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
- **BAS Program Rationale:**

Issue Type	Legacy Issue	BAS Solution

Data	• Non standard data results in
	  • fragmented data platforms across DOC / bureaus
	  • Complex data manipulations and outside systems to respond to data calls
	  • Extended time to respond to data needs
		• Single configuration of systems with core out of the box functionality results in single data model for all bureaus
		• Enterprise data warehouse development for standardized departmental reporting

Application Risk	• Legacy systems going out of support (unsecured systems) • Inability to maintain federal compliance • Current support resources rapidly depleting	• Updating systems to commercial off the shelf products proven / testing in the federal environment • Modernized cloud architecture with central production support for end users
Cost	• Escalating O&M costs to maintain multiple instances and custom configurations of mission support systems	• No configuration (unless mandated) and single configuration for all systems under BAS • Reduced complexity and more flexibility to adapt to new federal requirements • Expected 30-40% cost avoidance in BAS O&M

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FUTURE STATE CORE APPLICATIONS

SCOPE

- **Finance / Acquisitions / Asset Management / Reporting / Cloud Architecture and Portal**

- **Single Configuration / Single Instance of Systems**

  – NOAA as most complex bureau; incentivized participation with placement as first bureau deployment

    - Ensured most complex configurations were dealt with first; eases complexity of later waves

    - Global design and common solution sessions to identify single configuration; phased roll out of determined configuration throughout BAS implementation

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DOC Organizational Structure / Scope

- **Emphasis at DOC on servicing organizations**
  - <u>Phase 1B Bureaus:</u>
    - NOAA / EDA / BIS / Enterprise Services – Acquisitions
  - <u>Phase 2 Bureaus:</u>
    - NIST / NTIS / NTIA / FirstNet Authority / OIG / OS / MBDA / ITA / BEA
  - <u>Phase 3 Bureau:</u>
    - Census Bureau
  - *USPTO is out of scope for BAS*
- **BAS Program Structure**
  - Centralized, department led Program Management Office with departmental oversight
  - Integration with bureau program teams and leadership POCs; roles and responsibilities determined
  - Regular reporting to stakeholder groups across all functional areas (finance, procurement, property, CIO, and data management)
  - 6.5 year implementation of systems and 15 year operations structure for DOC bureaus

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Deployment Milestones

Phase	Status	Date
BAS Real Property Pilot Deployment	Production	4/21/2021
BAS Phase 1A Deployment • *BAS Production SSO Portal* • *BAS Sunflower Asset Management* • *BAS PRISM Advanced Acquisition Planning*	Production	10/25/2022
BAS Phase 1B Deployment • *NOAA / EDA / BIS* • *Oracle EBS Financial Management* • *Full PRISM Acquisition Management* • *Enterprise Data Warehouse*	Production	10/25/2023
BAS Phase 2 Deployment (NIST and all serviced customers) • Decision to adjust the Phase 2 schedule occurred in FY24	In Progress	10/25/2026
BAS Phase 3 Deployment (Census) • Initiated Phase 3 in FY24 when decision to adjust Phase 2 schedule was received	In Progress	10/21/2025
Operations and Maintenance: Bureau customers are transitioned to O&M in phases after implementation is complete. Full O&M by FY27 when final phase is deployed to production	In Progress	Ongoing

Structure for Today's Briefing

- **Phase 1B Go Live – Initial go live for BAS**
  - Review of milestones / activities for Phase 1B
  - Current state of production support activities (supported for FY24 full year of operations)
  - <u>Lessons learned:</u>
    - Implementation / deployment (and how those apply to future phases)
    - Production support and first year in operations for BAS
- **Phase 3 Census Implementation**
  - Current state of implementation activities (go live scheduled for October 2025
  - Implementation of lessons learned from previous phases
- **What's next for BAS**
  - Phase 2 Preparations
  - FY25 production support improvements / user experience updates

BAS Phase 1B Go Live and Production Support

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BAS Phase 1B Go Live

- **On 10/25/2023, the BAS Program deployed the first full set of bureaus onto the entire BAS solution suite**
  - NOAA / EDA / BIS / Enterprise Services – Acquisitions
  - All core applications, BAS Portal for access, and BAS enterprise data warehouse
- **Initial Go Live Impacts**
  - Deployment / Outage Window
  - Integration re-enablement / integration go live (and backlog processing)
  - Manual backlog processing from outage window
  - Other system go lives: GEMS Grants Deployment
  - End user adoption issues and operations impacts including operations assistance
  - Initial system defects and production support impacts (incidents / service requests)
- Go live impacts resulted in additional production support services and updates to end user activities throughout FY24

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BAS Production Support

- **The BAS Production Support team provides end user support, communication, and leadership reporting for all systems and processes live in the BAS solution suite**

Production Support Service	Details and Deployment Impacts
Help Desk Services – Incidents and Service Requests	• BAS production support to provide end user help desk services • Initial issues at go live resulted in high ticket volume and backlog of tickets; BAS team augmented staff in FY24 to assist in ticket volume and provide end user assistance
End User "White Glove" Services	• Ongoing office hours sessions, demonstration sessions, refresher sessions, and ticket review sessions throughout FY24 to provide updates / status to end users processing in core applications
Daily defect releases in production	• Daily releases of defects into production to address priority issues and operational blockers quickly and efficiently
End user refresher training	• Quarterly refresher training for end users based on ticket trends
Leadership / stakeholder priority tracking	• Ongoing engagement with all department and bureau leadership on status, priority setting for issues, operational metrics
Operational assistance	• Hand holding / "white glove" service for assisting in operations and user adoption

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BAS Production Support – Lessons Learned

