



# **Business Applications Solution (BAS) Program OCM Table Talk**

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



# AGENDA



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

01

OCM Methods and Key Activities

02

Communications

03

Business Process Re-engineering

04

Training

05

Next Steps

06

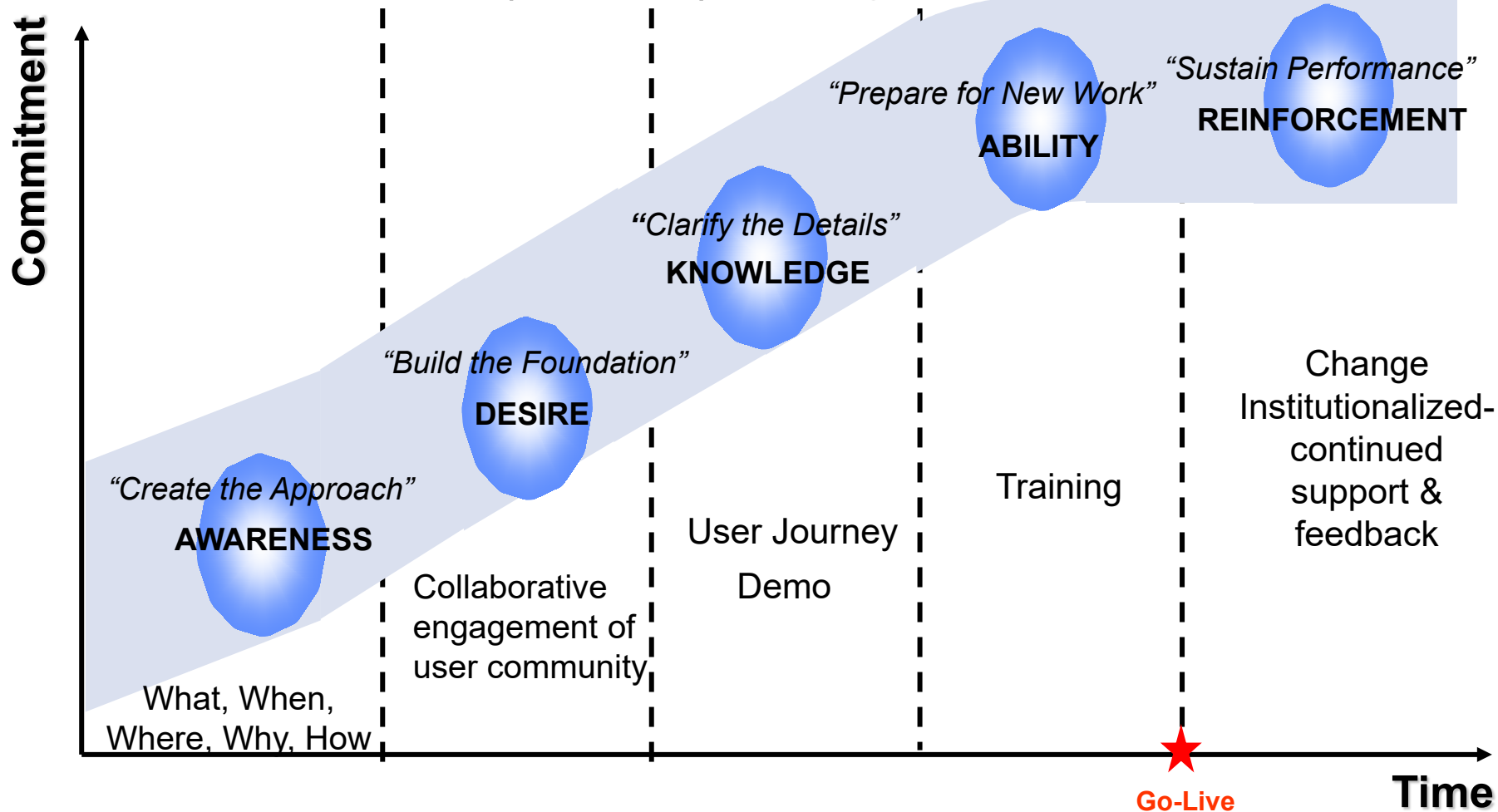
Q & As



# BAS PROGRAM TABLE TALK

## OCM METHODOLOGY

*The Prosci Awareness, Desire, Knowledge, Ability and Reinforcement (ADKAR) Change Commitment Model*








