset Level Performance Measure

Measures the collective performance of all areas within the agency

Area 1
Area 2
Area 3

Team Level Performance Measure

Measures the collective performance of a team

Customer Facing
Supplier Facing

Individual Job Level Performance Measure

Measures the performance of an employee within a job

Job 1
Job 2
Job 3
Our Success Depends on Collaboration With Our Customers...and We’re Reaching Out to Them at the Highest Levels to Ask Them to Collaborate and Negotiate Service Level Agreements

Service Level Agreements Will Also Be Set With Suppliers...to Ensure We Have Clearly Defined Expectations About Support
“Business Reengineering” ... Bigger Than We Ever Imagined

• Best Practices...
  Successful Commercial Model

• Customer Relationship Management
...

  Strategic/Operational

• DLA One Book...
  Corporate Repository for DLA Business Policies, Processes and Procedures

Rules and Tools
Agenda

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Wrap-Up
The BSM Strategy...
The BSM Strategy...

- BSM Program: Supply (Less Energy)
  - Class I (Subsistence)
  - Class II (Clothing and Textiles)
  - Class IV (Construction)
  - Class VIII (Medical)
  - Class IX (Repair Parts)
- Beyond the BSM Program:
  - Customer Relationship Management
  - Distribution Planning Management System
  - Class III (Energy)
  - Map Mission COTS Project
  - Defense Reutilization and Marketing Service Integration Project
- Other Major Related Efforts:
  - Catalog Reengineered System (CRS)
  - Engineering Support Automation (ESA)
Establish an Open and Scalable ENTERPRISE Infrastructure to Support DLA’s Mission Requirements

- Business Architecture Drives Infrastructure ... Investments Justified by Mission Needs
- Buy vs. Build ... COTS Technology
- Corporate Computing Capacity and Communications
- Ensure Information Security and Assurance
- Integrate and Leverage DLA’s Existing Technology Infrastructure Where Appropriate
- Exploit Technology... Web Based Solutions, Thin Clients
- Provide an Architecture that is Conducive to Technology Refreshes
BSM Uses Industry Best Practices to Modernize DLA’s Technical Infrastructure and a Foundation to Support New Enterprise Solutions

- **Leading Technologies** from industry leaders including HP, EMC, Cisco, Microsoft, Oracle, SAP, Manugistics, AMS, SeeBeyond, RSA, BMC
- **BSM Portal** to access SAP, Manugistics and PD²
- **Enterprise Application Integration (eAI)** to support integration with legacy systems (X12/XML)
- **PKI (Public Key Infrastructure)** in place with DoD certificates and eventual integration with CACs (Common Access Cards)
- **Web Architecture** using Java technologies to access new systems and some existing data stores
- **Enterprise Data Center** with state-of-the-art operations capabilities
- **Dedicated WAN** to major sites to ensure performance
A Day in the Life of a BSM User

Wednesday, October 24, 2001

October is National Disability Employment Awareness Month

Mystery writer provides insight about growing up with a disability

"PEOPLE ARE IMPORTANT, not for what they can't do, but what they can do," said Marine Col. Philip Yiff, Defense Logistics Information Service commander, during his opening remarks at the disability program event.

ADA Employee Forum Held

Larry Williams, Defense Logistics and Marketing Service (DRLMS) International, accepts an award from DRLMS representative Tom Kollins on behalf of Larry Fountain, DRLMS Hawaii. Fountain has been nominated for the Defense Logistics Agency's Outstanding Employee with a Disability.
A Day in the Life of a BSM User

Help Desk (Three Tiered)

BSM Wide Area Network (WAN)

Order Fulfillment
Procurement

Planning

Contract Management

Standard Desktop

Email Office Applications Etc.

Desktop BSM Portal

BSM Portal

BSM

manugistics

DLA Today & Tomorrow One Book
DLA has Contracted with Accenture and Lockheed Martin to Provide Extensive Technology Infrastructure in Denver to Support BSM Production

- Single Instance ... SAP, Manugistics, PD²
- Dedicated and Secure Wide Area Network (WAN)

Production Network
(Denver - Lockheed Martin)
There are Exciting Technology Positions on the BSM Program

**Technology Management**
- Deliver new technology solutions for each BSM Release

**Sustainment Team**
- Support current release after cutover and Development Landscape in Dayton

**BPC Team**
- Support BSM Production Data Center in Denver

**Technical Architecture**
- Integration Architects
- Security Architects
- Reporting/Output Management
- Web/Portal Architects

**Infrastructure/Operations**
- Infrastructure Specialists
- Desktop/Peripheral Specialists
- Operations Architects

**Environment Management**
- Systems Administrators
- Database Administrators
- SAP R/3 Basis Administrators
- Manugistics System Administrators
- PD² System Administrators
• Deliver a Fully Operational, Tested System and Trained Workforce
• Fully Support Existing Customer Commitments
• Deliver Greater than 80% of the Functional Requirement in the ORD
• Incorporate Improved Capabilities Within Timeframes/Resources

Work Out the Kinks and Bugs Before General Roll-out
### Short-term Timeline

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<td>Begin Data Conversions</td>
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<td>Complete SSAA and Migrate Production System</td>
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<td>Complete UAT and OA</td>
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<td></td>
<td>Deploy Role-Based Training</td>
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<td>Deploy BSM Desktop</td>
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<td>Conduct Change Readiness Assessments</td>
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<td>Complete Training</td>
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<td>Submit CD TEMP, ORD, EA, C4ISP</td>
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<td>Complete FFMIA Compliance</td>
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<td>Complete Clinger/Cohan Act review</td>
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**Business Architecture**

- Complete Build
- Complete Pass 2
- Begin Production Infrastructure Test
- Complete Production Test
- End Training Development
- Complete SSAA and Migrate Production System
- Deploy Role-Based Training
- Conduct Change Readiness Assessments
- Submit CD TEMP, ORD, EA, C4ISP

**Technology Architecture**

- Deploy BSM Concept Demo
- Deploy BSM Desktop
- Complete Conversion

**Test**

- Complete
- Complete Pass 2
- Complete Product Test
- Complete

**Knowledge Transfer & Training**

- Begin Pilot Training
- End Training Development
- Deploy Role-Based Training

**Change Readiness**

- Complete FFMIA Compliance
- Complete Clinger/Cohan Act review

**Milestone “C”**

- Complete
Introduction
Enterprise Transformation
Why BSM Is Crucial for DSCP
The Components of Change
  People
  Process
  Technology
  Vincentis
Program Update
Vincentis
Question & Answer
Wrap-Up
Introduction

Enterprise Transformation

Why BSM Is Crucial for DSCP

The Components of Change

- People
  - Mr. Allen
- Process
  - Ms. Christine Gallo
- Technology
  - Ms. Mae De Vincentis
- Vincentis

Program Update

Question & Answer

Wrap-Up
Back Up Charts
BSM Access: Demand Planner

Windows 2000

Outlook w/ DLA Today & Tomorrow

Calendar

E-mail

BSM

mySAP.com Portal & Launchpad

External Apps Log on

SAP

Manugistics (Demand & Supply Planning)

NetWORKS Collaborate

ONEView

NetWORKS Strategy
Purchasing Specialist:

- Windows 2000
- Outlook w/ DLA Today & Tomorrow
  - E-mail
  - Calendar
- BSM
- mySAP.com Portal & Launchpad
  - External Apps Log on
    - SAP
    - PD²
    - OEWeb