

FEDSIM® InForum

November 2007

A Newsletter for FEDSIM Clients

E-dition #6

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FEDSIM Value Added & Measured

FEDSIM Director's Forum

Lisa Akers

Your feedback is critical to our operations. To monitor the value we provide to you and identify areas for improvement, in March, 2006 FEDSIM conducted a baseline Client Perceived Value (CPV) study in which we used your feedback to make strategically planned improvements in the services we provide. Since the baseline study, FEDSIM:

- Became part of the Assisted Acquisition Service (AAS) within the Federal Acquisition Service (from the merger of the GSA Federal Supply Service/Federal Technology Service).
- Listened to our client's "easy to do business with" suggestions and began offering a la carte fee-for-service assistance to include consulting services.
- Received clean audits (financial and FAR compliance).
- Reengineered FEDSIM operations into a Civilian Sector and a Defense Sector for added client focus.
- Created the Quality Assurance Manager function to focus on organizational quality.
- Formed the Project Performance Management function to focus on back-office project control functions.
- Integrated specialty roles of FEDSIM employees into an Integrated Project Team(s).
- Established a formalized Program Management Office, designed to follow Project Management Institute (PMI) best practices, to provide the Integrated Project Teams with the tools they need to manage projects, including repeatable processes, professional development, and portfolio management support.
- Upgraded our Project Review Tool into PRT2, to provide baseline project financial information and soon to provide complete project review information including formalized risk assessments, earned value management, cost and schedule baselining, and related project management information.

CPV Survey Coming Soon

We are preparing to update our client perceived value analysis with a new survey. You should receive notice of it by email within the next few weeks. The new CPV survey will help us determine our strategies for the future, identify areas of focus for improvement, and gauge our overall performance. When you see the survey, I ask for your participation. Responses are anonymous, so we would like your honest feedback. It is very short - taking ten minutes or less to complete. Your input is very important to us. Thank you. 🙌

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More Information

Lean Six Sigma

[http://www.army.mil/ArmyBTKC/fo
cus/cpi/tools3.htm](http://www.army.mil/ArmyBTKC/fo cus/cpi/tools3.htm)

OPM3

[http://opm3online.pmi.org/Default.
aspx](http://opm3online.pmi.org/Default.aspx)

Efficient and Effective Process Streamlining

OPM3 & Lean Six Sigma Principles Powering FEDSIM Improvements

Ann Williams, Quality Assurance Manager



The role of the FEDSIM Program Management Office (PMO) is: 1) to provide the processes and tools to plan and manage FEDSIM projects and the FEDSIM portfolio; 2) provide tools to monitor a project's health in terms of schedule, cost, risks, and performance; and 3) support professional development of FEDSIM project team members.

To improve the efficiency and effectiveness of FEDSIM operations, FEDSIM has organized operational processes in accordance with the Project Management Institute (PMI) Project Management Body of Knowledge Phases. The FEDSIM PMO has also embarked on a process improvement initiative that follows the Organizational Project Management Maturity Model (OPM3) of defining core repeatable processes, integrating industry best practices as defined by OPM3, and applying Lean Six Sigma principles.

The Lean Six Sigma principles are based on the management philosophy that process, quality, and speed are required to enable an organization to focus on improving service quality within a set time limit. Lean Six Sigma principles involve defining the organizational processes; improving consistency and quality within the processes to increase speed; reducing waste and lowering costs; improving cycle times and responses; and maintaining profitability while balancing issues of quality and cost.

FEDSIM is currently conducting two Lean Six Sigma process analyses. The first is the FEDSIM "Negotiated Award Date Project" which is applying lean six sigma principles to the Acquisition Phase – the time from definition of a client's bona fide need to initial acquisition award. The second is the FEDSIM "Cycle Time Project", where the principles are applied to post-award modification times. To help stimulate an internal Lean Six Sigma culture where the entire organization focuses on the need to be efficient and effective, FEDSIM is holding monthly contests, rewarding employees for viable suggestions that improve the efficiency and effectiveness of FEDSIM operations. 🙌

Gearing Up for Alliant

FEDSIM Prepares for New GSA GWAC Contract



FEDSIM is beginning to prepare for use of the GSA Alliant Governmentwide Acquisition Contract (GWAC). We are looking at a more innovative pre-award process, which will provide Industry Partners with more information prior to making their bid/no-bid decisions and will save the Government time and dollars. More to come... 🙌

DID YOU KNOW ?

FEDSIM's Civilian Sector Director Steve Viar has climbed Mt. Kilimanjaro and is presently climbing to the Mt. Everest base camp at 21,000 feet of the 29,028 foot peak.

“More immediately, the state-of-the-art PRT2 will provide FEDSIM Project Managers with enhanced project information to better plan, monitor, and control projects, thereby helping ensure the project's success.”

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Kool Tool Aids

New Project Review Tool Helps Plan, Monitor, and Control

David Trail, Business Process IT Specialist



In an earlier article we told you about the effort undertaken by FEDSIM to transition all our client's projects to a new more standardized account structure. This has largely been completed. During that time we have been prototyping a new Project Review Tool (PRT2) that utilizes this new information to conduct more detailed reviews of all ongoing projects.