- OCM
- COMMS
- BPR
- TRAIN



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## OCM KEY ACTIVITIES

OCM Key Areas	Description	Measures
<p><b>Communications</b></p> 	<ul style="list-style-type: none"> <li>• Creative communications used to engage stakeholders and end-users</li> <li>• Deliver communications in a human-centered, digital, and engaging way to include: BAS website, townhalls, roadshows, table talks etc.</li> <li>• Develop branding materials to include logos, templates</li> </ul>	<ul style="list-style-type: none"> <li>• Pulse/Formal Surveys</li> <li>• Open Feedback</li> <li>• BAS Website Analytics</li> <li>• Real time polling</li> </ul> 
<p><b>Training</b></p> 	<ul style="list-style-type: none"> <li>• Deliver engaging and dynamic training using different learning styles               <ul style="list-style-type: none"> <li>• On Demand Learning</li> <li>• Micro Learnings</li> <li>• Instructor-Led Training</li> </ul> </li> </ul>	
<p><b>Stakeholder Analysis and Management</b></p> 	<ul style="list-style-type: none"> <li>• Identify stakeholder and audience groups</li> <li>• Discovery Interviews to capture pain points and optimize user experience</li> <li>• Understand impacts across the user community</li> <li>• Conduct Business Process Re-engineering activities to understand pain points aiming to optimize user experience in the new system</li> </ul>	
<p><b>Change Network</b></p> 	<ul style="list-style-type: none"> <li>• Network responsible for helping disseminate important BAS messages in an effective way</li> <li>• Meet on a regular basis to share best practices, receive key messages from leadership and/or the project team, and escalate questions, issues, or problems</li> </ul>	

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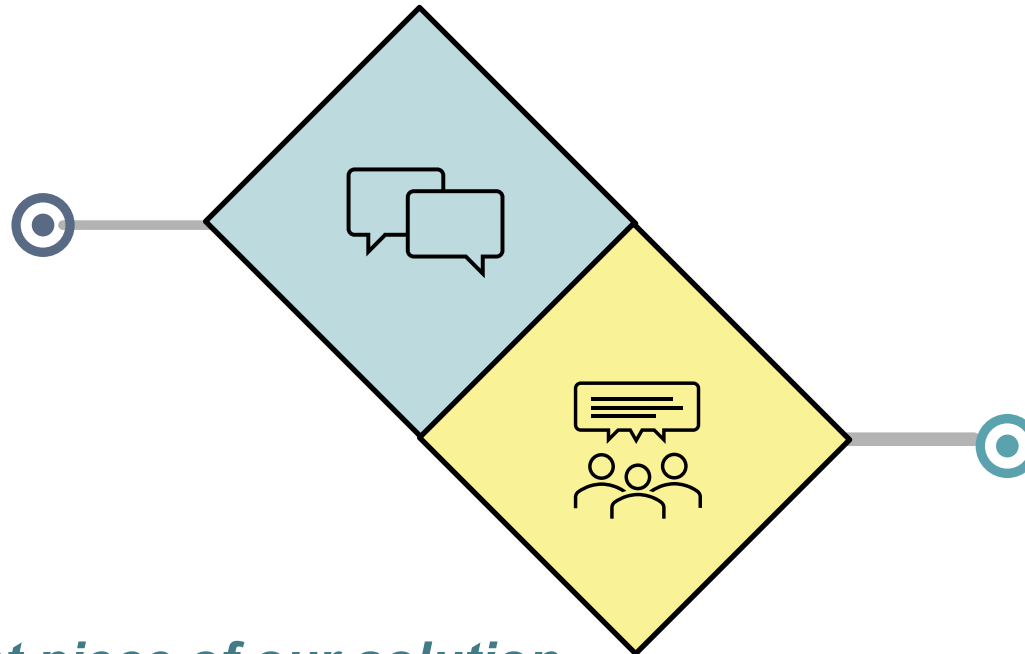
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## COMMUNICATIONS APPROACH

**Objective - To provide multiple opportunities for engagement in the development of BAS through vertical and horizontal dialog and collaboration**

