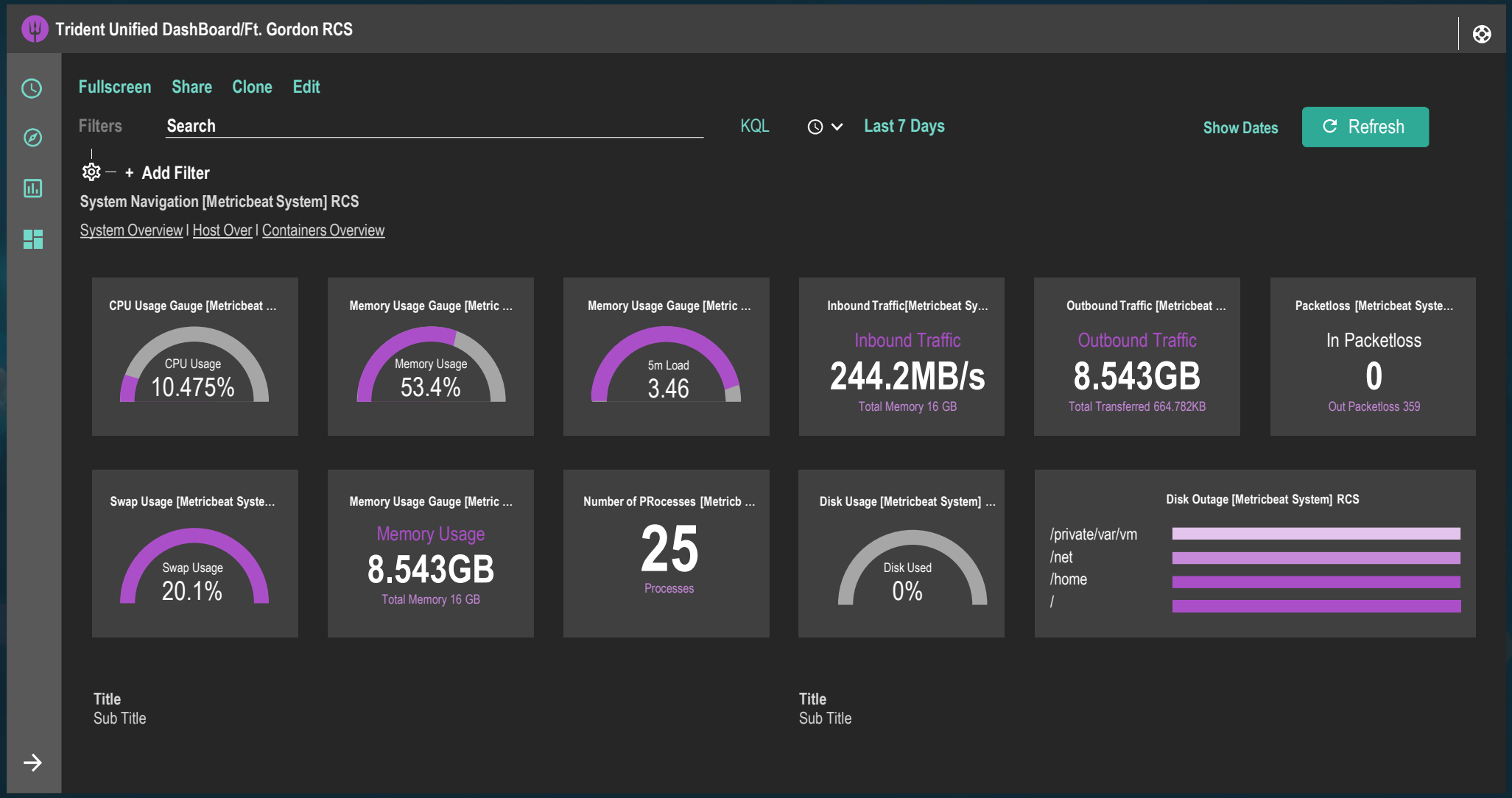
Portfolio

Brian T. Livingston

Proposal Material

VARIOUS


Trident Unified DashBoard/Ft. Gordon RCS
Fullscreen
Share
Clone
Edit
Filters
Search
KQL
Last 7 Days
Show Dates
Refresh
+ Add Filter
System Navigation [Metricbeat System] RCS
System Overview | Host Over | Containers Overview
CPU Usage Gauge [Metricbeat ...
CPU Usage
10.475%
Memory Usage Gauge [Metric ...
Memory Usage
53.4%
Memory Usage Gauge [Metric ...
5m Load
3.46
Inbound Traffic[Metricbeat Sy...
Inbound Traffic
244.2MB/s
Total Memory 16 GB
Outbound Traffic [Metricbeat ...
Outbound Traffic
8.543GB
Total Transferred 664.782KB
Packetloss [Metricbeat Syste...
In Packetloss
0
Out Packetloss 359
Swap Usage [Metricbeat Syste...
Swap Usage
20.1%
Memory Usage Gauge [Metric ...
Memory Usage
8.543GB
Total Memory 16 GB
Number of PRocesses [Metricb ...
25
Processes
Disk Usage [Metricbeat System] ...
Disk Used
0%
Disk Outage [Metricbeat System] RCS
/private/var/vm
/net
/home
/
Title
Sub Title
Title
Sub Title

Dashboard / TRIDENT Leadership

Fullscreen Share Clone Edit **Overview** Agile PM Ops DevOps Cyber

Search KQL Last 7 days Show dates Refresh

+ Add Filter

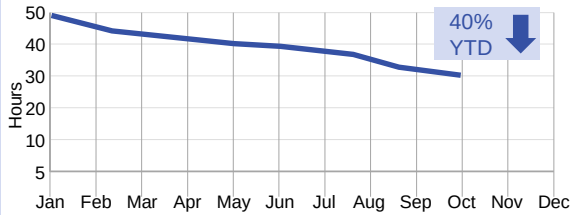
Savings By Reuse

This Month

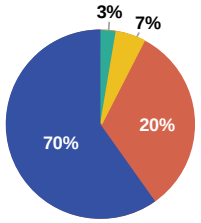
Reused Scenarios
85
Reused Environments
47
Savings in hours
1925

Training Throughput: This Week 200 This Month 1500 Trained Personnel 2000

Avg. Time to Produce Training Scenarios

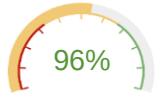


Quality of Training



70% Excellent
20% Great
7% Average
3% Poor

Training Readiness

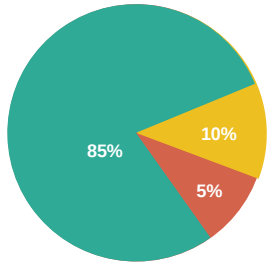


% Environment Uptime

80%
% Personnel Support

Development Progress to Plan

Upcoming Release Nov 14, 2020

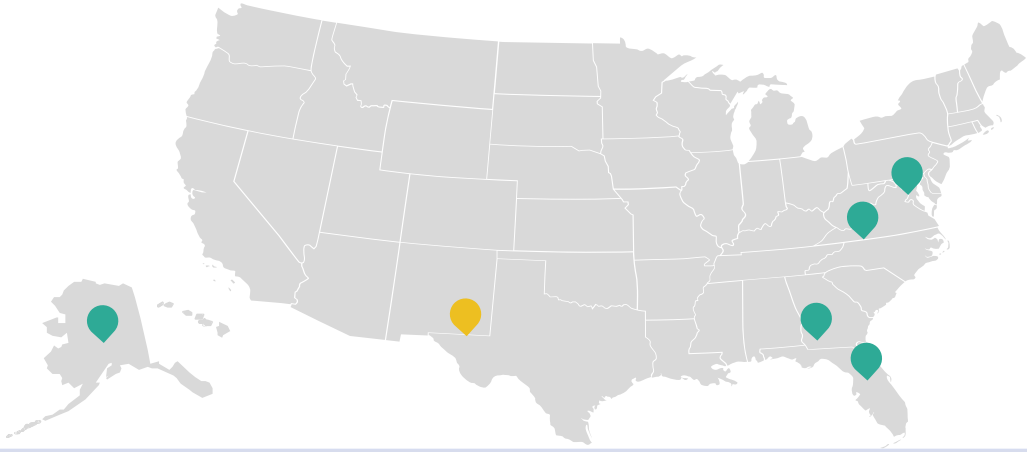


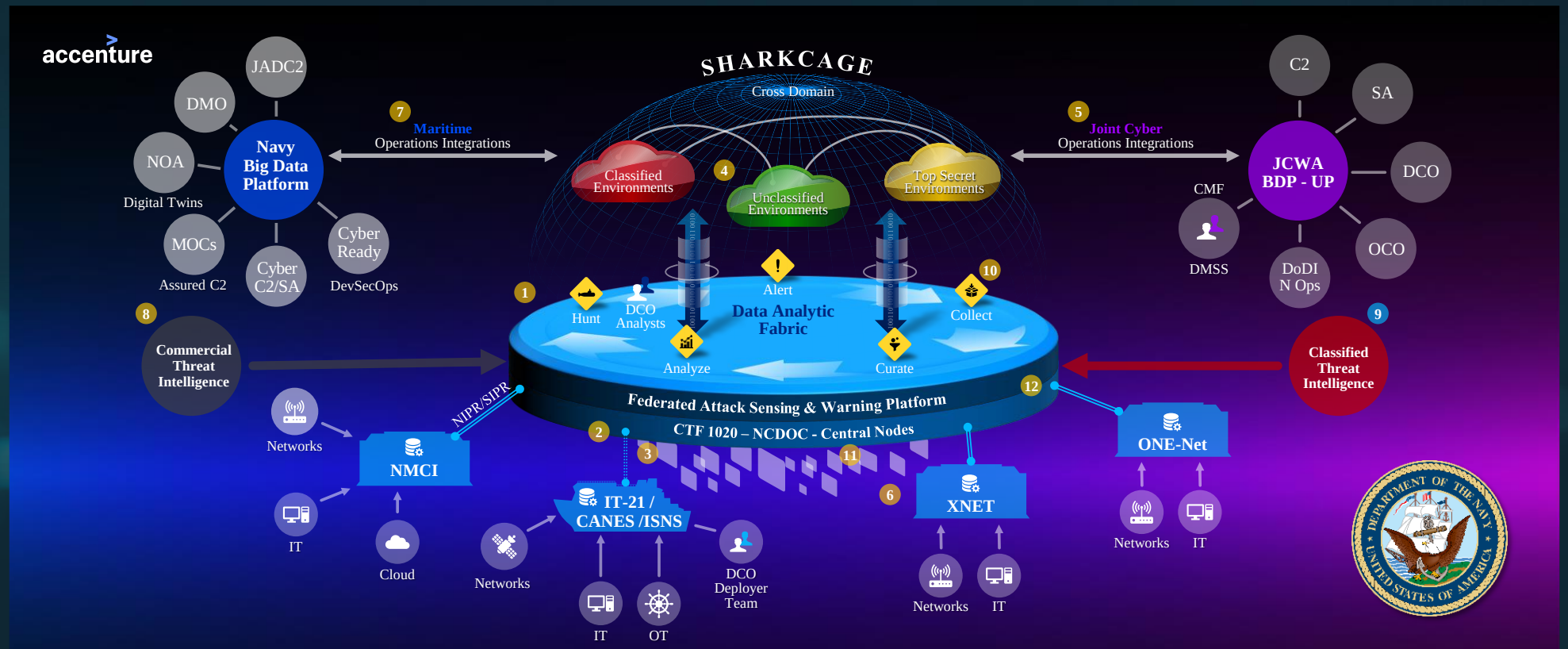
85% On Track
10% Delays
5% At Risk

Overall New Capability Integration Factory

Operations

Health Readiness





1. Accenture has successfully designed, implemented and operated Federated Next Generation Cyber Security Capabilities currently supporting the United States Air Force and Department of Energy. This experience provides security detection and response at the tactical edge while informing centralized C2/SA.
2. The solution is designed to support Denied, Disrupted, Intermittent, and Limited bandwidth environments identify and defeat adversarial actions.
3. The solution supports local data ingest, processing, storage and automation for detection and response activities. The solution also supports data aggregation to central sites as connectivity permits
4. The solution is capable of supporting both NIPR and SIPR environments and is supported by a cross domain solution to facilitate data access between classified and unclassified environments.
5. Accenture has successfully integrated this solution with the Air Force Big Data Platform known as ELICSAR to support Unified Platform and JCWA requirements.
6. The solution is designed to support all source data ingest leading to the ability to better support the diversity of networks across the Navy
7. This data aggregation and dissemination capability leads to better visibility to FCC/C10F to exercise C2, SA, and support DCO and NetOps.
8. Solution supports data ingest for commercial threat intelligence sources
9. Solution supports data ingest classified threat intelligence sources
10. Our automated DevSecOps methods enable software code to be released on demand & moved to production. Our automated software build, scan, & test routines reduce the manual testing effort.
11. Our configuration management approach enables software development increasing speed. Our governance constructs maintain baseline control ensuring software is being configured & tested consistently with production environment standards.
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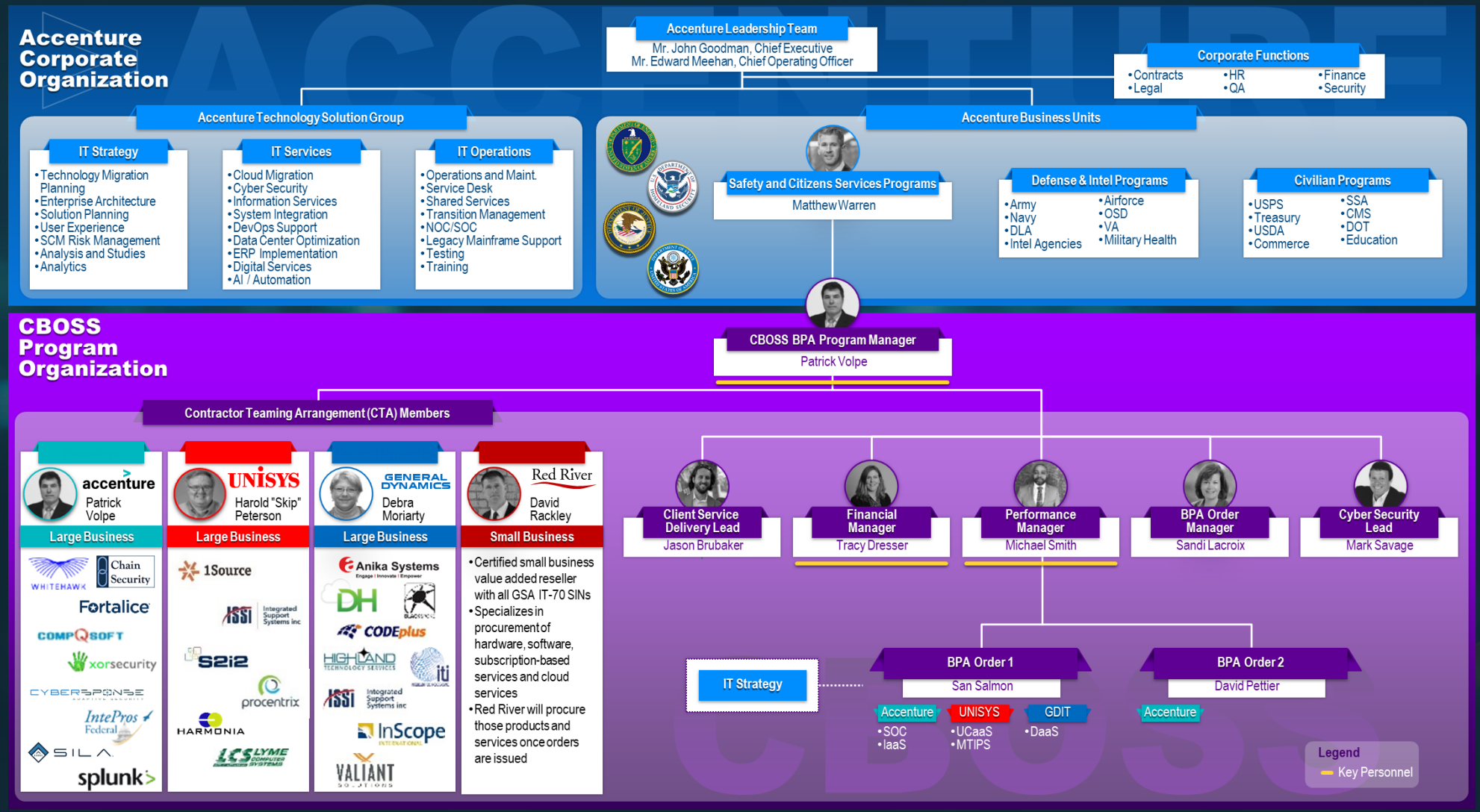
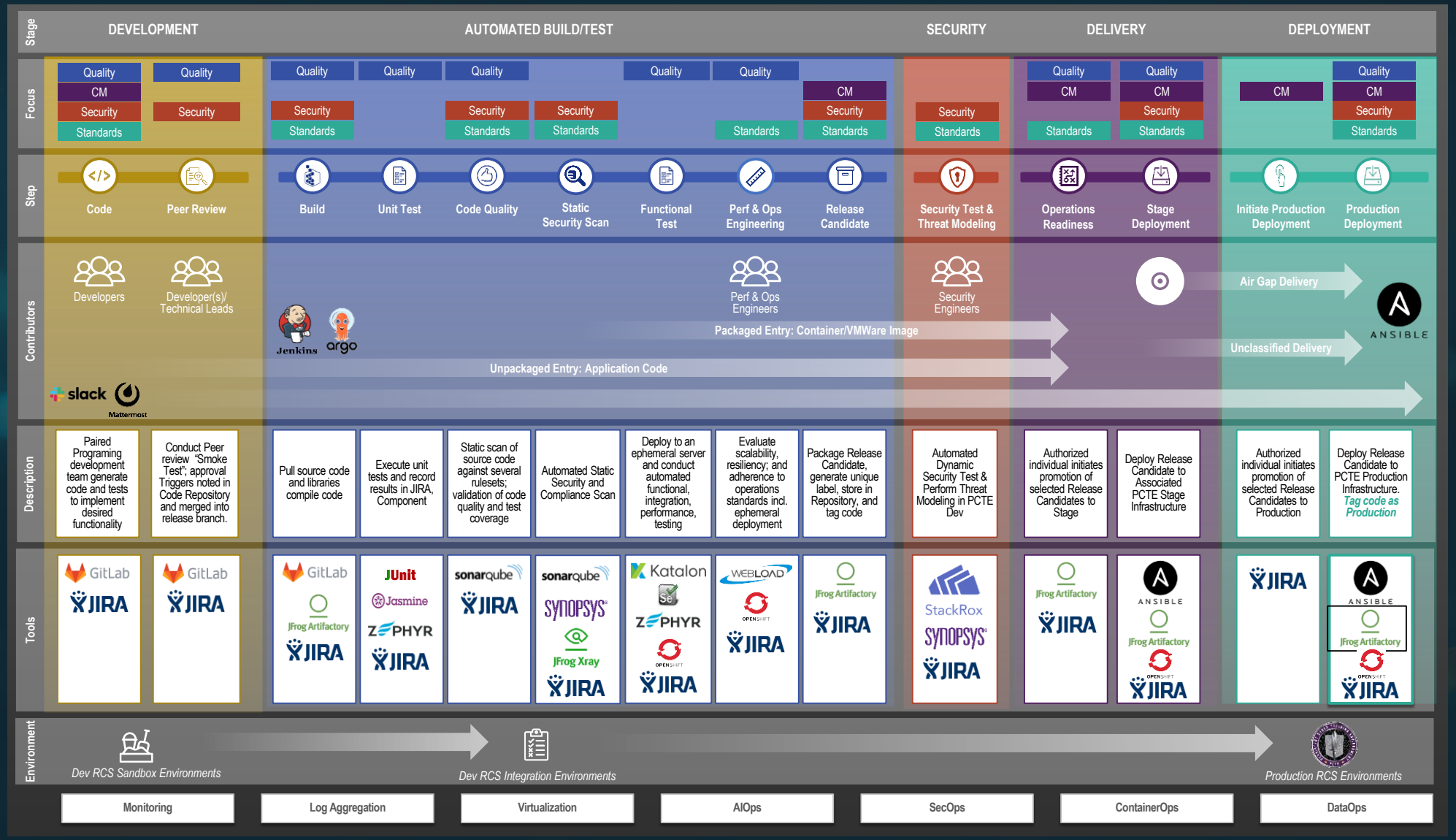
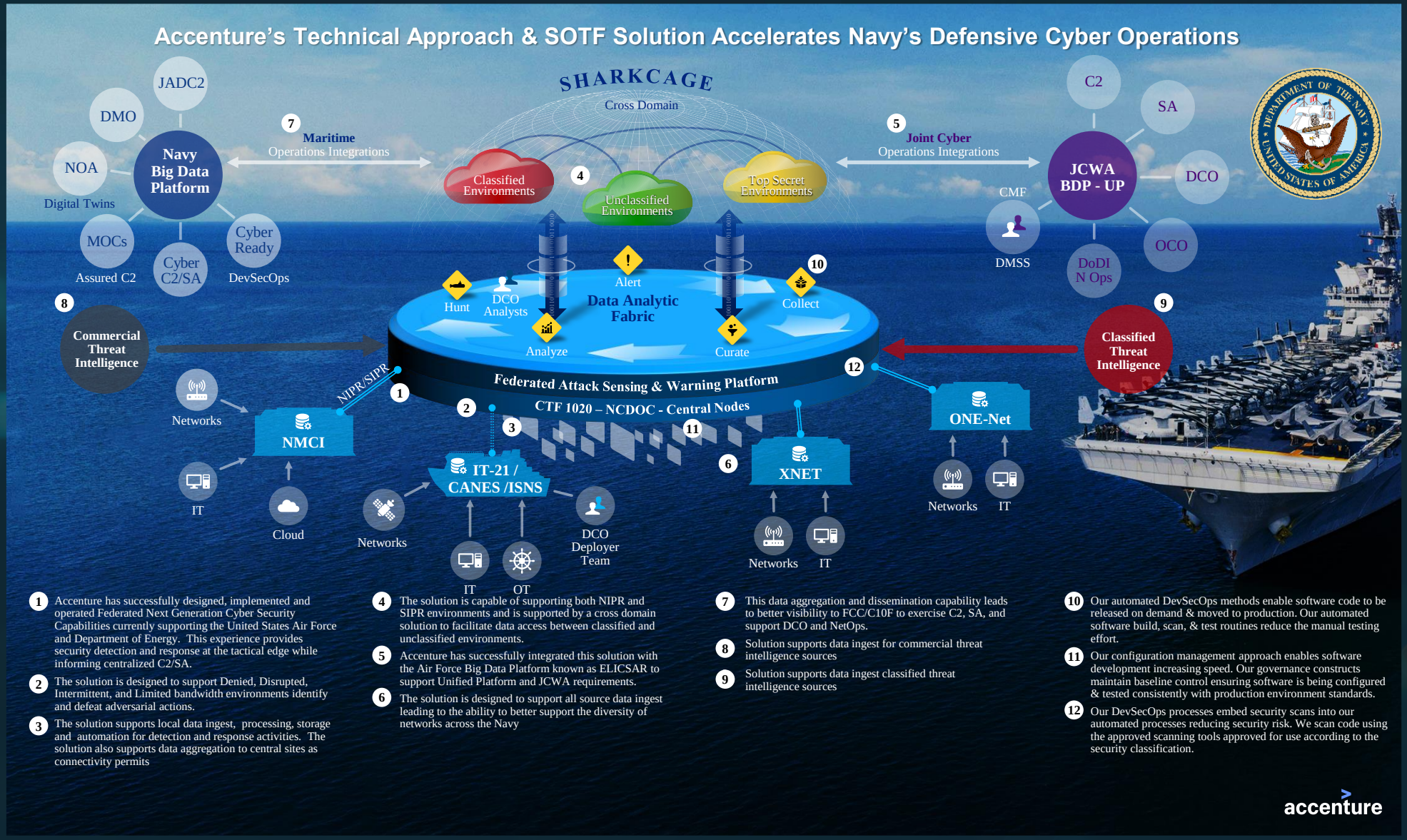

Accenture Corporate Organization
Accenture Leadership Team
Mr. John Goodman, Chief Executive
Mr. Edward Meehan, Chief Operating Officer
Corporate Functions
•Contracts •HR •Finance
•Legal •QA •Security
Accenture Technology Solution Group
IT Strategy
•Technology Migration Planning
•Enterprise Architecture
•Solution Planning
•User Experience
•SCM Risk Management
•Analysis and Studies
•Analytics
IT Services
•Cloud Migration
•Cyber Security
•Information Services
•System Integration
•DevOps Support
•Data Center Optimization
•ERP Implementation
•Digital Services
•AI / Automation
IT Operations
•Operations and Maint.
•Service Desk
•Shared Services
•Transition Management
•NOC/SOC
•Legacy Mainframe Support
•Testing
•Training
Accenture Business Units
Safety and Citizens Services Programs
Matthew Warren
Defense & Intel Programs
•Army •Airforce
•Navy •OSD
•DLA •VA
•Intel Agencies •Military Health
Civilian Programs
•USPS •SSA
•Treasury •CMS
•USDA •DOT
•Commerce •Education
CBOSS Program Organization
CBOSS BPA Program Manager
Patrick Volpe
Contractor Teaming Arrangement (CTA) Members
accenture
Patrick Volpe
Large Business
WHITEHAWK
Chain Security
Fortalice
COMPQSOFT
xorsecurity
CYBERSPONSE
IntePros Federal
SILA
splunk>
UNISYS
Harold "Skip" Peterson
Large Business
1Source
ISSI Integrated Support Systems inc
S2i2
procentrix
HARMONIA
LCS LYME COMPUTER SYSTEMS
GENERAL DYNAMICS
Debra Moriarty
Large Business
Anika Systems
DH
CODEplus
HIGHLAND TECHNOLOGY SERVICES
iti
ISSI Integrated Support Systems inc
InScope
VALIANT SOLUTIONS
Red River
David Rackley
Small Business
•Certified small business value added reseller with all GSA IT-70 SINs
•Specializes in procurement of hardware, software, subscription-based services and cloud services
•Red River will procure those products and services once orders are issued
Client Service Delivery Lead
Jason Brubaker
Financial Manager
Tracy Dresser
Performance Manager
Michael Smith
BPA Order Manager
Sandi Lacroix
Cyber Security Lead
Mark Savage
IT Strategy
BPA Order 1
San Salmon
Accenture
•SOC
•IaaS
UNISYS
•UCaaS
•MTIPS
GDIT
•DaaS
BPA Order 2
David Pettier
Accenture
Legend
Key Personnel


Stage
DEVELOPMENT
AUTOMATED BUILD/TEST
SECURITY
DELIVERY
DEPLOYMENT
Focus
Quality
CM
Security
Standards
Step
Code
Peer Review
Build
Unit Test
Code Quality
Static Security Scan
Functional Test
Perf & Ops Engineering
Release Candidate
Security Test & Threat Modeling
Operations Readiness
Stage Deployment
Initiate Production Deployment
Production Deployment
Contributors
Developers
Developer(s)/ Technical Leads
Perf & Ops Engineers
Security Engineers
Jenkins
argo
slack
Mattermost
Packaged Entry: Container/VMWare Image
Unpackaged Entry: Application Code
Air Gap Delivery
Unclassified Delivery
ANSIBLE
Description
Paired Programing development team generate code and tests to implement desired functionality
Conduct Peer review "Smoke Test"; approval Triggers noted in Code Repository and merged into release branch.
Pull source code and libraries compile code
Execute unit tests and record results in JIRA, Component
Static scan of source code against several rulesets; validation of code quality and test coverage
Automated Static Security and Compliance Scan
Deploy to an ephemeral server and conduct automated functional, integration, performance, testing
Evaluate scalability, resiliency; and adherence to operations standards incl. ephemeral deployment
Package Release Candidate, generate unique label, store in Repository, and tag code
Automated Dynamic Security Test & Perform Threat Modeling in PCTE Dev
Authorized individual initiates promotion of selected Release Candidates to Stage
Deploy Release Candidate to Associated PCTE Stage Infrastructure
Authorized individual initiates promotion of selected Release Candidates to Production
Deploy Release Candidate to PCTE Production Infrastructure. Tag code as Production
Tools
GitLab
JIRA
JFrog Artifactory
JUnit
Jasmine
ZEPHYR
sonarqube
SYNOPSYS
JFrog Xray
Katalon
WEBLOAD
OPENSHIFT
StackRox
Environment
Dev RCS Sandbox Environments
Dev RCS Integration Environments
Production RCS Environments
Monitoring
Log Aggregation
Virtualization
AIOps
SecOps
ContainerOps
DataOps

Accenture's Technical Approach & SOTF Solution Accelerates Navy's Defensive Cyber Operations



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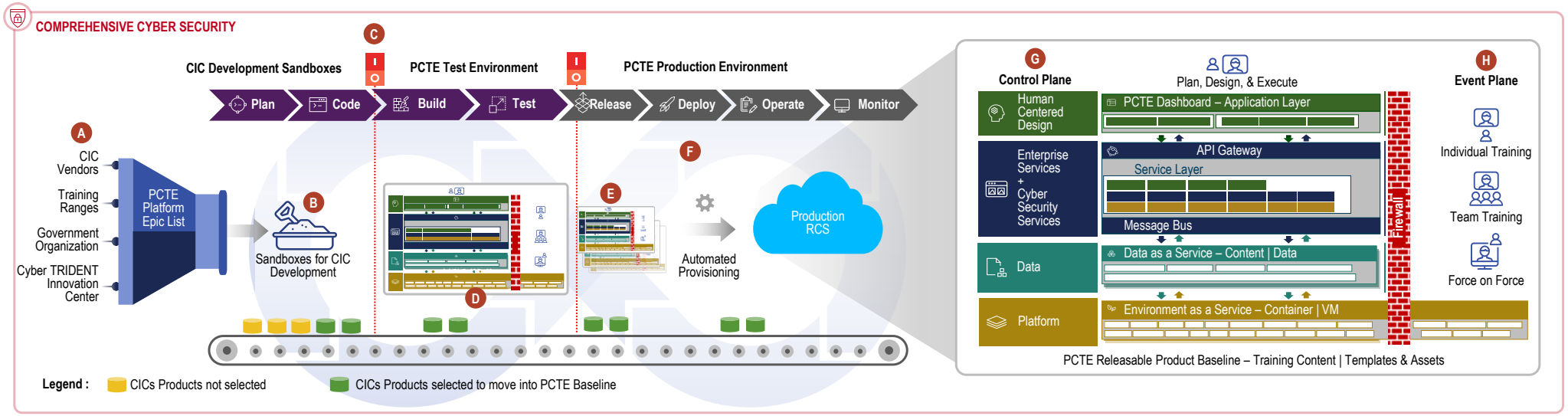
accenture

Cyber TRIDENT Platform Capability Development | Cyber TRIDENT Integration Factory | PCTE Production Environment



Accenture Guiding Principles

Human Centered Design	Agile by Default	PDK+ - Evolve the Core	Automation Everywhere	Unlock Data	Security First	Exponential Capability Delivery	Pervasive Intelligence	Scalable & Resilient Platform

Key Activities

A
- Help TRIDENT identify & prioritize CIC products & other innovation that conform to PDK standards & are based on strategic priorities.

B
- TRIDENT DevSecOps team provides CIC and other vendors a consistent, integrated & secured development sandboxes.

C
- TRIDENT DevSecOps team applies automated PDK based acceptance criteria to ensure quality & rapid capability delivery.

D
- TRIDENT DevSecOps is agile by default, leverages reuse to increase speed of CICs and other vendor product delivery into PCTE Baseline.

E
- TRIDENT DevSecOps team generates & maintains PCTE baselines for multiple RCSs and security zones.

F
- TRIDENT DevSecOps team coordinates and deploys new PCTE Baseline to all Prod RCS and in future to Clouds

G
- TRIDENT Operations team automates & operates highly available RCS capable of hosting multiple cyber training

H
- TRIDENT Operations team automates provisioning of multiple event planes and manages them through a single pane

8 CT 20.0004

Improvements & Innovations

A
- TRIDENT may leverage Accenture Innovation Architecture's Research & Ventures to identify CIC products and to inform TRIDENT on emerging technologies and Innovation.
- Apply Enterprise Agile to groom prioritized backlog of Epics and Capabilities aligned with strategic priorities that includes user aspirations and to accelerate insertion of new capabilities to the PCTE baseline.

B
- Facilitates high quality capability development and rapid CICs insertions by evolving & extending existing TRIDENT CI/CD pipeline to the left.
- The Integration Factory will automatically provision fully integrated Developer sandboxes with baked in PDK standards and built in compliance for Security, API and other key standards.

C
- Automatically review the validation results from sandboxes to validate CIC and other development quality and compliance before porting over the containers and VM Images provided by the vendor to the Integration Factory.
- Apply additional validations using automated test scripts to check compliance to PDK standards during hand off.

D
- Implement a consistent set of CI/CD tools in combination with automated testing, Infrastructure as code to unit test, integration and performance test CICs products and other development and promote them across Dev, Test, UAT and Production environment.
- Evolve the integrated Control and Event Plane Test environment to validate new PCTE baselines are good citizens in RCSs.

E
- Baselines of PCTE versions are released into TS/SCI, Secret and UNCLASS RCSs and in future Cloud instances from a unified Ops pane.
- Everything as code, AIOps and RPA will lead to highly flexible, reliable and automated release management
- Unified Dashboard will help track which version is deployed in which RCS along with their performance metrics.

F
- Consistent CI/CD pipeline leveraged to push or pull PCTE releases into the RCSs
- Everything as code that incorporates latest innovations in container & VM technologies automate provision of Control & Event Plane

G
- TRIDENT Operations team standardizes RCSs around consistent DevSecOps tooling, JIRA Service Desk to efficiently manage the full PCTE product lifecycle
- Apply AIOps, RPA and call center automation using AI for Tier 1 and 2 operations to create significant operational efficiency& reduced costs by 42%

H
- TRIDENT Ops team uses Ansible and Terraform to automatically provision resources to the event plane
- Exabeam will be used to detect, investigate and respond to security issues & vulnerabilities within minutes creating a robust, secured environment for users

A
Accenture Innovation Architecture brings similar insights to OSINT, USAF, Intelligence community & DLA by organizing Innovation Days to keep innovation at the forefront of Enterprise planning and execution.

B
In AT&T, Team Accenture manages tens of thousands of targets, metrics, reporting inspiring quality and timely execution by applying end to end automation along CI/CD pipeline

C
In AT&T we augmented this process with AI & ML for false positive identification that helped decouple scale from headcount and deliver multiple capabilities concurrently.

D
We will apply our experience maintaining over 150 applications that are deployed to over 50 different environments for the Department of Education (DoED). The complexity of configuration and integration is similar in scope and scale to PCTE, requiring integration of COTS and custom applications.

E
Accenture RMF accelerators will lead to rapid release of capabilities in different security enclaves similar to what we are achieving across our Defense practice and Intel communities

F
Team Accenture will frequently build and re-build the entire PCTE baseline in Test Environment with any upgrades to HW or patching to make sure that the releases remain deployable and portable to RCSs – similar to Dept. of Education and other clients

G
Team Accenture has experience in running critical, complex infrastructure similar to RCSs in National Cyber Range where we achieved 95% availability. We also support DISA's five Global NOCs where we improved service & reduced costs by 42%

H
We will use ELK stack to provide a layered dashboard view that will be aggregated to manage the entire operations process across all RCSs from a single pane of glass. Our Accenture Insights Platform utilizes ELK stack to provide end to end visibility into operations across multiple federal agencies including STATE, USDA and others.

Sample of Accenture's Worldwide Industry Leadership

strategy • consulting • digital • technology • operations

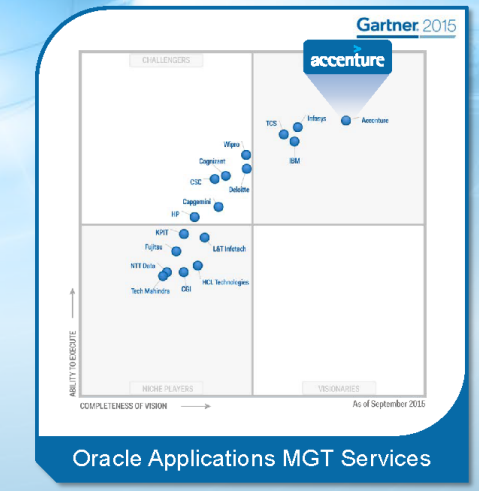
Business Analytic Services

Finance & Accounting BPO

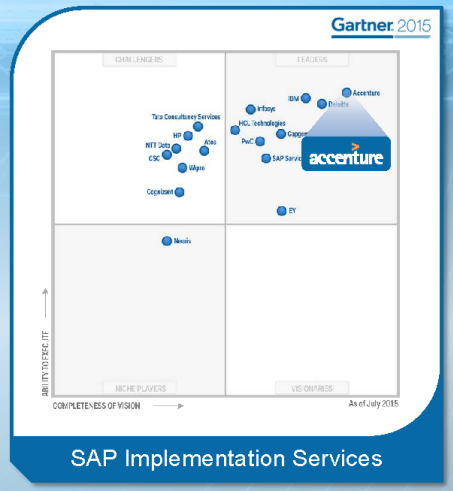
Enterprise Architecture Consulting

Business Operations Consulting

Digital Experience Service Providers



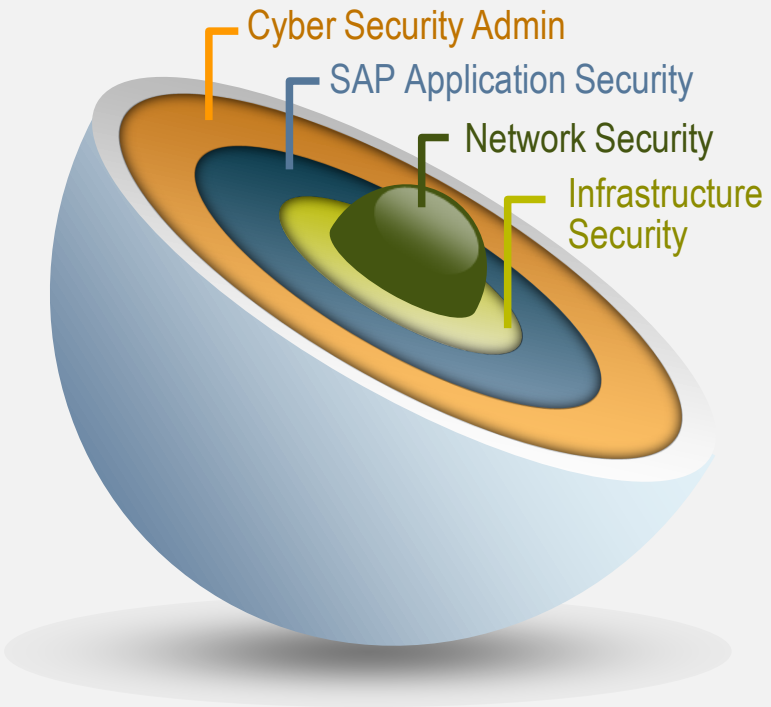
Oracle Applications MGT Services



SAP Implementation Services

Salesforce Implementation Partners

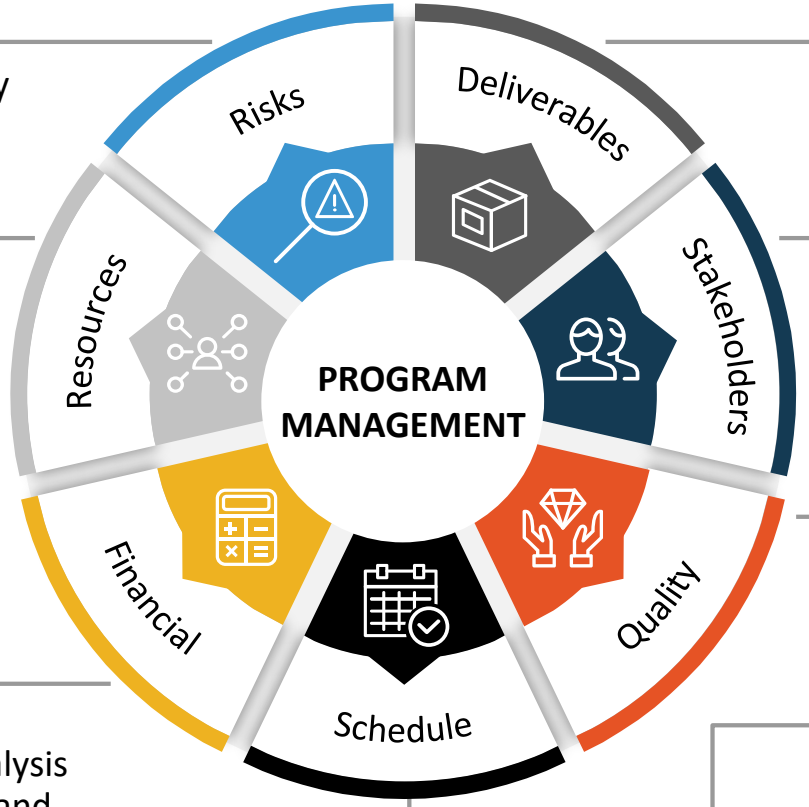
Layers of Security



Risk Management
- Develop comprehensive risk registry
- Manage risks and issues
- Resolve or escalate risks

Resource Management
- Staff the right resources for each phase of engagement
- Facilitate staffing continuity and effective onboarding/ offboarding
- Maintain current security clearances, education, and training
- Manage subcontractors

Financial Management
- Provide regular workplan updates
- Conduct work effort review and analysis
- Promptly complete billing, invoice, and payment activities



Deliverable Management
- Collaborate early
- Evaluate draft work products
- Follow submission protocol

Stakeholder Management
- Establish, update, and maintain project schedule
- Enable thorough stakeholder analysis and communication planning

Quality Management
- Follow quality assurance process for all work products
- Develop quality control plan

Schedule Management
- Establish, update, and manage project schedule
- Provide regular status updates

Our Industry-leading Agile and DevSecOps Methodologies Reduce Implementation Risks

Our experience applying Agile and DevSec-Ops practices across 87 TSA enterprise applications demonstrates our ability to support Trademark's diverse product line.