- **Lessons learned outcomes resulted in three key themes; themes are built into FY25 production support planning and future implementation phases**

Theme	Details and Deployment Impacts
Accounting & Reconciliation	• Establish/Validate Accounting Treatment Manual, prioritizing critical business processes and the accounting impacts they have. • Include as core component of testing activities for regression and UAT • Accountability and posting of the accounting model validated by the Bureau Chief.
Data Accuracy	• More time for data clean-up, validation, and signoff from bureaus • Additional Data Conversion Cycles added • SIT/UAT execution against converted data • Mock Year End Close incorporated (post Conversion Mock 5) to validate the Post-Close Trial Balance w/ the Subledger Transactions converted.
Faster Solution Adoption	• Transition to "Hybrid Agile" approach that allows users to see a solution and provide feedback / identify issues sooner. • Engage and hold bureau level resources accountable from onset of implementation activities that will serve as solution ambassadors for the future state system • Diverse set of learning opportunities to match changing workforce needs

Phase 3 Implementation: The Census Bureau
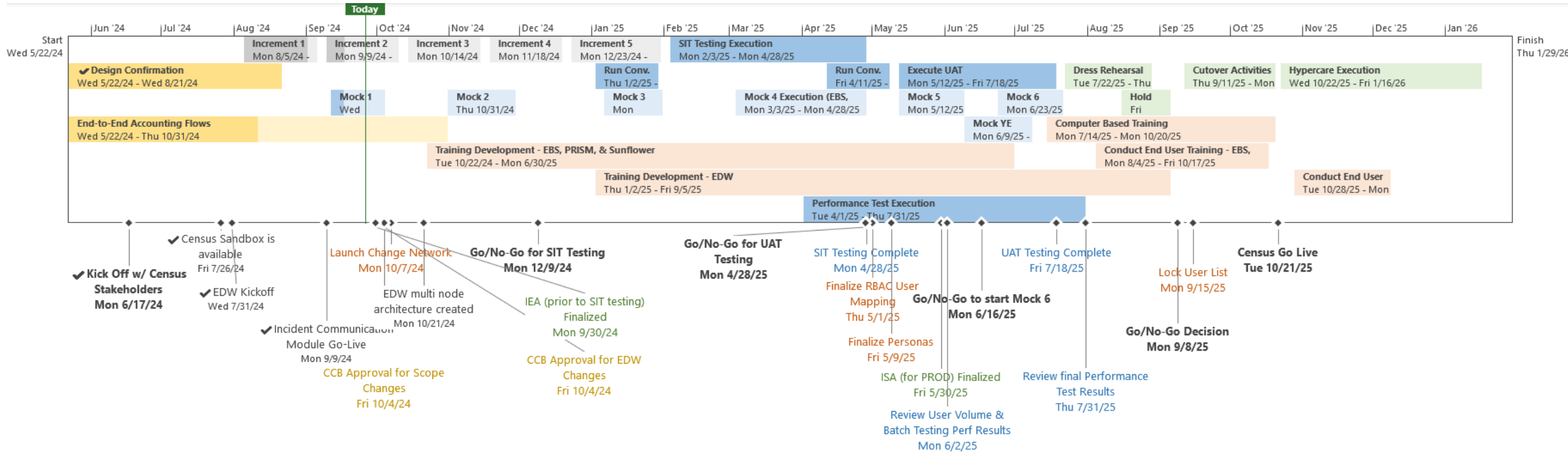
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Census Phase 3 Implementation

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Census Phase 3 Implementation: Key Milestones

| Milestone Name	Details
Design Confirmation	• System demonstrations confirming existing configuration in production and identifying any business process gaps for Census
End to End Accounting	• Validation and updates of posting logic / accounting treatments in Oracle EBS
Increment Build Sprints	• Agile build cycles to build / fill any gaps determined in design confirmation and to establish Census specific integration functionality
Mock Conversion	• Multiple practice data conversions (and practice year end close) with Census validation after each cycle
System Integration Testing (SIT)	• Internal regression testing (BAS PMO) of all system functionality
User Acceptance Testing (UAT)	• User facing testing activity in support of go / no go for deployment based on system functions
Training	• End user, instructor led training for all systems / modules
Deployment and Hypercare	• Support for final go live conversion and first 90 days of end user support ("Hypercare")

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BAS Organizational Change Management for Phase 3: Provide ongoing transitional support activities geared towards ensuring end users are prepared for the Phase 3 deployment of BAS systems
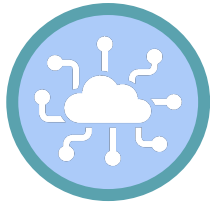
Communications & Events

- Communications and documentation to support end users' learning journey (Did You Knows, email communications)
- Events to provide program updates and system overviews (Town Halls, Table talks – topic specific)

Stakeholder Engagement & Management

- Engage with group of bureau representatives that will serve as a liaison between the BAS program and the user community
- Manage user to role mapping

Training

- Virtual instructor led training (VILT) provided during Q4 of FY25 on detailed processes with the BAS core applications (EBS, PRISM, Sunflower, EDW)
- Diverse learning opportunities throughout full Phase 3 implementation life cycle

Next Steps for BAS Program

Next Steps

- **Production Support**
  - Continue to support end users currently in production with
    - Help desk services and defect / release management
    - Change Control Board
    - Refresher training
    - User adoption and confidence

- **Current and Upcoming Implementation Phases**
  - Continue to support Phase 3 implementation activities in support of October 2025 go live for the Census bureau
  - Restart Phase 2 activities in April 2025 in support of an October 2026 deployment date for NIST and all services bureaus