



# **Business Applications Solution (BAS) Program Discovery Interview Expectations**

---

**UNITED STATES DEPARTMENT OF COMMERCE  
OFFICE OF FINANCIAL MANAGEMENT**



# AGENDA



Expected  
**Structure.**  
Unexpected  
***Flexibility.***

01

An Introduction to Discovery Interviews

02

Discovery Interview Objectives

03

Interview Logistics and Continued Relationships



# BAS Organizational Change Management

## YOUR OCM TEAM



**Andy Blumenthal**  
*BAS Deputy PM*



**Tracey Carpenter**  
*AFS OCM Lead*



**Kathy King**  
*AFS Communications Lead*



**Mike Scarlato**  
*AFS Stakeholder Management Lead*



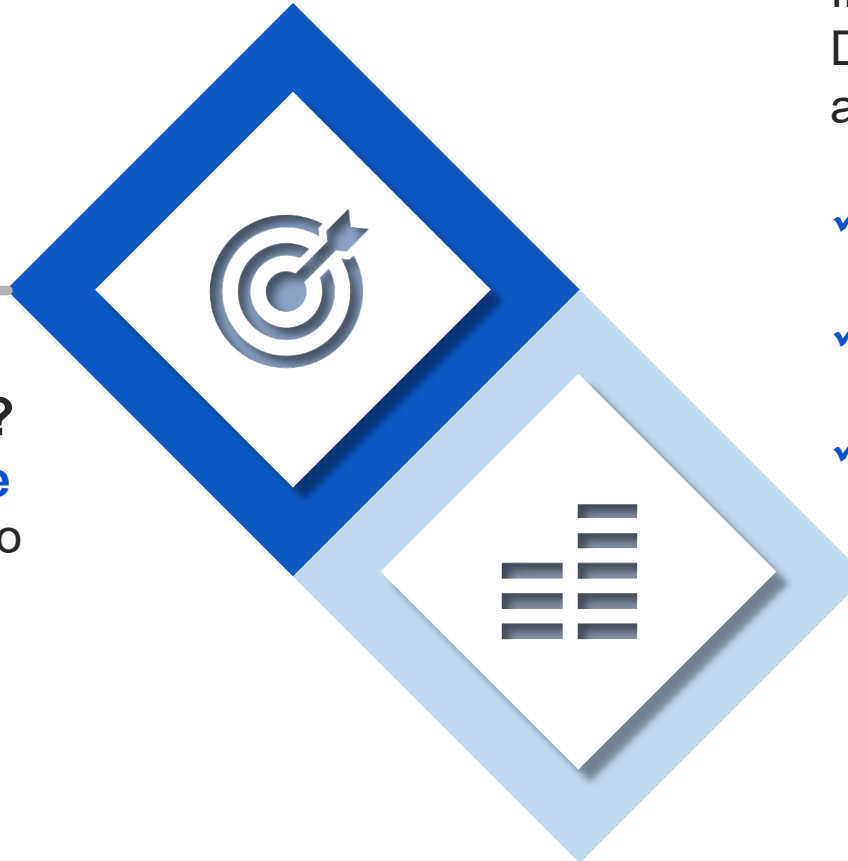
# What Are Discovery Interviews?

## AND WHAT ARE THEY USED FOR?



### What are Discovery Interviews?

Discovery Interviews are **one-on-one conversations** with stakeholders who have a vested interest in a **product, system, process, or organization**.