### Dialog

- Two-way 
- Speak-up
- Question
- Discover



### Collaboration

- Insights
- Possibilities
- Consensus

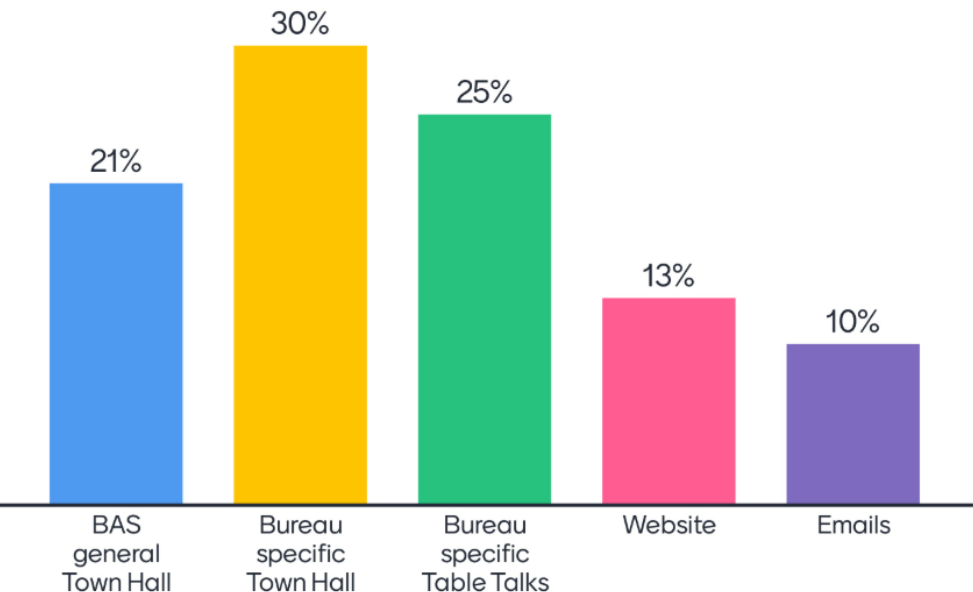
*You are a significant piece of our solution*



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## COMMUNICATIONS PREFERENCES

How would you prefer to hear more about BAS? Select all that apply.



- OCM
- COMMS
- BPR
- TRAIN



# BAS PROGRAM TABLE TALK

## CURRENT COMMUNICATIONS OPPORTUNITIES

Type	Event	Includes	Frequency
Face-to-face / Virtual	Town Halls – Bureau specific	Program Updates - Q&As, Polling/Surveys	every 4 months
	Table Talks - Bureau specific	Topics of Interest – Q&As, Polling/Surveys	every other month
	EDW Workshops	Discussions with Bureau representatives	Global Design
	Business Process Workshops	Discussions with Bureau representatives	
	Discovery Interviews	User sample	

Type	Communication Type	Includes	Location
Ongoing	FAQs	Q&As from events and sent in	Website
	Events Calendar	Specific event details including link	
	Newsletters	Articles on current news	
	Videos	Short BAS YouTube videos	
	Brochures	General info and contact information	

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*Your feedback will shape future communications*



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## BAS WEBSITE TOUR

The screenshot shows the OFM website header with the Department of Commerce logo, the text "Office of Financial Management", and a search bar. The navigation menu includes "ABOUT OFM", "OFFICES", "BAS HOMEPAGE", "PUBLICATIONS", "PAYMENT INTEGRITY", and "FEEDBACK". The main content area features a sidebar with links: "Overview", "About Us", "News", "Events", "BAS Program Endorsements", "Frequently Asked Questions", "Tools and Resources", "BAS YouTube Channel", and "Contact Us". The main heading is "Business Applications Solution (BAS)" with a sub-heading "Welcome to the BAS Program!". Below this, there are two paragraphs of text: "The BAS program is a U.S. Department of Commerce (DOC) modernization initiative to deploy an integrated suite of financial and business management applications in support of our mission." and "The Secretary of Commerce identified BAS as one of the top Departmental priorities. The objectives include implementing and integrating a suite of commercial off-the-shelf (COTS)".

<https://www.commerce.gov/ofm/bas-homepage/business-applications-solution-bas>

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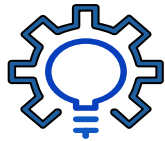
## BUSINESS PROCESS RE-ENGINEERING (BPR)

*BPR aims to improve efficiency and effectiveness of current processes that exist*



### OBJECTIVE

Create the best possible experience for the end user by evaluating the efficiency, timeliness, and effectiveness of the BAS business processes.



### BENEFITS

- **Enables** standardization and optimization of business processes
- **Helps** to establish process governance & management leading to the creation of a holistic business process repository



### APPROACH

- **Identify** the process impacts resulting from system design
- **Develop** the new standardized business processes in alignment with the BAS solution
- **Assess** the change and design for the human experience
- **Identify** and plan for areas for change
- **Identify** process and role gaps and variances
- **Document** new user roles and responsibilities resulting from the new standardized business processes

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**Timeframe: Common Solution**

