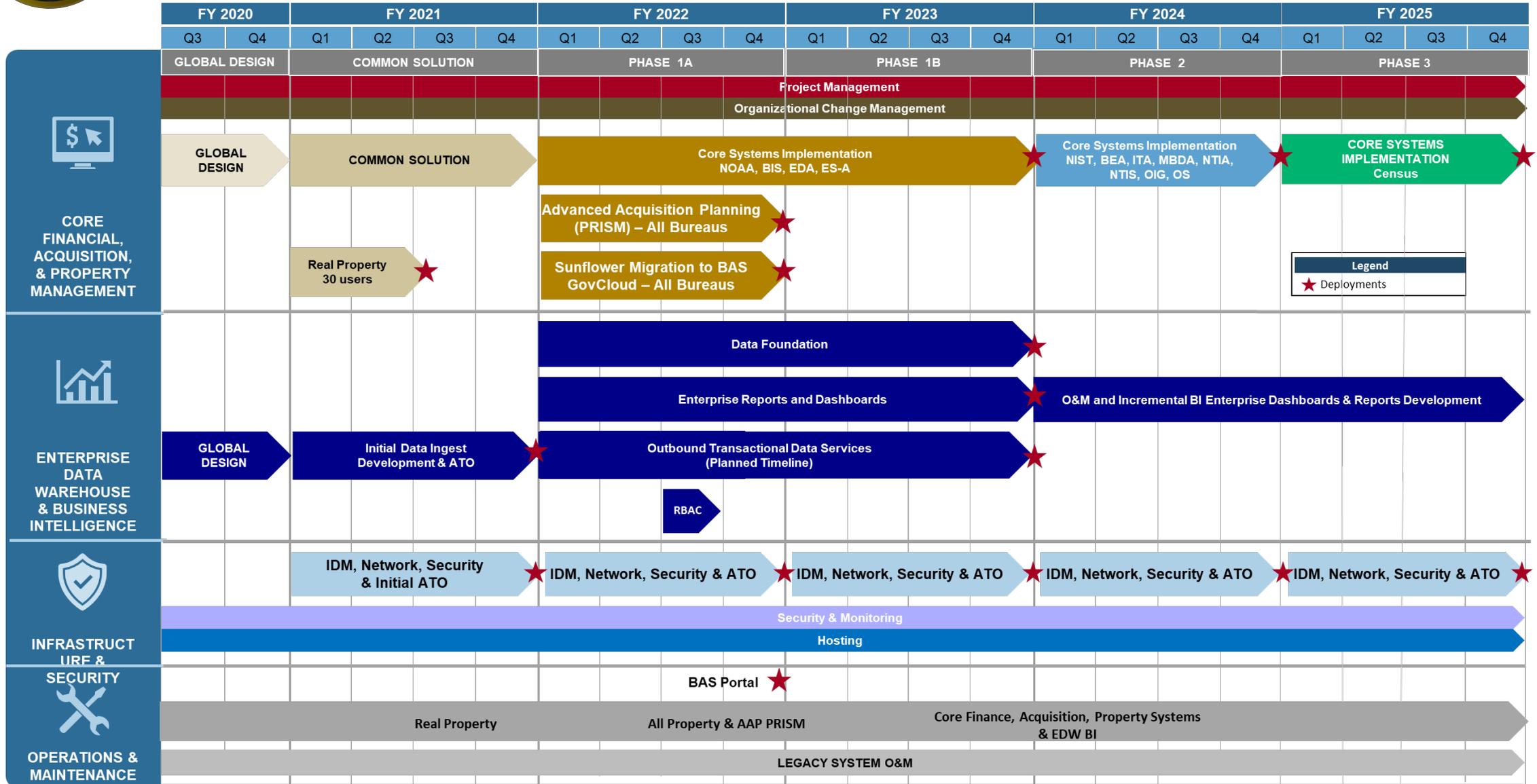Program Overview and Recent Accomplishments

Business Applications Solution (BAS) Program

- A modernization effort aimed at implementing a suite of Commercial off the Shelf (COTS) business systems, enterprise data warehouse (EDW) and business intelligence (BI) reporting solution, and system interfaces in a hosted environment
- **Scope**:
  - Financial Management System
  - Acquisitions Management System
  - Asset (Property) Management System
  - Enterprise Data Warehouse
  - Systems Integration
- **Primary Goals of BAS:**
  - Single instance / single configuration of essential mission support systems
  - Enterprise wide, standard data warehouse (with business intelligence reporting tool)
  - Modernized mission support systems and modernized data platform

USPTO is not in scope for BAS Core Applications

BAS PROGRAM SCHEDULE

	FY 2020		FY 2021				FY 2022				FY 2023				FY 2024				FY 2025			
	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
	GLOBAL DESIGN		COMMON SOLUTION				PHASE 1A				PHASE 1B				PHASE 2				PHASE 3			

Project Management

Organizational Change Management

CORE FINANCIAL, ACQUISITION, & PROPERTY MANAGEMENT

- GLOBAL DESIGN
- COMMON SOLUTION
- Core Systems Implementation NOAA, BIS, EDA, ES-A ★
- Core Systems Implementation NIST, BEA, ITA, MBDA, NTIA, NTIS, OIG, OS ★
- CORE SYSTEMS IMPLEMENTATION Census ★