Our Field-tested, Human-Centered Approach Increases User Adoption

Our experience enabling FSA to broaden access to student aid using our web-based tools demonstrates our ability to meet the needs of Trademark's customers by putting the human first.

Our Capability Injection Model Enables Rapid Scalability of Innovations

Our experience implementing IT updates that enabled VA to support Veterans and their families through COVID-19 demonstrates our ability to quickly scale solutions to help Trademark meet fast-changing policies.

Our Ability to Rapidly Staff Cross-Functional Resources Increases Agility & Speed to Deliver

Our experience applying SAFe methods at the VA with cross-functional teams to accommodate changes in scope or schedule demonstrates our ability to flexibly support Trademark in overcoming capability and timeline challenges.

Our Product Oriented Human Architecture Breaks Down Silos and Infuses Innovation

Our experience facilitating a collaborative session with internal and external FSA stakeholders to develop Future State ideas demonstrates our ability to break down barriers to unlock customer-focused innovation at Trademark.

Supported by the Largest Pool of Certified Resources

- 75,000+ Agile Practitioners
- 44,000+ trained and 350 certified DevSecOps specialists
- 3,800+ Emerging Technology Master Architects
- 20,000+ Big Data/Analytics specialists
- 5,000+ Security Specialists
- 3,000+ Microservices Specialists
- 2,050+ Docker Specialists
- 900+ OpenShift Specialists
- 4,000+ CI/CD Automation Specialists
- 159,000+ Java Developers
- 1,200 Human Centered Design specialists'

Backed by Extensive Federal and Commercial Experience

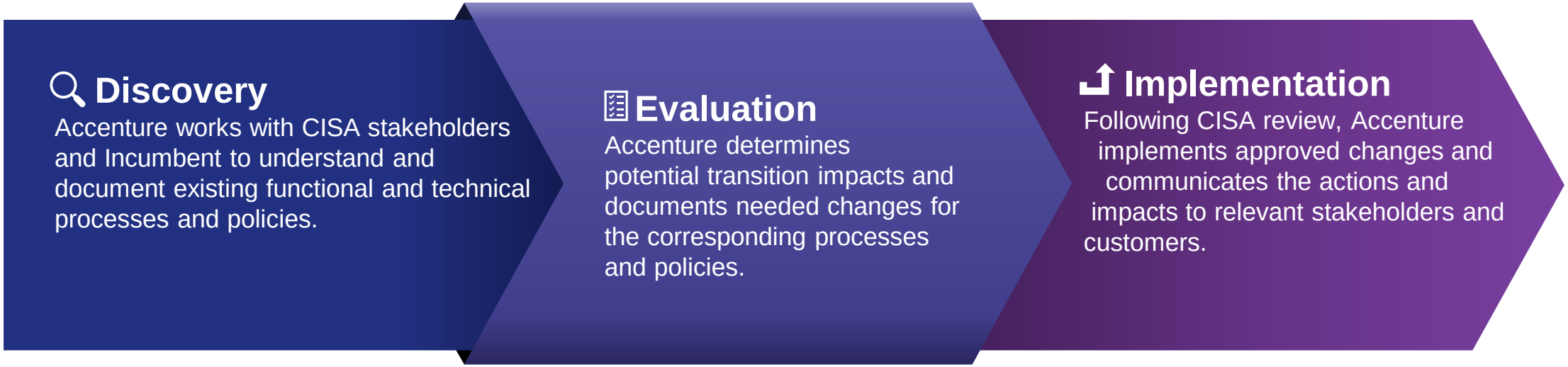
- 135 Federal Programs Transitioned to Agile
- 100% DevSecOps automation factory approach field-tested across 9,000 programs
- 14 of the Government's Most Mission Critical Programs Transitioned from Incumbent
- 100% Up Time across Programs in Transition
- 200+ Federal human-centered projects
- 500+ field-tested human-centered methods
- 13-year history partnering with AWS
- Migrated 60K+ applications to the AWS Cloud
- At USPTO, achieved an interim authority to operate in two months

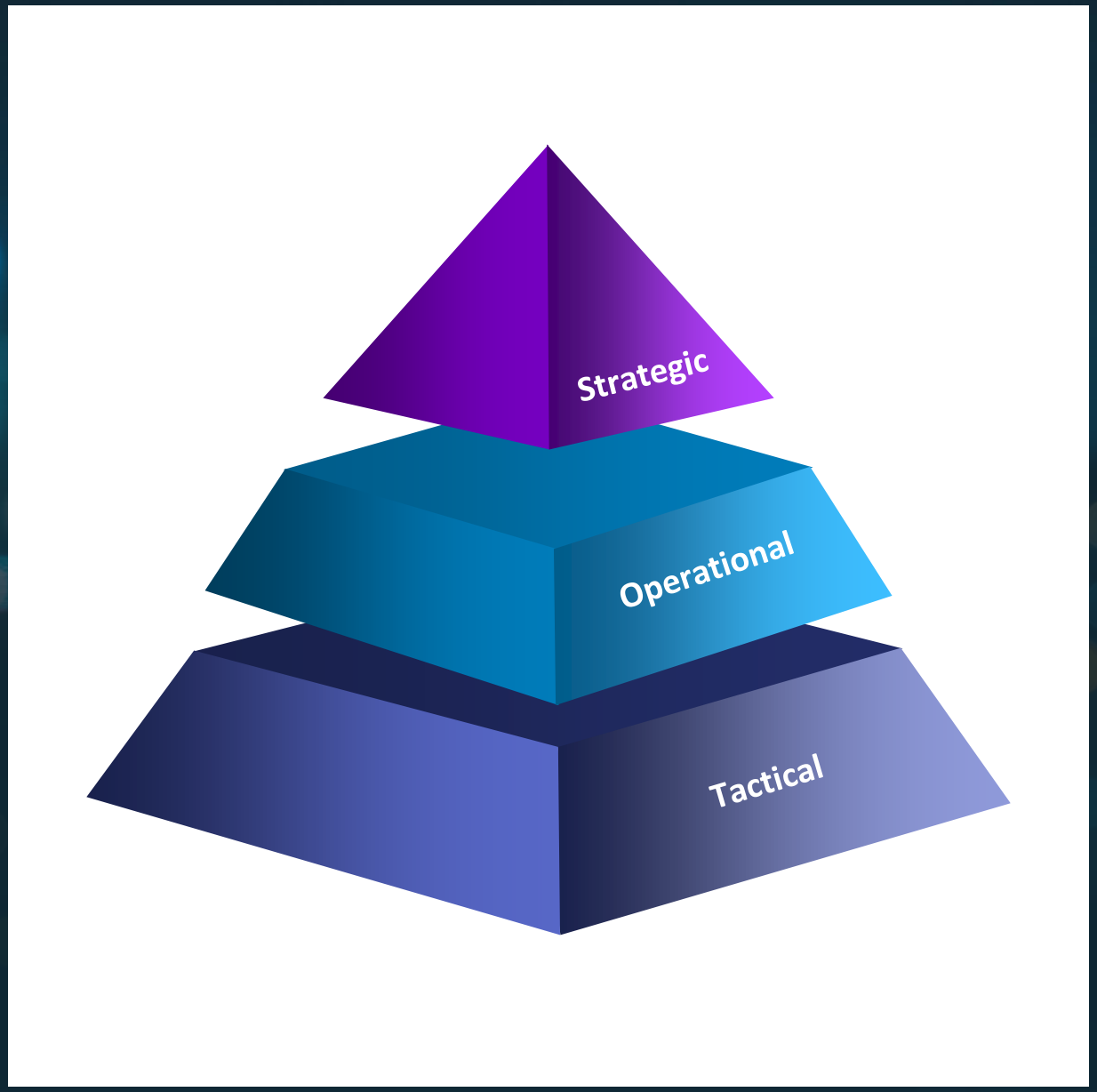
Recognized & Certified by Industry as a Leader

- One of only two certified SAFe Agile Transformation partners in the world
- CMMI Level 4 Certified using Agile
- ITIL v4 Certified
- Amazon, Azure and Google's #1 integrator, with premier partnerships across all three
- Ranked a leader by 100% of leading industry analysts in Data, Analytics, AI, and Intelligent Automation services
- #1 Analytics as a Service provider according to Gartner with FedRamp High approved AIP-IQ platform
- #1 Digital Change Management Provider according to Everest Group and HFS Research

1
2
3
4
5
Obtain an EID or B-ID though IQN (Teaming Partners/Contractors) or AFS Visitation (LLP Personnel)
Review PRC ExpressRoute Guidelines
Verify compliance training is completed on time
After proposal support is complete, close out ExpressRoute enablement per email instructions.
Submit deactivation request from IQN or visitation tool

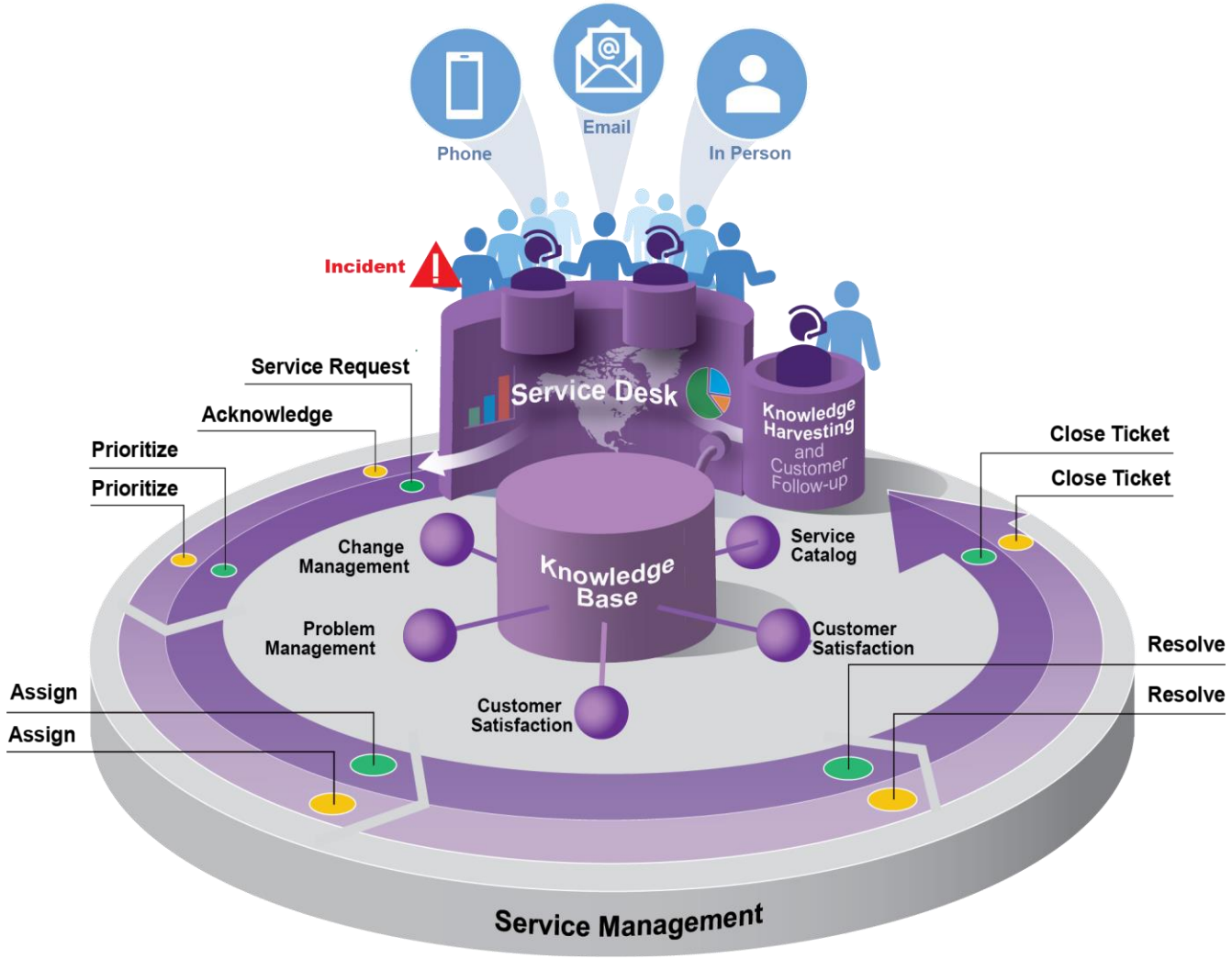
	Best for	Laptop	Timeline	Access	Tenants
PRC ExpressRoute	Short Proposal Efforts	Not Required	Active 1 Day after EID received	Secure web-based One Drive and SharePoint	Commercial or Defense
Full Enablement	Long Term Work (90+ days)	Required	Laptop enablement: 10 Business Days	Native MS Applications, Teams, and E-mail	Commercial or Defense

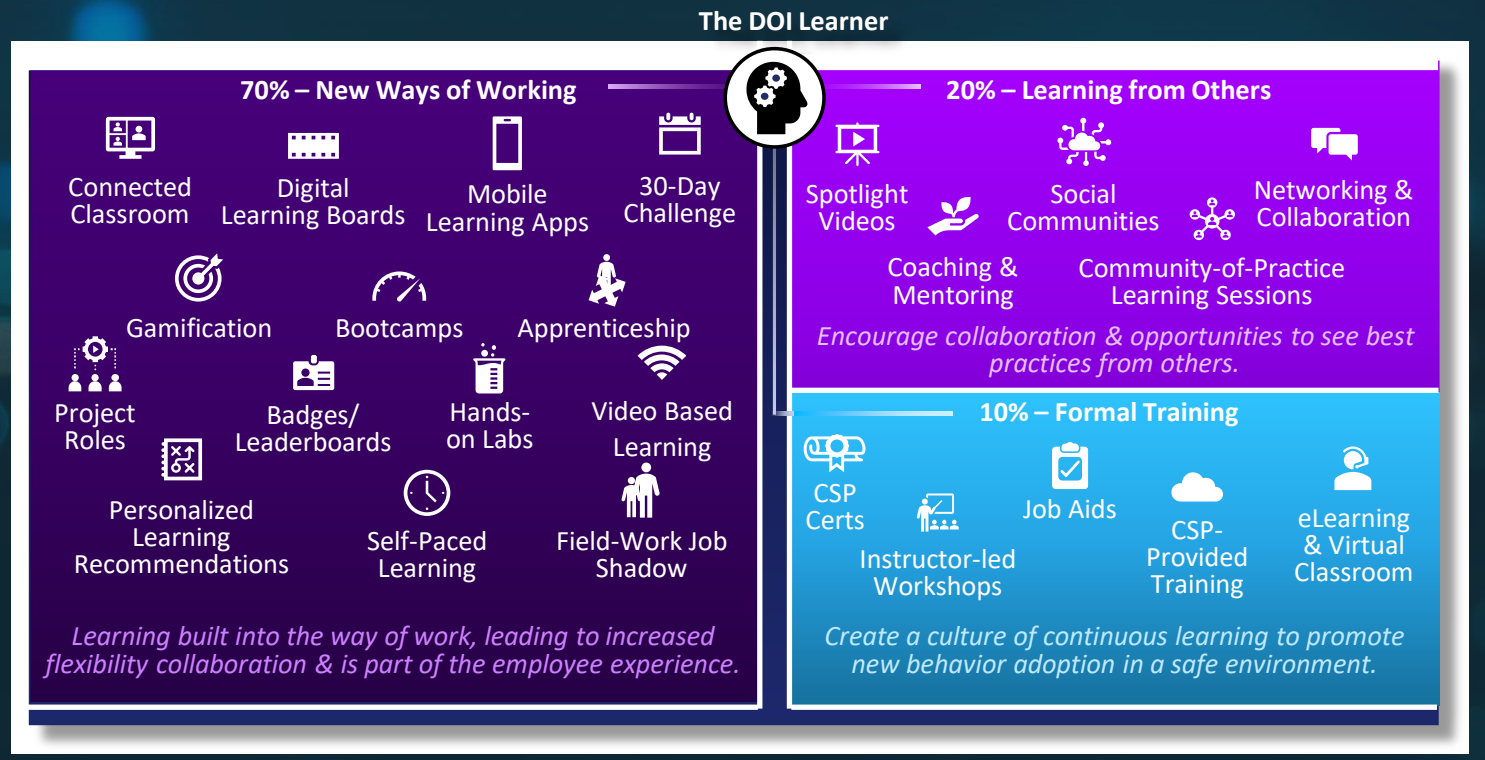

Discovery
Accenture works with CISA stakeholders and Incumbent to understand and document existing functional and technical processes and policies.
Evaluation
Accenture determines potential transition impacts and documents needed changes for the corresponding processes and policies.
Implementation
Following CISA review, Accenture implements approved changes and communicates the actions and impacts to relevant stakeholders and customers.

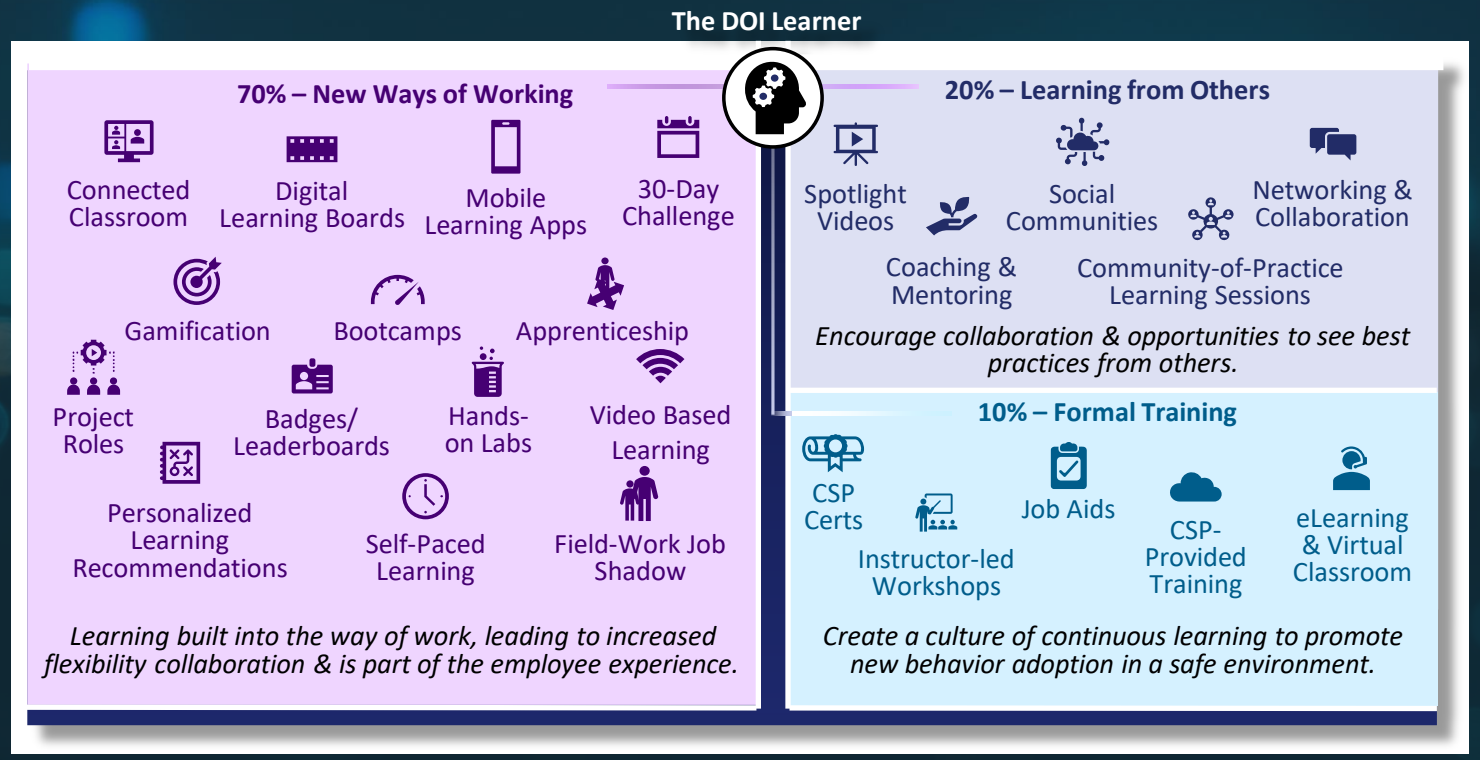

Strategic
Operational
Tactical

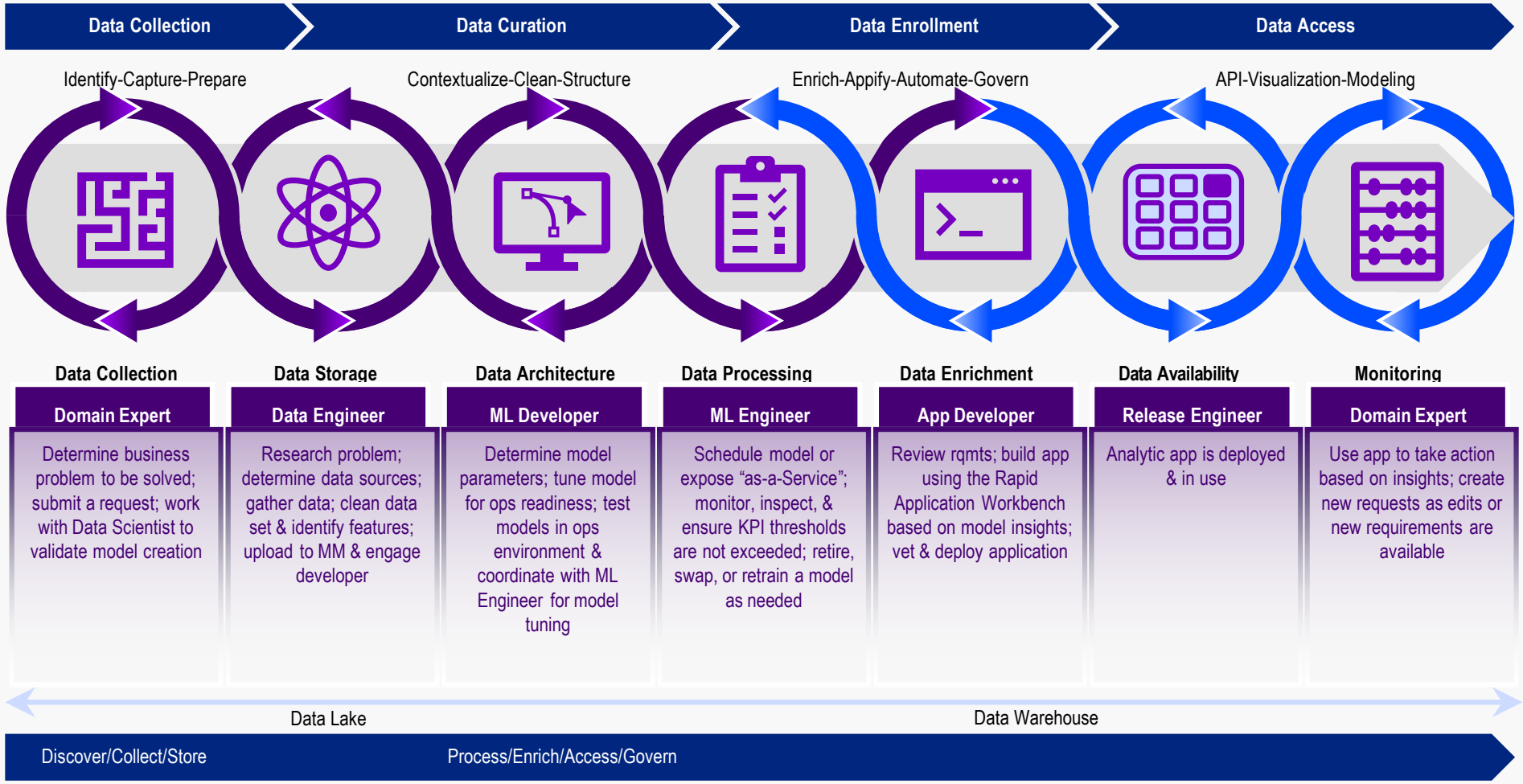
Operations
Migration
accenture
Security
Change
Innovation

ORF, ORS, IC1, IC2




The DOI Learner
70% – New Ways of Working
Connected Classroom
Digital Learning Boards
Mobile Learning Apps
30-Day Challenge
Gamification
Bootcamps
Apprenticeship
Project Roles
Badges/ Leaderboards
Hands-on Labs
Video Based Learning
Personalized Learning Recommendations
Self-Paced Learning
Field-Work Job Shadow
Learning built into the way of work, leading to increased flexibility collaboration & is part of the employee experience.
20% – Learning from Others
Spotlight Videos
Social Communities
Networking & Collaboration
Coaching & Mentoring
Community-of-Practice Learning Sessions
Encourage collaboration & opportunities to see best practices from others.
10% – Formal Training
CSP Certs
Job Aids
Instructor-led Workshops
CSP-Provided Training
eLearning & Virtual Classroom
Create a culture of continuous learning to promote new behavior adoption in a safe environment.


The DOI Learner
70% – New Ways of Working
Connected Classroom
Digital Learning Boards
Mobile Learning Apps
30-Day Challenge
Gamification
Bootcamps
Apprenticeship
Project Roles
Badges/ Leaderboards
Hands-on Labs
Video Based Learning
Personalized Learning Recommendations
Self-Paced Learning
Field-Work Job Shadow
Learning built into the way of work, leading to increased flexibility collaboration & is part of the employee experience.
20% – Learning from Others
Spotlight Videos
Social Communities
Networking & Collaboration
Coaching & Mentoring
Community-of-Practice Learning Sessions
Encourage collaboration & opportunities to see best practices from others.
10% – Formal Training
CSP Certs
Job Aids
Instructor-led Workshops
CSP-Provided Training
eLearning & Virtual Classroom
Create a culture of continuous learning to promote new behavior adoption in a safe environment.


Data Collection
Data Curation
Data Enrollment
Data Access
Identify-Capture-Prepare
Contextualize-Clean-Structure
Enrich-Appify-Automate-Govern
API-Visualization-Modeling
Data Collection
Data Storage
Data Architecture
Data Processing
Data Enrichment
Data Availability
Monitoring
Domain Expert
Data Engineer
ML Developer
ML Engineer
App Developer
Release Engineer
Domain Expert
Determine business problem to be solved; submit a request; work with Data Scientist to validate model creation
Research problem; determine data sources; gather data; clean data set & identify features; upload to MM & engage developer
Determine model parameters; tune model for ops readiness; test models in ops environment & coordinate with ML Engineer for model tuning
Schedule model or expose “as-a-Service”; monitor, inspect, & ensure KPI thresholds are not exceeded; retire, swap, or retrain a model as needed
Review rqmts; build app using the Rapid Application Workbench based on model insights; vet & deploy application
Analytic app is deployed & in use
Use app to take action based on insights; create new requests as edits or new requirements are available
Data Lake
Data Warehouse
Discover/Collect/Store
Process/Enrich/Access/Govern

Stage 1. Draft Solicitation Release

Stage 2. Proposal Development

Strategy & Solution | Pre-Final RFP | Final RFP Response | Submission, Orals

0 — **Stage 1A** — **Stage 1B** — **Stage 2A** — **Stage 2B** — 3

1

- 1A Receive email from demand manager assigning the Graphic Artist to a proposal
- 1A Set expectations with Proposal Manager (PM) and receive link to the SharePoint site
- 1A Begin discussion regarding anchor art

2

- 1B Attend daily stand-up calls; provide input as needed
- 1B Begin discussion regarding anchor art

3

- 2A Read through the RFP (sections L and M) for instructions regarding font, font size, margins, and spacing

4

- 2A Meet with PM and/or Leadership to review the calendar to verify color reviews (scheduling conflicts), RFP requirements, and cover design and confirm conversation starter form

5

- 2A Train the account team on the graphics process at the kickoff meeting or the first week of proposal

6

- 2A Create graphic and oral templates with the requirements from the Final RFP and color scheme included

7

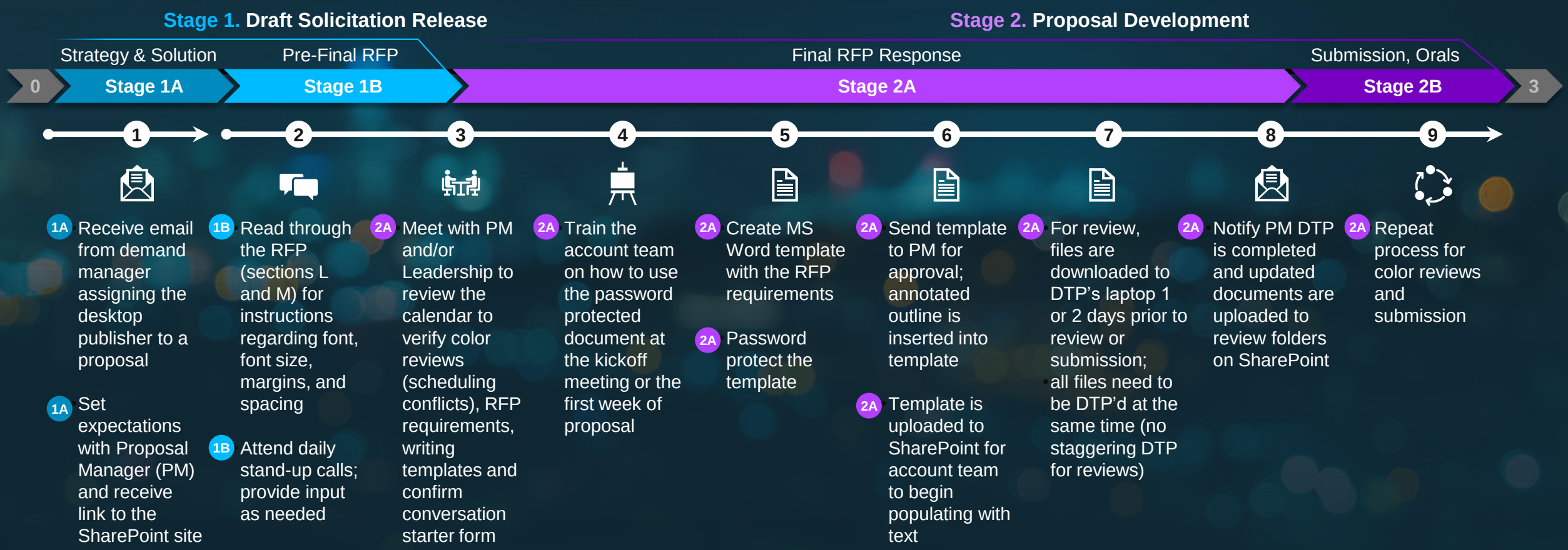
- 2A Create graphics as they are submitted by authors to the graphics tracker on the SharePoint site; reach out to authors if questions arise or if assistance is needed

8

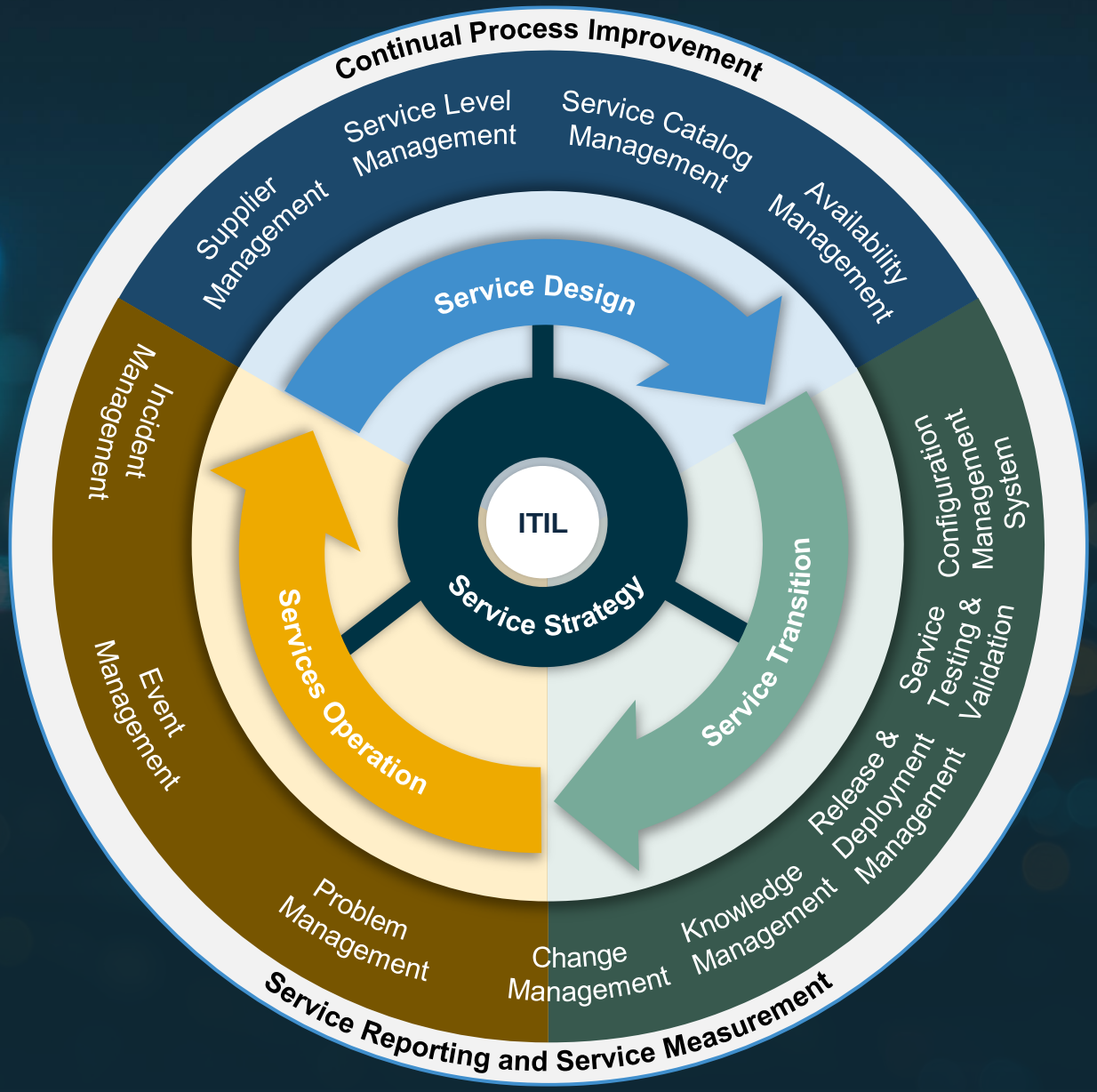
- 2A Notify authors and PMs via email when graphics are completed; location of the completed graphics folder on the SharePoint site; and instructions on how to insert the graphics into the Word template (help insert as needed)

9

- 2A Repeat steps 7 and 8 as needed when new or updated graphics are put in the que in the graphics tracker
- 2B Proposal is submitted; focus on orals (if needed)
- 2B Silicate feedback about graphics experience from PMT team


Stage 1. Draft Solicitation Release
Stage 2. Proposal Development
Strategy & Solution
Pre-Final RFP
Final RFP Response
Submission, Orals
0
Stage 1A
Stage 1B
Stage 2A
Stage 2B
3
1
2
3
4
5
6
7
8
9
1A Receive email from demand manager assigning the desktop publisher to a proposal
1A Set expectations with Proposal Manager (PM) and receive link to the SharePoint site
1B Read through the RFP (sections L and M) for instructions regarding font, font size, margins, and spacing
1B Attend daily stand-up calls; provide input as needed
2A Meet with PM and/or Leadership to review the calendar to verify color reviews (scheduling conflicts), RFP requirements, writing templates and confirm conversation starter form
2A Train the account team on how to use the password protected document at the kickoff meeting or the first week of proposal
2A Create MS Word template with the RFP requirements
2A Password protect the template
2A Send template to PM for approval; annotated outline is inserted into template
2A Template is uploaded to SharePoint for account team to begin populating with text
2A For review, files are downloaded to DTP's laptop 1 or 2 days prior to review or submission; all files need to be DTP'd at the same time (no staggering DTP for reviews)
2A Notify PM DTP is completed and updated documents are uploaded to review folders on SharePoint
2A Repeat process for color reviews and submission

NIST


Continual Process Improvement
Supplier Management
Service Level Management
Service Catalog Management
Availability Management
Service Design
Incident Management
Event Management
Problem Management
Change Management
Knowledge Management
Release & Deployment Management
Service Testing & Validation
Configuration Management System
Service Transition
Services Operation
ITIL
Service Strategy
Service Reporting and Service Measurement

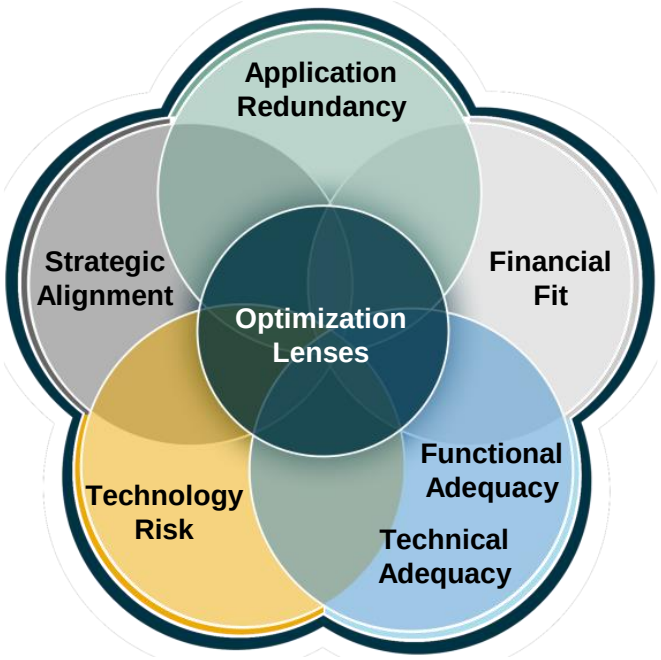
I have a basic understanding of HR Source and was aware of some items but didn't really understand their impact.