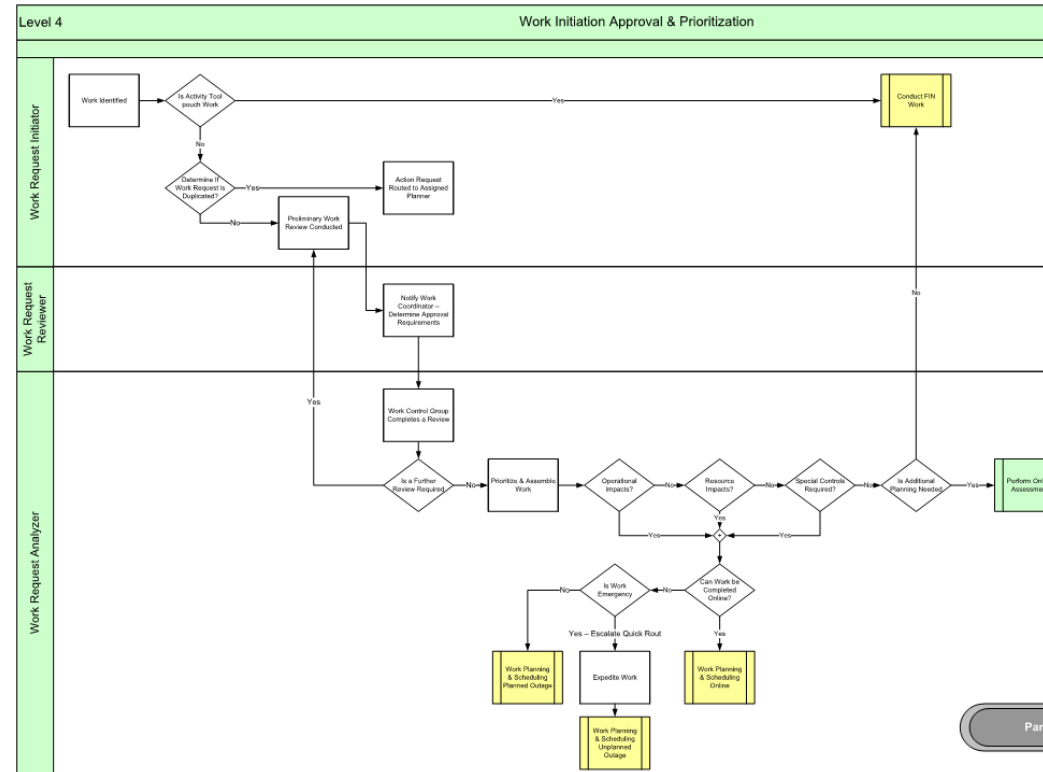


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## BUSINESS PROCESS RE-ENGINEERING (BPR)

### What are Business Process Flows?

- Visual depiction of an end-to-end function for a capability
- Forms a basis for continuous improvement; helping understand end-to-end steps required; to execute a process
- Flows support training content development and planning for training delivery



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## TRAINING APPROACH

### TRAINING DEVELOPMENT



- **Training Impact Analysis**
  - Audience Analysis
  - Training Needs Assessment
- **Training Curriculum Development**
  - Intro, Process Area, Navigation, Role-Based Training, Micro-learnings
- **Training Material Development**
  - Development Cycle - Outlines, Storyboards, Drafts, Final Materials

### TRAINING DELIVERY



- **Training Delivery Methods**
  - Instructor-Led, Web-Based Training, Jobs Aids, Demonstrations, Practice Simulations, Videos, Infographics, FAQs, Online Assessments, Office Hours
- **Identify Training Coordinators at different sites**
- **Training Instructors**
  - Project team conducts training
  - DOC support after Go-Live
- **Develop Training Delivery Schedule/Plan**
  - Users will be trained prior to Go-Live

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## NEXT STEPS – Summer and Fall 2020



### End of July-September

- Meet with targeted users to gather pain points
- Gather Insight on current system environment
- Aim to optimize user experience



### August- September

- A community of employees and who work with the program to exchange project information and support the change.
- Bridge the ideas, needs, and knowledge from across the program



# BAS PROGRAM TABLE TALK

## UPCOMING SUMMER AND FALL 2020 ENGAGEMENT EVENTS

Month	Town Halls	Table Talks	Topic
July 2020	NIST		Solution Set, Schedule, Integration
		HCHB	Solution Set, Schedule, Integration
		NOAA	OCM
		NIST	OCM
August 2020	Census		BAS Program Overview
		Census	OCM
		HCHB	OCM
		NOAA	Security, Hosting Platform, SaaS
September 2020	HCHB		BAS Program Overview
		NIST	Security, Hosting Platform, SaaS
		Census	Security, Hosting Platform, SaaS
		HCHB	Security, Hosting Platform, SaaS



# **BAS PROGRAM TABLE TALK**

## **HOW TO GET INVOLVED**

- **Questions/Concerns/Feedback? Want to be involved?**  
**Contact BAS Project:**  
[BASProject@doc.gov](mailto:BASProject@doc.gov)
- **Need more information? Visit us online at:**  
<https://www.commerce.gov/ofm/bas-homepage/business-applications-solution-bas>