- Advanced Acquisition Planning (PRISM) – All Bureaus ★
- Real Property 30 users ★
- Sunflower Migration to BAS GovCloud – All Bureaus ★

Legend
★ Deployments

ENTERPRISE DATA WAREHOUSE & BUSINESS INTELLIGENCE

- GLOBAL DESIGN
- Data Foundation ★
- Enterprise Reports and Dashboards ★
- O&M and Incremental BI Enterprise Dashboards & Reports Development
- Initial Data Ingest Development & ATO ★
- Outbound Transactional Data Services (Planned Timeline) ★
- RBAC

INFRASTRUCTURE & SECURITY

- IDM, Network, Security & Initial ATO
- ★ IDM, Network, Security & ATO
- ★ IDM, Network, Security & ATO ★
- ★ IDM, Network, Security & ATO ★
- ★ IDM, Network, Security & ATO ★

Security & Monitoring

Hosting

BAS Portal ★

OPERATIONS & MAINTENANCE

- Real Property
- All Property & AAP PRISM
- Core Finance, Acquisition, Property Systems & EDW BI

LEGACY SYSTEM O&M

Deployment Milestones

- **<u>BAS Real Property for Sunflower</u>: Deployed April 2021**
    - Decommissioned legacy real property system
    - Early Sunflower deployment
- **<u>BAS Single Sign On Portal / Cloud Deployment</u>: Deployed 10/24/2022**
    - BAS Cloud Infrastructure
    - ICAM SSO
    - BAS Production Support / Help Desk Ticketing
- **<u>BAS Sunflower Asset Management System</u>: Deployed 10/24/2022**
    - Personal Property
    - Real Property
    - Fleet Property
- **<u>BAS PRISM Advanced Acquisition Planning (AAP)</u>: Deployed 11/4/2022**
    - Electronic Contract File Functionality
    - Forecasting Functionality

BAS Website: www.commerce.gov/ofm/bas-homepage/business-applications-solution-bas

BAS PROGRAM
OVERVIEW

Hypercare Support:

- Post deployment, increased support for deploying customers

Area of Support	Hypercare Goals	Service Overview
User Assistance	• Easy and consistent contact for end users • Real time SME assistance and issue resolution	• Open TEAMS call for issues to access SME (*system issues, questions, access issues, technical, integration, etc*) • Scheduled updates throughout Hypercare
Help Desk Tickets	• Ease transition to help desk tickets • Ticket opening / tracking assistance • Real time issue resolution	• Assistance in opening tickets • Transition to full time SNOW usage
Communications	• PRISM Communications • Sunflower Communications • Based on issue trends and "refresher" data	• Regular communication based on "reminders" from issues • Continued training / continual learning

BAS PROGRAM
OVERVIEW

BAS Production Support

- **BAS Program Management Office**
    - Implementation Teams
        - Functional
        - Technical
        - Organizational Change Management
    - Production Support Teams
        - System Support
        - Change Control Board
        - Help Desk
- **Centralized program support team for implementation and production support**

Current State -Phase 1B Deployment

BAS PROGRAM
PHASE 1B DEPLOYMENT

Phase 1B Deployment – "Big BAS"

- Core Application Deployment: 10/1/2023 (Oracle EBS and PRISM)

Key Activity	Detail
Core Application Early Adopter	Early system access for subject matter experts; confidence gaining and system understanding
Enterprise Data Warehouse Early Adopter	Agile development cycles for enterprise reports and dashboards in shared BAS EDW
User Acceptance Testing	Guided testing activity for final end user validation of system configuration before deployment
End User Training	Instructor led training (Q4, FY23) for all end users on all applications
Deployment and Hypercare	Change activities and training to prepare for production support processes; includes Hypercare support for initial months post deployment

BAS PROGRAM
PHASE 1B DEPLOYMENT

BAS Phase 1B Deployment

- **Key Change Challenges**
    - Single Configuration / Single Instance
    - Customization of legacy environments
    - Language translation from legacy to future state
    - Resource management
    - Geographically dispersed workforce

BAS PROGRAM
PHASE 1B DEPLOYMENT

Phase 1B Deployment – Organizational Change Management

OCM Activity	Detail
Town Hall Events	Quarterly events to provide overall BAS program status to end users
Table Talk Events	Monthly events to provide deep dive information into systems, processes, and future state (topic specific)
Did You Know Communications	Series of communications aimed at "short bites" for end users; works in parallel with BAS Process Guidebook
NOAA OCM Engagement	Regular engagement with NOAA OCM team on change network, communications, events, and process development
Change Network	Engagement with core group of bureau Phase 1B users to assist in communications, events, and the change journey
End User Training	Comprehensive, instructor led training for all systems for Phase 1B deployment (training to occur July 2023 – October 2023)
Continual Learning Resources	Management of materials for ongoing use by end users including recorded trainings, materials, recorded meetings, exercises, system access and more