Business Applications Solution (BAS) Program
OCM Table Talk

UNITED STATES DEPARTMENT OF COMMERCE
OFFICE OF FINANCIAL MANAGEMENT
AGENDA

01 OCM Methods and Key Activities
02 Communications
03 Business Process Re-engineering
04 Training
05 Next Steps
06 Q & As
The Prosci Awareness, Desire, Knowledge, Ability and Reinforcement (ADKAR) Change Commitment Model

- **Awareness**: What, When, Where, Why, How
- **Desire**: Collaborative engagement of user community
- **Knowledge**: User Journey, Demo
- **Ability**: Training
- **Reinforcement**: “Prepare for New Work”, “Sustain Performance”

Change Institutionalized-continued support & feedback

Go-Live
## OCM Key Activities

<table>
<thead>
<tr>
<th>Key Areas</th>
<th>Description</th>
<th>Measures</th>
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</thead>
</table>
| **Communications**              | • Creative communications used to engage stakeholders and end-users  
                                 • Deliver communications in a human-centered, digital, and engaging way to include: BAS website, townhalls, roadshows, table talks etc.  
                                 • Develop branding materials to include logos, templates                                                                                      | • Pulse/Formal Surveys  
                                 • Open Feedback  
                                 • BAS Website Analytics  
                                 • Real time polling |
| **Training**                    | • Deliver engaging and dynamic training using different learning styles  
                                 • On Demand Learning  
                                 • Micro Learnings  
                                 • Instructor-Led Training                                                                                                                                 |                                    |
| **Stakeholder Analysis and Management** | • Identify stakeholder and audience groups  
                                 • Discovery Interviews to capture pain points and optimize user experience  
                                 • Understand impacts across the user community  
                                 • Conduct Business Process Re-engineering activities to understand pain points aiming to optimize user experience in the new system |                                    |
| **Change Network**              | • Network responsible for helping disseminate important BAS messages in an effective way  
                                 • 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 |                                    |
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
How would you prefer to hear more about BAS? Select all that apply.

- BAS general Town Hall: 21%
- Bureau specific Town Hall: 30%
- Bureau specific Table Talks: 25%
- Website: 13%
- Emails: 10%
## BAS PROGRAM TABLE TALK

### CURRENT COMMUNICATIONS OPPORTUNITIES

<table>
<thead>
<tr>
<th>Type</th>
<th>Event</th>
<th>Includes</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Face-to-face / Virtual</strong></td>
<td>Town Halls – Bureau specific</td>
<td>Program Updates - Q&amp;As, Polling/Surveys</td>
<td>every 4 months</td>
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<tr>
<td></td>
<td>Table Talks - Bureau specific</td>
<td>Topics of Interest – Q&amp;As, Polling/Surveys</td>
<td>every other month</td>
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<td></td>
<td>EDW Workshops</td>
<td>Discussions with Bureau representatives</td>
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<tr>
<td></td>
<td>Business Process Workshops</td>
<td>Discussions with Bureau representatives</td>
<td></td>
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<tr>
<td></td>
<td>Discovery Interviews</td>
<td>User sample</td>
<td></td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Type</th>
<th>Communication Type</th>
<th>Includes</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Ongoing</strong></td>
<td>FAQs</td>
<td>Q&amp;As from events and sent in</td>
<td>Website</td>
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<tr>
<td></td>
<td>Events Calendar</td>
<td>Specific event details including link</td>
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<td></td>
<td>Newsletters</td>
<td>Articles on current news</td>
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<td>Videos</td>
<td>Short BAS YouTube videos</td>
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<tr>
<td></td>
<td>Brochures</td>
<td>General info and contact information</td>
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</tbody>
</table>

Your feedback will shape future communications
Business Applications Solution (BAS)

Welcome to the BAS Program!

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.

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) solutions.

https://www.commerce.gov/ofm/bas-homepage/business-applications-solution-bas
BAS PROGRAM TABLE TALK
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

Timeframe: Common Solution
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
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
BAS PROGRAM TABLE TALK

NEXT STEPS – Summer and Fall 2020

**Conduct Discovery Interviews**

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

**Build Change Network**

- 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

**End of July-September**

**August- September**
## BAS PROGRAM TABLE TALK

**UPCOMING SUMMER AND FALL 2020 ENGAGEMENT EVENTS**

<table>
<thead>
<tr>
<th>Month</th>
<th>Town Halls</th>
<th>Table Talks</th>
<th>Topic</th>
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<tbody>
<tr>
<td><strong>July 2020</strong></td>
<td>NIST</td>
<td>HCHB</td>
<td>Solution Set, Schedule, Integration</td>
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<td></td>
<td></td>
<td>NOAA</td>
<td>OCM</td>
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<tr>
<td></td>
<td></td>
<td>NIST</td>
<td>OCM</td>
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<tr>
<td><strong>August 2020</strong></td>
<td>Census</td>
<td>Census</td>
<td>BAS Program Overview</td>
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<td></td>
<td>HCHB</td>
<td>OCM</td>
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<tr>
<td></td>
<td></td>
<td>NOAA</td>
<td>Security, Hosting Platform, SaaS</td>
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<tr>
<td><strong>September 2020</strong></td>
<td>HCHB</td>
<td>NIST</td>
<td>Security, Hosting Platform, SaaS</td>
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• Questions/Concerns/Feedback? Want to be involved? Contact BAS Project: BASProject@doc.gov

• Need more information? Visit us online at: https://www.commerce.gov/ofm/bas-homepage/business-applications-solution-bas