



BUSINESS
APPLICATIONS
SOLUTION

One Commerce

EXPECTED STRUCTURE. UNEXPECTED FLEXIBILITY.

Department of Commerce Business Applications Solution (BAS)



News on the Go

This is a *Special Edition* Newsletter focused on three new BAS Organizational Change Management (OCM) initiatives that further engage the user community.

CONTENTS

- **Leadership Corner - New Ways to Get Answers to Your Questions**
- **Discovery Interview Highlights**
- **Change Network Comes to Real Property**
- **Upcoming Events**
- **Meet the Team - New Members**

Leadership Corner - New Ways to Get Answers to Your Questions

Written by: Lindsay Hochberg, BAS Project Manager



As BAS development and implementation continue to ramp up, so do the number of questions that we are receiving from you. It is a top priority for us to provide you the information you seek. For this reason, we've introduced the following additions and changes to better address your questions.

First, we have added a section on the BAS Website, under [Questions About BAS](#) where stakeholders can click "Submit a BAS Question" at any time and they will receive an answer to their question.

Second, the Frequently Asked Questions section on the BAS Website will be replaced by the more comprehensive BAS Questions and Answers (Q&As). This means that all Questions and Answers received – regardless of the event or source - will be transferred to this central repository on the website. Our Functional and EDW teams will also be adding previously asked questions to BAS Questions and Answers. New questions will be added as we receive them.

Third, beginning in December, we are also initiating a live, monthly event called BAS Q&A Office Hours. These sessions will provide you an additional opportunity to engage with our BAS SMEs to ask and receive answers to your questions. The goal of these one-hour calls is to provide as many answers as time allows to questions received by participants.

We are excited about these new initiatives that expand your ability to ask and receive answers to your BAS questions. Further, we continue to look for new and better ways to address your questions. If you have suggestions, please provide them at one of our Q&A Office Hour sessions or reach out to us at BASProject@doc.gov.

Discovery Interview Highlights

Written by: *Mike Scarlato, Accenture Federal Services, Stakeholder Management Lead*

From August through September, the BAS OCM team conducted 66 interviews with individuals from NOAA, NIST, and Census who work with Finance, Acquisitions, and Real, Fleet, and Personal Property. Interviewees were asked to describe their day-to-day activities, pain points, and their

understanding and expectations of what BAS will provide. While each user described their unique experiences and hopes for BAS, there were some prevalent themes across the interviews that reaffirm users' desire for a BAS solution.

1. Decision making is hampered by inflexible reporting capabilities, high level of effort to generate custom queries, and a lack of confidence in data quality.
2. Specialized tools are needed to circumvent the current lack of a centralized analytics and reporting solution for Core Finance and Acquisition areas.
3. Different areas use inconsistent tools, processes, and requirements for internal mission support activities.
4. Core Finance groups reported overwhelming workload fluctuations and an inability to accurately predict upcoming workloads.
5. Core Finance, Acquisition, and Real Property interviewees expressed difficulty in navigation and form modification.
6. All interviewees expressed excitement for Single Sign-On and BAS Portal functionality.
7. All Core Finance, Acquisition, and Real Property areas reported shortcomings in system training and business process materials.
8. All groups reported a lack of standardized documentation and an inability to collaborate with colleagues in real-time.

These highlights underscore the desire by the community to move to BAS as a DOC solution and are being shared with BAS Senior Leadership.



Change Network Comes to Real Property

Written by: Mike Scarlato, Accenture Federal Services, Stakeholder Management Lead



We introduced the Change Network in the October BAS Town Hall. This month, the BAS Organizational Change Management (OCM) Team is launching the Real Property Change Network (CN) to facilitate engagement with all Real Property users scheduled to transition to Sunflower at the end of April. This Network will be expanded in spring 2021 to encompass all BAS Bureau/Office user groups, with added emphasis for users during their group-specific implementation phases and the period immediately following Go-Live. The purpose of the CN is to provide communications, and to capture and address the unique needs and concerns of all affected users.

The CN structure establishes Change Champions and a group of Change Agents who will work directly with their respective user communities and act as the “voice of the user” to the BAS Team. Each user will have access to their Change Agent to increase their understanding of the transition activities, and to provide feedback, questions, needs, and concerns. The goal is to drive a successful transition for each user. Change Agents will also serve as liaisons and coordinators for user access and training activities.

Users have the opportunity to evaluate the change activities on a regular basis using short pulse surveys. These survey results will augment verbal exchanges with their Change Agents and be used to inform broader improvements along the transition journey. The CN will continue to operate after Go-Live to identify and address challenges encountered by new BAS users. Change Agents will also work with their users to identify opportunities for cross-bureau/office collaboration using BAS.

Upcoming Information Events

To keep informed about what's happening with BAS or to get more involved, consider attending one or more of the upcoming events. For more information on an event, visit the [BAS website Event Calendar](#).

EVENT	DATE	TIME
BAS Q&A Office Hours	Jan 19, 2021	10:00 – 11:00 AM
Town Hall	Jan 26, 2021	1:00 – 2:30 PM
BAS Q&A Office Hours	Feb 16, 2021	1:00 – 2:00 PM
Table Talk	Feb 22 & 23, 2021	1:00 – 2:30 PM

We've recently added all of the upcoming Common Solution Events to this website page. Check it out for more details.

Meet the Team

The PMO staff is growing! Meet two more members of the BAS PMO staff.

Pat Grimes, PMP, Security+

BAS Functional Project Manager

As the BAS Functional Project Manager, Pat is responsible for the implementation of the Core BAS applications – Oracle EBS for financials, PRISM for acquisition and Sunflower for personal, fleet, and real property.

Pat has worked at the Department for over 30 years, with 23 of these spent at NIST before joining the Office of the Secretary in 2010. Prior to joining the BAS team in July 2020, Pat managed an IT/Security team with responsibility over multiple business applications used throughout the DOC. During the span of her career, Pat has led multiple system implementations across the BAS functional areas of finance, acquisition, and property.

Pat holds a Bachelor's Degree in Information Technology Systems Management from the University of Maryland, University College.



Mark DelGrande

BAS Technical Project Manager

In his role as a Technical Project Manager, Mark is responsible for overseeing many technical aspects of the program, such as application integration, system connectivity, overall solution architecture, as well as the Enterprise Data Warehouse.



Mark leverages experience across multiple areas of Commerce, most recently providing oversight to the Enterprise Application Systems hosted at the Department of Transportation Enterprise Solutions Center. Previously, he supported DOC DATA Act implementation and NOAA's Financial Systems Division. He was also a member of the NIST CBS implementation team.

Mark has redirected the time he saved on commuting over the past 9 months into learning to play the guitar and attempting to orchestrate a family band.

*Happy and Healthy
Holiday Season*

from the BAS Team

