THE FBMS EXPRESS

JULY 2007
THE FINANCIAL AND BUSINESS MANAGEMENT SYSTEM (FBMS)

INTERIOR FBMS

COMING IN AUGUST:

Through 8/15:
Cycle 1 Integration Testing for Deployment 3
8/14:
Executive Steering Committee Meeting
8/16:
Deployment 4 Integrated Baseline Review
8/20:
Cycle 2 Integration Testing begins for Deployment 3

THE BOTTOM LINE

By David Shearer

FBMS Project Director

As you may know, the project team sent out a survey to Deployment 2 (D2) FBMS end users to understand what their experience has been like with the deployment process. We were very pleased to see a 28% response rate, providing us with a lot of valuable feedback on how the project team can do a better job of preparing the bureaus for deployment of FBMS, as well as how project processes and communications can better support bureau needs.

The Executive Steering Committee (ESC) held a special session this month to review the survey results and identify action items for addressing end users' and bureaus' concerns. The meeting also included a status update of the project team's efforts to address the lessons learned, which we identified coming out last year's deployment process.

The end-user survey findings aligned almost exactly with the "get right" areas identified by the project team in a lessons-learned workshop we conducted in January. On the one hand, we were glad to see that alignment since it meant that we are in agreement about where there are opportunities for improvement. On the other hand, we were dismayed; although we have been making a concerted effort to incorporate those lessons learned into our processes, the survey results tell us that we still have a way to go.

The action items identified by the ESC include improving the flow of information from the project team to managers/supervisors to office staff; clarifying and communicating roles and responsibilities so that the bureaus know where to turn to for questions, guidance, and support; and ensuring the proper resources from the bureaus are assigned to the FBMS project team.

At a project team level, we are also looking at what we need to do in the areas of communication and listening, requirements and functionality, testing, training, and post Go-Live support. We are considering what can be implemented in the short term for Deployment 3, as well as over long term for future deployments.

A special edition of the *FBMS Express* presents an overview of the survey findings; I encourage you to download it from the FBMS internal Web site.

OSM COMMENDED FOR FBMS IMPLEMENTATION

Nina Rose Hatfield, FBMS Project Sponsor, recognized all of the hard work and dedication OSM employees have demonstrated in support of FBMS during a ceremony held on June 27 in Denver, CO.

She also congratulated the bureau for its 16th consecutive clean audit opinion in FY2006. "You should be proud of the fact that OSM holds the best record in DOI and one of the best records across the federal government," Ms. Hatfield told attendees.

As one of the first bureaus to deploy FBMS, OSM is playing a critical role in developing and implementing a system

(L-R) Charlie Albrecht, Nina Rose Hatfield, Leslie Peabody, Esther Horst, Glenda Owens, and Greg Muehl

that will result in Interior's transformation over the next few years.

Ms. Hatfield noted that everyone at OSM has played a valuable part in supporting efforts to implement FBMS. She thanked "the entire OSM team for their perseverance and contributions."

Following up on a survey that was recently conducted with end users from Deployment 2, Ms. Hatfield discussed some of the findings.

She explained, "We have identified several areas that need improvement, including communication, system usability and functionality, and testing and training. Ensuring that we stabilize [Deployment 2] is a major priority, as is ensuring that [Deployment 3] is successful."

OSM was presented with a plaque in recognition of their contributions in leading the way for Interior's new Financial and Business Management System.

LOOKING AHEAD...

User Acceptance Testing

User Acceptance Testing (UAT) is the next phase of the testing process where end users identified by the deploying bureaus check the functionality that has been delivered per the approved designs and ensure that FBMS will enable them to do their jobs.

UAT is like an FBMS dress rehearsal since end users execute real-life scenarios to test "a day in the life" of the system. Testers are provided with pre-defined steps to follow in executing various processes, based on their FBMS roles, to validate that the system meets their business requirements.

Test Readiness Review-User Acceptance is scheduled for October 12, after which UAT will run through October 26.

MMS and OSM completed the month-end close for June in record time - just three business days!

OSM Finance staff with Glenda Owens, OSM's Deputy Director (front row, fifth from left) and Nina Rose Hatfield, FBMS Project Sponsor (second row, fourth from left)

Q&A WITH NINA ROSE HATFIELD AND FBMS PROJECT LEADERSHIP:

Following the OSM appreciation ceremony, Ms. Hatfield and FBMS project leadership fielded questions from the audience.

Q: Analytical tools are lacking in FBMS. For example, we must export into Excel for data mining. Will this be resolved by Deployment 3? Is there a plan to turn on Crystal Reports in the future?
A: No, we are not planning to turn on Crystal Reports, as there are some licensing issues that the project team is researching. The project team is analyzing the Business Warehouse (reporting) tickets separately from the rest of the Help Desk tickets to get a better handle on what needs to be done to address these issues. Reporting almost always lags behind in the deployment process, especially on a project like this where SAP software is not widely used in the federal government. However, it is impractical to thing that we can do all of the report development on our own. There needs to be some standardization in reporting, but it all does not have to be centralized.

Q: How many years will it be until we see a return on our investment?
A: It depends on how long we need to keep running legacy systems, such as ABACIS. We will see a substantial cost savings when we are able to retire our legacy systems across the Department.

Q: Will regression testing be incorporated into the deployment approach?
A: Yes, we are working towards a model where releases will be done monthly, which will enable the project team-in the same period-to identify, troubleshoot, and make sure fixes are done correctly . Severity 1 tickets, however, will still be handled first in/first out.