Excellence with presentation & preparation. Its all coming together so you can see the overall program. Loved it.

One of the best trainings I've ever been to.

- Conducted stakeholder analysis to identify 300+ core users for two user groups to deliver training across 56 locations.
- Surveyed users to identify knowledge gaps and system needs to develop tailored 3 day course curriculum
- Analyzed office size, geographic location, training facilities, employee count, historical applicant processing numbers, and transaction volume of end-users to identify 10 hosting Field Offices
- Developed 3 Day Instructor Led Training Course to include demonstrations and hands-on activities

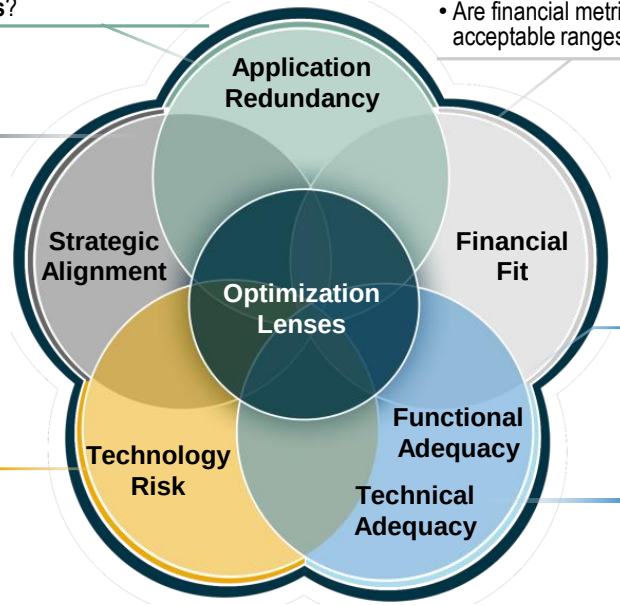
Service
Management
Human Resources
(SSI-HR)
Finance
Acquisition
Grants
Technology
Department of Commerce Shared Services Centers
HROSS 15.0006



- Does the application **overlap with the function of another application**?
- Are there **multiple applications supporting the same business function or process**?

- Is the application **aligned to the business and IT strategy**?
- Does the application provide a **competitive advantage**?

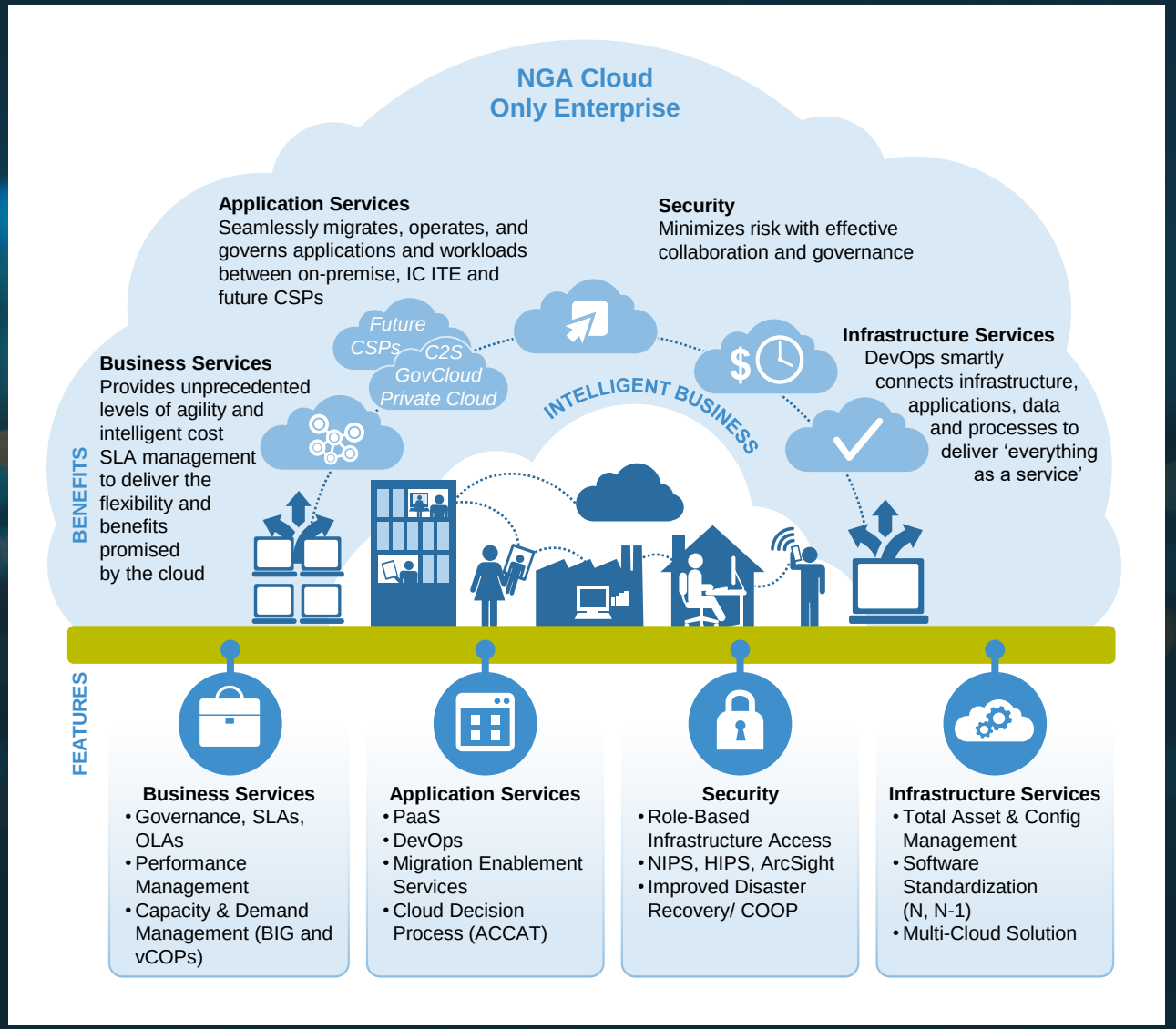
- Is the application **aligned to technology or architecture standards**?
- Are the **technologies utilized supported by their respective vendors? When does support end**?
- What is the current MAC level?
- Does the application have an active ATO?
- **Does it complete with DoD IAVA requirements and standards**?



- Is the overall **cost of ownership in line with the benefit delivered**?
- Are there **alternative/less expensive ways** to serve up the application and **reduce overall cost**?
- Are financial metrics such as **cost per change or cost per transaction** in acceptable ranges?

- What is the **level of completeness of the application functionality/ features**?
- Does the system **meet current and future requirements**?
- What **flexibility does the application** provide to adapting to product innovations or changes and **how difficult and costly is it change**?
- Does the **availability of the application** meet expectations /agreements with the business?
- What is the level of **accuracy of data/information**?
- Is the application **easy to use and meets customer/end user expectations**?

- Is the application **scalable, extendable and flexible to meet future needs**?
- Is the application **stable and reliable**?
- Does the application meet expectations on **maintainability, operability and performance**?
- Is the **technology a viable solution for continued growth**?


NGA Cloud
Only Enterprise
Application Services
Seamlessly migrates, operates, and governs applications and workloads between on-premise, IC ITE and future CSPs
Security
Minimizes risk with effective collaboration and governance
Future CSPs
C2S
GovCloud
Private Cloud
INTELLIGENT BUSINESS
Infrastructure Services
DevOps smartly connects infrastructure, applications, data and processes to deliver 'everything as a service'
Business Services
Provides unprecedented levels of agility and intelligent cost SLA management to deliver the flexibility and benefits promised by the cloud
BENEFITS
FEATURES
Business Services
• Governance, SLAs, OLAs
• Performance Management
• Capacity & Demand Management (BIG and vCOPs)
Application Services
• PaaS
• DevOps
• Migration Enablement Services
• Cloud Decision Process (ACCAT)
Security
• Role-Based Infrastructure Access
• NIPS, HIPS, ArcSight
• Improved Disaster Recovery/ COOP
Infrastructure Services
• Total Asset & Config Management
• Software Standardization (N, N-1)
• Multi-Cloud Solution

Hire/Fire
Achieving Service Level Agreements
Communication with DOC
Achieving SSI-HR Vision
Technology Integration with DOC
Achieving Cost, Sche Qu
Driving Innovat
SSI-HR Contact Center
Program Expenditures
Poli Proc
Hire/Fire
Expenditures & Investment
Overall Direction
Achieving Service Level Agreements
Technology
Schedule Oversight
Innovation
Contact Center
Flexible
Policies & Procedures
HROSS 14.0008

NATHALIE FLORES

Manager with over 7 years of experience providing human capital IT system delivery, stakeholder management, and service management to federal, public sector, and commercial clients

Trusted Partner - Proven Ability - Uniquely Qualified

CAREER TIMELINE

2016
Team Lead, Accenture HR Line of Business (HRLOB)

2015
Project Manager, Youth Business International

2014
Delivery Lead, Web Authentication, BGE

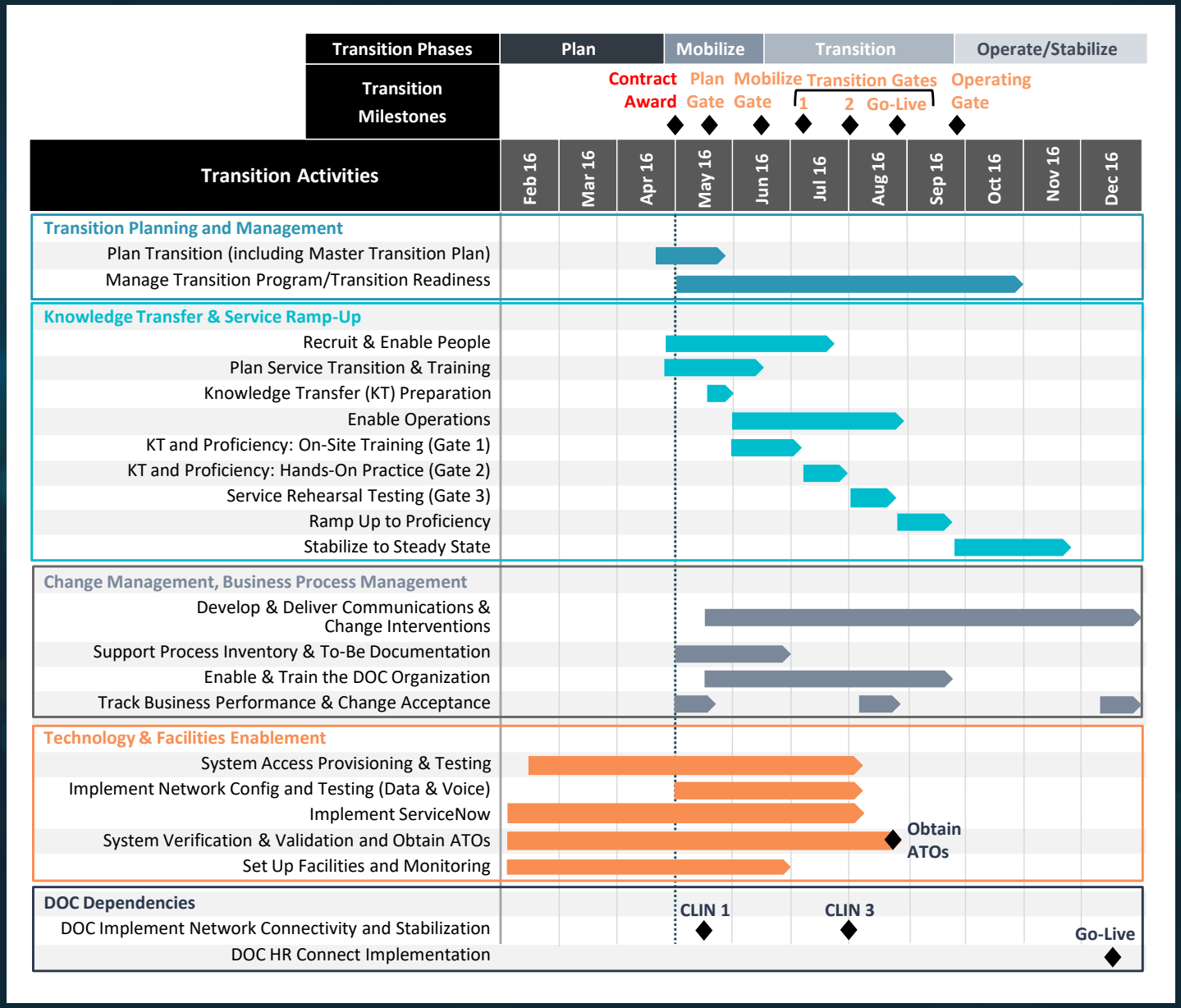
2013
Business Function Designer, University HRIS, Carnegie Mellon University

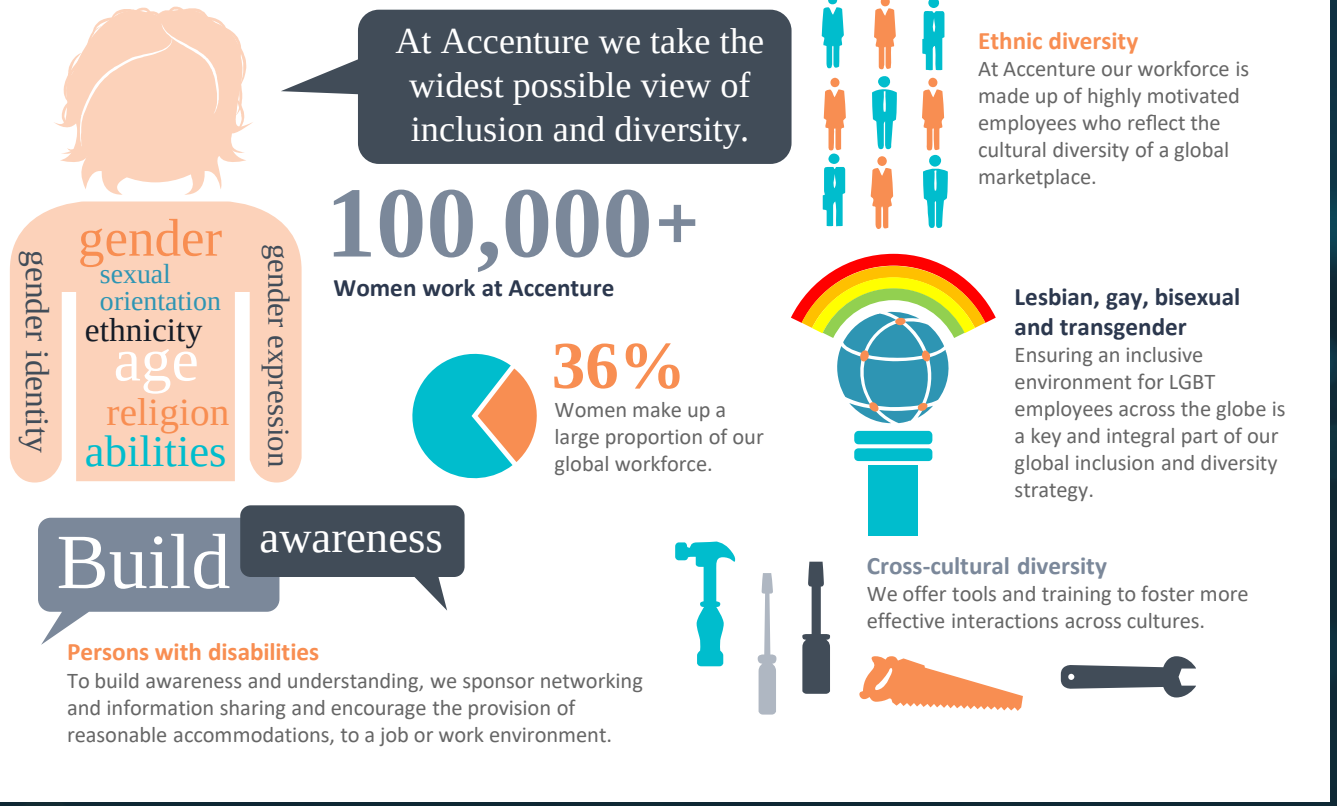
2012
Test Lead, Enterprise Business Intelligence Solution, Ascension Health

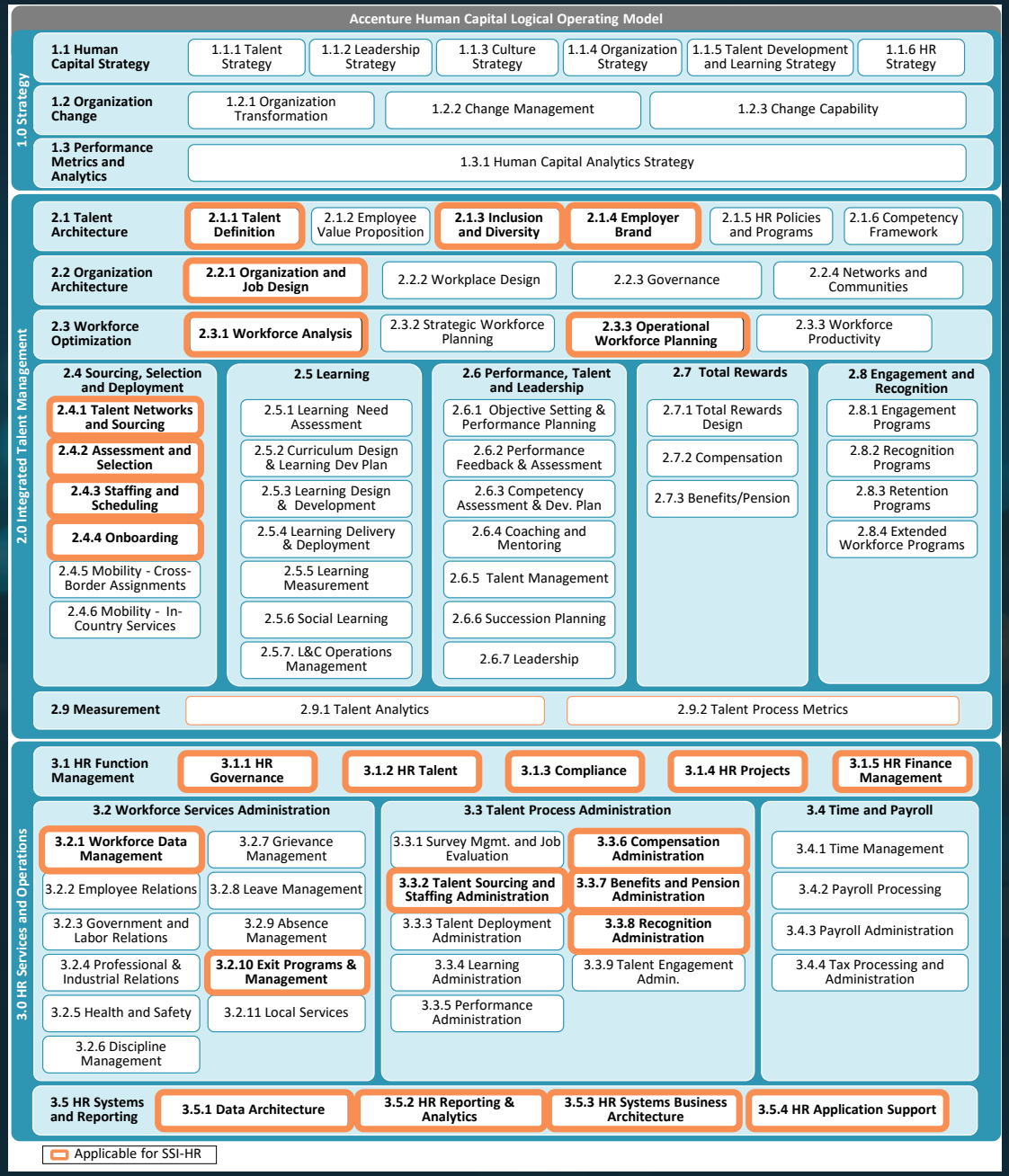
2011
Business Operations, Team Lead, & PMO Practitioner, Business Office Transformation, Yale University

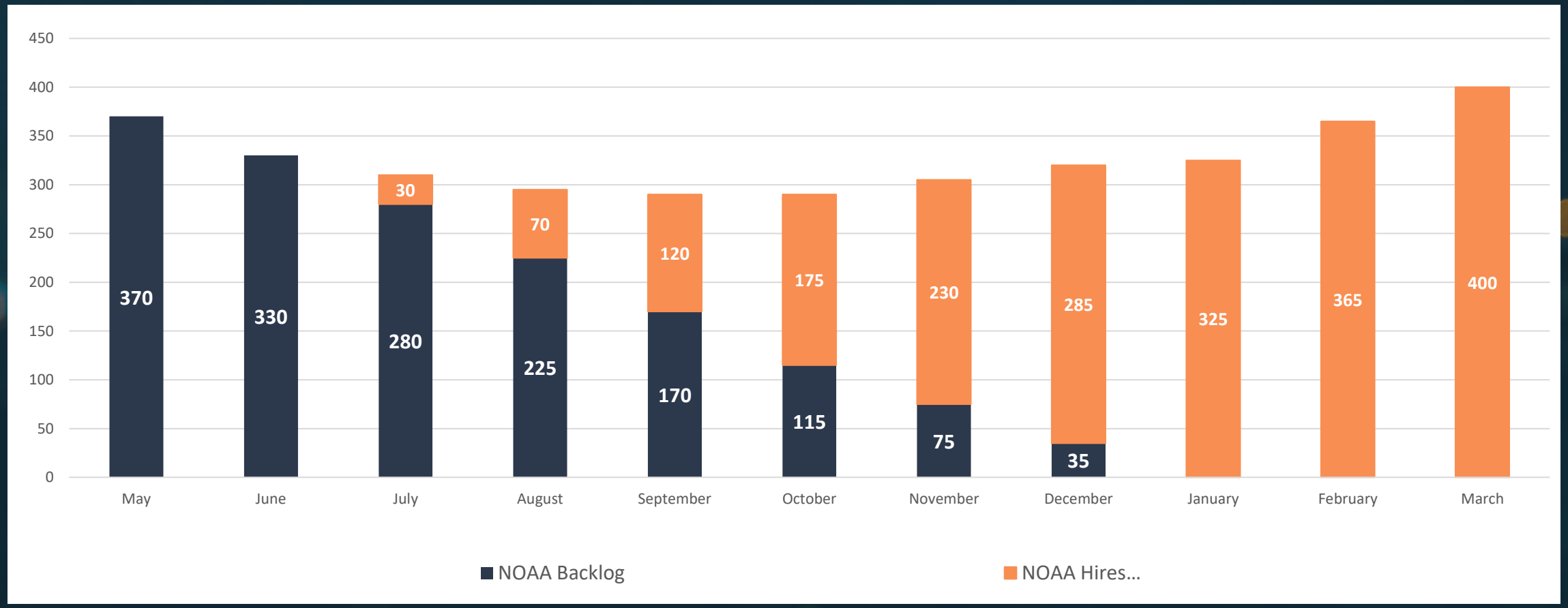
2008
Joined Accenture

	BPA Call 1, CLIN 1 and 3 Talent Acquisition	BPA Call 1, CLIN 3 Employee Services	Future BPA Call Talent Development
Mobility/ Web	• Resume Submission • On-the-Spot Hiring with Direct-Hire Authority • Interview on Demand • Candidate Interview / Hiring Manager app	• Employee Portal w self enablement • New Hire Portal for Onboarding • MiniBots for Process Automation	• Mobile Learning (Tablet and/ or Smartphone) • Interactive Learning / Gamification • Talent Profile Management
Big Data	• Workforce Forecasting • Success Profiling • Talent Supply Mapping • Predictive Retention and Performance Modeling	• Net Promoter Score • Workforce Cost & Productivity Analytics • Attrition/Retention Predictive Modeling • Operational Excellence	• Talent Need Identification • High Performer Profiling • Transferable Skills Assessment • Learning Effectiveness Assessment
Social	• Brand Positioning • Facebook (et al) communities • Candidate Sourcing and Referrals • New hire Communities	• Brand Positioning • Communities of Practice • “Chat” service support	• Workplace Collaboration • Peer Recognition and Performance Feedback • Knowledge Curation and Management
Cloud	• Career Portals / Pages • Candidate Relationship Management (Averature) • Re-configure Application Tracking System (Monster)	• Automated Workflows and Approvals • Knowledge Library • HR Case Management	• Learning Record Systems • SaaS Learning Management (e.g., Success Factors, Saba)


Transition Phases
Plan
Mobilize
Transition
Operate/Stabilize
Transition Milestones
Contract Award
Plan Gate
Mobilize Gate
Transition Gates
1
2
Go-Live
Operating Gate
Transition Activities
Feb 16
Mar 16
Apr 16
May 16
Jun 16
Jul 16
Aug 16
Sep 16
Oct 16
Nov 16
Dec 16
Transition Planning and Management
Plan Transition (including Master Transition Plan)
Manage Transition Program/Transition Readiness
Knowledge Transfer & Service Ramp-Up
Recruit & Enable People
Plan Service Transition & Training
Knowledge Transfer (KT) Preparation
Enable Operations
KT and Proficiency: On-Site Training (Gate 1)
KT and Proficiency: Hands-On Practice (Gate 2)
Service Rehearsal Testing (Gate 3)
Ramp Up to Proficiency
Stabilize to Steady State
Change Management, Business Process Management
Develop & Deliver Communications & Change Interventions
Support Process Inventory & To-Be Documentation
Enable & Train the DOC Organization
Track Business Performance & Change Acceptance
Technology & Facilities Enablement
System Access Provisioning & Testing
Implement Network Config and Testing (Data & Voice)
Implement ServiceNow
System Verification & Validation and Obtain ATOs
Obtain ATOs
Set Up Facilities and Monitoring
DOC Dependencies
CLIN 1
CLIN 3
DOC Implement Network Connectivity and Stabilization
Go-Live
DOC HR Connect Implementation


At Accenture we take the widest possible view of inclusion and diversity.
gender identity
gender
sexual orientation
ethnicity
age
religion
abilities
gender expression
100,000+
Women work at Accenture
36%
Women make up a large proportion of our global workforce.
Build awareness
Persons with disabilities
To build awareness and understanding, we sponsor networking and information sharing and encourage the provision of reasonable accommodations, to a job or work environment.
Ethnic diversity
At Accenture our workforce is made up of highly motivated employees who reflect the cultural diversity of a global marketplace.
Lesbian, gay, bisexual and transgender
Ensuring an inclusive environment for LGBT employees across the globe is a key and integral part of our global inclusion and diversity strategy.
Cross-cultural diversity
We offer tools and training to foster more effective interactions across cultures.


Accenture Human Capital Logical Operating Model
1.0 Strategy
1.1 Human Capital Strategy
1.1.1 Talent Strategy
1.1.2 Leadership Strategy
1.1.3 Culture Strategy
1.1.4 Organization Strategy
1.1.5 Talent Development and Learning Strategy
1.1.6 HR Strategy
1.2 Organization Change
1.2.1 Organization Transformation
1.2.2 Change Management
1.2.3 Change Capability
1.3 Performance Metrics and Analytics
1.3.1 Human Capital Analytics Strategy
2.0 Integrated Talent Management
2.1 Talent Architecture
2.1.1 Talent Definition
2.1.2 Employee Value Proposition
2.1.3 Inclusion and Diversity
2.1.4 Employer Brand
2.1.5 HR Policies and Programs
2.1.6 Competency Framework
2.2 Organization Architecture
2.2.1 Organization and Job Design
2.2.2 Workplace Design
2.2.3 Governance
2.2.4 Networks and Communities
2.3 Workforce Optimization
2.3.1 Workforce Analysis
2.3.2 Strategic Workforce Planning
2.3.3 Operational Workforce Planning
2.3.3 Workforce Productivity
2.4 Sourcing, Selection and Deployment
2.4.1 Talent Networks and Sourcing
2.4.2 Assessment and Selection
2.4.3 Staffing and Scheduling
2.4.4 Onboarding
2.4.5 Mobility - Cross-Border Assignments
2.4.6 Mobility - In-Country Services
2.5 Learning
2.5.1 Learning Need Assessment
2.5.2 Curriculum Design & Learning Dev Plan
2.5.3 Learning Design & Development
2.5.4 Learning Delivery & Deployment
2.5.5 Learning Measurement
2.5.6 Social Learning
2.5.7. L&C Operations Management
2.6 Performance, Talent and Leadership
2.6.1 Objective Setting & Performance Planning
2.6.2 Performance Feedback & Assessment
2.6.3 Competency Assessment & Dev. Plan
2.6.4 Coaching and Mentoring
2.6.5 Talent Management
2.6.6 Succession Planning
2.6.7 Leadership
2.7 Total Rewards
2.7.1 Total Rewards Design
2.7.2 Compensation
2.7.3 Benefits/Pension
2.8 Engagement and Recognition
2.8.1 Engagement Programs
2.8.2 Recognition Programs
2.8.3 Retention Programs
2.8.4 Extended Workforce Programs
2.9 Measurement
2.9.1 Talent Analytics
2.9.2 Talent Process Metrics
3.0 HR Services and Operations
3.1 HR Function Management
3.1.1 HR Governance
3.1.2 HR Talent
3.1.3 Compliance
3.1.4 HR Projects
3.1.5 HR Finance Management
3.2 Workforce Services Administration
3.2.1 Workforce Data Management
3.2.2 Employee Relations
3.2.3 Government and Labor Relations
3.2.4 Professional & Industrial Relations
3.2.5 Health and Safety
3.2.6 Discipline Management
3.2.7 Grievance Management
3.2.8 Leave Management
3.2.9 Absence Management
3.2.10 Exit Programs & Management
3.2.11 Local Services
3.3 Talent Process Administration
3.3.1 Survey Mgmt. and Job Evaluation
3.3.2 Talent Sourcing and Staffing Administration
3.3.3 Talent Deployment Administration
3.3.4 Learning Administration
3.3.5 Performance Administration
3.3.6 Compensation Administration
3.3.7 Benefits and Pension Administration
3.3.8 Recognition Administration
3.3.9 Talent Engagement Admin.
3.4 Time and Payroll
3.4.1 Time Management
3.4.2 Payroll Processing
3.4.3 Payroll Administration
3.4.4 Tax Processing and Administration
3.5 HR Systems and Reporting
3.5.1 Data Architecture
3.5.2 HR Reporting & Analytics
3.5.3 HR Systems Business Architecture
3.5.4 HR Application Support
Applicable for SSI-HR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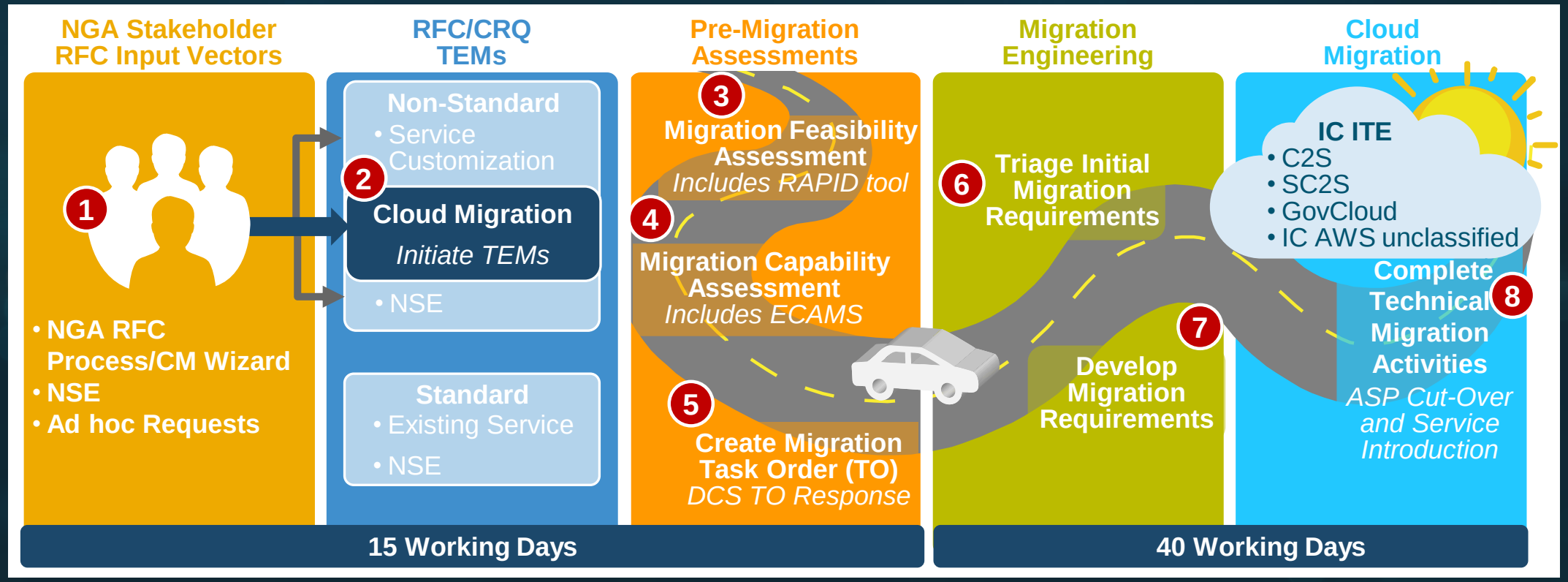
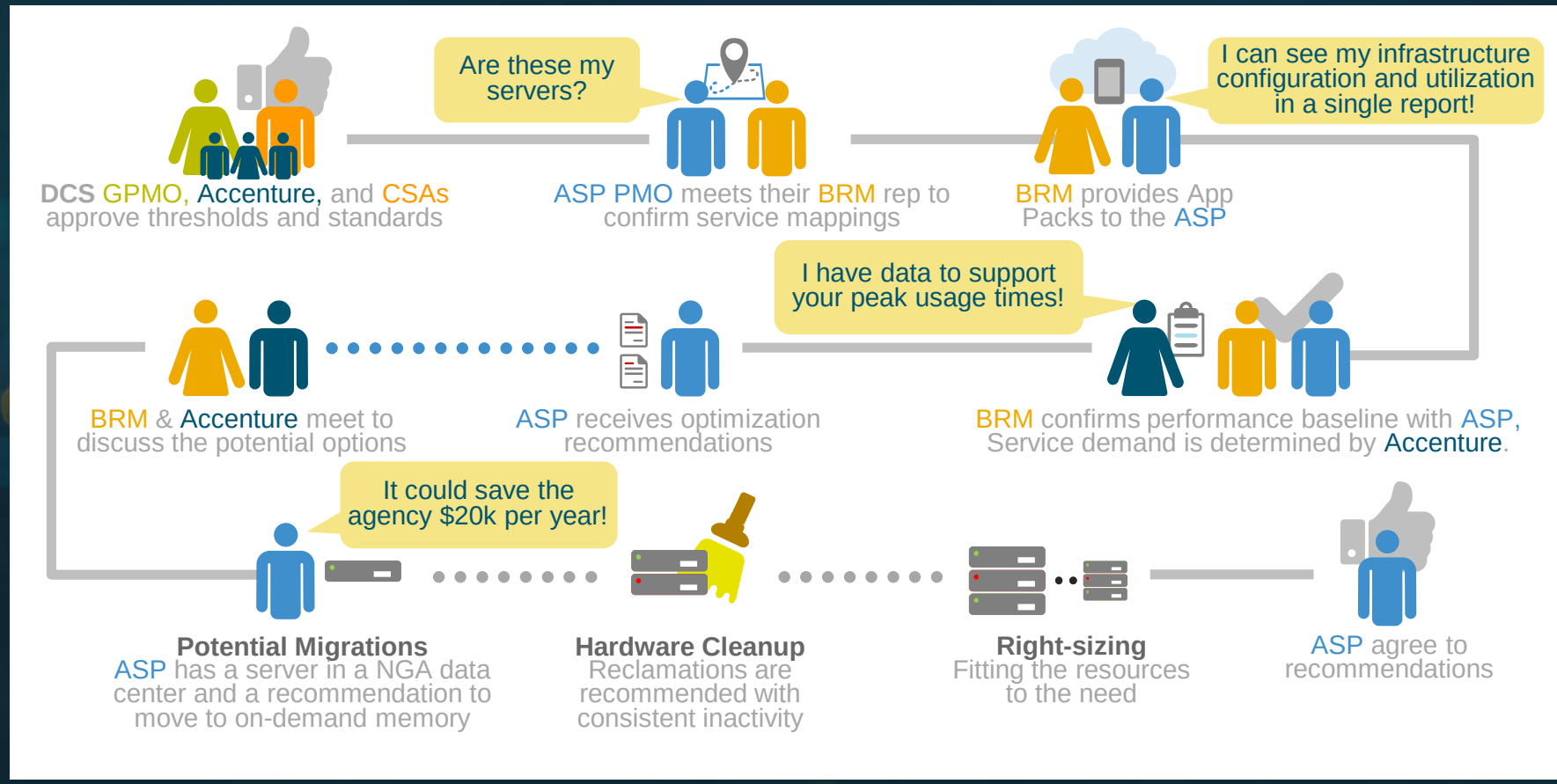
175
75
230
35
285
325
365
400
May
June
July
August
September
October
November
December
January
February
March
NOAA Backlog
NOAA Hires...


