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# Department of Commerce Business Applications Solution (BAS)



## *News on the Go*

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## Leadership Corner - Interview with Lindsay Hochberg, BAS Project Manager

*Compiled by: Kathy King, Accenture Federal Services, Communications Lead*



A few weeks ago, we had the opportunity to talk with Lindsay Hochberg. Here are some of the insights we gained in discussing her role as BAS Project Manager.

### **Which of your previous position(s) would you say best prepared you for your current role as BAS Project Manager?**

That would be my previous position as the Project Manager for the E2 Travel System deployment at DOC and our collective success there. I had the pleasure of working with all of our bureaus (both finance and technical experts) along with the fantastic travel community across the agency. We were successful in deploying a single configuration of that system, which is also the primary goal of the BAS Program.

### **Tell us about the best or favorite parts of your day.**

The best part of my day is working with our amazing team members on the BAS PMO and our customers. We have so much talent and experience at DOC in our bureaus. My favorite parts of the day are interacting with our customers and growing the program with our PMO partners.

### **Of all of the improvements that BAS brings, what are you looking forward to the most?**

I am very much looking forward to the software as a service (SaaS) component of BAS. The usability enhancements that come with commercial systems are needed as are the efficiencies gained by the single configuration. However, there are significant benefits from a managed service and the long-term cost avoidance from not hosting our own infrastructure and not managing our own computing capacity. Further, DOC will be at the forefront of government agencies using SaaS as a long-term solution and we will be able to share our experiences with other agencies looking to modernize in the same fashion. It is a very exciting time for DOC and it's what I'm looking forward to the most post deployment.



**Describe the most rewarding aspect of the BAS Program for you so far.**

The BAS Program has been working to reward a contract for over 10 years. Quite a bit of work has gone into estimates, alternatives analyses, defending the acquisitions approach, and releasing the RFP. The most rewarding aspect so far has been completing the procurement process and awarding a contract to Accenture Federal Services. This contract completes a decade of preparation; it was an incredible achievement for the agency and it kicked off the even more exciting time of implementation.

**What do you see as the greatest challenge(s) with the BAS Program?**

The greatest challenge for the BAS Program will be deploying the single configuration of the core applications. There are multiple instances and multiple configurations of the current state systems across the department. Coming together on a single configuration will require work and compromise and deploying the updated business processes will require dedicated and robust training. The combination of consensus building on the core application/functional side will have to complement the training and communication on the Organizational Change Management side. This coordination and successful execution will be our greatest challenge. It is also our greatest success measure.



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# Core Applications Move to Common Solution Phase

*Written by: Loda Opot, Accenture Federal Services, Procure to Pay Lead*

With the kickoff of the BAS project behind us, the BAS team steadily worked through the initial Global Design (GD) workshops with DOC to review and

confirm the BAS GD. Over the summer, the Core Applications Team conducted Global Design Workshops, aimed to both introduce the scope and backbone of the BAS Suite to the DOC community, as well as, to obtain key information from DOC to incorporate into a single instance of the application suite. As part of the GD phase, the team established a backlog of key design decisions, escalation items, questions, and the corresponding information collected from the workshops. They also leveraged BAS Exit Criteria to communicate with stakeholders and to obtain supporting DOC documentation to assist in establishing a standard BAS approach. Both the BAS Backlog and Exit Criteria feedback will serve as a repository of bureau details to incorporate into the associated application configurations as the project moves into Common Solution.

As the Global Design phase ends, the team is looking ahead - scheduling additional client sessions across all workstreams, confirming the BAS approach to DOC process flows, and hosting conference room pilots (CRPs) related to the BAS system capabilities. CRPs are scheduled to begin in November/December. The team is excited about entering the Common Solution as they continue to partner with DOC SMEs to build off the GD momentum. As stated by one of the team members, “We look forward to continued collaboration with you, the user community, to dig deeper into the key design decisions and configurations as we build out the system capabilities to meet the DOC BAS objectives.”

**NOTE: For further information, catch the November Table Talk session that will discuss Global Design outcomes for EDW and Core Applications.**



# Discovery Interviews Underway

*Written by: Mike Scarlato, Accenture Federal Services, Stakeholder Management Lead*

What works for one person, may not work for the other, and what works for the average person, may not address all the complexities of the needs of all individuals across an organization. This is called “jaggedness”. Discovery Interviews, which began in August, are designed to account for this jaggedness across the organization at multiple levels, ranging from branch/division chiefs to users. Sixty interviewees were selected from across the user community to create a subset intended to collectively encompass use of all components of the system. Interviewees include both experienced and junior level users from the U.S. and overseas. Each interview is a one-on-one discussion with the individual and typically last about 90 minutes. Interviews are expected to continue through October.

Whereas the Enterprise Data Warehouse and Core Applications workshops provide a perspective of the user needs of the system, Discovery Interviews, conducted by the Organizational Change Management (OCM) team, provide insight into the user and their daily activities. They also provide valuable information about what is important to them, how they learn, and their preferred methods of communication. The objective is to identify patterns and differences in user activities, rhythms, and preferences, to be able to weave it into the BAS solution. Once information from the interviews is compiled and analyzed, it will be used to augment discussions during the Common Solution phase. This way, BAS will be able to incorporate the individual user into the solution while still meeting design standards. The OCM team will also use the information about individual preferences to design and improve methods for future engagement, communications, and training.



