



Department of Commerce (DOC) Business Applications Solution (BAS)



Sunflower Asset Management System (SAMS) Real Property (RP) Module

Frequently Asked Questions (FAQ) May 2021

Listed below are frequently asked questions about RP Production Support processes, the location of self service resources, and upcoming Production Support logistics.

 **Questions**

 **Answers**

1) Job Aids for SAMS RP Functionality

I'm looking for additional information performing specific actions in SAMS RP. Where can I find this information?

You can visit the [CSC Portal BAS Page](#). Within the "Real Property Training and Deployment Documentation" column, you will be able to view specific job aids, training session recordings (available May 2021), and the official Sunflower Real Property User Guide.

2) BAS Real Property Change and Control Board

I have heard about the BAS Real Property Change and Control Board (BRPCCB), but I want more information. Where can I learn more about what the BRPCCB is and how it relates to BAS Real Property Production Support?

The BRPCCB oversees configuration integrity and the addition of enhancements. You can learn more about the BRPCCB by navigating to the [BAS Website](#). The document describes: BAS RP Governance Processes, BRPCCB scope, goals, and meeting frequencies, and Service Level Agreements (SLAs) for RP Production Support, specifically the BAS RP Help Desk.

3) Enhancement Request Clarification

I want to submit a request for an enhancement. Will that result in changes to the system?

Submit your request via [CARTS](#). Your request will be reviewed by the BAS RP Help Desk and presented to the BRPCCB. Your request will require a business case. Upon approval, development, testing, and release schedules will be determined and the SDLC process will begin. [Click here](#) for more information about help desk and release management processes.

4) FRPP Testing Schedule

When will testing occur for the GSA Federal Real Property Profile (FRPP), as related to DOC's Sunflower Real Property module?

The BAS PMO has slated FRPP testing for Summer 2021. Further details and logistics will be communicated by the BAS PMO.

5) Training Documentation Updates

As configuration changes occur after Go-Live, will I be updated on how to use the system with the new enhancements?

Yes! The BAS Real Property Training Team will update Training Documentation as new functionality is released or configuration changes are made. You will be informed of the change(s) and documentation will be available on the [BAS Page of the CSC Portal](#).