NGA Stakeholder RFC Input Vectors
RFC/CRQ TEMs
Pre-Migration Assessments
Migration Engineering
Cloud Migration
1
• NGA RFC Process/CM Wizard
• NSE
• Ad hoc Requests
2
Non-Standard
• Service Customization
Cloud Migration
Initiate TEMs
• NSE
Standard
• Existing Service
• NSE
3
Migration Feasibility Assessment
Includes RAPID tool
4
Migration Capability Assessment
Includes ECAMS
5
Create Migration Task Order (TO)
DCS TO Response
6
Triage Initial Migration Requirements
7
Develop Migration Requirements
IC ITE
• C2S
• SC2S
• GovCloud
• IC AWS unclassified
8
Complete Technical Migration Activities
ASP Cut-Over and Service Introduction
15 Working Days
40 Working Days


DCS GPMO, Accenture, and CSAs approve thresholds and standards
Are these my servers?
ASP PMO meets their BRM rep to confirm service mappings
I can see my infrastructure configuration and utilization in a single report!
BRM provides App Packs to the ASP
I have data to support your peak usage times!
BRM & Accenture meet to discuss the potential options
ASP receives optimization recommendations
BRM confirms performance baseline with ASP, Service demand is determined by Accenture.
It could save the agency $20k per year!
Potential Migrations
ASP has a server in a NGA data center and a recommendation to move to on-demand memory
Hardware Cleanup
Reclamations are recommended with consistent inactivity
Right-sizing
Fitting the resources to the need
ASP agree to recommendations

More than
10 years
of experience

For
Packaged or custom
Ready for large-scale, complex distributed environments

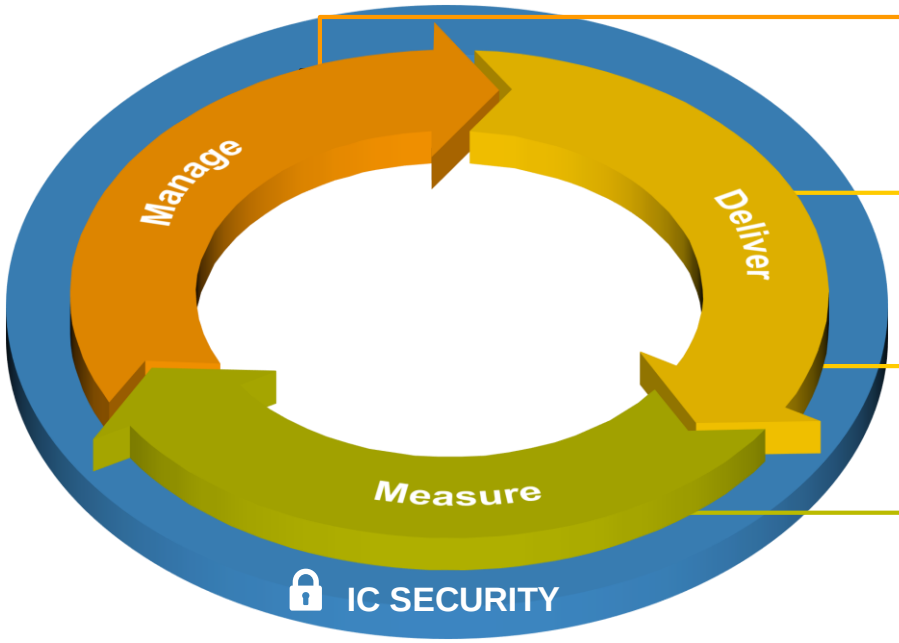
An established Agile University with
7 role-based
Training programs

2,700+
certified Agile professionals

More than
4,500
people in our global practice

600+
client engagements

An average Agile project size of
300+
people



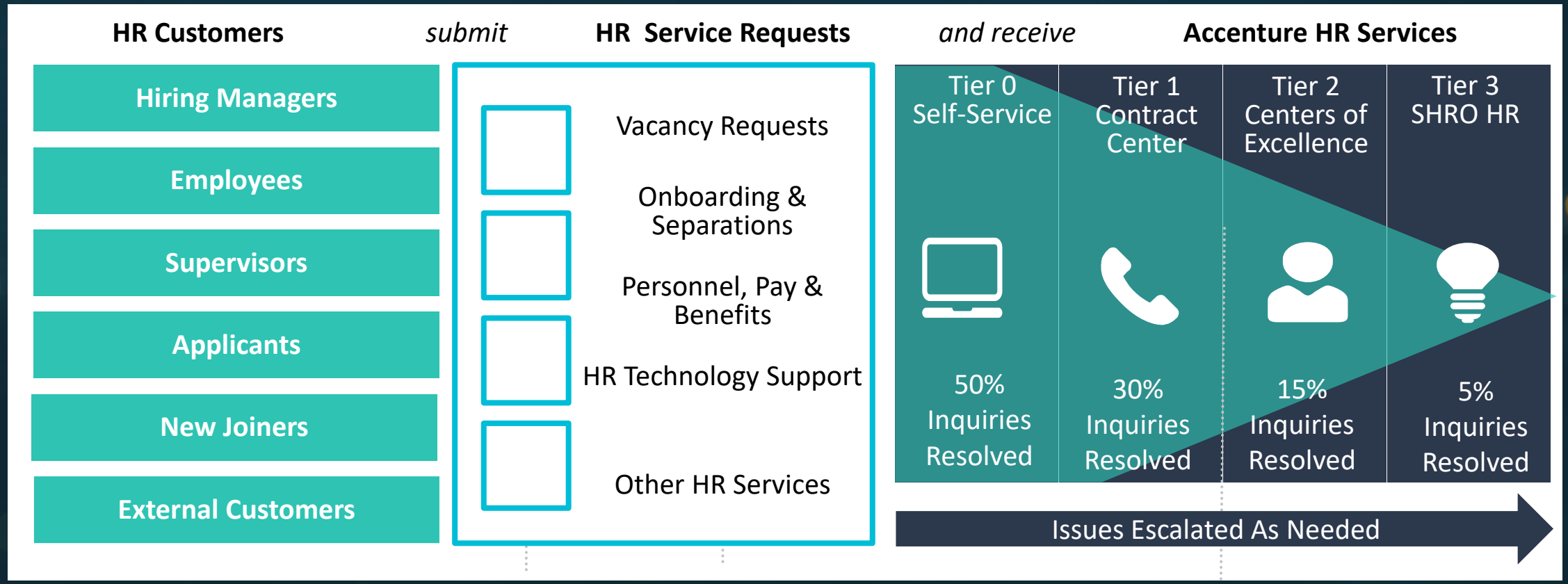
Benefits

Demand & Capacity Management puts the right capabilities on the right effort at the right time

Customer Experience
Team provides the voice of the customer and creates the trust that produces results

Agile SAFe Methods speed service delivery & customer value

Data and analytics produce unprecedented transparency and proactive management


HR Customers
submit
HR Service Requests
and receive
Accenture HR Services
Hiring Managers
Employees
Supervisors
Applicants
New Joiners
External Customers
Vacancy Requests
Onboarding & Separations
Personnel, Pay & Benefits
HR Technology Support
Other HR Services
Tier 0 Self-Service
Tier 1 Contract Center
Tier 2 Centers of Excellence
Tier 3 SHRO HR
50% Inquiries Resolved
30% Inquiries Resolved
15% Inquiries Resolved
5% Inquiries Resolved
Issues Escalated As Needed

1

"Hi. I am your personal advocate. How may I help you today?"

2

"I am in the process of adopting a baby and would like to add my child as a dependent to my health coverage."

3

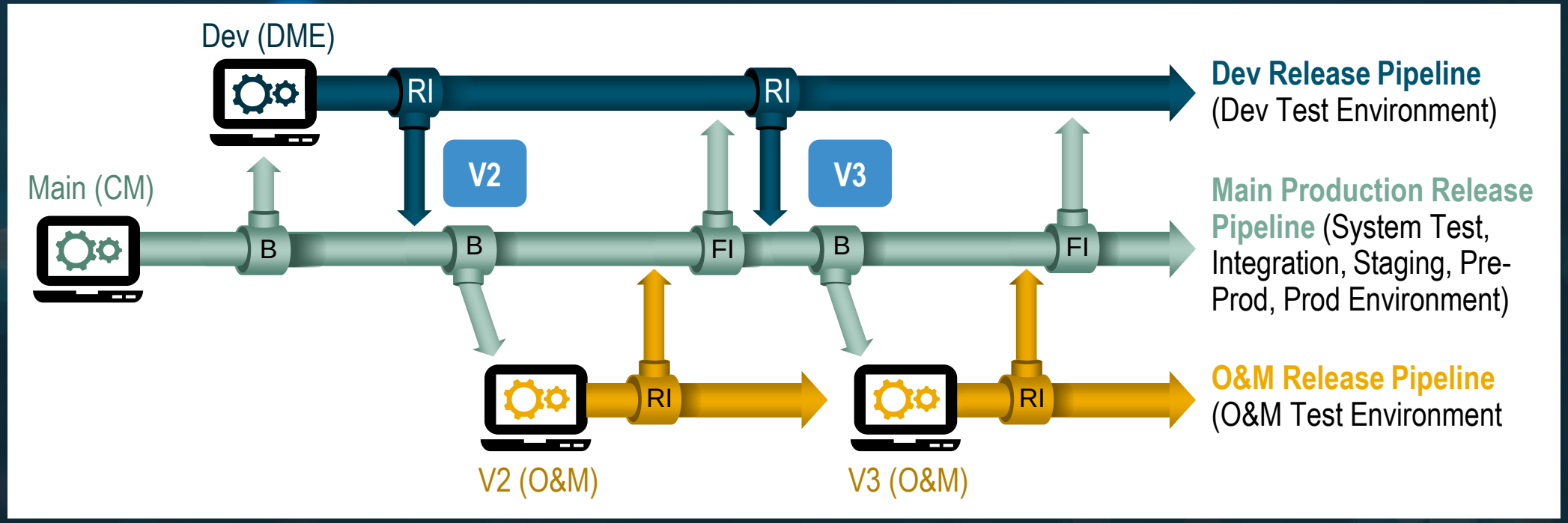
"I can help add a dependent to your health coverage. Let's get started by going over a few things."

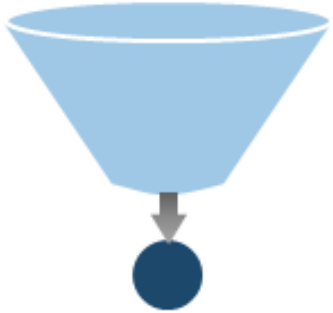
End-to-End Services

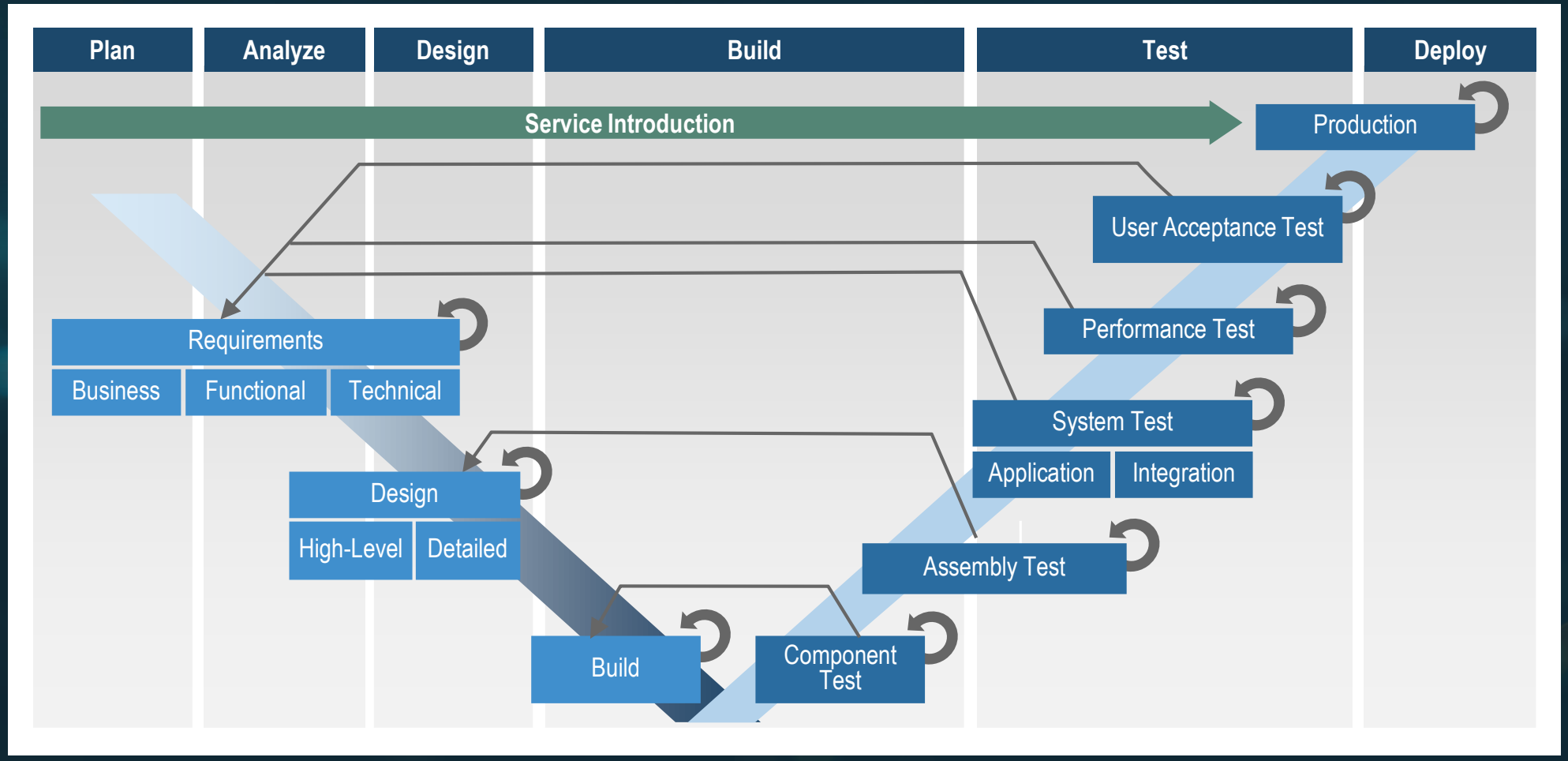
Dependents & Beneficiaries	Tax Dependents	Benefits	Flexible Spending Accounts	Leave Entitlements	Leave Benefits
Would you like to change your dependents and beneficiaries?	Would you like to update your tax dependents?	Would you like to change your benefits?	Would you like to change your Flexible Spending Account or Health Care Spending Account?	Would you like to learn about your leave entitlement and know the status of your leave hours?	Would you like to know how to request leave related to your adoption process?

Service Triggered — **End of Service**

Increased Employee Satisfaction


Dev (DME)
RI
RI
Dev Release Pipeline
(Dev Test Environment)
V2
V3
Main (CM)
B
B
FI
B
FI
Main Production Release Pipeline (System Test, Integration, Staging, Pre-Prod, Prod Environment)
RI
RI
O&M Release Pipeline
(O&M Test Environment
V2 (O&M)
V3 (O&M)

Initial Vendor Identification	Proven Solutions	Key Criteria	High Level Requirements
Stage 1	Stage 2	Stage 3	Stage 4
			
Potential vendors selected from tier 1 providers and niche public sector vendors	The initial list of vendors filtered solutions proven at scale and having end-to-end solution offerings	Remaining vendors rated against key criteria	The vendor recommended will have been evaluated against the high-level functional and technical requirements


Plan
Analyze
Design
Build
Test
Deploy
Service Introduction
Production
User Acceptance Test
Performance Test
System Test
Application
Integration
Assembly Test
Component Test
Build
Design
High-Level
Detailed
Requirements
Business
Functional
Technical

Our solution owner decomposed the IRS provided user stories into single sprint backlog items. The backlog items and definition of done was stored in JIRA. The team collaborated on this process and the remaining steps as well using Slack and Skype.

Our designer pulled the stories and generated UI and UX designs and presentation assets in Photoshop. The solution owner reviewed the designs and collaborated on updates in real time during the review. “Hallway” usability testing was performed on the designs.

Designs and assets were stored in git for change control and the developers were notified of the change both automatically and during the scrum meetings as well as being able to see the status of the work in JIRA.

The developers employed Test Driven Development (TDD) and began by writing unit tests in Jasmine using the IntelliJ IDEA IDE. These tests supported both front end and back end testing.

Before integration is allowed the code was subjected to code review in Crucible. Action items were tracked and acted on before code could proceed on to integration. Notifications are sent via email.

Once the tests are run successfully locally the developers pushed their code to our locally hosted git repository and updated the JIRA status for the backlog items.

After all tests are written the developers were able to create the code for the backlog items from the designs provided using the selected application stack, in this case a MEAN stack application.

Browser based automated tests were generated using Karma.

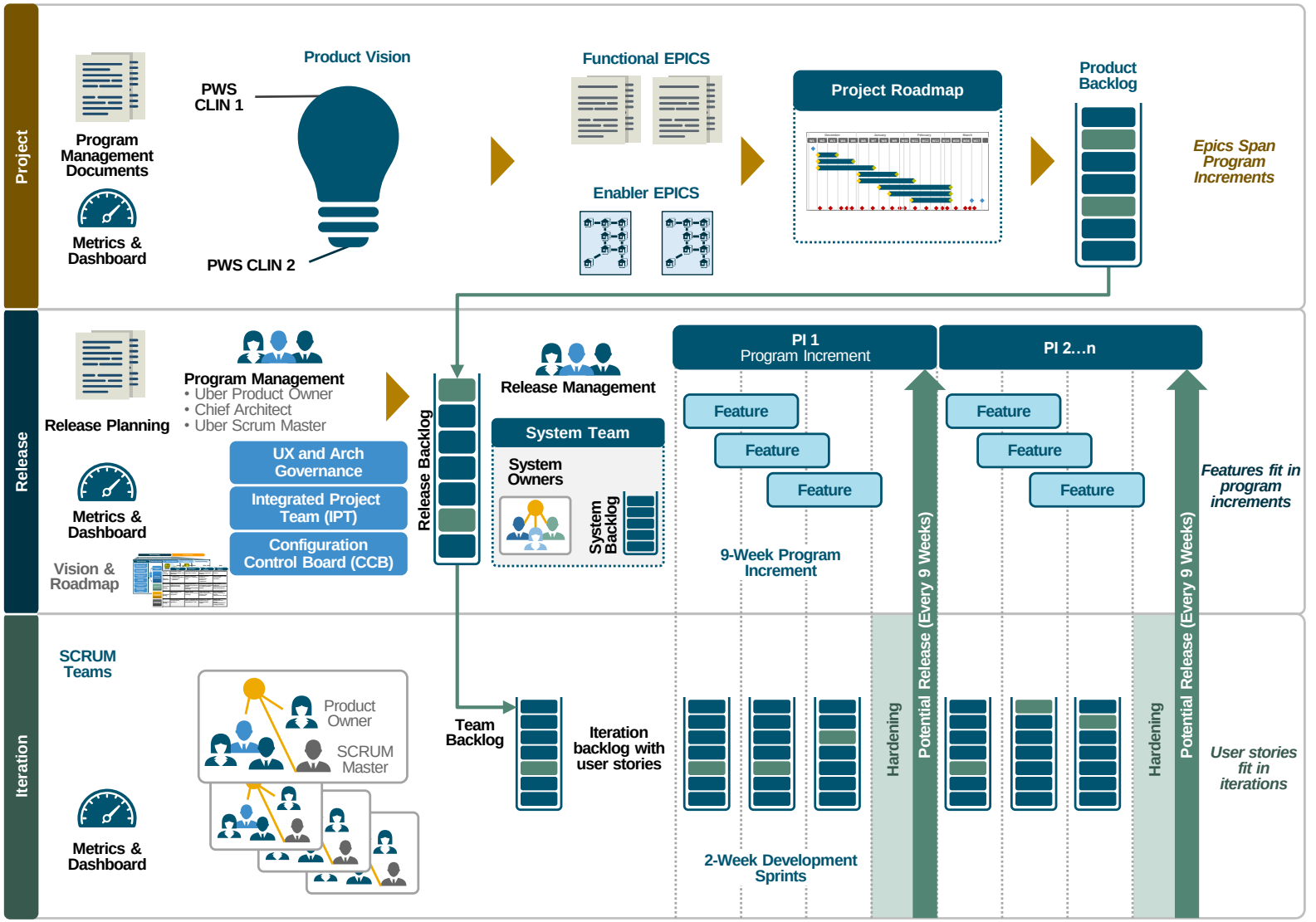
Jenkins detected the confirmed git check-ins and began the DevOps process to test, build and deploy the code. Notifications are sent to the team via the team’s Slack collaboration platform.

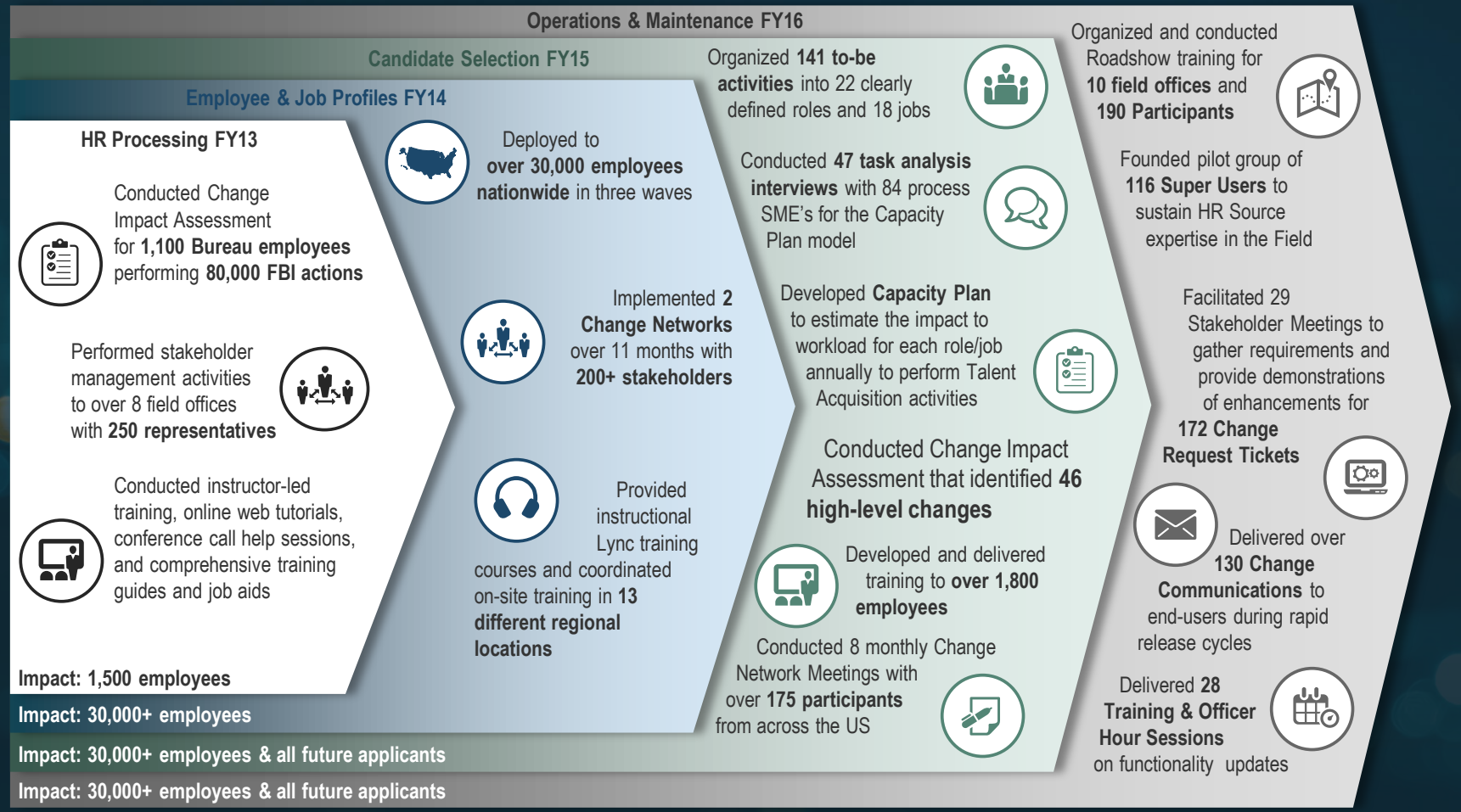
Grunt built the application and ran Grunt Uglify and Less consolidation and minification tools to optimize the application.

Testers and the solution owner reviewed the alpha code and document the results in JIRA. The designer and developers responded to requested changes and new backlog items were generated as needed from a review of these test results.

Grunt ran the Jasmine and Karma tests and deployed the tested application to the internal alpha site.

This workflow is a subset of what Accenture’s standard AOWP would typically involve. These steps were selected and implemented in order to provide a best showcase of how our process works but a full enterprise solution workflow was not a practical option for this demo. Among the features not demonstrated here are automated quality metrics. Additionally the automated test infrastructure is relatively slim for an enterprise application, but still comprehensively covers all use cases for the solution.

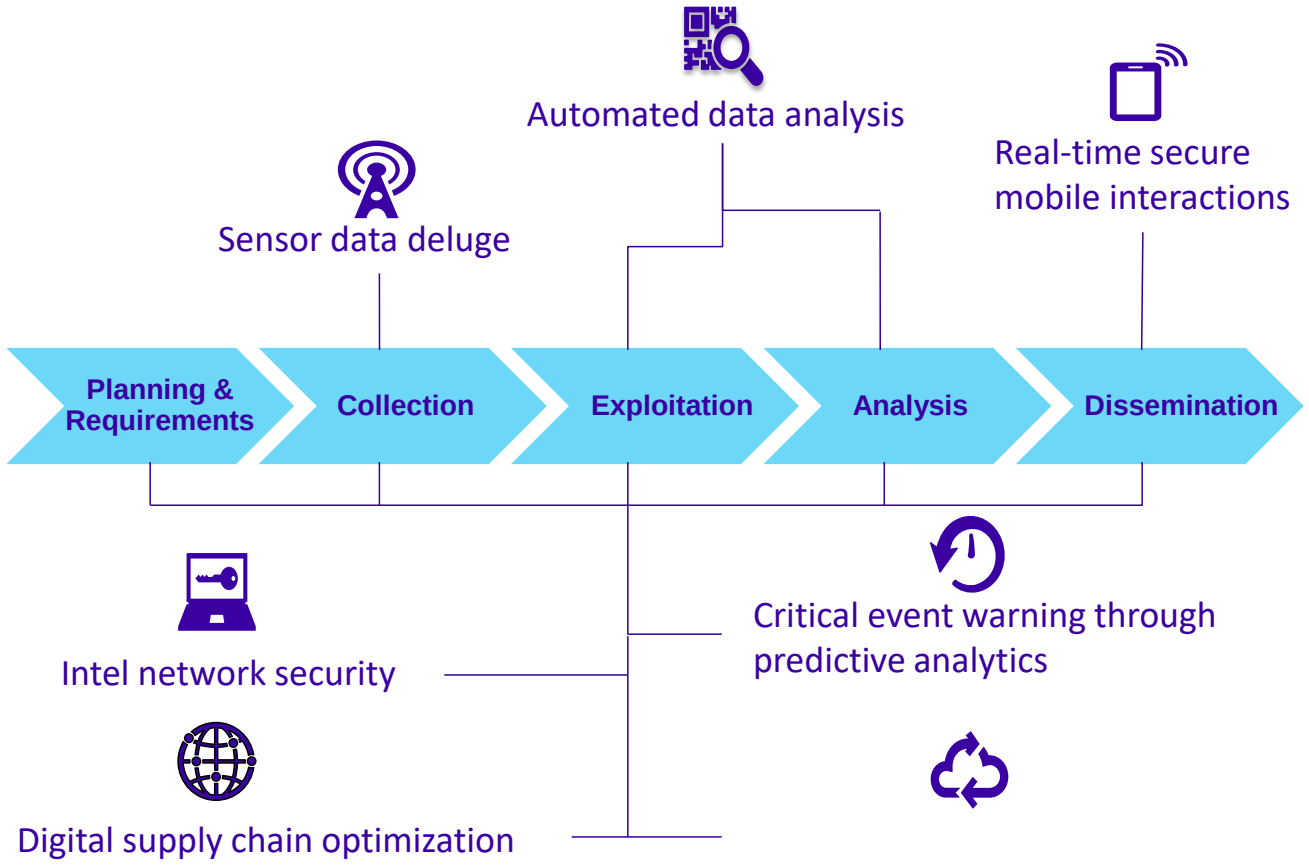

Project
Release
Iteration
Program Management Documents
Metrics & Dashboard
Product Vision
PWS CLIN 1
PWS CLIN 2
Functional EPICS
Enabler EPICS
Project Roadmap
Product Backlog
Epics Span Program Increments
Release Planning
Program Management
• Uber Product Owner
• Chief Architect
• Uber Scrum Master
UX and Arch Governance
Integrated Project Team (IPT)
Configuration Control Board (CCB)
Vision & Roadmap
Release Backlog
Release Management
System Team
System Owners
System Backlog
PI 1
Program Increment
PI 2…n
Feature
9-Week Program Increment
Hardening
Potential Release (Every 9 Weeks)
Features fit in program increments
SCRUM Teams
Product Owner
SCRUM Master
Team Backlog
Iteration backlog with user stories
2-Week Development Sprints
User stories fit in iterations


Operations & Maintenance FY16
Candidate Selection FY15
Employee & Job Profiles FY14
HR Processing FY13
Conducted Change Impact Assessment for 1,100 Bureau employees performing 80,000 FBI actions
Performed stakeholder management activities to over 8 field offices with 250 representatives
Conducted instructor-led training, online web tutorials, conference call help sessions, and comprehensive training guides and job aids
Impact: 1,500 employees
Deployed to over 30,000 employees nationwide in three waves
Implemented 2 Change Networks over 11 months with 200+ stakeholders
Provided instructional Lync training courses and coordinated on-site training in 13 different regional locations
Impact: 30,000+ employees
Organized 141 to-be activities into 22 clearly defined roles and 18 jobs
Conducted 47 task analysis interviews with 84 process SME's for the Capacity Plan model
Developed Capacity Plan to estimate the impact to workload for each role/job annually to perform Talent Acquisition activities
Conducted Change Impact Assessment that identified 46 high-level changes
Developed and delivered training to over 1,800 employees
Conducted 8 monthly Change Network Meetings with over 175 participants from across the US
Impact: 30,000+ employees & all future applicants
Organized and conducted Roadshow training for 10 field offices and 190 Participants
Founded pilot group of 116 Super Users to sustain HR Source expertise in the Field
Facilitated 29 Stakeholder Meetings to gather requirements and provide demonstrations of enhancements for 172 Change Request Tickets
Delivered over 130 Change Communications to end-users during rapid release cycles
Delivered 28 Training & Officer Hour Sessions on functionality updates
Impact: 30,000+ employees & all future applicants

Game changing technologies drive the Digital intelligence supply chain.

Delivering actionable intelligence in this new digital world demands integration and agility.

Pivot to Digital Intelligence Supply Chain



Lvl	#	Events/Activities	CST Stage Gate Equivalent	Lightweight Business Case	Vision	Roadmap	Metrics (Portfolio, Program, Team)	Risks Register	PI Program Objective	Team Level PI Objective	Sprint Goals	Backlog (Epics, Features, User Stories)	Architectural Run Way	Story Map (a.k.a. Process Model)	Wireframes (a.k.a. Mock-up)	Composites (a.k.a. Screenshots)	Security Categorization Form (SCF)	e-Authentication Risk Assessment (eRA)	Privacy Impact Assessment (PIA)	Information System Contingency Plan (ISCP)	System Security Plan (SSP)	Totals
PORTFOLIO	1	**Requirements Intake**		◇								◇										1
	2	**Prioritization**		◇								◇										1
	3	**Epic Backlog***		◆								◇	◇									2
	3a	Epic Review		◆								◇										1
	3b	Epic Council										◇	◇									2
	3c	**IRB Plan Authorization**		◆																		0
PROGRAM	4	**Vision & Roadmap**			◇	◇	◇	◇				◇										5
	4a	Capability Review			◇		◇	◇				◇										4
	4b	Capability Council				◇	◇	◇				◇	◇									5
	5	**Feature Backlog***					◇	◇				◇										3
	5a	Feature Review			◆	◆	◇	◇	◇			◇	◇	◇	◇							9
	5b	Feature Council						◇				◇		◇								3
	6	**SGRB Work Authorization**			◆	◆		◆				◆										4
	7	**Program Increment^**					◇	◇		◇	◇	◇	◇	◇	◇	◇						9
	7a	PI Release Planning^	Release Plan Review (RPR)^				◇		◆	◇		◇	◇	◇	◇							7
	7b	ART Scrum of Scrums^						◇				◇										2
	7c	ART Backlog Refinement^					◇	◇				◇	◇	◇	◇							6
	7d	ART Solution Demo^	Release Readiness Review (RRR)^				◆	◆				◆	◆	◆	◆	◆						7
	7e	ART Inspect & Adapt^					◇	◇														2
TEAM	8	**Scrum Sprint**					◇	◇		◇	◇	◇	◇	◇	◇	◇						9
	8a	Sprint 0						◇		◆		◇										3
	8b	Sprint Planning	Incremental RPR					◇			◆	◇	◇			◇						5
	8c	Daily Scrum						◇				◇										2
	8d	Backlog Refinement						◇				◇	◇			◇						4
	8e	Sprint Review	Incremental RRR				◆	◆				◆	◆	◆	◆	◆						7
	8f	Sprint Retrospective					◇	◇														2
	8g	Team Backlog*						◇				◇	◇	◇	◇	◇						6
	8h	System Demo^					◆	◆				◆	◆	◆	◆	◆						7
				5	4	4	14	21	2	4	3	25	14	10	9	8	0	0	0	0	0	

Risk Evaluation

1. Risk Identification & Analysis

- Anticipate problems through close management of project phase
- Identify risk and evaluate through evaluation process

2. Risk Assessment & Prioritization

- Probability: High
- Impact: High
- Risk Evaluation: High

Risk Evaluation

3. Risk Mitigation Planning & Handling

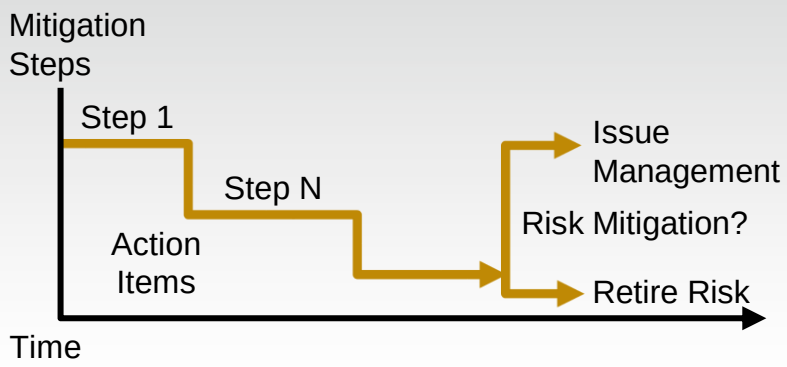
- Identify risk mitigation plan/strategy
- Detailed mitigation steps
- Reference successful solutions and apply
- Plan for potential issue resolution

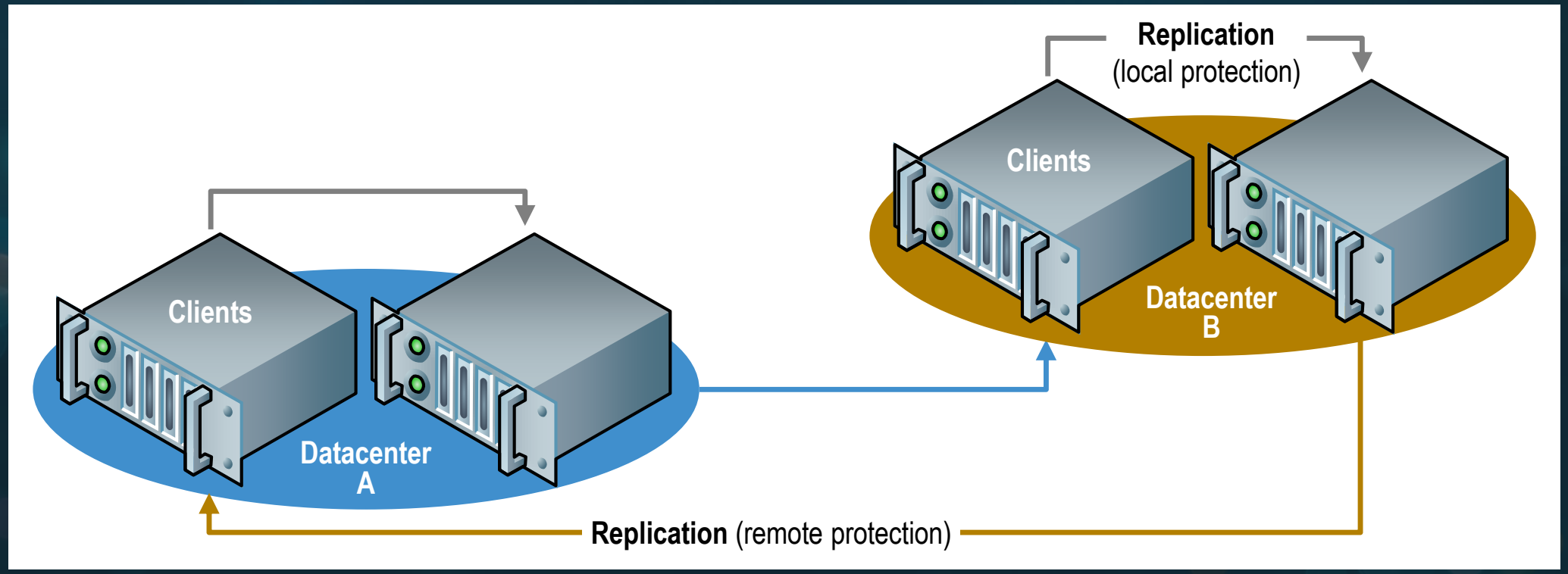
4. Risk Monitor & Reporting

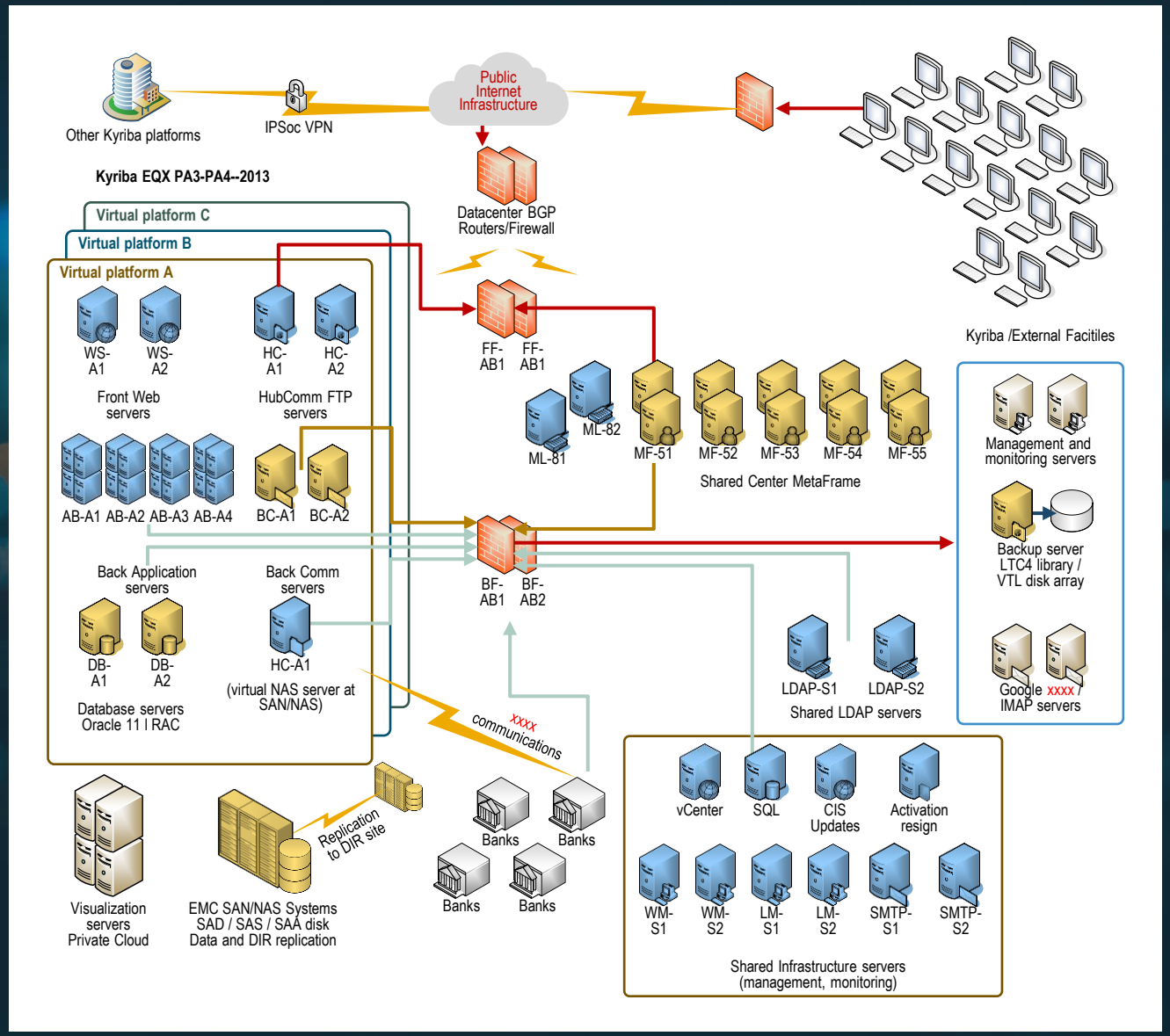
- Program management review
- Executive oversight review (if required)
- Generate feedback
- Risk status reports
- Continue monitoring