# Upcoming Information Events

To keep informed about what's happening with BAS or to get more involved, consider attending one or more of the upcoming events. For more information on an event, visit the BAS website Event Calendar at <https://www.commerce.gov/ofm/calendar>.

EVENT	Topic	TIME
Town Hall	Program Status Update	October 2020
Table Talk	Global Design Outcomes	November 2020

Exact dates, times, and sign in information for these events will be sent out to all users.



# Frequently Asked Questions (FAQs)



We continue to highlight a few of the recent questions and answers. There are several more FAQs located on the BAS website at <https://www.commerce.gov/ofm/bas-homepage/frequently-asked-questions>. Can't find the answer to your question? Email your question to us at [BASProject@doc.gov](mailto:BASProject@doc.gov).

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## **When will we start to see the look and feel of the BAS Solution?**

During Common Solution (CS) Deep Dive Sessions (workshops and meetings), you can expect to see some solution screens to drive conversations and confirm CS configurations. These will directly impact the solution build, leading up to Conference Room Pilot (CRP) sessions, scheduled to start in November/December as part of the first sprint. CRPs will provide a run through of transactions and business process flows in a demonstration-style format. The CRP objective is to allow participants to see the process field by field to validate the configurations and capabilities. Comments and feedback about the process flow will identify deltas that the Core Applications Team can incorporate as we solidify the business process flows at a detailed level. Rolling sprints throughout CS will add additional features, capabilities, and workflows demonstrated and reviewed with the DOC Community.

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## **Will BAS address all bureau requirements for Real Property analysis and reporting or just DOC reporting requirements?**

BAS will focus on all reporting components for Real Property. Current reporting requirements will be met by a fusion of core applications and EDW functionality.

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## **Due to lack of classrooms, the current COVID-19 environment, and OCONUS users, will online training be offered as an option?**

Online training will be available for web-based introductory courses. Instructor-led training in a classroom setting is the preferred method for navigational and role based training. This allows instructors to provide help throughout the training. The Training Team will work with Training Coordinators to plan the locations and times to accommodate users' availability. If in-person training is not feasible, the team will look to conduct virtual instructor-led training as an option.





# Meet the Team

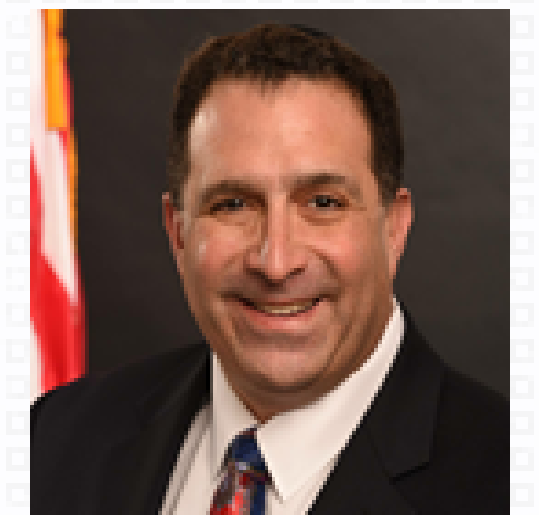
The PMO staff is growing! This quarter, we've added a new section to the newsletter to introduce you to a few of the BAS PMO staff.

## **Andy Blumenthal, MBA, PMP, CEA, CISM**

## **BAS Deputy Project Manager**

In his role as Deputy Project Manager, Andy is responsible for directing major project management functions, including managing BAS Organizational Change Management and Risk Management.

Before joining the Department of Commerce, Andy served as Program Manager at the National Institute of Standards and Technology, Business Operations Office. Previously, Andy served for six years as the CIO for the U.S. Department of State, Global Information Services. Before joining the federal government, Andy spent 5 years as Chief of Staff to the Dreyfus Corporation CIO.



A thought leader and passionate writer and speaker on leadership and national security issues, he is an adjunct professor at Carnegie Mellon University, has guest lectured at National Defense University, and had a regular column in Public CIO Magazine. Andy has won numerous awards for his professional achievements, including *CIO Magazine's* Ones to Watch.

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## **Rakesh Ramen**

## **BAS Risk Management Lead**

As the Risk Management Lead for BAS, Rakesh is responsible for the BAS Risk Plan, maintaining the Risk Register, risk identification and management processes and procedures, and tracking, analyzing, and managing all BAS identified risks and associated mitigation strategies.



Rakesh joined DOC in July 2020. Previously, he was with the Department of Veterans Affairs (VA) leading the Risk Team for the Financial and Acquisition transformation initiative. Prior to his stint with the VA, Rakesh was with the US Postal Service in various roles within the Finance organization including leading the Oracle R12 and the Data Warehouse teams, as well as managing Treasury operations. Rakesh has an undergraduate degree in Computer Science and Engineering from India and an MBA from Xavier University, Ohio.

**IF WE BUILD ON  
EACH OTHER'S  
IDEAS, SUCCESS  
TAKES CARE OF  
ITSELF**