Beginning this month FEDSIM will be reviewing detailed financial information about every project on a monthly basis. The PRT2 looks for specific situations or values that are out of established boundaries and flags them. The boundaries are established using Six

Sigma techniques. Projects which are flagged are then reviewed in detail by FEDSIM management to ensure that all is well and that no corrective actions are needed.

The following are some of the areas that the monthly PRT2 looks at:

- Funds Status: Are we following all the right rules in our use of client funds.
- Financial Performance: Evaluating funding and expenditures against plan.
- Projections: Detailed evaluation of projected project spending so we can provide better out year estimates.
- Overall Project Schedule: General evaluation of whether the project is on schedule and a look at upcoming milestones and deliverables.
- Task Order: Monitoring of upcoming task order milestones and performance.

And we are now beginning the prototype for a quarterly review that will provide detailed evaluation of:

- Project and Task Order Risk
- Project Planning Documents
- Task Order Award Fee Performance
- Overall Project Earned Value Management

The quarterly reviews will also provide the platform for our Project Performance Managers to record the results of their biannual or quarterly project audits.

Our ultimate goal is to give clients greater financial accountability and provide new tools to monitor the progress of their projects. More immediately, the state-of-the-art PRT2 will provide FEDSIM Project Managers with enhanced project information to better plan, monitor, and control projects, thereby helping ensure the project's success. 🙌

CASE STUDY

by William Palmer, Project Manager

Partnering in Innovation - FEDSIM and Army PEO EIS

As the Army's Program Executive Officer, Enterprise Information Systems (PEO

“Mr. Carroll had this to say: “I believe FEDSIM has focused on customer service and has become one of the stronger performing organizations within the Federal Government.”

EIS), Mr. Kevin Carroll was a visionary. He was instrumental in fostering a business partnership with FEDSIM that endured for many years and brought innovations for both FEDSIM and PEO EIS.

As an example, the DoD Biometrics Program Management Office (PMO) realized their Business Management Directorate (BMD) staff was overwhelmed with having to manage contracts in addition to their business and financial management responsibilities. Challenged by Mr. Carroll, FEDSIM offered to provide certified Project Manager/Contracting Officer Representatives (PM/COR) for those contracts. A “Win-Win” solution, BMD staff could focus on their core functions and Product Managers would receive acquisition and technical experts to manage the contracts. Several full-time FEDSIM PM/CORs now support BMD, and a new business model for both agencies works to leverage expertise where most needed.

Highlighting the PEO EIS-FEDSIM business partnership and innovation is the Department of Defense Integrated Biometric System-of-Systems Enterprise Solution contract. FEDSIM awarded this over \$75 million professional services task in November, 2006. The contract supports the client’s goal “to maximize the value of biometric data by establishing a DoD enterprise approach to collecting, matching, storing and sharing biometric data” among DoD and other government agencies, such as the FBI. This contract performs a “real time-real world” service to the warfighter in areas such as Afghanistan and Iraq. Biometrics data—fingerprints, latent (finger) prints, iris scans and facial scans belonging to detainees, prisoners of war, and other persons of interest are sent to the Army’s Biometric Fusion Center in Clarksburg, WV for analysis. The results are returned to the warfighter within minutes for a priority request.

With Mr. Carroll’s recent retirement, the federal acquisition community lost a visionary and FEDSIM lost a staunch supporter. FEDSIM surprised Mr. Carroll with a brief ceremony honoring him for his federal acquisition contributions and as a treasured FEDSIM business partner. Mr. Carroll had this to say: “I believe FEDSIM has focused on customer service and has become one of the stronger performing organizations within the Federal Government. I receive almost weekly positive feedback from my program managers on the excellent support they obtain from FEDSIM.” FEDSIM offers our best wishes to Mr. Kevin Carroll. 🙌



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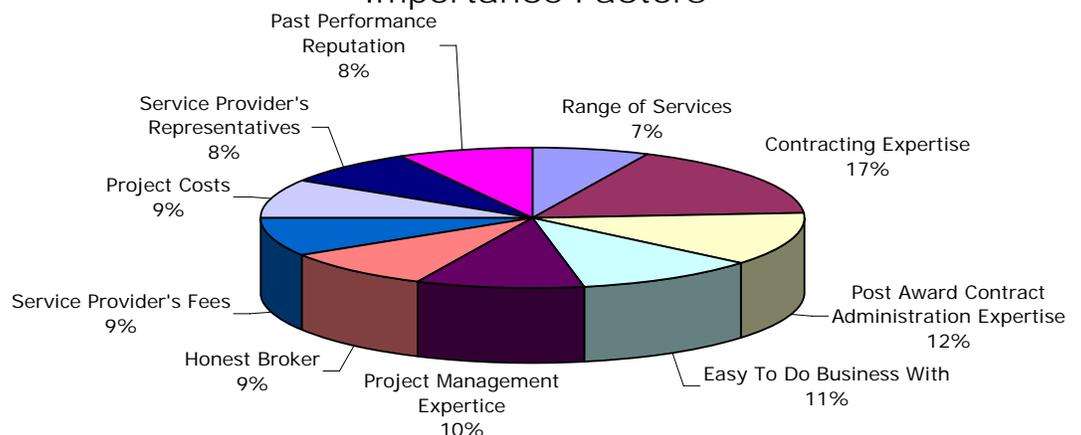
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By The Numbers

2006 Client Perceived Value Survey Results
Importance Factors



Relative importance of values in judging service providers such as FEDSIM.