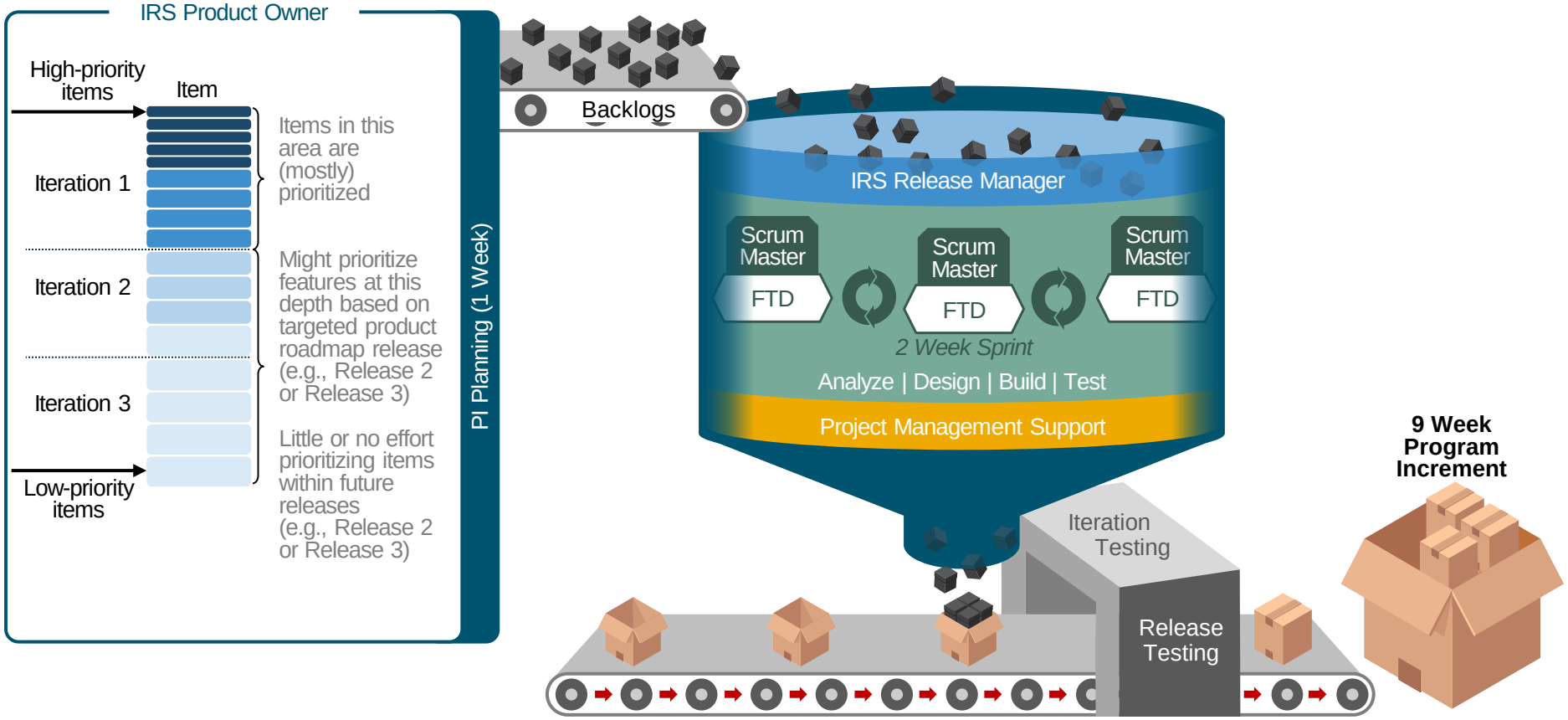
Probability of Occurrence	≤ 3%	3-5%	≥ 5%
≥ 50%	Med	High	High
20-50%	Low	Med	High
≤ 20%	Low	Low	Med

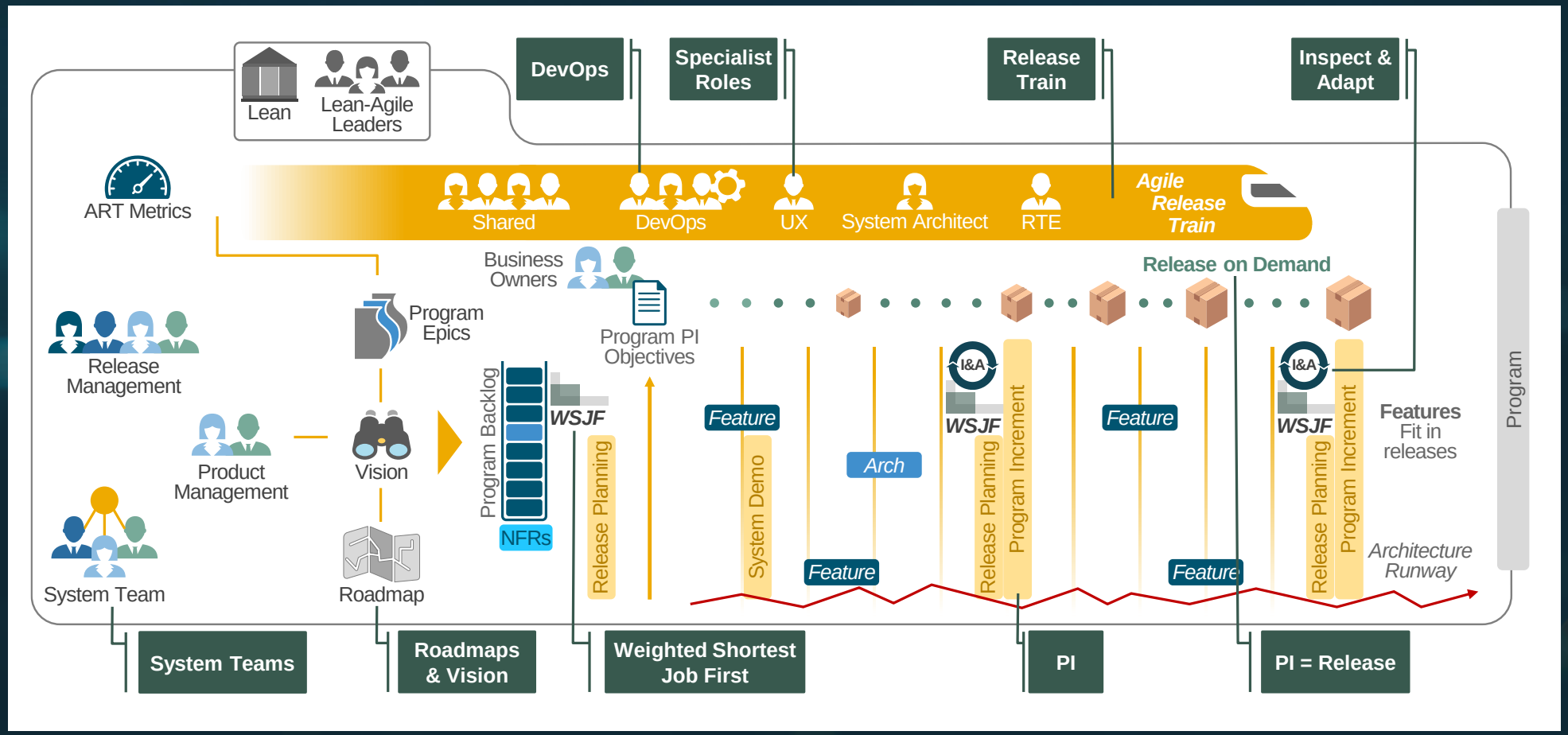
Risk Level	Management Action
High	Management Intervention Required
Medium	Management Attention Required
Low	Normal Monitoring by IPT

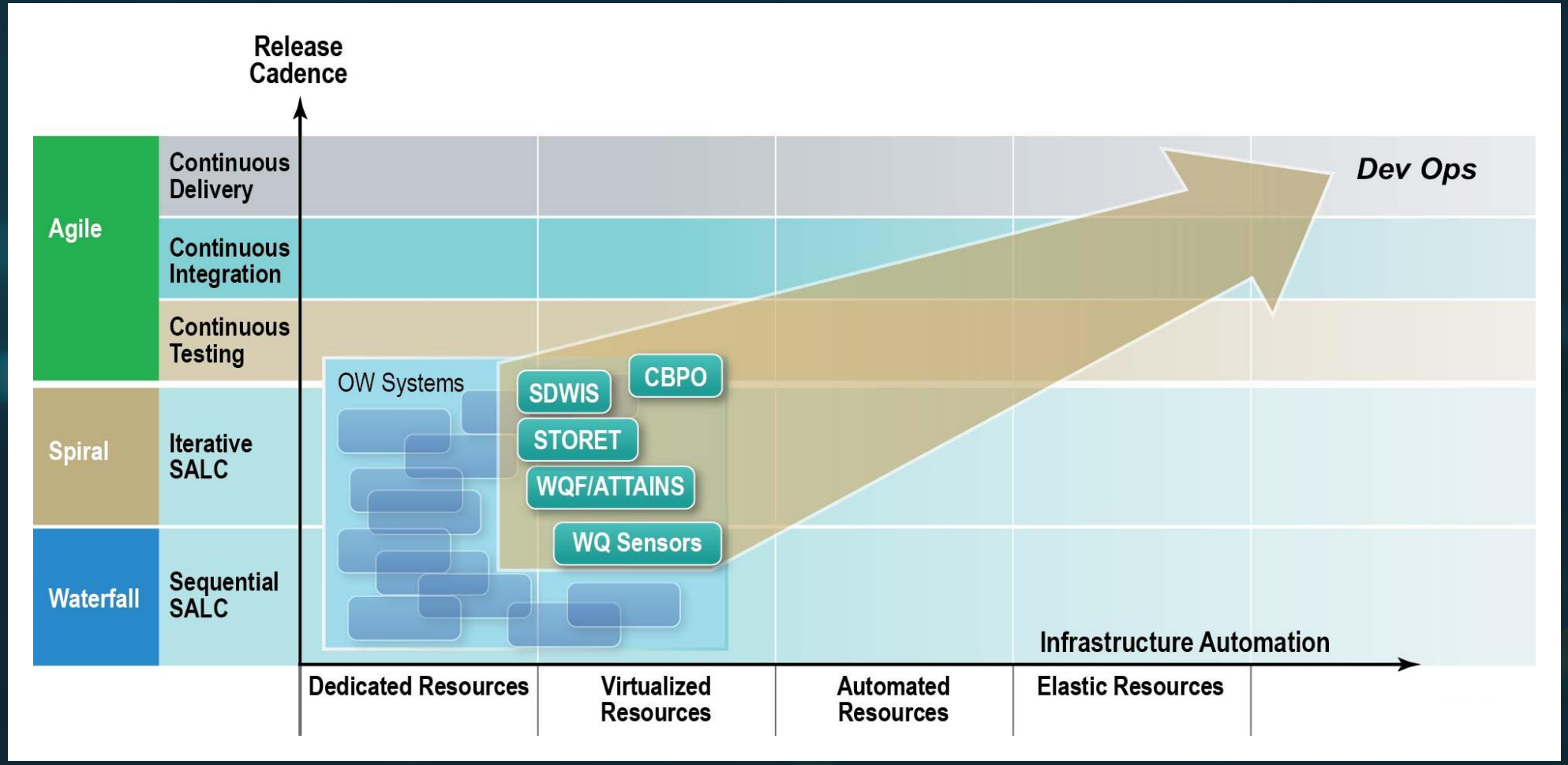


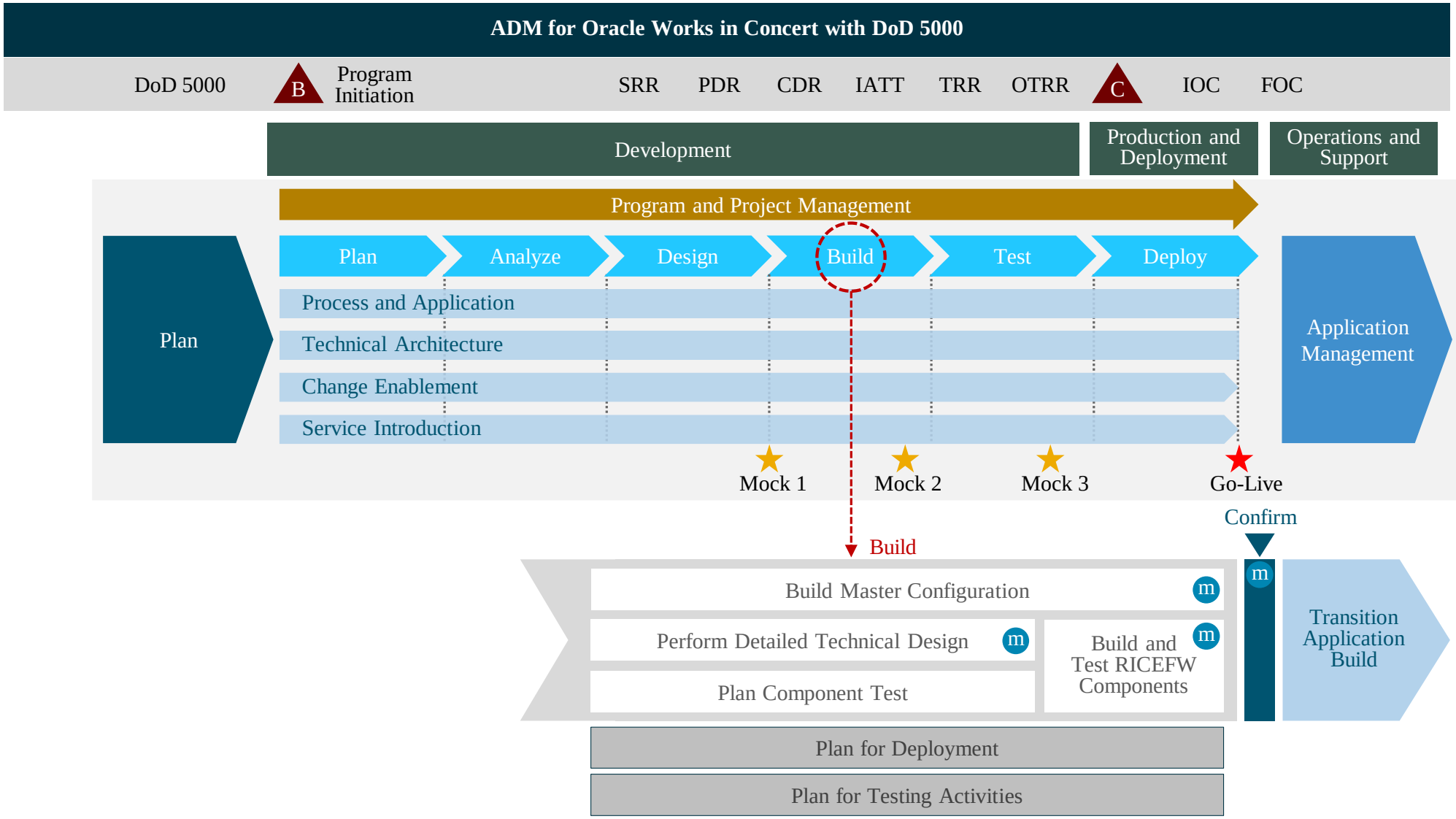

Replication
(local protection)
Clients
Datacenter
B
Clients
Datacenter
A
Replication (remote protection)

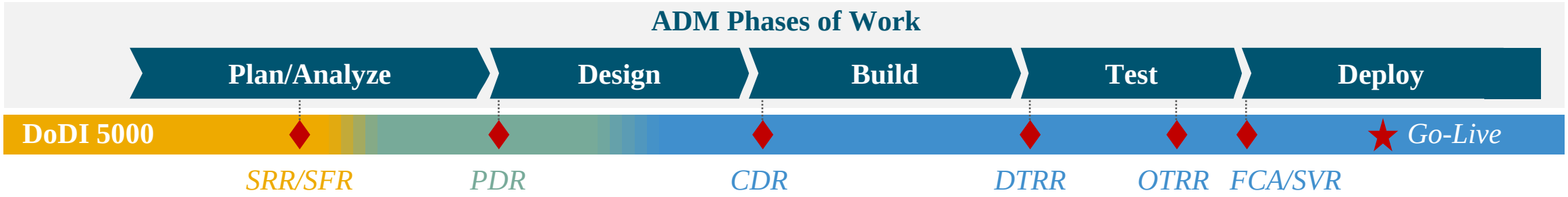

Other Kyriba platforms
IPSoc VPN
Public Internet Infrastructure
Kyriba EQX PA3-PA4--2013
Datacenter BGP Routers/Firewall
Kyriba /External Facitiles
Virtual platform C
Virtual platform B
Virtual platform A
WS-A1
WS-A2
Front Web servers
HC-A1
HC-A2
HubComm FTP servers
FF-AB1
FF-AB1
ML-81
ML-82
MF-51
MF-52
MF-53
MF-54
MF-55
Shared Center MetaFrame
Management and monitoring servers
Backup server LTC4 library / VTL disk array
Google xxxx / IMAP servers
AB-A1 AB-A2 AB-A3 AB-A4
BC-A1 BC-A2
BF-AB1 BF-AB2
Back Application servers
DB-A1
DB-A2
Database servers Oracle 11 I RAC
Back Comm servers
HC-A1
(virtual NAS server at SAN/NAS)
xxxx communications
LDAP-S1
LDAP-S2
Shared LDAP servers
vCenter
SQL
CIS Updates
Activation resign
WM-S1
WM-S2
LM-S1
LM-S2
SMTP-S1
SMTP-S2
Shared Infrastructure servers (management, monitoring)
Visualization servers Private Cloud
EMC SAN/NAS Systems SAD / SAS / SAA disk Data and DIR replication
Replication to DIR site
Banks
Banks
Banks
Banks

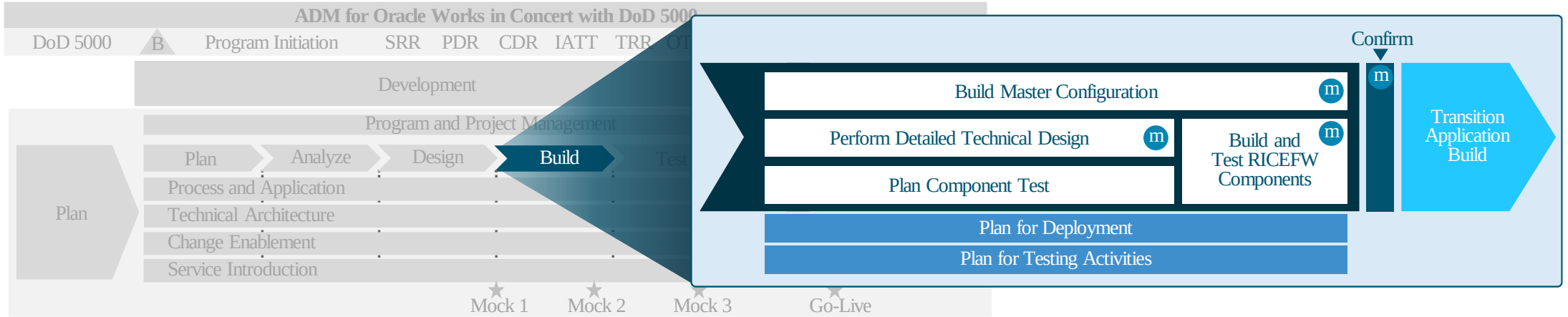

IRS Product Owner
High-priority items
Item
Iteration 1
Iteration 2
Iteration 3
Low-priority items
Items in this area are (mostly) prioritized
Might prioritize features at this depth based on targeted product roadmap release (e.g., Release 2 or Release 3)
Little or no effort prioritizing items within future releases (e.g., Release 2 or Release 3)
PI Planning (1 Week)
Backlogs
IRS Release Manager
Scrum Master
FTD
Scrum Master
FTD
Scrum Master
FTD
2 Week Sprint
Analyze | Design | Build | Test
Project Management Support
Iteration Testing
Release Testing
9 Week Program Increment


Lean
Lean-Agile Leaders
DevOps
Specialist Roles
Release Train
Inspect & Adapt
ART Metrics
Shared
DevOps
UX
System Architect
RTE
Agile Release Train
Business Owners
Release on Demand
Program Epics
Program PI Objectives
Release Management
Product Management
Vision
Program Backlog
WSJF
NFRs
Release Planning
Feature
System Demo
Arch
I&A
Program Increment
Features Fit in releases
Program
System Team
Roadmap
Architecture Runway
System Teams
Roadmaps & Vision
Weighted Shortest Job First
PI
PI = Release


Release Cadence
Agile
Continuous Delivery
Continuous Integration
Continuous Testing
Spiral
Iterative SALC
Waterfall
Sequential SALC
OW Systems
SDWIS
CBPO
STORET
WQF/ATTAINS
WQ Sensors
Dev Ops
Infrastructure Automation
Dedicated Resources
Virtualized Resources
Automated Resources
Elastic Resources


ADM for Oracle Works in Concert with DoD 5000
DoD 5000
B
Program Initiation
SRR
PDR
CDR
IATT
TRR
OTRR
C
IOC
FOC
Development
Production and Deployment
Operations and Support
Program and Project Management
Plan
Analyze
Design
Build
Test
Deploy
Process and Application
Technical Architecture
Change Enablement
Service Introduction
Plan
Application Management
Mock 1
Mock 2
Mock 3
Go-Live
Confirm
Build
Build Master Configuration
m
Perform Detailed Technical Design
m
Plan Component Test
Build and Test RICEFW Components
m
m
Transition Application Build
Plan for Deployment
Plan for Testing Activities


ADM Phases of Work
Plan/Analyze
Design
Build
Test
Deploy
DoDI 5000
Go-Live
SRR/SFR
PDR
CDR
DTRR
OTRR
FCA/SVR


ADM for Oracle Works in Concert with DoD 5000
DoD 5000
B
Program Initiation
SRR
PDR
CDR
IATT
TRR
Development
Program and Project Management
Plan
Analyze
Design
Build
Test
Plan
Process and Application
Technical Architecture
Change Enablement
Service Introduction
Mock 1
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Mock 3
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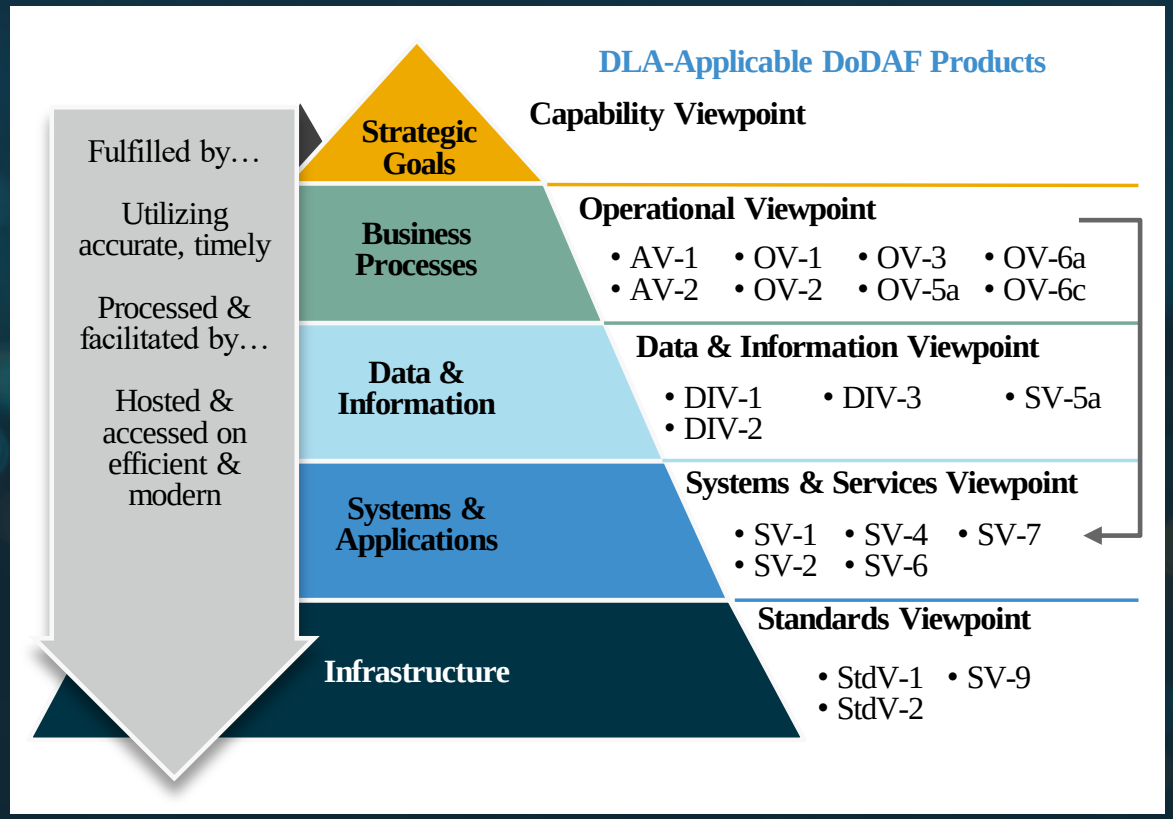
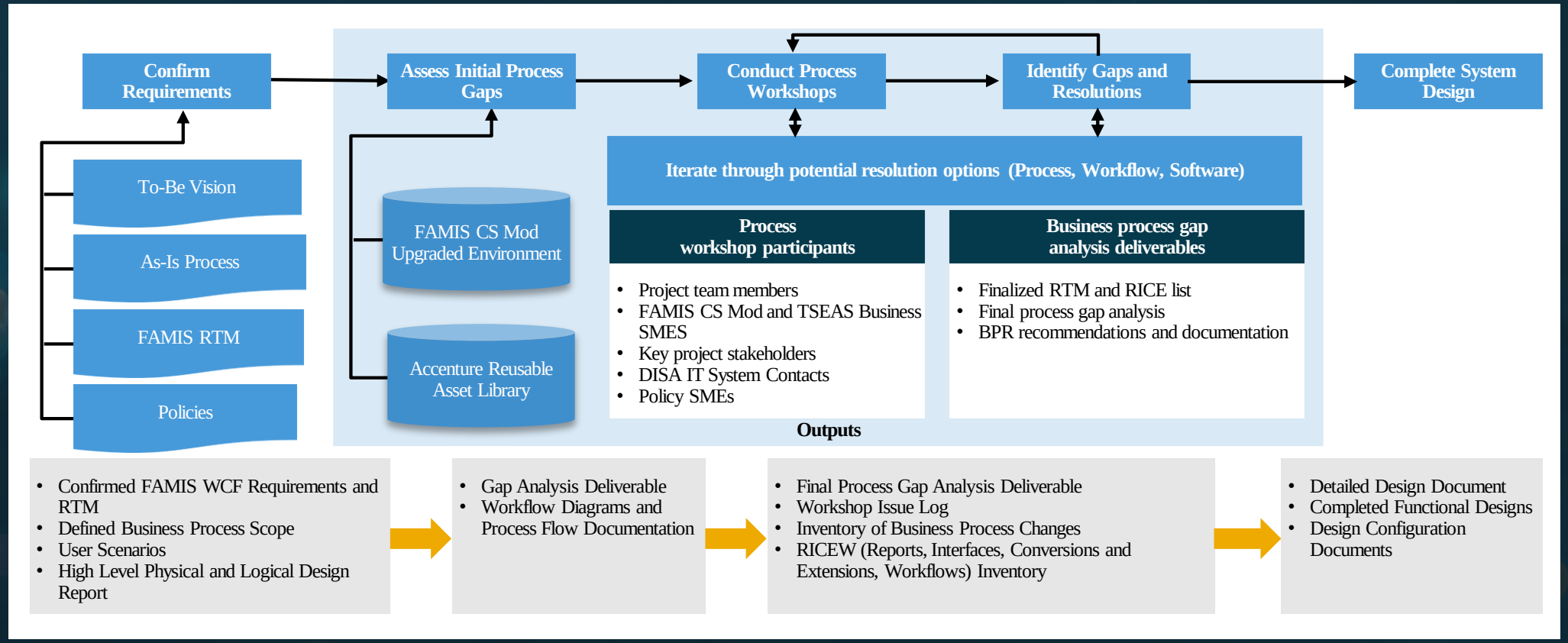
Confirm
Build Master Configuration
m
Perform Detailed Technical Design
m
Plan Component Test
Build and Test RICEFW Components
m
m
Transition Application Build
Plan for Deployment
Plan for Testing Activities

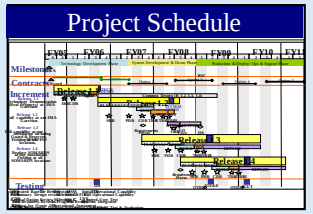

DLA-Applicable DoDAF Products
Capability Viewpoint
Fulfilled by…
Utilizing accurate, timely
Processed & facilitated by…
Hosted & accessed on efficient & modern
Strategic Goals
Business Processes
Data & Information
Systems & Applications
Infrastructure
Operational Viewpoint
• AV-1 • OV-1 • OV-3 • OV-6a
• AV-2 • OV-2 • OV-5a • OV-6c
Data & Information Viewpoint
• DIV-1 • DIV-3 • SV-5a
• DIV-2
Systems & Services Viewpoint
• SV-1 • SV-4 • SV-7
• SV-2 • SV-6
Standards Viewpoint
• StdV-1 • SV-9
• StdV-2


Confirm Requirements
Assess Initial Process Gaps
Conduct Process Workshops
Identify Gaps and Resolutions
Complete System Design
To-Be Vision
As-Is Process
FAMIS RTM
Policies
FAMIS CS Mod Upgraded Environment
Accenture Reusable Asset Library
Iterate through potential resolution options (Process, Workflow, Software)
Process workshop participants
Project team members
FAMIS CS Mod and TSEAS Business SMES
Key project stakeholders
DISA IT System Contacts
Policy SMEs
Business process gap analysis deliverables
Finalized RTM and RICE list
Final process gap analysis
BPR recommendations and documentation
Outputs
Confirmed FAMIS WCF Requirements and RTM
Defined Business Process Scope
User Scenarios
High Level Physical and Logical Design Report
Gap Analysis Deliverable
Workflow Diagrams and Process Flow Documentation
Final Process Gap Analysis Deliverable
Workshop Issue Log
Inventory of Business Process Changes
RICEW (Reports, Interfaces, Conversions and Extensions, Workflows) Inventory
Detailed Design Document
Completed Functional Designs
Design Configuration Documents

IMP and IMS Relationship

Project Schedule FAMIS-WCF

- Identifies acquisition, user milestones and events



+

WBS/PWS

- Describes the scope of activities and how they are to be accounted for
- Integrates with requirements

+

ADM

- ADM for Oracle/ COTS
- The methodology and order for WBS activities

DISA FAMIS-WCF

- Defines accomplishments and criteria for each program event by WBS element
- Provides narratives describing major FAMIS-WCF program processes
- Documents the key events, accomplishments, and criteria in the development of the solution
- Includes the activities required to accomplish the effort identified in the WBS and PWS
- Directly aligned to the WBS and project team structure

DISA FAMIS-WCF

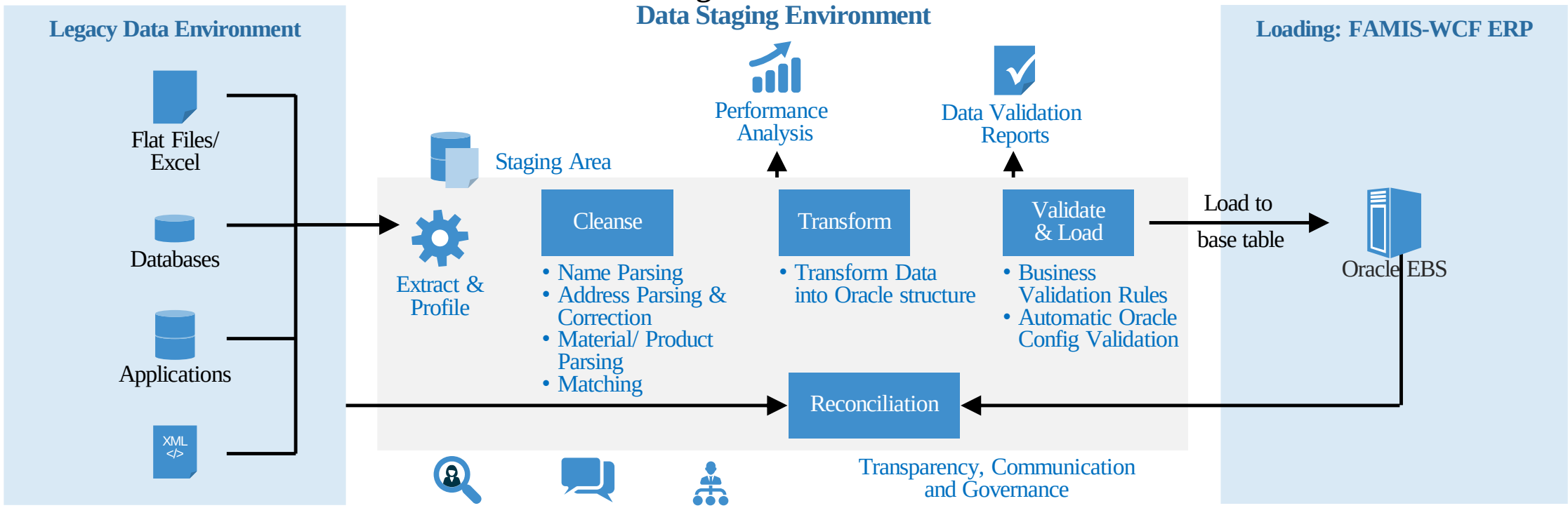
Draft

Integrated Master Plan

FAMIS-WCF Integrated Master Schedule (IMS)

- Provides timelines for the major accomplishments and tasks
- Schedule information for the significant accomplishments, accomplishment criteria and all deliverables
- Tracking and status tool during program execution
- Detailed tool to show progress, inter-relationships and dependencies
- Critical path visibility to direct management emphasis

Data Migration solution works



Accenture has helped SAP's global IT organization harness the power of SAP HANA by migrating SAP's own enterprise resource planning (ERP) system. The migration included all productive ERP modules and took place over a period of five months. Moving the entire ERP system to HANA sends a powerful message to the market about the possibilities HANA offers, and confirms the feasibility of transforming rapidly and achieving significant performance gains across the enterprise.