### What are they used for?

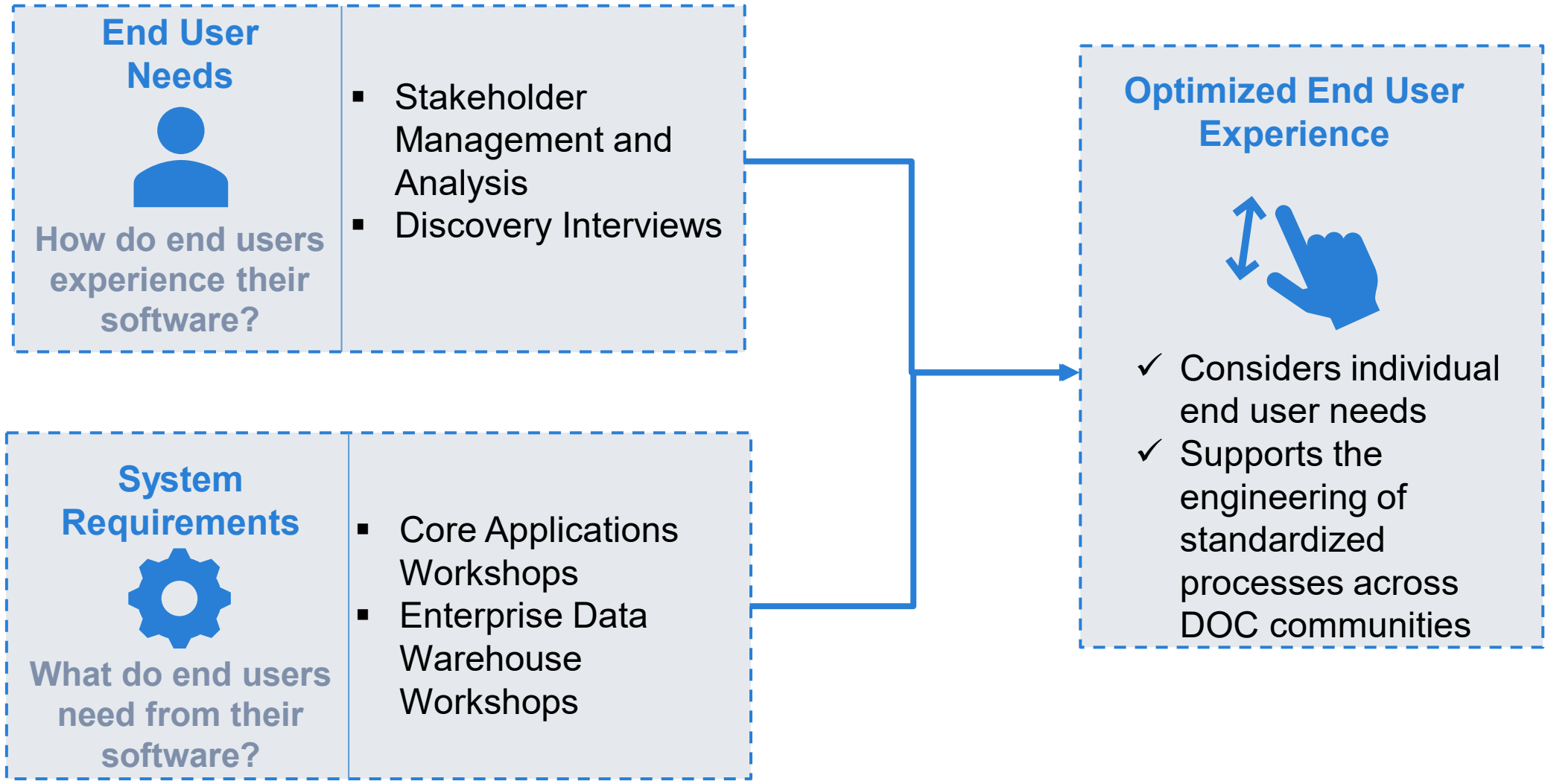
Information gathered during Discovery Interviews will support our ability to:

- ✓ **Assess** individual user experience design needs
- ✓ **Create** plans for streamlined business processes
- ✓ **Develop** targeted communications networks



# Human-Centered Design

## THE PART DISCOVERY INTERVIEWS PLAY





# Discovery Interview Objectives

## INFORMATION GATHERED AND KEY OUTCOMES

### “A Day in the Life”

related to financial and business management/ reporting



- Core roles and responsibilities
- “Moments that matter” across your day-to-day work
- How do DOC financial and business management systems play a part in your current role?

### Individual Needs

as they relate to business processes and technology



- Current interaction methods with DOC financial and business management systems and staff
- User experience improvement opportunities
- Methods for learning and retaining information

### Key Outcomes

- ✓ Job-specific pain points for individual stakeholder groups
- ✓ System-specific pain points for individual stakeholder groups
- ✓ Additional input for user experience design
- ✓ Desired individual communication and training methods
- ✓ Preliminary candidates for change network



# Discovery Interview Logistics

## What Can I Expect?

### Before the Interview

- Your Interview POC will confirm your interview timeslot and send an official invite for a Microsoft Teams meeting.
- No preparation required, just bring yourself!
- If you need to reschedule, please reach out to your Interview POC.

### During the Interview

- Simply call into your Microsoft Teams meeting, and your Interview POC will guide the discussion for you.
- All your answers are 100% non-attributable.
- Interviews will be between 60 and 90 minutes in length.

### After the Interview

- If agreed that a follow-up session is required, your Interview POC will work to schedule with you.