Accenture SID

DLA

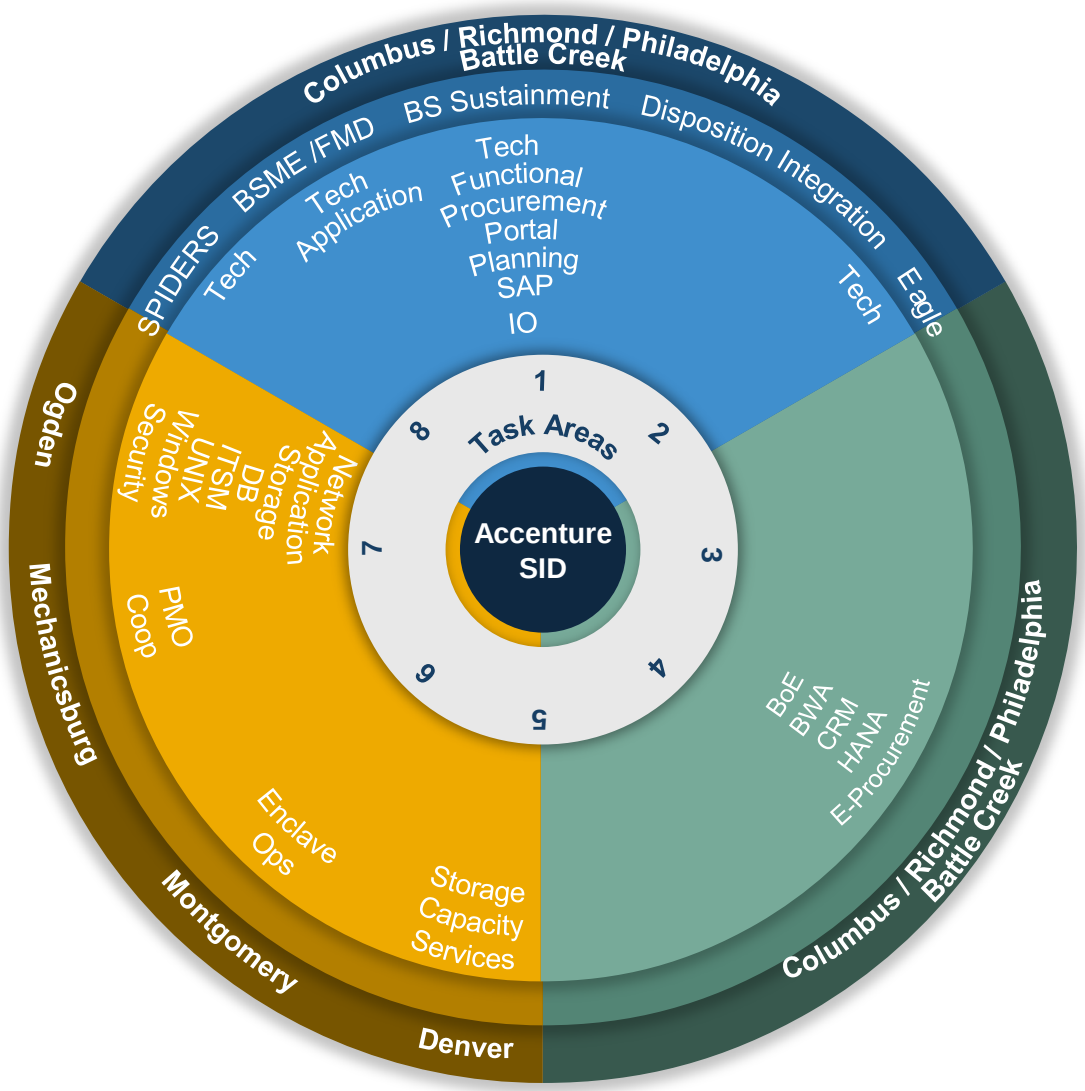
- Configuration and build documentation coordination for implementation into production
- Software tech refresh coordination
- Mission Partner Life Cycle tracking for Information Assurance requests
- Annual Maintenance Win-dow Schedule coordination
- Out of cycle maintenance coordination
- New Application functionality planning and coordination
- Mission Partner requested change coordination
- Submission of vendor patches on behalf of mission partner

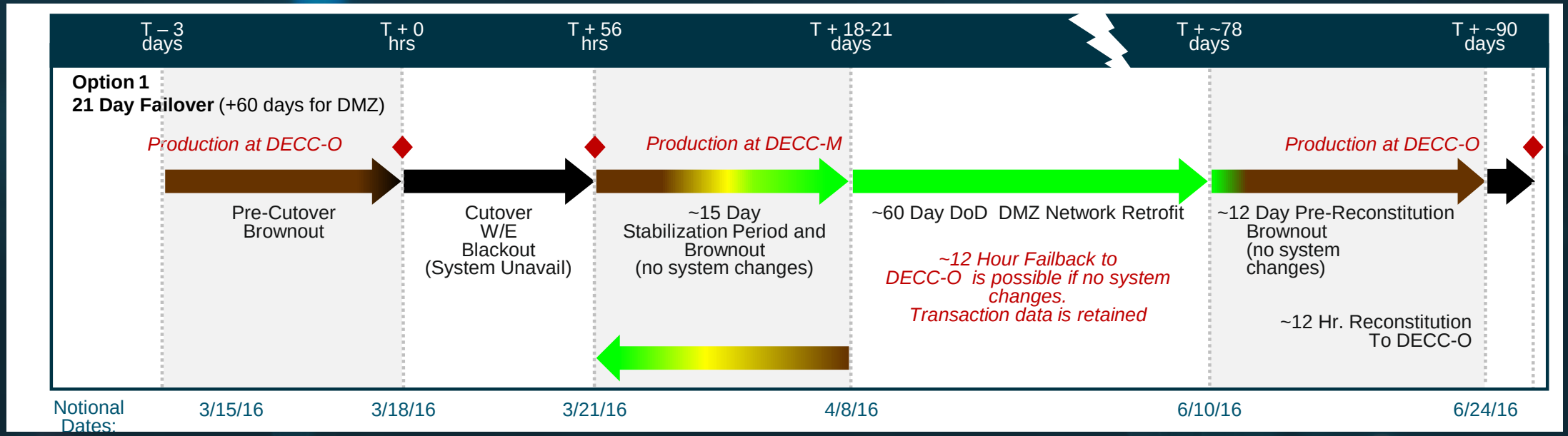
Shared

- New architecture and application implementation
- Security policy change coordination
- Coordination of ECA, IPC, IAVM, vendor patch bundles, HBSS, STIGs, SRG, CCRI and ACAS
- Cyber Command Security Tasking Coordination
- Batch process change coordination
- Troubleshooting and collaboration call captain
- Knowledge of HCI Infrastructure and the function in relation to Enterprise Business Systems (EBS) Applications

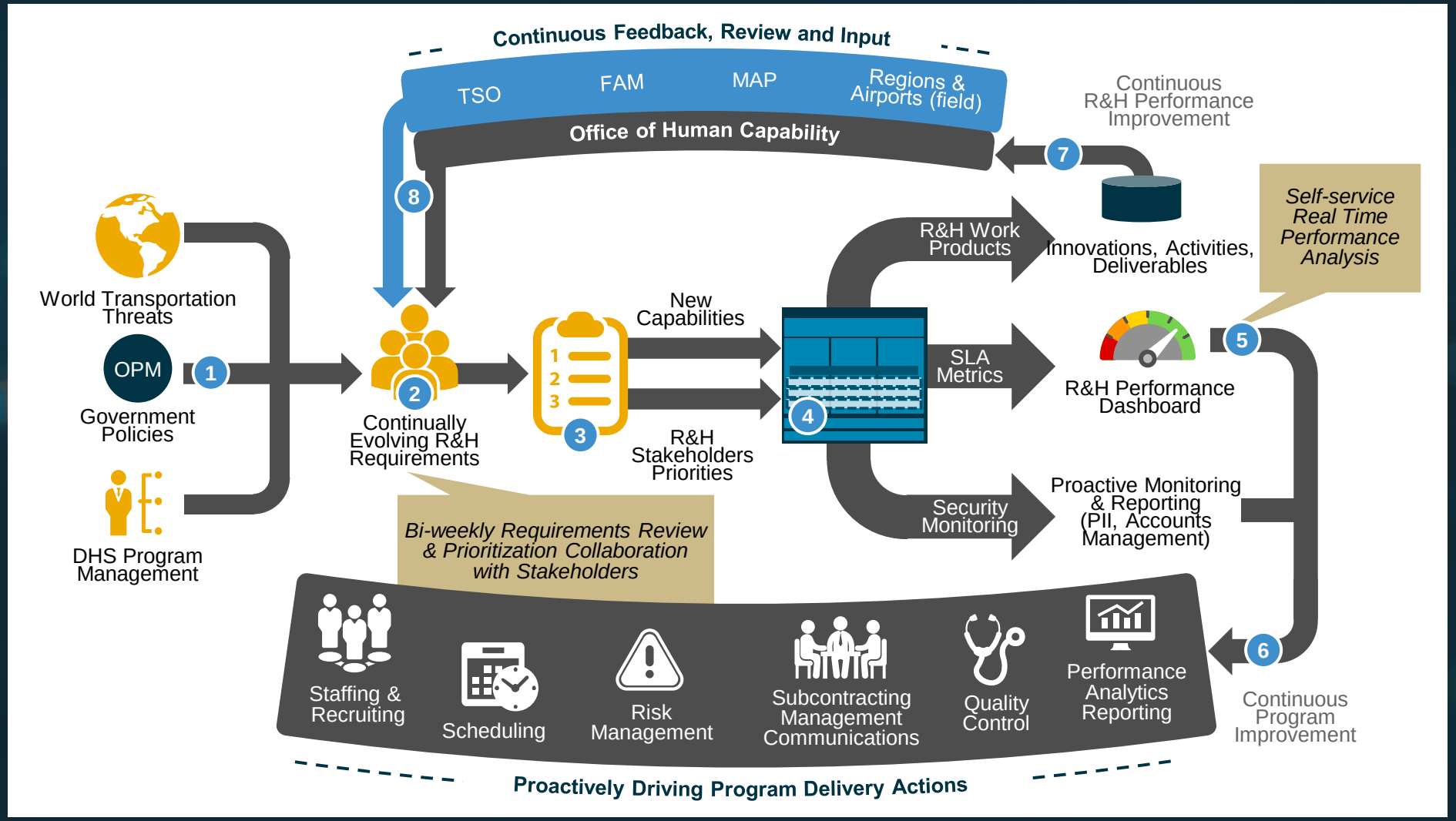
DISA

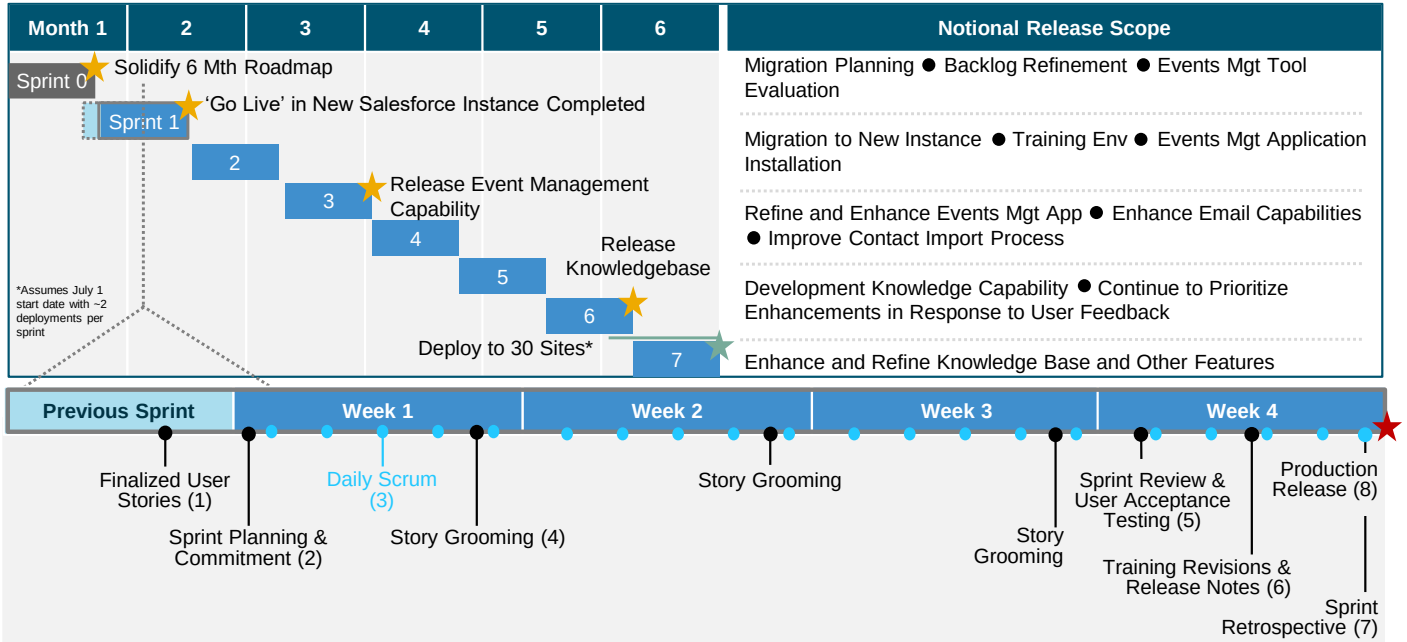
- System, database, storage and application change coordination
- Hardware and Software change coordination
- Operating system, storage, network, and infrastructure coordination
- Network troubleshooting, implementation and change coordination
- Architecture planning


Columbus / Richmond / Philadelphia
Battle Creek
BS Sustainment
Disposition Integration
BSME /FMD
SPIDERS
Tech
Tech
Application
Tech
Functional/
Procurement
Portal
Planning
SAP
IO
Tech
Eagle
Ogden
Mechanicsburg
Montgomery
Denver
Columbus / Richmond / Philadelphia
Battle Creek
Task Areas
1
2
3
4
5
6
7
8
Accenture
SID
Network
Application
Storage
DB
ITSM
UNIX
Windows
Security
PMO
Coop
Enclave
Ops
Storage
Capacity
Services
BoE
BWA
CRM
HANA
E-Procurement


T – 3 days
T + 0 hrs
T + 56 hrs
T + 18-21 days
T + ~78 days
T + ~90 days
Option 1
21 Day Failover (+60 days for DMZ)
Production at DECC-O
Production at DECC-M
Production at DECC-O
Pre-Cutover Brownout
Cutover W/E Blackout (System Unavail)
~15 Day Stabilization Period and Brownout (no system changes)
~60 Day DoD DMZ Network Retrofit
~12 Day Pre-Reconstitution Brownout (no system changes)
~12 Hour Failback to DECC-O is possible if no system changes.
Transaction data is retained
~12 Hr. Reconstitution To DECC-O
Notional Dates:
3/15/16
3/18/16
3/21/16
4/8/16
6/10/16
6/24/16

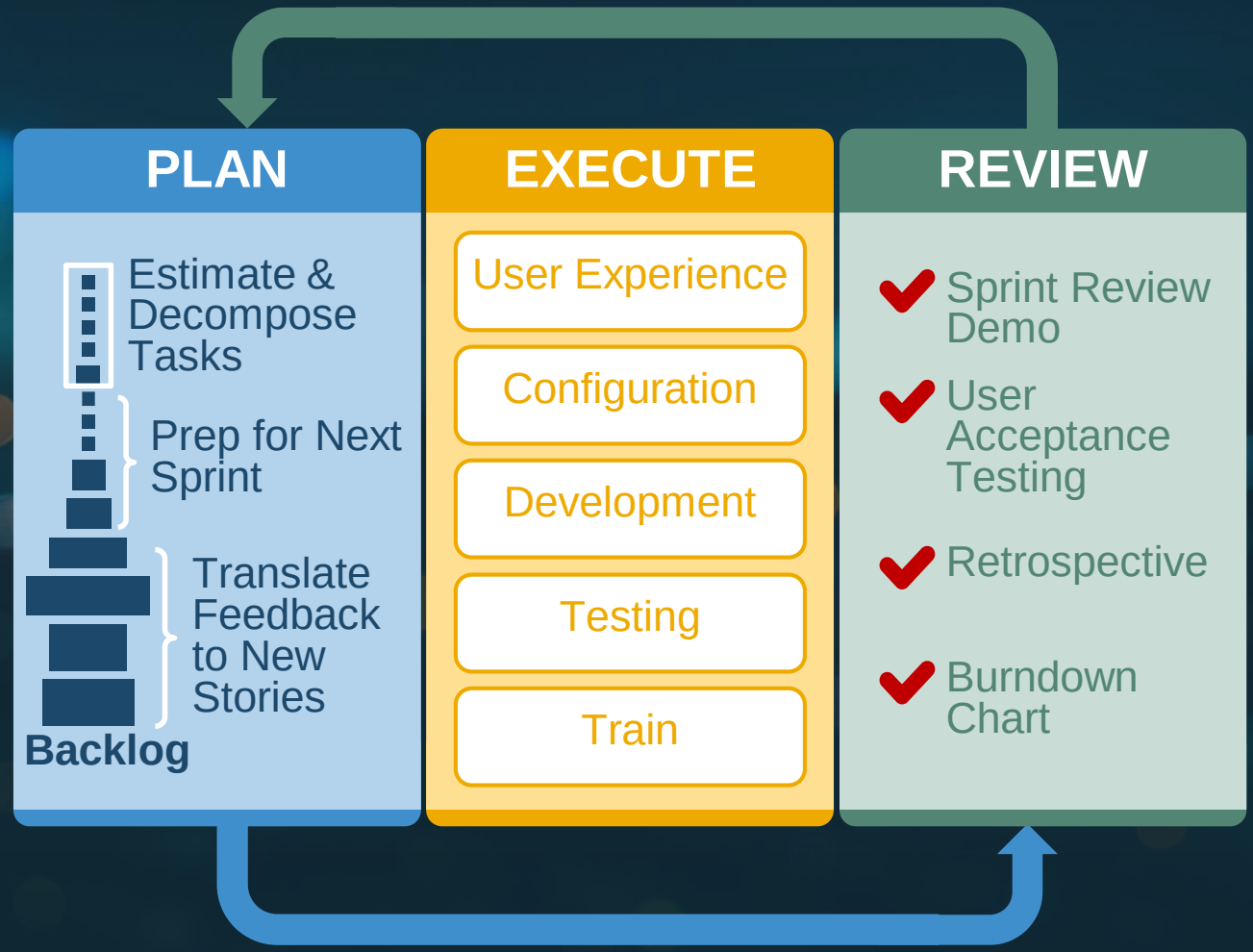
Process Areas
PWS Task
Energy Convergence
Energy Functional Support
FENA IR / IA Support
EBS Production Support
Evidential Matter
Order Fulfillment
Planning
Reports
Sustainment
Auditability
Reports/Tracking
Transaction Errors
Help Tickets
Written Correspondence
Meeting Mgmt
End User Training
System Testing


Continuous Feedback, Review and Input
TSO
FAM
MAP
Regions & Airports (field)
Office of Human Capability
Continuous R&H Performance Improvement
7
8
World Transportation Threats
OPM
1
Government Policies
DHS Program Management
2
Continually Evolving R&H Requirements
1
2
3
3
New Capabilities
R&H Stakeholders Priorities
4
R&H Work Products
SLA Metrics
Security Monitoring
Innovations, Activities, Deliverables
R&H Performance Dashboard
Proactive Monitoring & Reporting (PII, Accounts Management)
Self-service Real Time Performance Analysis
5
6
Continuous Program Improvement
Bi-weekly Requirements Review & Prioritization Collaboration with Stakeholders
Staffing & Recruiting
Scheduling
Risk Management
Subcontracting Management Communications
Quality Control
Performance Analytics Reporting
Proactively Driving Program Delivery Actions



Deploy

	Activity	Description	Participants
1	**Finalize User Stories**	Milestone: Finalize User Stories in advance of the start of a sprint to accurately plan and size stories.	Agile Team, Product Owner
2	**Sprint Planning & Commitment**	Agile Ceremony: Hold sprint planning at the beginning of each sprint to finalize the prioritization of stories, size stories and decompose tasks, and establish and commit to sprint scope.	Agile Team, Product Owner
3	**Daily Scrum**	Agile Ceremony: Hold a 15-minute meeting daily to report progress and impediments.	Agile Team
4	**Story Grooming**	Agile Ceremony: Hold story grooming weekly to continuously refine and re-prioritize the backlog.	Agile Team, Product Owner, Stakeholders
5	**Sprint Review**	Agile Ceremony: Provide a demo of new features developed during the sprint to the Product Owner and stakeholders at the end of every sprint.	Agile Team, Product Owner, Stakeholders
	User Acceptance Testing	Milestone: Following the demo of new features, invite stakeholders to perform hands on user acceptance testing using test scripts developed by the Agile Team.	Agile Team, Product Owner, Stakeholders
6	**Training Revisions & Release Notes**	Milestone: Update training documentation to reflect new functionality and distribute release notes to users at the conclusion of each release.	Agile Team
7	**Sprint Retrospective**	Agile Ceremony: At the conclusion of each sprint, the team analyzes and makes the changes necessary to improve their performance.	Agile Team, Product Owner
8	**Production Release**	Milestone: Deploy new functionality to Production.	Agile Team


PLAN
Estimate & Decompose Tasks
Prep for Next Sprint
Translate Feedback to New Stories
Backlog
EXECUTE
User Experience
Configuration
Development
Testing
Train
REVIEW
Sprint Review Demo
User Acceptance Testing
Retrospective
Burndown Chart

VALUE Delivery Approach

- Engage in meaningful discussion around what Salesforce application can do “out of the box” and make trade off decisions on configuration vs. customization to meet business requirements
- Identify gaps, process issues and/or policy concerns for resolution with time to react

Business Requirements and Processes

Iteration 1 - Scope

Do Requirements Address Business Specifications?

Multiple-Session Process:

Understand Objectives by capability and define service metrics to drive value

↓

Understand “out of the box” capabilities though live demonstrations

↓

Review business processes and use cases against live application

↓

Consider requirement effort against technology trade-offs and expected value

Iteration 2 - Design

Does the Design Address Business Specifications?

Multiple-Session Process:

Review configuration application design against business process enhancements

↓

Take feedback and make real-time design changes

↓

Review full capacity design

↓

Take feedback and make real-time design changes

Iteration 3 - Build

Does the Solution Address Business Specifications?

Multiple-Session Process:

Review partially configured application against business process enhancements

↓

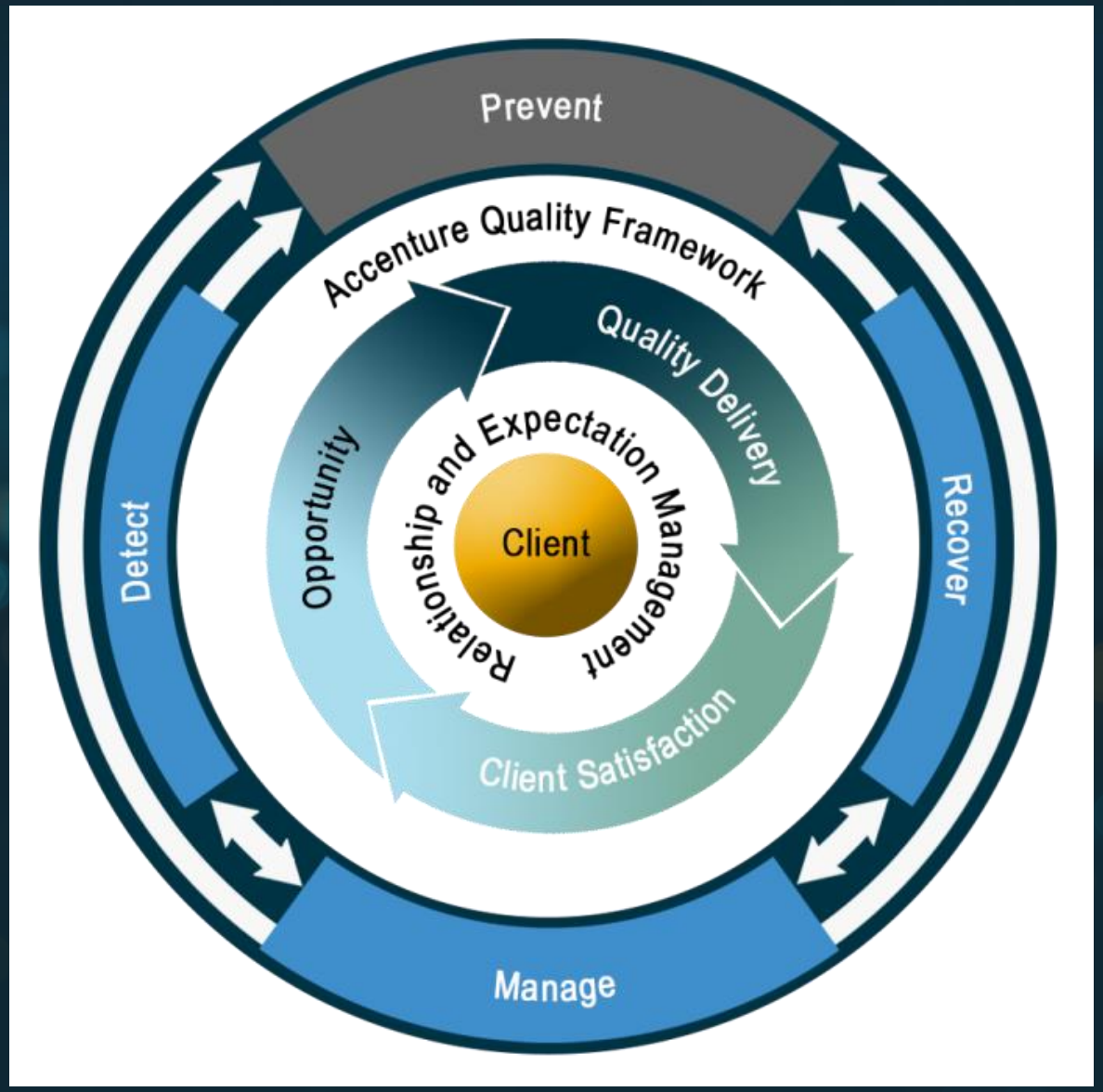
Any iterative development changes that can be absorbed would be done

↓

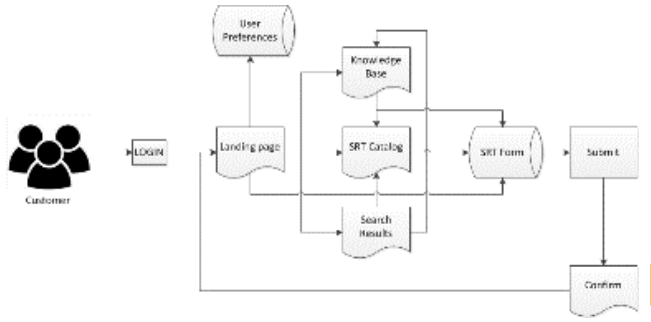
Review fully configured application

↓

Any iterative development changes that can be absorbed would be done

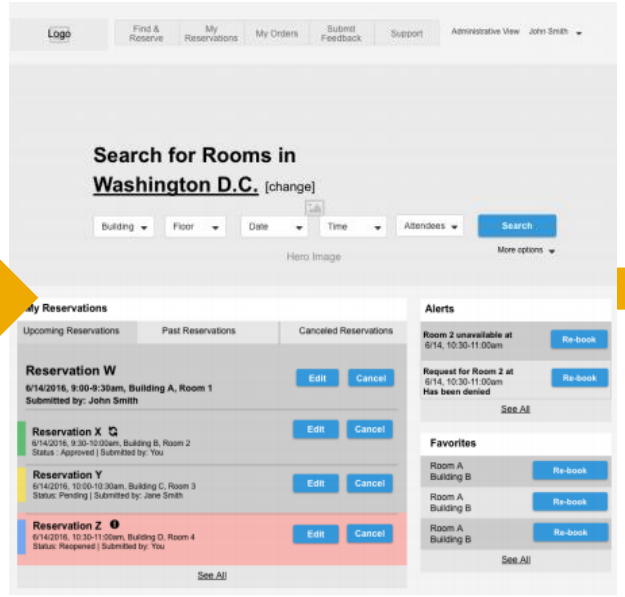

Prevent
Accenture Quality Framework
Quality Delivery
Relationship and Expectation Management
Client Satisfaction
Opportunity
Client
Detect
Recover
Manage

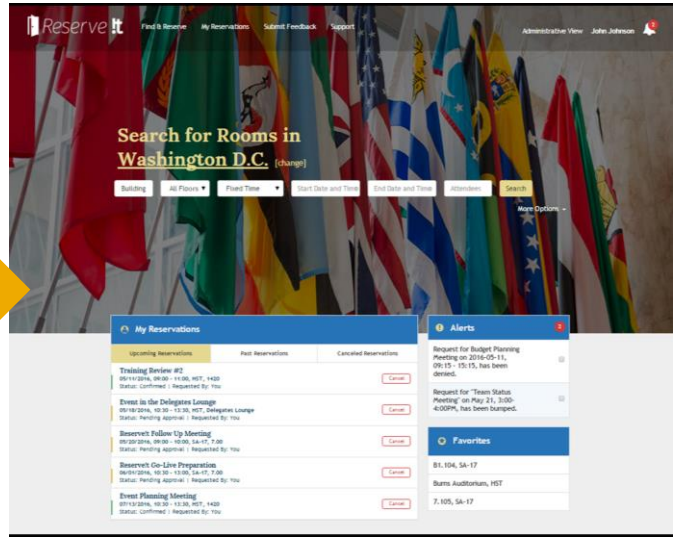
US Design Standards



myServices Site Map

Services				
Group	**I Need Help Doing My Job**	**I Need Everyday Support**	**I Need Something Installed or Fixed**	**I Need Something Transported**
Service	Print Something	Inventory Property	Request IT Support	Schedule
	Post a Position	Purchase Something	Request IT Devices or Equipment	Check Status of Incoming Shipments
	Update Personnel Records	Get Supplies	Maintain or Repair Facilities	Dispose Property
	Other HR Services			Pickup or Deliver Property
				Request Local Messenger Services



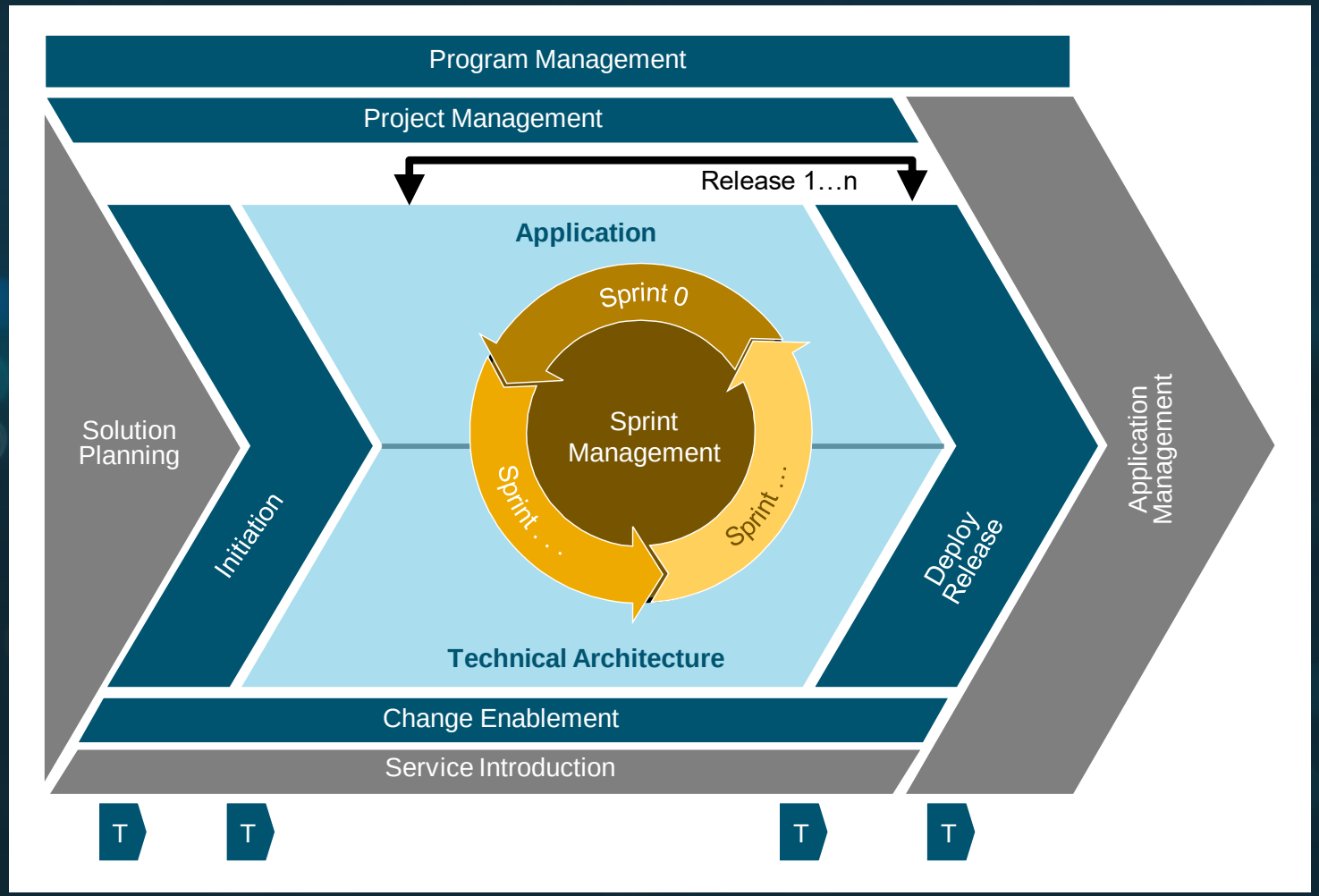


Site Map & User Flow

Wireframe

Design

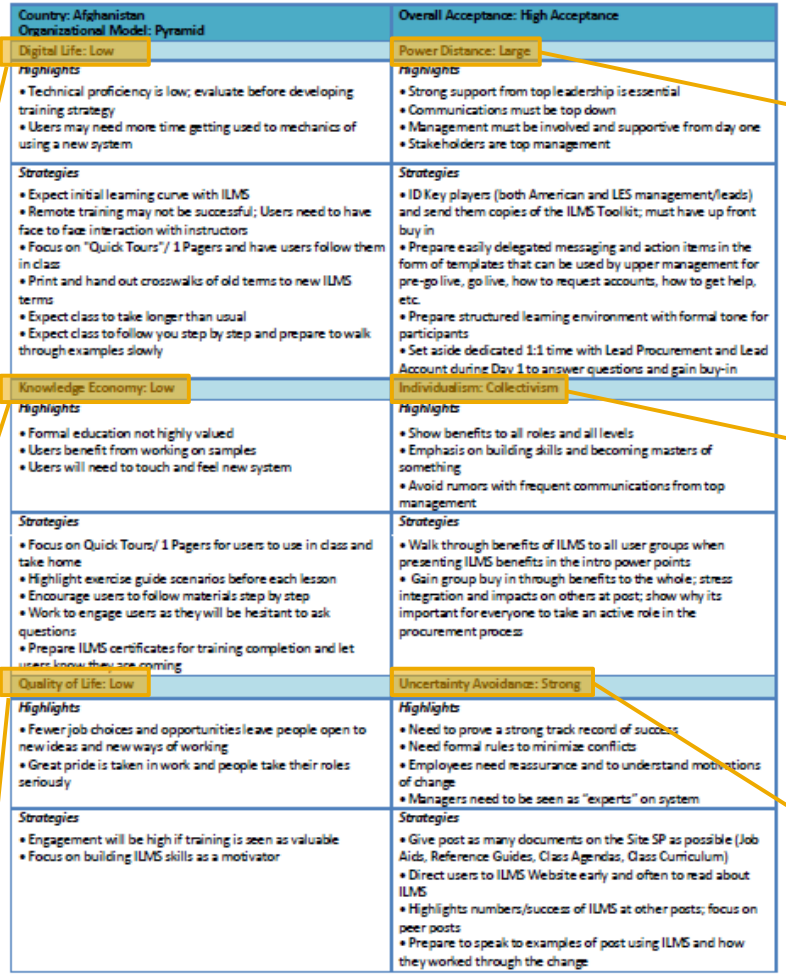
Commercial Best Practices


Program Management
Project Management
Release 1…n
Application
Sprint 0
Sprint
Management
Sprint . . .
Sprint . . .
Solution
Planning
Initiation
Deploy
Release
Application
Management
Technical Architecture
Change Enablement
Service Introduction
T
T
T
T

Digital Life (technology)

Knowledge Economy (education)

Quality of Life

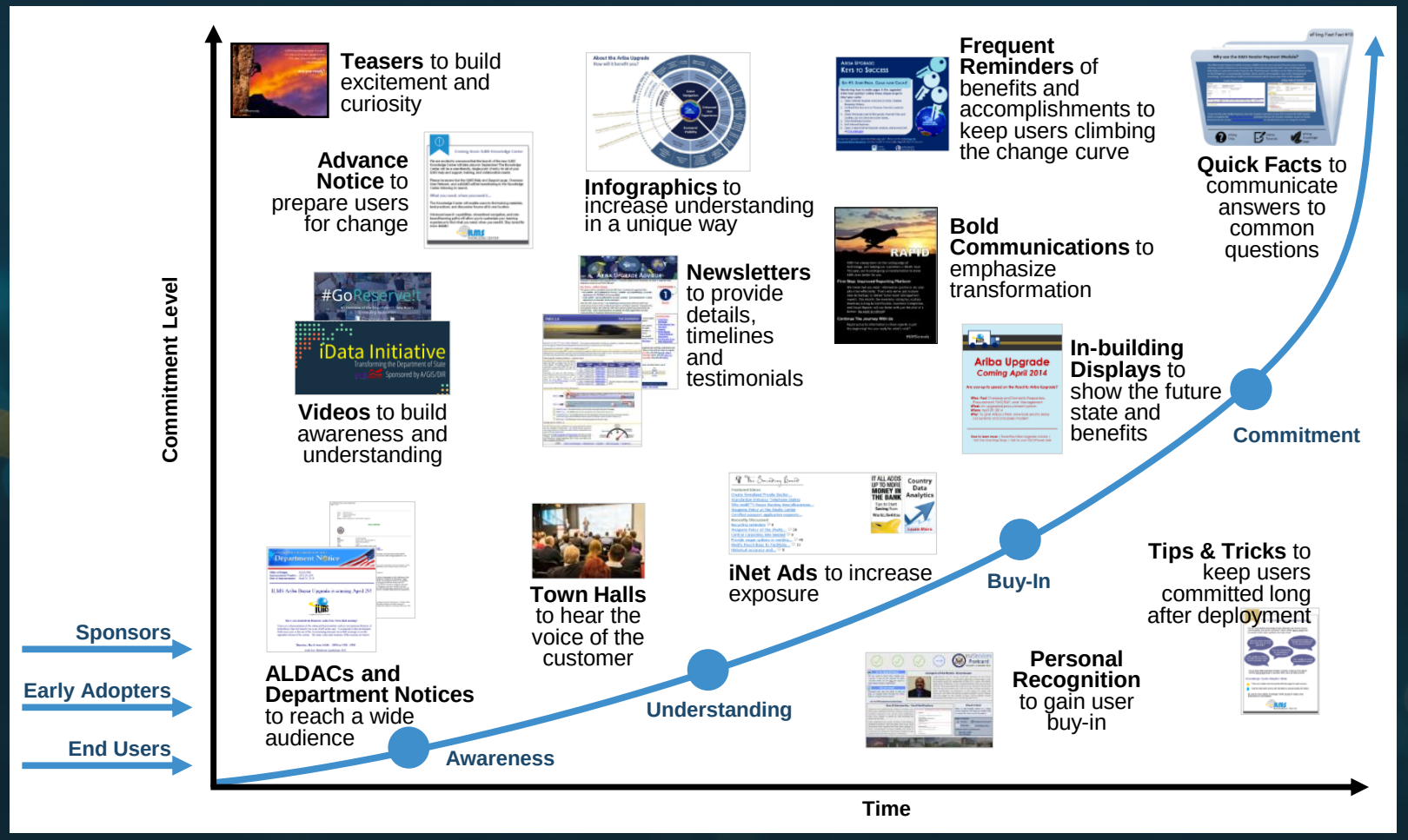


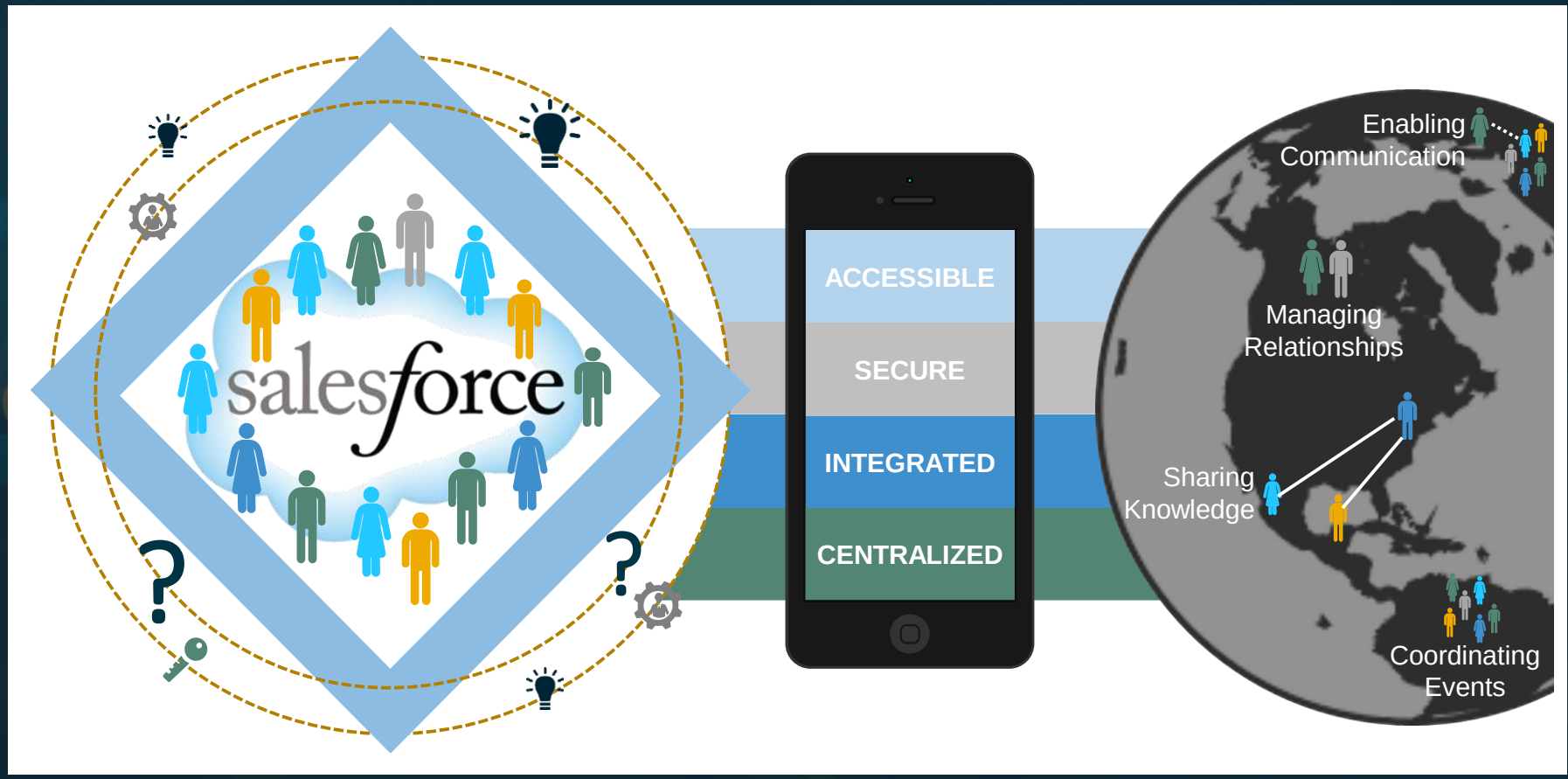
Country: Afghanistan Organizational Model: Pyramid	Overall Acceptance: High Acceptance
Digital Life: Low	Power Distance: Large
Highlights • Technical proficiency is low; evaluate before developing training strategy • Users may need more time getting used to mechanics of using a new system	***Highlights*** • Strong support from top leadership is essential • Communications must be top down • Management must be involved and supportive from day one • Stakeholders are top management
Strategies • Expect initial learning curve with ILMS • Remote training may not be successful; Users need to have face to face interaction with instructors • Focus on "Quick Tours"/ 1 Pagers and have users follow them in class • Print and hand out crosswalks of old terms to new ILMS terms • Expect class to take longer than usual • Expect class to follow you step by step and prepare to walk through examples slowly	***Strategies*** • ID Key players (both American and LES management/leads) and send them copies of the ILMS Toolkit; must have up front buy in • Prepare easily delegated messaging and action items in the form of templates that can be used by upper management for pre-go live, go live, how to request accounts, how to get help, etc. • Prepare structured learning environment with formal tone for participants • Set aside dedicated 1:1 time with Lead Procurement and Lead Account during Day 1 to answer questions and gain buy-in
Knowledge Economy: Low	Individualism: Collectivism
Highlights • Formal education not highly valued • Users benefit from working on samples • Users will need to touch and feel new system	***Highlights*** • Show benefits to all roles and all levels • Emphasis on building skills and becoming masters of something • Avoid rumors with frequent communications from top management
Strategies • Focus on Quick Tours/ 1 Pagers for users to use in class and take home • Highlight exercise guide scenarios before each lesson • Encourage users to follow materials step by step • Work to engage users as they will be hesitant to ask questions • Prepare ILMS certificates for training completion and let users know they are coming	***Strategies*** • Walk through benefits of ILMS to all user groups when presenting ILMS benefits in the intro power points • Gain group buy in through benefits to the whole; stress integration and impacts on others at post; show why its important for everyone to take an active role in the procurement process
Quality of Life: Low	Uncertainty Avoidance: Strong
Highlights • Fewer job choices and opportunities leave people open to new ideas and new ways of working • Great pride is taken in work and people take their roles seriously	***Highlights*** • Need to prove a strong track record of success • Need formal rules to minimize conflicts • Employees need reassurance and to understand motivations of change • Managers need to be seen as "experts" on system
Strategies • Engagement will be high if training is seen as valuable • Focus on building ILMS skills as a motivator	***Strategies*** • Give post as many documents on the Site SP as possible (Job Aids, Reference Guides, Class Agendas, Class Curriculum) • Direct users to ILMS Website early and often to read about ILMS • Highlights numbers/success of ILMS at other posts; focus on peer posts • Prepare to speak to examples of post using ILMS and how they worked through the change

Power Distance

Individualism

Uncertainty Avoidance


Commitment Level
Time
Sponsors
Early Adopters
End Users
Awareness
Understanding
Buy-In
Commitment
Teasers to build excitement and curiosity
Advance Notice to prepare users for change
Infographics to increase understanding in a unique way
Frequent Reminders of benefits and accomplishments to keep users climbing the change curve
Quick Facts to communicate answers to common questions
Bold Communications to emphasize transformation
Newsletters to provide details, timelines and testimonials
#GoReserve!!
iData Initiative
Videos to build awareness and understanding
Ariba Upgrade
Coming April 2014
In-building Displays to show the future state and benefits
ALDACs and Department Notices to reach a wide audience
Town Halls to hear the voice of the customer
iNet Ads to increase exposure
Tips & Tricks to keep users committed long after deployment
Personal Recognition to gain user buy-in


salesforce
ACCESSIBLE
SECURE
INTEGRATED
CENTRALIZED
Enabling Communication
Managing Relationships
Sharing Knowledge
Coordinating Events

Formal Learning | **Informal Learning**

Instructor-led training at post

Online Tutorials

Train the Trainer

Virtual instructor-led collaboration

Job aids/ coaching

Knowledge sharing/ collaboration

Byte-sized videos

Wiki/blogs social networking

Power User Network

Embassy Sections

Procurement	RSO	Motor Pool	Facilities	Mailroom
Supply, Expendables	HR	ICASS, QC	Customs & Shipping	Property, Housing
Travel	Warehouse	CLO	IMO	FMO

Cross-Embassy Customers, EFMs, Other Government Agencies

SMaRT
Go Live

$2.4B
GROSS BOOKINGS

Managed within the B&P BUDGET ($34.8M)

Implemented
PRC Process Improvement initiatives

Integrated Agilex

Developed a Best in Class PTW Process

Welcomed 15 New SALES COLLEAGUES

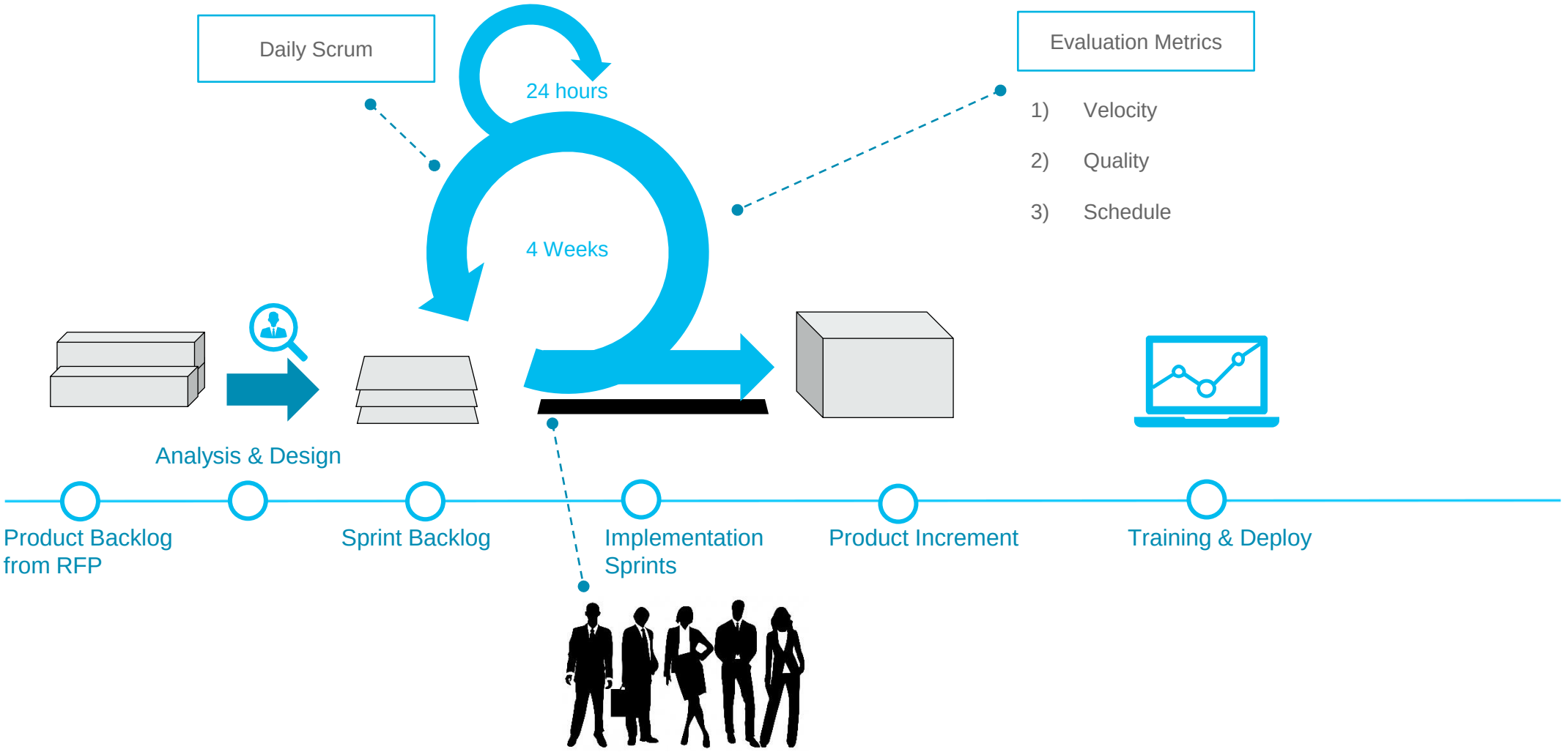
Won Key MEGA DEALS and Recompetes

Great
Place
to Be
Powered by
Accenture
Clients
at the Core
Fabric of
the Industry
Fit for
Federal

We want to help our clients put their customers first by creating new digital experiences and processes that replace and improve legacy operations

Driven by Digital

- Opening up possibilities through **human-centered design**
- **Changing mindsets** about what is possible
- Bringing **industry innovations**
- Changing **operating models** to match new possibilities and expectations
- Introducing new tools that unlock the ability to do **more with less**
- Protecting our **client's people and data**


Daily Scrum
24 hours
4 Weeks
Evaluation Metrics
1) Velocity
2) Quality
3) Schedule
Analysis & Design
Product Backlog from RFP
Sprint Backlog
Implementation Sprints
Product Increment
Training & Deploy
Team
Scrum Master
Product Owner
Project Manager
Architect
Developer(s)
Trainer
Business Analyst

Foot in Today

FOCUS & ENERGY

Aligning our time and resources with the market opportunity

- Living Account Plans (Plan, Evaluate, Adapt)
- Strong leverage of Strategic Solutions
- Increased connection to LLP Industry groups
- Expanded use of Digital Studio
- Strong operational blocking and tackling (more anticipation/planning, less reaction)

Foot in Tomorrow

CULTURE & PRACTICE OF INNOVATION

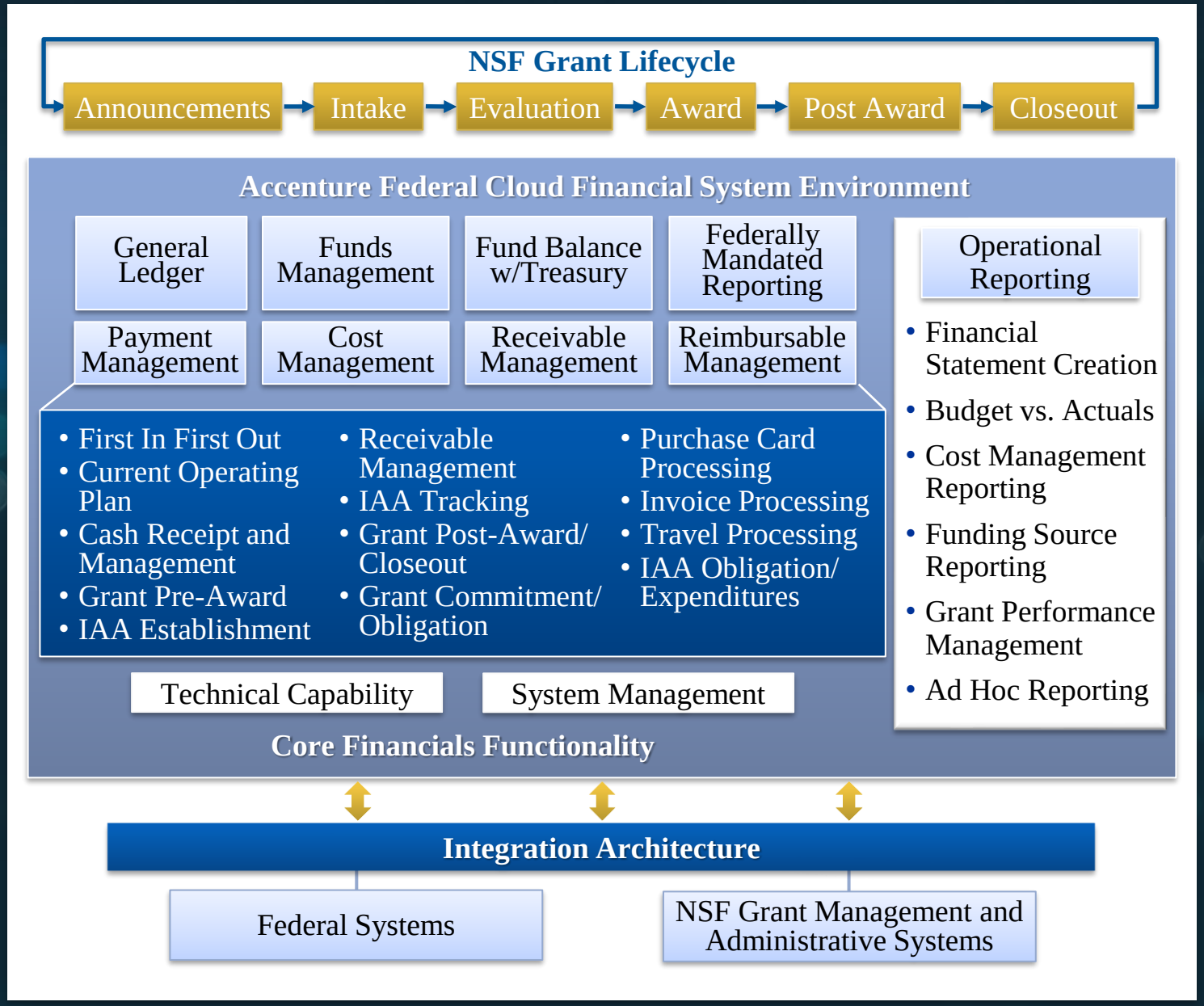
Moving at pace to bring new ideas to the market, ahead of our competitors

- Proactive, futurist mindset
- Process built for innovation capture and creative deal structures
- Deeper connection to Accenture Technology labs and Fjord Trends
- Centralized Growth team
- Alignment of performance achievement with our goals

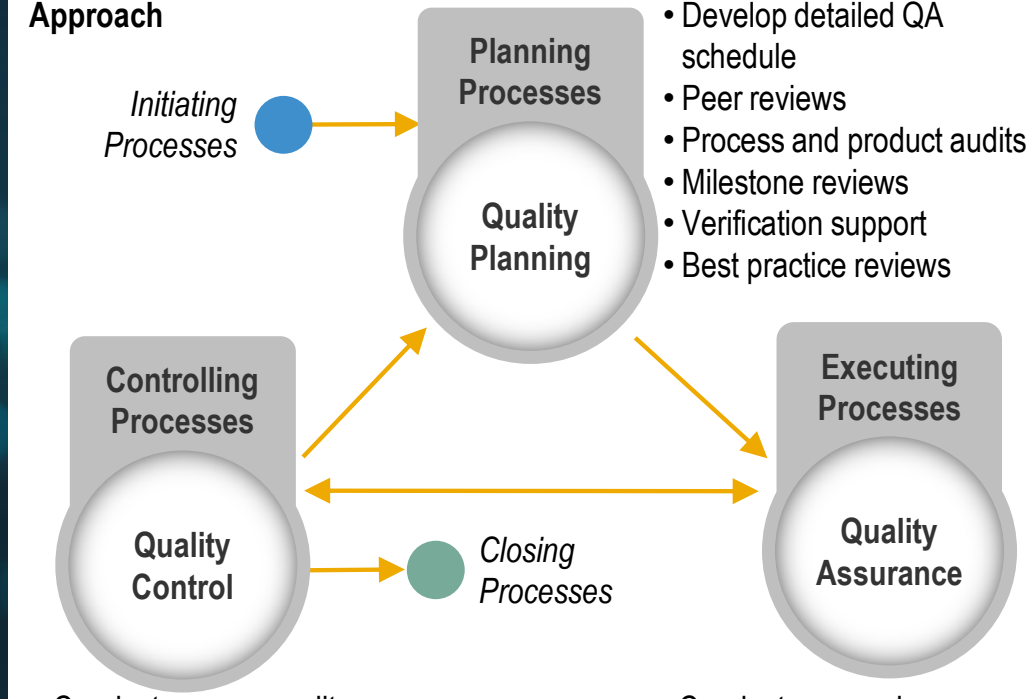
JOURNEY HIGHLIGHTS

- Operations @ Scale
- Transition to Agile
- New Clients
- Pivoted Fast & First
- Massive Implementations
- Dialed Up “Powered By”

RELOAD PIPELINE
VEHICLE GROWTH
FLAWLESS DELIVERY
• Campaign Intensity
• Big Mission Swings
• Delivery Excellence
• Operations Focus
• Strategic Solutions
Entrepreneurial Mentality


NSF Grant Lifecycle
Announcements
Intake
Evaluation
Award
Post Award
Closeout
Accenture Federal Cloud Financial System Environment
General Ledger
Funds Management
Fund Balance w/Treasury
Federally Mandated Reporting
Payment Management
Cost Management
Receivable Management
Reimbursable Management
First In First Out
Current Operating Plan
Cash Receipt and Management
Grant Pre-Award
IAA Establishment
Receivable Management
IAA Tracking
Grant Post-Award/ Closeout
Grant Commitment/ Obligation
Purchase Card Processing
Invoice Processing
Travel Processing
IAA Obligation/ Expenditures
Technical Capability
System Management
Core Financials Functionality
Operational Reporting
Financial Statement Creation
Budget vs. Actuals
Cost Management Reporting
Funding Source Reporting
Grant Performance Management
Ad Hoc Reporting
Integration Architecture
Federal Systems
NSF Grant Management and Administrative Systems

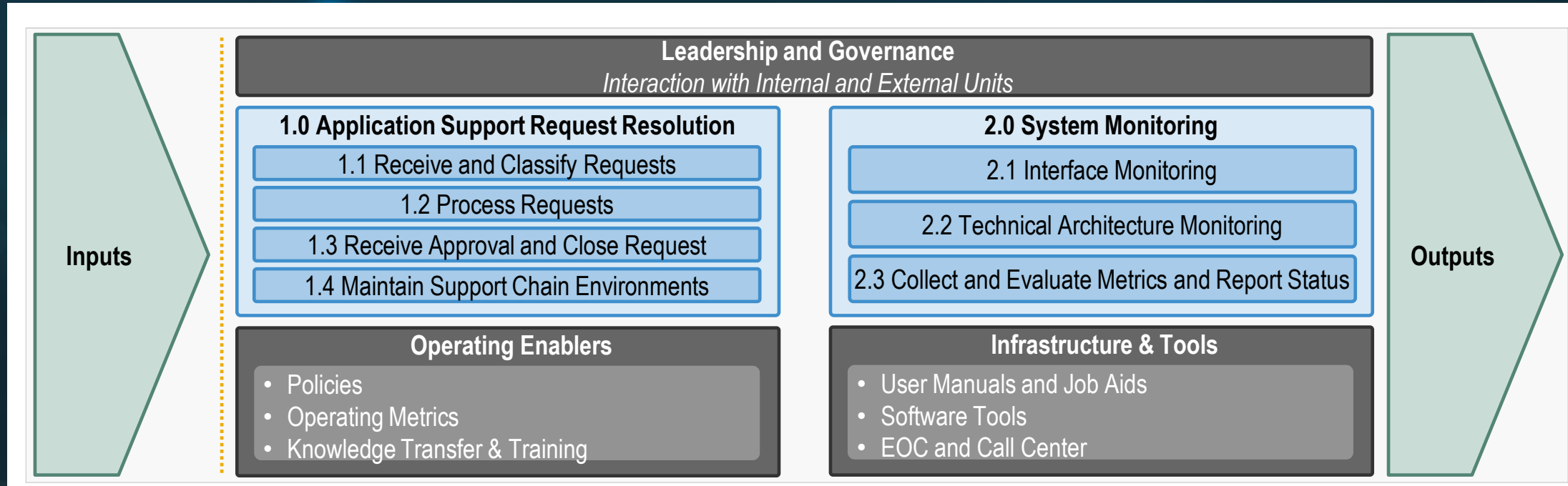
Quality Management Approach

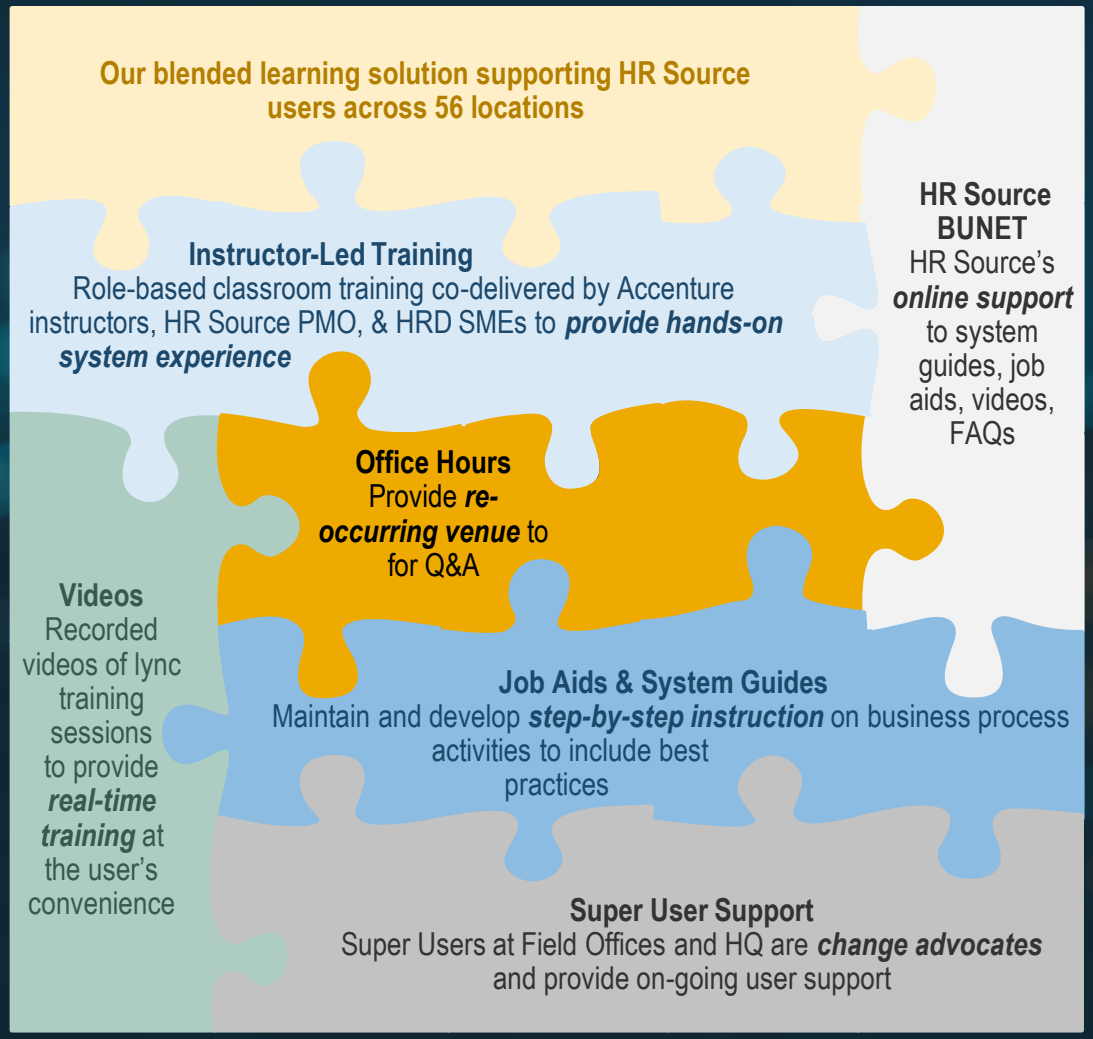


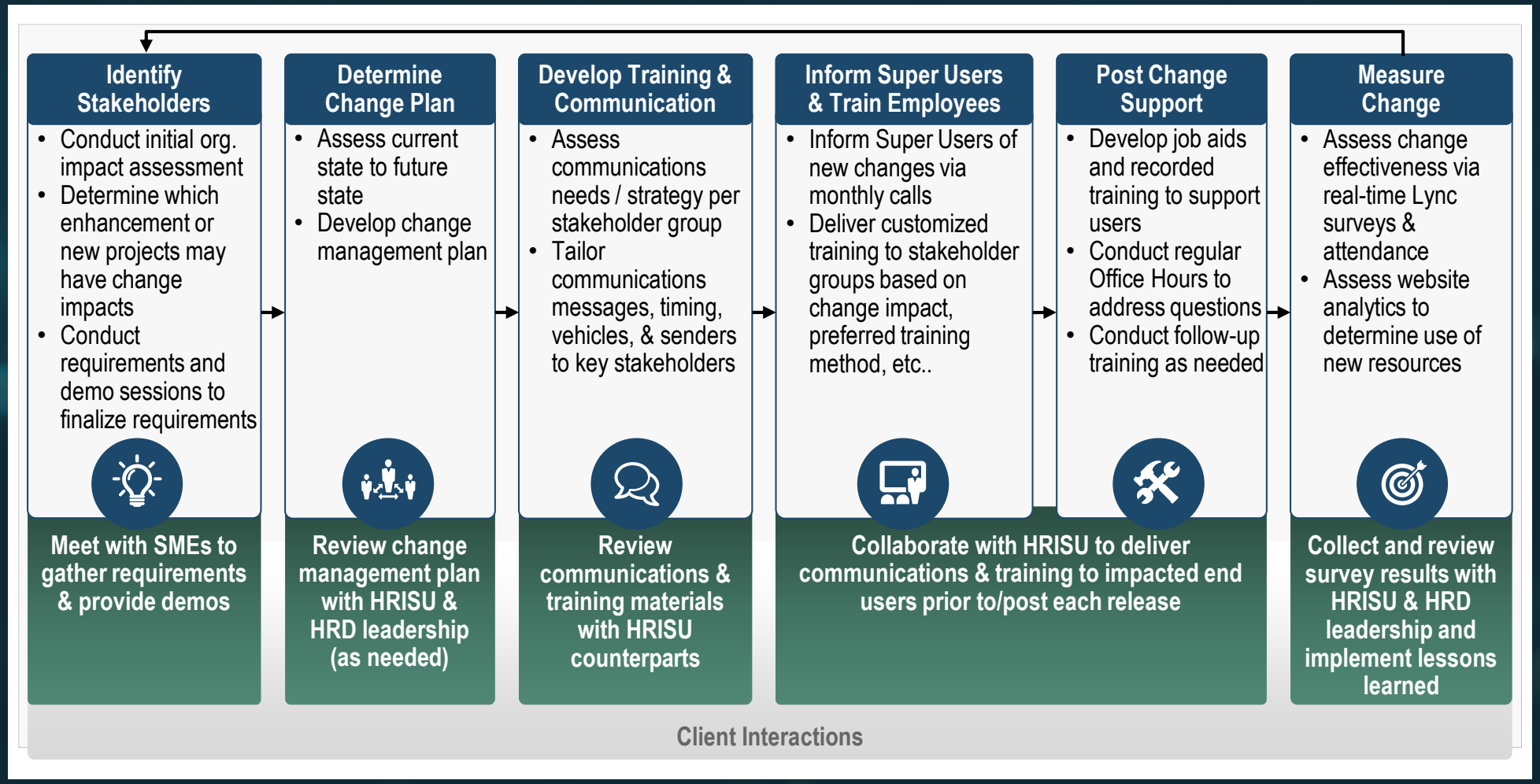
- Develop Audit criteria
- Develop detailed QA schedule
- Peer reviews
- Process and product audits
- Milestone reviews
- Verification support
- Best practice reviews

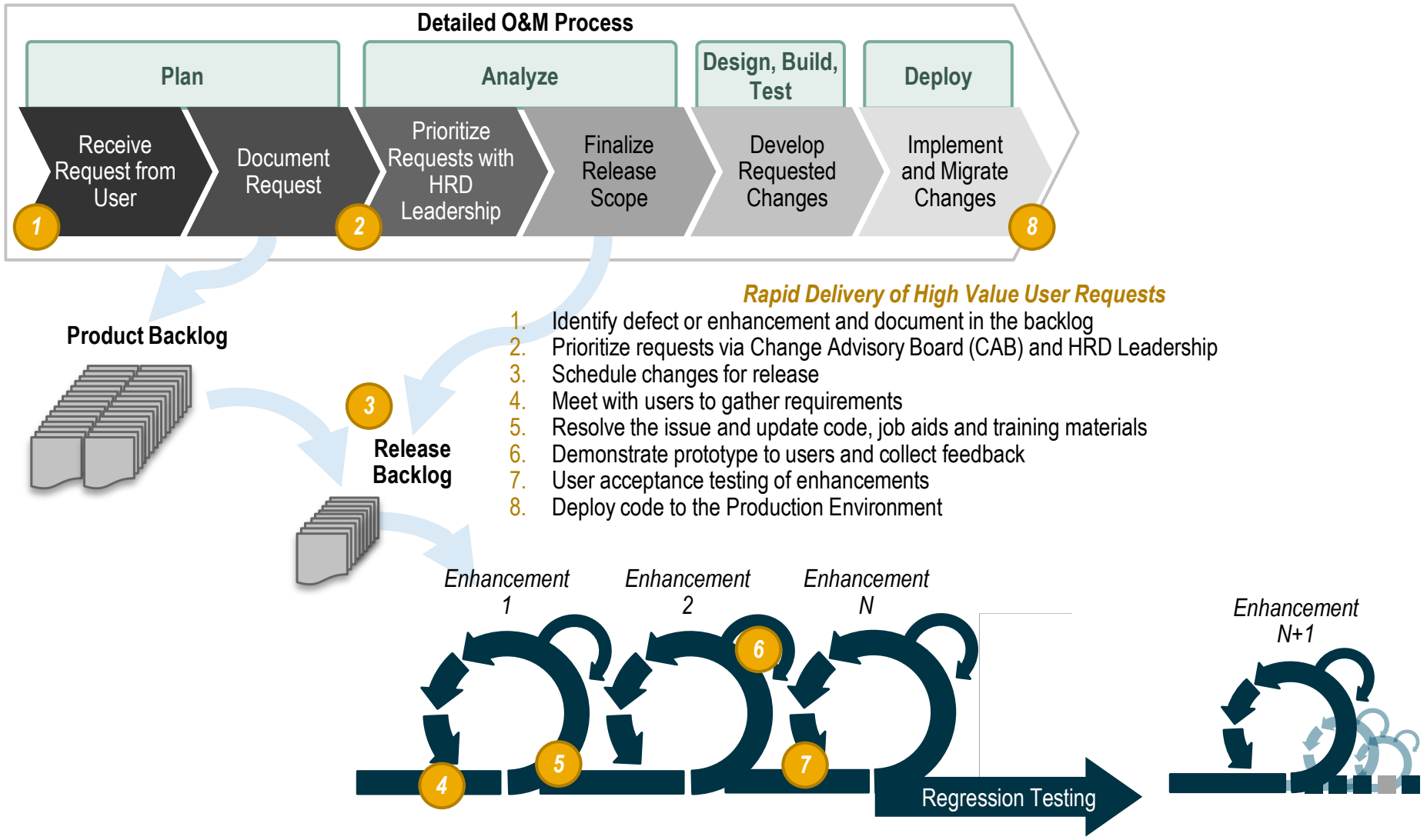
- Conduct process audits
- Conduct lessons learned
- Facilitate best practice reviews
- Support milestone reviews
- Support verification activities
- Analyze peer review metrics
- Management support activities

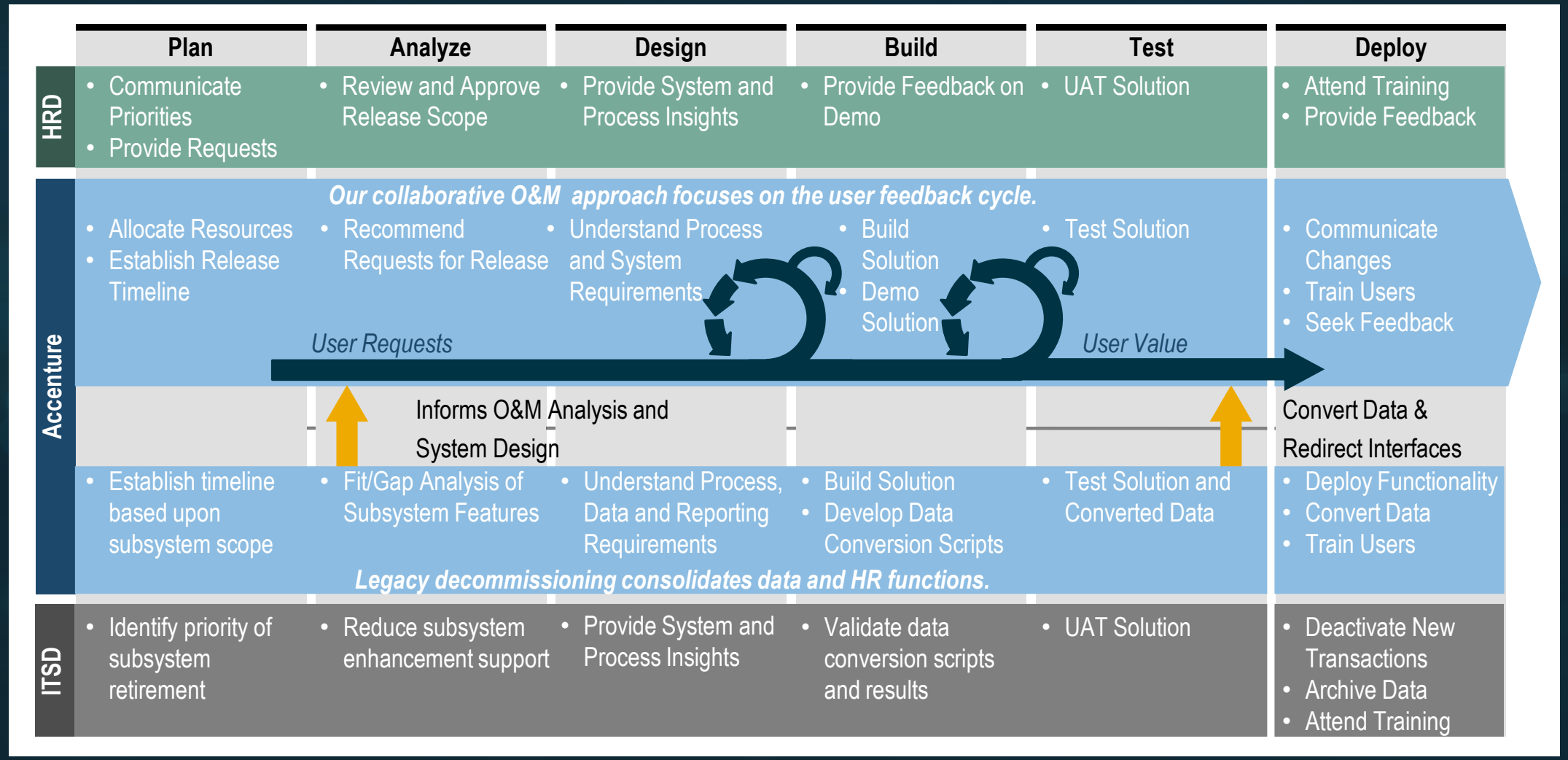
- Conduct peer review training
- Conduct peer reviews
- Conduct product audits
- Maintain quality plan and processes


Inputs
Leadership and Governance
Interaction with Internal and External Units
1.0 Application Support Request Resolution
1.1 Receive and Classify Requests
1.2 Process Requests
1.3 Receive Approval and Close Request
1.4 Maintain Support Chain Environments
2.0 System Monitoring
2.1 Interface Monitoring
2.2 Technical Architecture Monitoring
2.3 Collect and Evaluate Metrics and Report Status
Operating Enablers
Policies
Operating Metrics
Knowledge Transfer & Training
Infrastructure & Tools
User Manuals and Job Aids
Software Tools
EOC and Call Center
Outputs

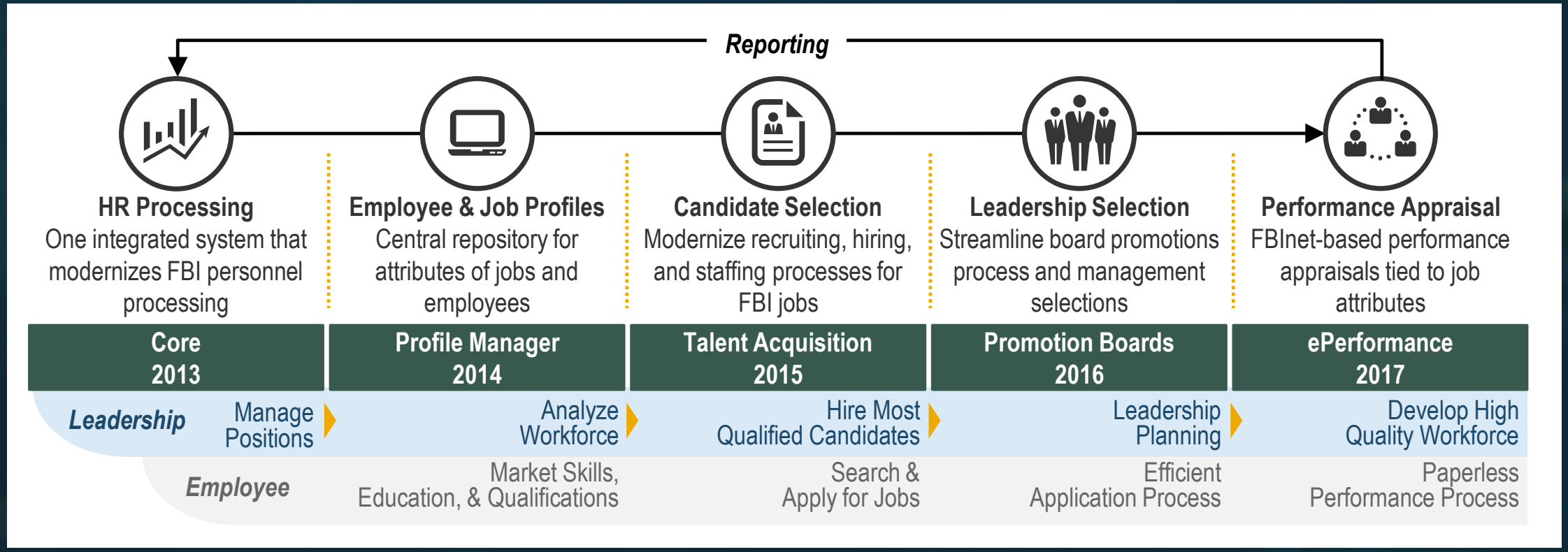

Our blended learning solution supporting HR Source users across 56 locations
Instructor-Led Training
Role-based classroom training co-delivered by Accenture instructors, HR Source PMO, & HRD SMEs to provide hands-on system experience
HR Source BUNET
HR Source's online support to system guides, job aids, videos, FAQs
Office Hours
Provide re-occurring venue to for Q&A
Videos
Recorded videos of lync training sessions to provide real-time training at the user's convenience
Job Aids & System Guides
Maintain and develop step-by-step instruction on business process activities to include best practices
Super User Support
Super Users at Field Offices and HQ are change advocates and provide on-going user support


Identify Stakeholders
• Conduct initial org. impact assessment
• Determine which enhancement or new projects may have change impacts
• Conduct requirements and demo sessions to finalize requirements
Meet with SMEs to gather requirements & provide demos
Determine Change Plan
• Assess current state to future state
• Develop change management plan
Review change management plan with HRISU & HRD leadership (as needed)
Develop Training & Communication
• Assess communications needs / strategy per stakeholder group
• Tailor communications messages, timing, vehicles, & senders to key stakeholders
Review communications & training materials with HRISU counterparts
Inform Super Users & Train Employees
• Inform Super Users of new changes via monthly calls
• Deliver customized training to stakeholder groups based on change impact, preferred training method, etc..
Post Change Support
• Develop job aids and recorded training to support users
• Conduct regular Office Hours to address questions
• Conduct follow-up training as needed
Collaborate with HRISU to deliver communications & training to impacted end users prior to/post each release
Measure Change
• Assess change effectiveness via real-time Lync surveys & attendance
• Assess website analytics to determine use of new resources
Collect and review survey results with HRISU & HRD leadership and implement lessons learned
Client Interactions


Detailed O&M Process
Plan
Analyze
Design, Build, Test
Deploy
Receive Request from User
Document Request
Prioritize Requests with HRD Leadership
Finalize Release Scope
Develop Requested Changes
Implement and Migrate Changes
1
2
8
Product Backlog
3
Release Backlog
Rapid Delivery of High Value User Requests
1. Identify defect or enhancement and document in the backlog
2. Prioritize requests via Change Advisory Board (CAB) and HRD Leadership
3. Schedule changes for release
4. Meet with users to gather requirements
5. Resolve the issue and update code, job aids and training materials
6. Demonstrate prototype to users and collect feedback
7. User acceptance testing of enhancements
8. Deploy code to the Production Environment
Enhancement 1
Enhancement 2
Enhancement N
Enhancement N+1
4
5
6
7
Regression Testing


Plan
Analyze
Design
Build
Test
Deploy
HRD
• Communicate Priorities
• Provide Requests
• Review and Approve Release Scope
• Provide System and Process Insights
• Provide Feedback on Demo
• UAT Solution
• Attend Training
• Provide Feedback
Accenture
Our collaborative O&M approach focuses on the user feedback cycle.
• Allocate Resources
• Establish Release Timeline
• Recommend Requests for Release
• Understand Process and System Requirements
• Build Solution
• Demo Solution
• Test Solution
• Communicate Changes
• Train Users
• Seek Feedback
User Requests
User Value
Informs O&M Analysis and System Design
Convert Data & Redirect Interfaces
• Establish timeline based upon subsystem scope
• Fit/Gap Analysis of Subsystem Features
• Understand Process, Data and Reporting Requirements
• Build Solution
• Develop Data Conversion Scripts
• Test Solution and Converted Data
• Deploy Functionality
• Convert Data
• Train Users
Legacy decommissioning consolidates data and HR functions.
ITSD
• Identify priority of subsystem retirement
• Reduce subsystem enhancement support
• Provide System and Process Insights
• Validate data conversion scripts and results
• UAT Solution
• Deactivate New Transactions
• Archive Data
• Attend Training

Unclassified Network
SF 86
Welcome to the new FBIJOBS
Cross Domain Solution
Unclassified Network
HR Source
Case Applicant Tracking System (CATS)


Reporting
HR Processing
One integrated system that modernizes FBI personnel processing
Employee & Job Profiles
Central repository for attributes of jobs and employees
Candidate Selection
Modernize recruiting, hiring, and staffing processes for FBI jobs
Leadership Selection
Streamline board promotions process and management selections
Performance Appraisal
FBInet-based performance appraisals tied to job attributes
Core 2013
Profile Manager 2014
Talent Acquisition 2015
Promotion Boards 2016
ePerformance 2017
Leadership
Manage Positions
Analyze Workforce
Hire Most Qualified Candidates
Leadership Planning
Develop High Quality Workforce
Employee
Market Skills, Education, & Qualifications
Search & Apply for Jobs
Efficient Application Process
Paperless Performance Process

HR Source Position Management

Position Set-up

Every **Position** is assigned a unique number. People & FSL are assigned to **Positions**.

Core HR

Job Code

1811
GS 13:
Special Agent

Position numbers tied to Job Codes. Multiple Job Codes aligned to a *Job Profile. (employee & job skills/competencies)*

JPM

RTF
Upcoming Vacancy

Position #

Position included on RTF for upcoming vacancy; gives insight on position details.

FBI JOBS
Apply to Position

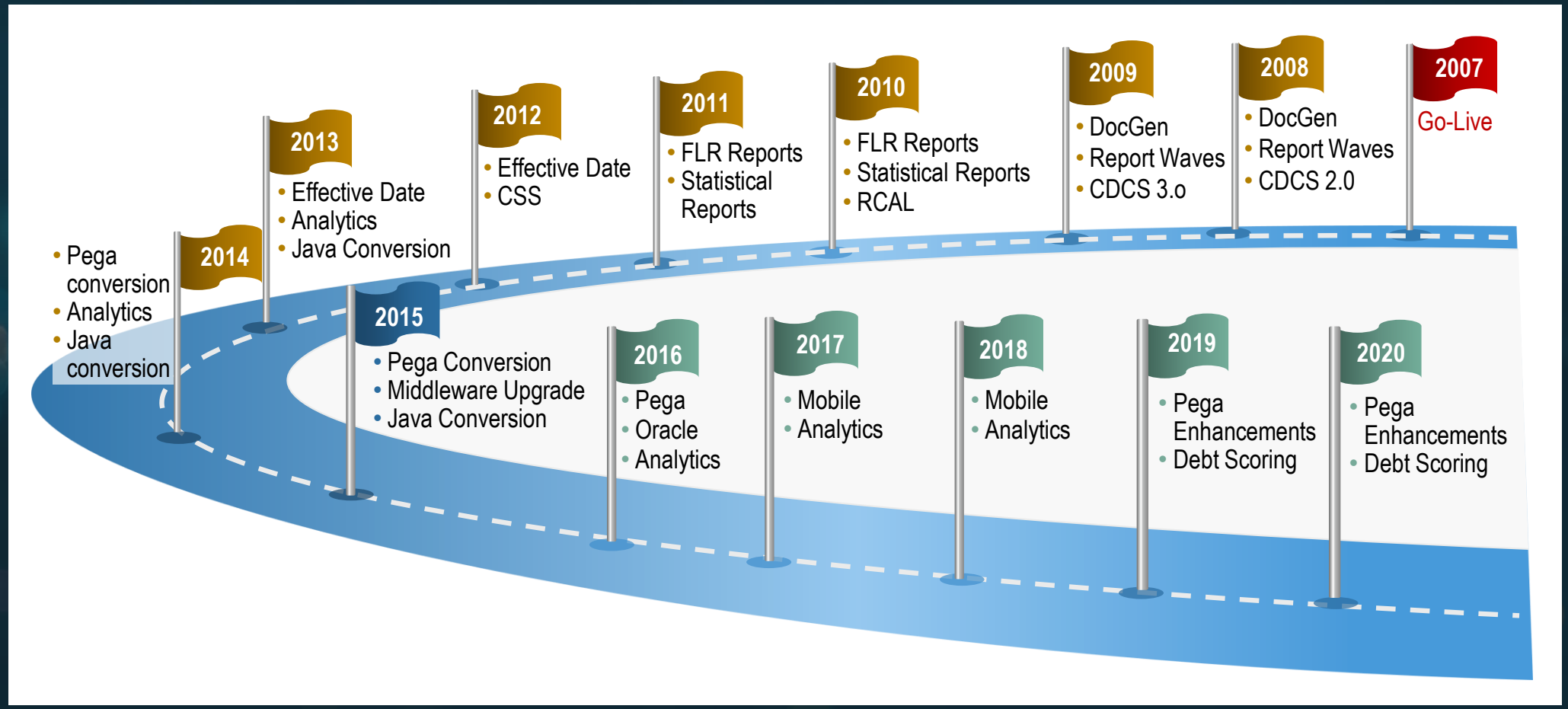
Position #

Position carried to Job Vacancy from the RTF. Associated *Job Profile* used to build vacancy details.

Position #

Selected Candidate enters FBI associated with that unique **Position** number.

Talent Acquisition


2007
Go-Live
2008
• DocGen
• Report Waves
• CDCS 2.0
2009
• DocGen
• Report Waves
• CDCS 3.o
2010
• FLR Reports
• Statistical Reports
• RCAL
2011
• FLR Reports
• Statistical Reports
2012
• Effective Date
• CSS
2013
• Effective Date
• Analytics
• Java Conversion
2014
• Pega conversion
• Analytics
• Java conversion
2015
• Pega Conversion
• Middleware Upgrade
• Java Conversion
2016
• Pega
• Oracle
• Analytics
2017
• Mobile
• Analytics
2018
• Mobile
• Analytics
2019
• Pega Enhancements
• Debt Scoring
2020
• Pega Enhancements
• Debt Scoring

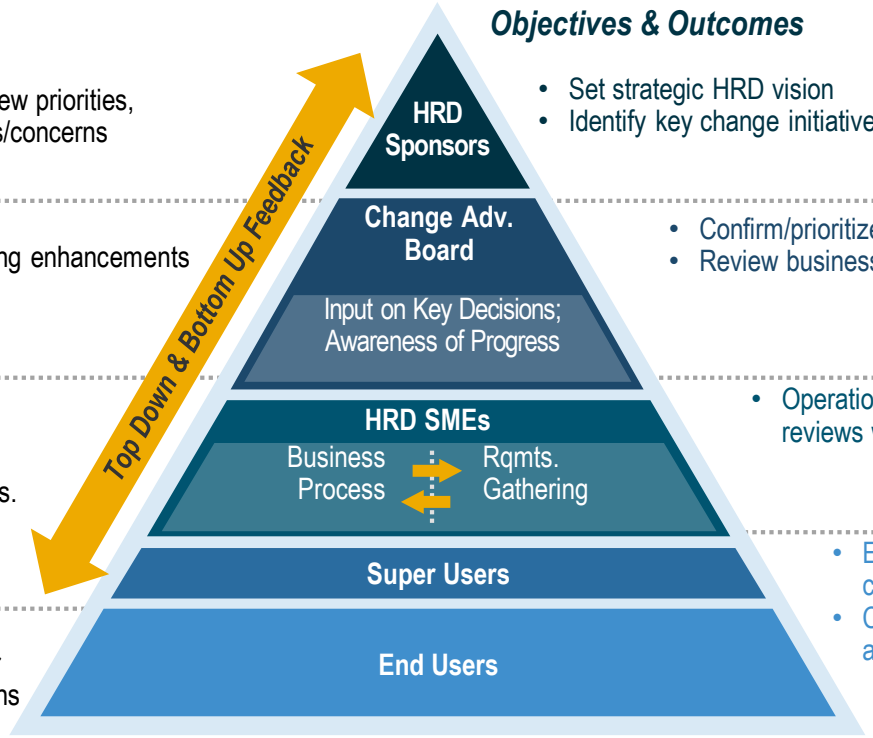
Collaboration

Meet with HRD Leadership weekly to review priorities, upcoming releases & plans, and any risks/concerns

Conduct monthly CAB to validate upcoming enhancements with
core users

Meet with SMEs at the start of each release to gather & validate detailed rqmts. & provide demonstrations prior to release

Engage with impacted end users & Super Users to provide training & communications



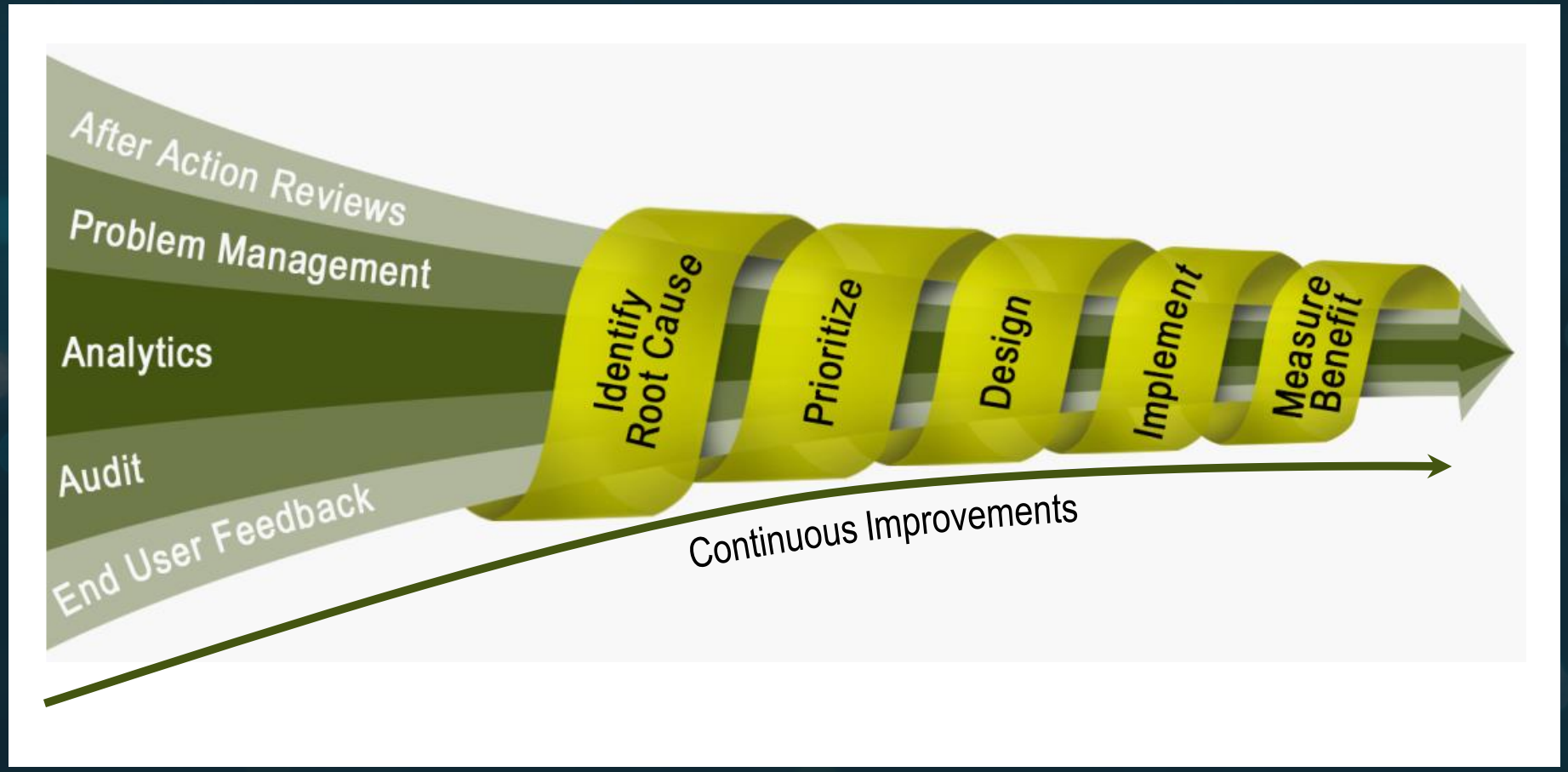
Objectives & Outcomes

- Set strategic HRD vision
- Identify key change initiatives & relevant decision markers

- Confirm/prioritize enhancements
- Review business cases and track progress of new development

- Operationalize decisions via requirements and business process reviews with key stakeholders

- Empower Super Users with knowledge of upcoming changes
- Communicate/train users on changes; collect feedback via appropriate channels


After Action Reviews
Problem Management
Analytics
Audit
End User Feedback
Identify Root Cause
Prioritize
Design
Implement
Measure Benefit
Continuous Improvements

Plan/Analyze	Design	Build	Test	Deploy
Phase 1				
• Confirm Interface Mod List • Validate System POCs • Identify DoDAF artifacts requiring update	• Identify NR KPPs • Develop Test Plans • Revise ICDs • Update ISP • Update DoDAF artifacts	• Finalize Interface Modifications (as needed) • Finalize Updated MOAs • Update DoDAF artifacts • Maintain ISP	• Complete Interoperability Assessment (as needed) • Update DoDAF artifacts • Submit and coordinate ISP	• Complete IOP Evaluation • Maintain DoDAF artifacts • Maintain ISP
Phase 2				
• Confirm New Interface List • Establish System POCs for new interfaces • Identify DoDAF artifacts requiring update	• Confirm NR KPPs • Develop Test Plans • Establish & update ICDs • Update DoDAF artifacts • Update ISP	• Build new interfaces • Finalize MOAs • Update DoDAF artifacts • Maintain ISP	• Complete Interoperability Assessment • Update DoDAF artifacts • Submit and coordinate ISP	• Complete IOP Evaluation • Maintain DoDAF artifacts • Maintain ISP

Staffing Dashboard

Number of Open Roles	33
Number of Current Staffing	345

Priority Level			
17	13	2	1

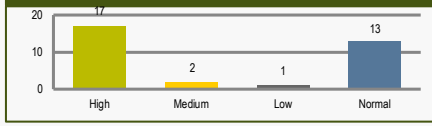
Open Roles by Team

Open roles by Start Date	2013	2014 Jan	Feb	Mar	Apr	Total
PMO			1		1	2
Business Development		1				1
Oracle Deployment	2	4		1		7
OS ECC Core	1		3	4	2	10
OS ECC Release Delivery		1		7		8
TechIA					1	1
Audit ECC/BI/BOE	3					3
OS BI/BOE Core & Release Delivery		1				1
Total	6	7	4	12	4	33

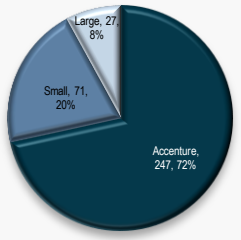
Open Roles by Location

Open roles by Location	2013	2014 Jan	Feb	Mar	Apr	Total
Kingstowne	5	2	4	12	4	27
Other	1	4				5
San Antonio		1				1
Total	6	7	4	12	4	33

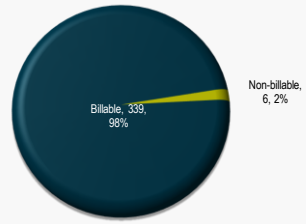
Open Roles by Priority



Accenture Staffing Ratios

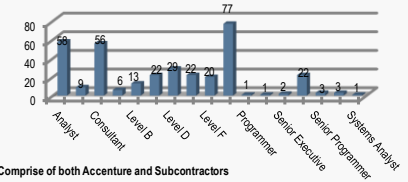


Spt Staff Chargeability Ratio



GFEBS Staffing Trends

Current Staffing Trend by Level



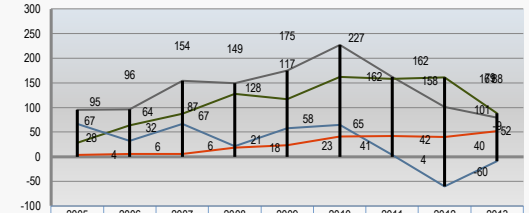
*Comprise of both Accenture and Subcontractors

GFEBS Supporting Staff by Team

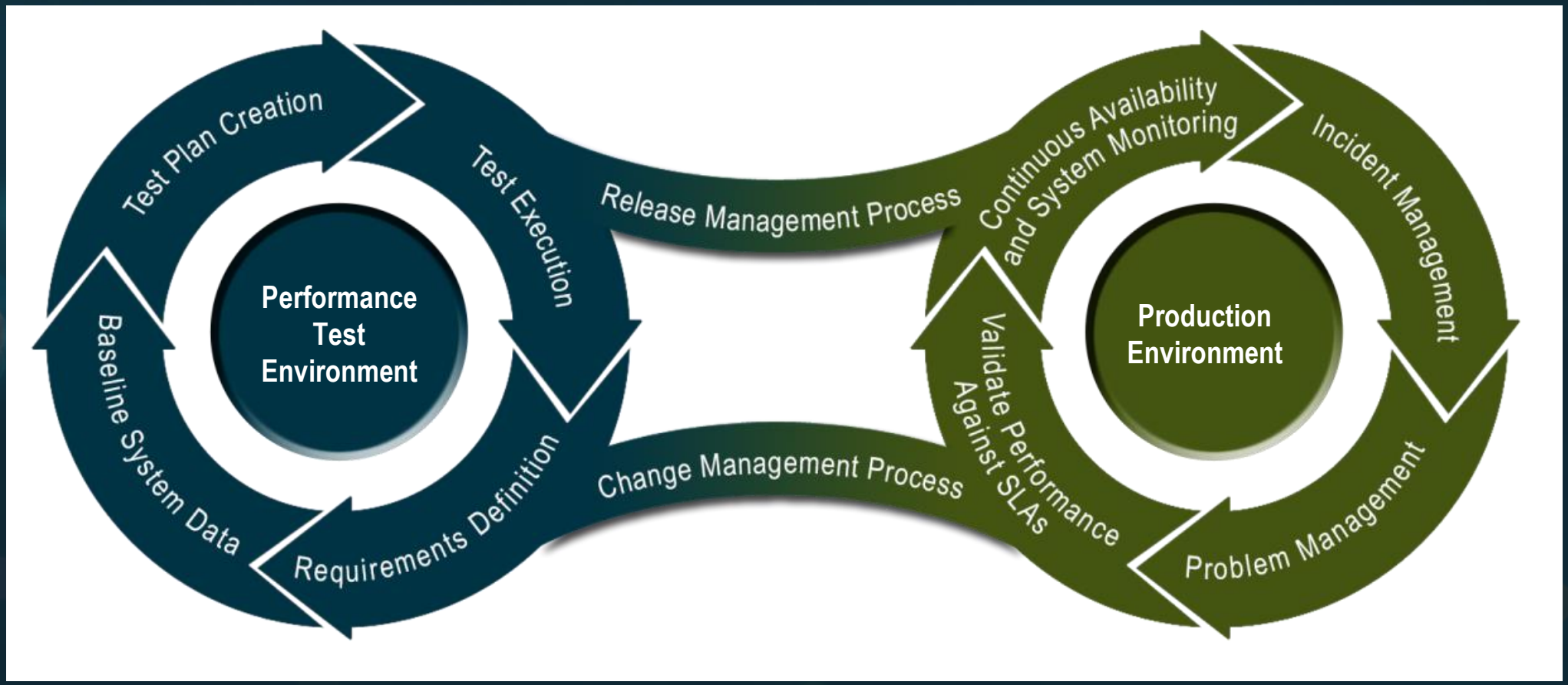
Count by Team	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	Total
Audit ECC/BI/BOE			1	1	3	1		4	3		12
Business Development		1			3		1				4
Conversion								1		2	3
Oracle Deployment			3		14	29	11	12	5	5	79
OS BI/BOE Core & Release Delivery	1	1		1	1	7	7	7	10	5	40
OS ECC Core		3	4	5	5	13	25	14	25	5	107
OS ECC Release Delivery	3	3	3	4	3	14	11	7	13	1	69
PMO	1	1	3	5		1	4	4	3	3	25
TechIA	1				3	4		3	5	1	16
Total	5	5	12	20	31	69	59	51	65	22	345

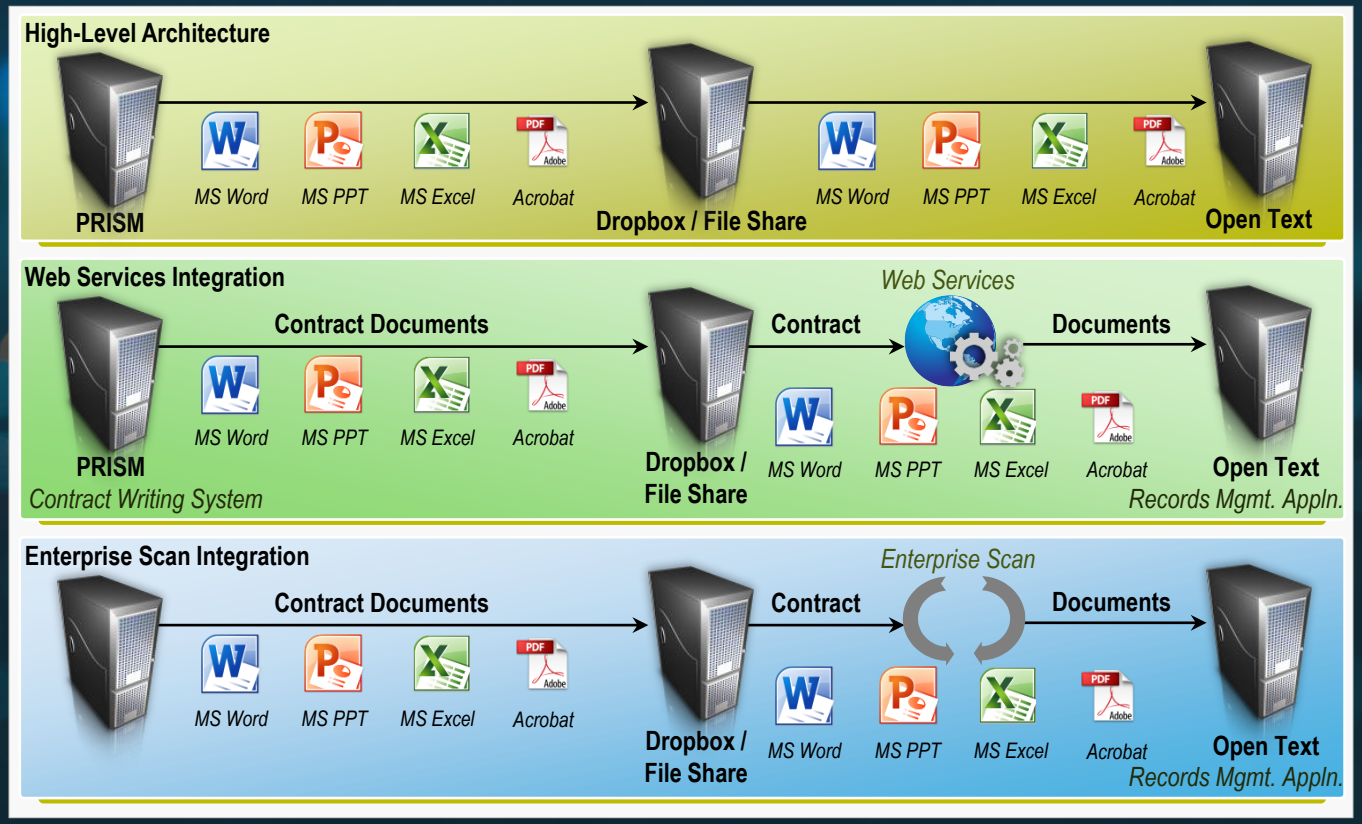
Count by Work Location	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	Total
Kingstowne	4	5	11	15	17	36	37	25	47	15	211
Other	1		1		13	31	20	14	9	1	90
San Antonio				2	1	2	12	12	12	3	44
Total	5	5	12	20	31	69	59	51	65	22	345

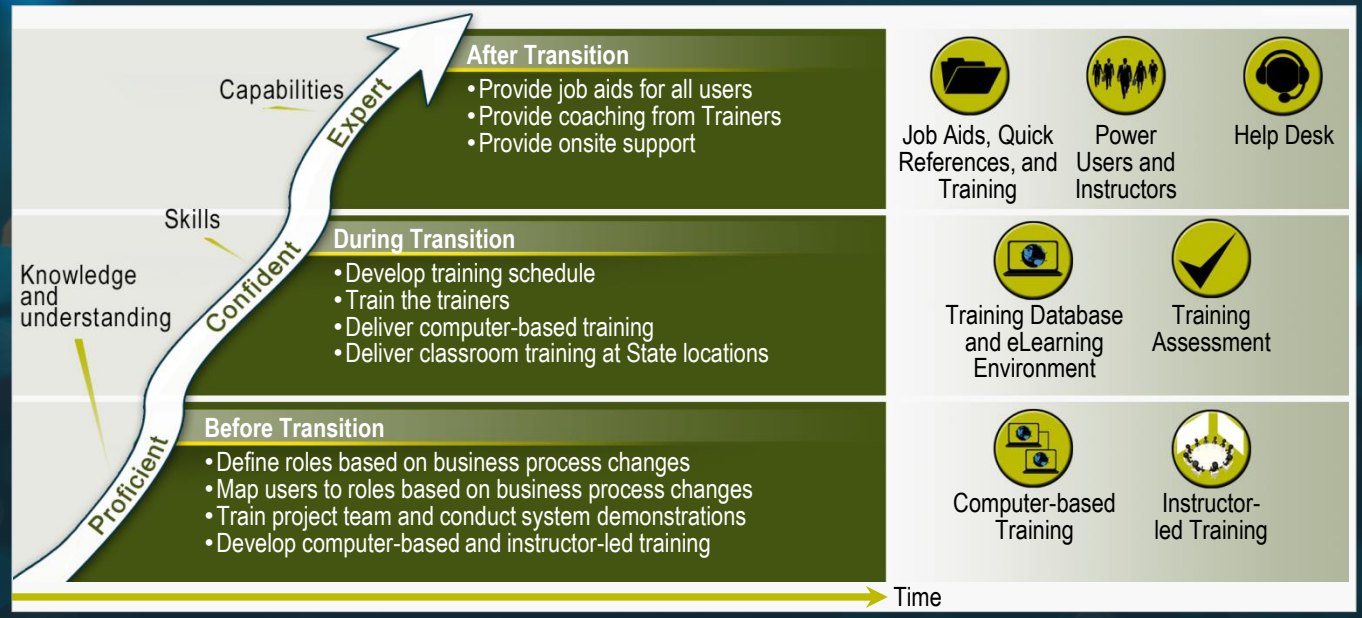
Accenture Only Staffing History

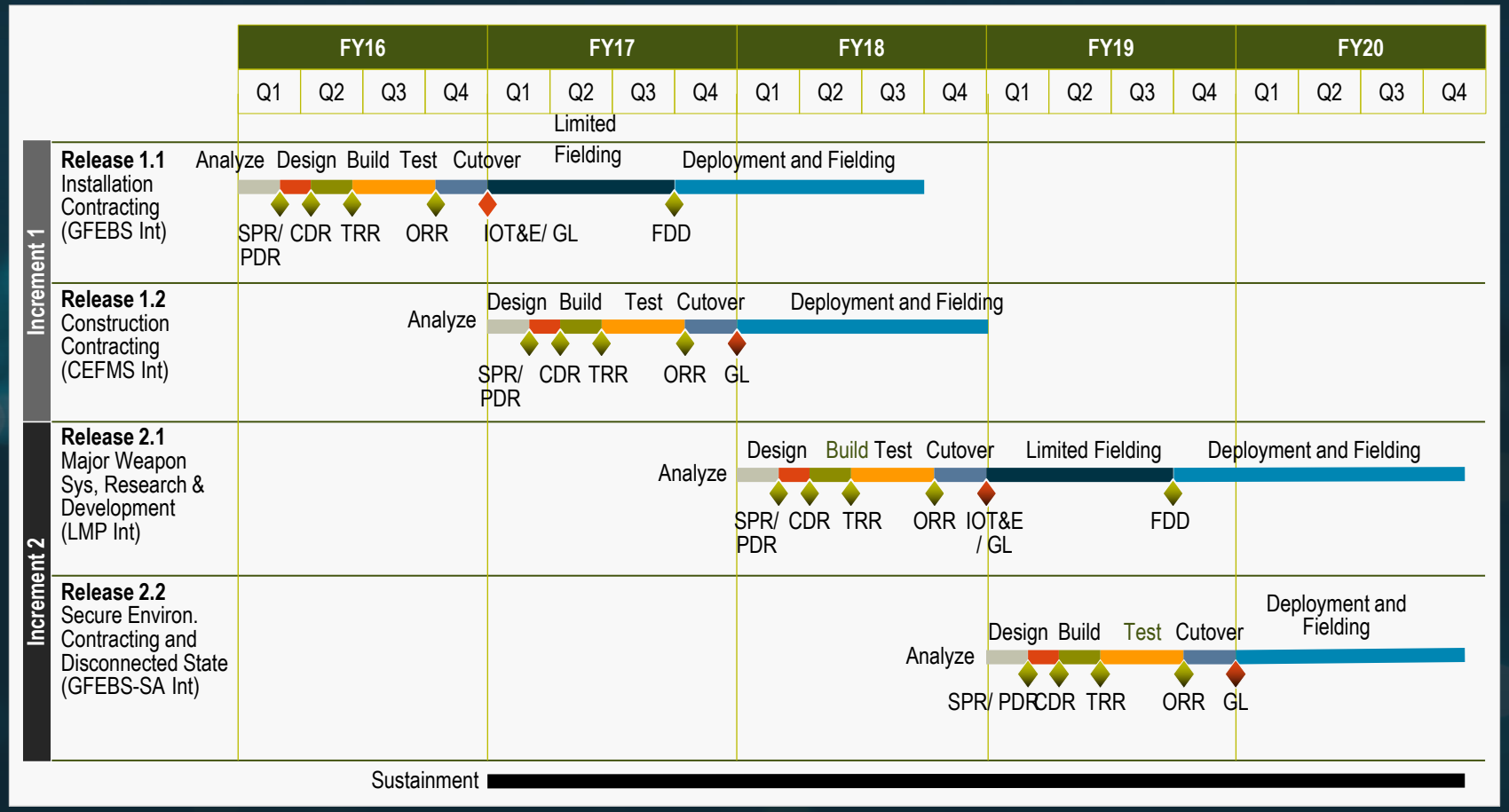


	2005	2006	2007	2008	2009	2010	2011	2012	2013
Roll-Ons	95	96	154	149	175	227	162	101	79
Rolled Offs	28	64	87	128	117	162	158	161	88
Variance	67	32	67	21	58	65	4	-60	-9
Still Active	4	6	6	18	23	41	42	40	52


Test Plan Creation
Test Execution
Release Management Process
Continuous Availability and System Monitoring
Incident Management
Performance Test Environment
Production Environment
Baseline System Data
Requirements Definition
Change Management Process
Validate Performance Against SLAs
Problem Management


High-Level Architecture
PRISM
MS Word
MS PPT
MS Excel
Acrobat
Dropbox / File Share
MS Word
MS PPT
MS Excel
Acrobat
Open Text
Web Services Integration
Contract Documents
PRISM
Contract Writing System
MS Word
MS PPT
MS Excel
Acrobat
Web Services
Contract
Documents
Dropbox / File Share
MS Word
MS PPT
MS Excel
Acrobat
Open Text
Records Mgmt. Appln.
Enterprise Scan Integration
Contract Documents
MS Word
MS PPT
MS Excel
Acrobat
Enterprise Scan
Contract
Documents
Dropbox / File Share
MS Word
MS PPT
MS Excel
Acrobat
Open Text
Records Mgmt. Appln.


Capabilities
Skills
Knowledge and understanding
Proficient
Confident
Expert
After Transition
• Provide job aids for all users
• Provide coaching from Trainers
• Provide onsite support
During Transition
• Develop training schedule
• Train the trainers
• Deliver computer-based training
• Deliver classroom training at State locations
Before Transition
• Define roles based on business process changes
• Map users to roles based on business process changes
• Train project team and conduct system demonstrations
• Develop computer-based and instructor-led training
Job Aids, Quick References, and Training
Power Users and Instructors
Help Desk
Training Database and eLearning Environment
Training Assessment
Computer-based Training
Instructor-led Training
Time


FY16
FY17
FY18
FY19
FY20
Q1 Q2 Q3 Q4 Q1 Q2 Q3 Q4 Q1 Q2 Q3 Q4 Q1 Q2 Q3 Q4 Q1 Q2 Q3 Q4
Limited Fielding
Increment 1
Release 1.1
Installation Contracting (GFEBS Int)
Analyze Design Build Test Cutover
Deployment and Fielding
SPR/ PDR
CDR
TRR
ORR
IOT&E/ GL
FDD
Release 1.2
Construction Contracting (CEFMS Int)
Analyze
Design Build Test Cutover
Deployment and Fielding
SPR/ PDR
CDR
TRR
ORR
GL
Increment 2
Release 2.1
Major Weapon Sys, Research & Development (LMP Int)
Analyze
Design Build Test Cutover
Limited Fielding
Deployment and Fielding
SPR/ PDR
CDR
TRR
ORR
IOT&E / GL
FDD
Release 2.2
Secure Environ. Contracting and Disconnected State (GFEBS-SA Int)
Analyze
Design Build Test Cutover
Deployment and Fielding
SPR/ PDR
CDR
TRR
ORR
GL
Sustainment