

Transformation and Modernization

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UNDERSTANDING TRANSFORMATION AND MODERNIZATION EFFORTS UNDERWAY AT DFAS AND HOW TO BEST MANAGE THE IMPACT ON YOU, YOUR PROCESSES AND CUSTOMERS.

Our Vision...



To be a valued partner in financial management by consistently delivering first-class service and products

Our Mission...



Deliver financial excellence and quality pay services to our customer

Our Core Values...



INTEGRITY
Doing what is right
SERVICE
Remain a trusted financial partner
INNOVATION
Creating new ways to do business

Approximately 10k Staff



- INDIANAPOLIS, IN
- CLEVELAND, OH
- COLUMBUS, OH
- BRATENAHL, OH
- ROME, NY
- LIMESTONE, ME
- TEXARKANA, TX
- ALEXANDRIA, VA
- KAISERSLAUTERN, GERMANY
- YOKOTA AIR BASE, JAPAN



Army



Marines



Navy



Air Force



Space Force



Defense Agencies



Non-DoD ePayroll



Foreign/Local National Pay



And many other customers outside of DoD

Transformation & Modernization Office

Lead business environment modernization in support of DoD strategy through:

- Development, deployment and sustainment of emerging systems
- Reduction of legacy systems
- Support of DFAS Advana development and sustainment activities
- Reduction of user developed information technology (UIT)
- Use of data analytics to drive informed business decisions
- Delivery of process automations that provide measurable productivity benefits to operational users

**Emerging
Capabilities**



**Emerging
Systems**



**Warrior Pay
Modernization**



Automating and Simplifying Routine Tasks



Address Audit Findings, improve readiness and support



Expedite progress, by empowering citizen development



Update/Upgrade Legacy Technology



Enhance Security



Improve Customer & Employee Experience

Why Modernize?

How to Approach Modernization?

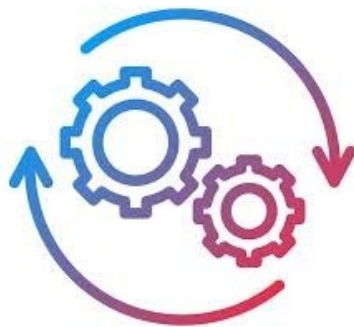
- Build the Capability/Strategic Initiative
- Focus on Select Target Missions
- Expedite progress, by empowering citizen development



Modernization = Change

What are the impacts of these modernizations?

Automating and
Simplifying Routine Tasks



Retiring
Legacy
Systems

Update/Upgrade
Legacy Technology

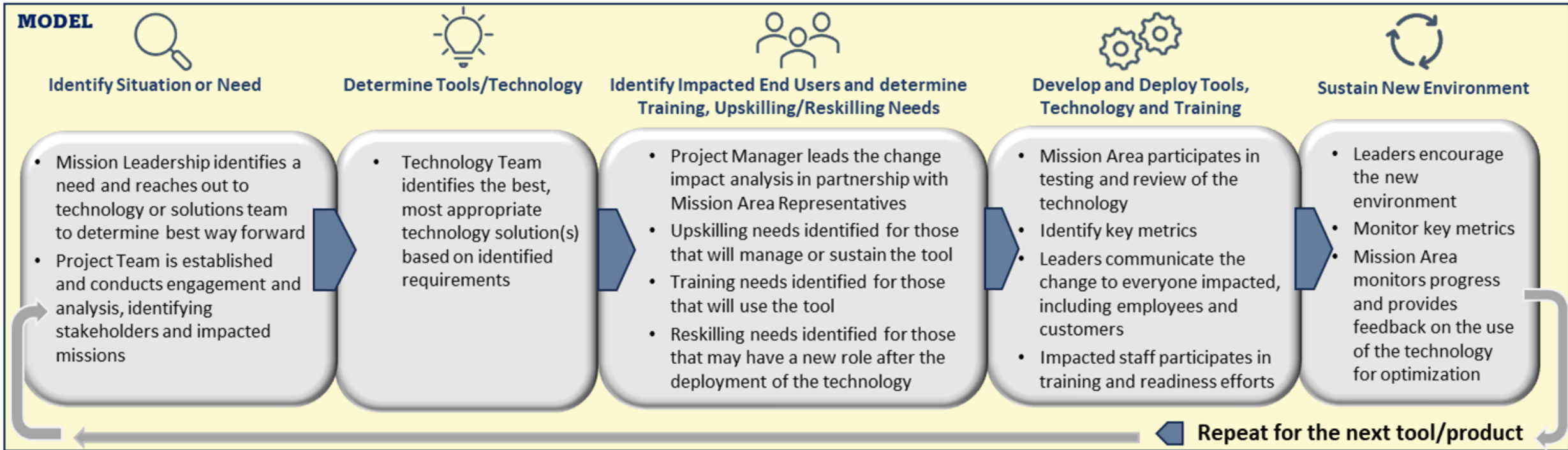


Data Analytics
Tools and
Dashboards

Change Management Model for Digital Technology Deployments



Change Management Model for Digital Technology Deployments









Impact Management – Key Questions

- What needs to happen to get from current to future state?
- What actions will you take to get there?
- What are the possible barriers you can experience?
- What are the implications to our customer service if we don't succeed in changing?
- How do we know that we have been successful?

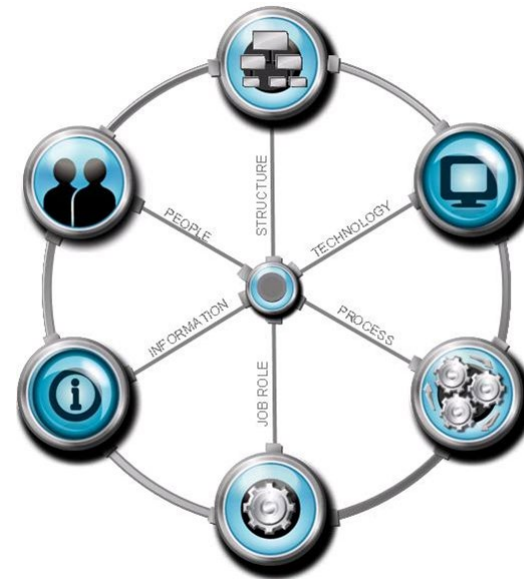


Impact Analysis

	<p>STRUCTURE</p> <p>How tasks and people are organized and connected to meet customer needs</p>
	<p>TECHNOLOGY</p> <p>The tools a person uses to complete tasks</p>
	<p>PROCESSES</p> <p>The steps that are used by people to complete tasks</p>
	<p>JOB ROLES</p> <p>The tasks, competencies, and attributes assigned to a position</p>
	<p>INFORMATION</p> <p>Rules, regulations, or knowledge that impacts how a person completes tasks</p>
	<p>PEOPLE</p> <p>Hired or prospective employees of the organization</p>

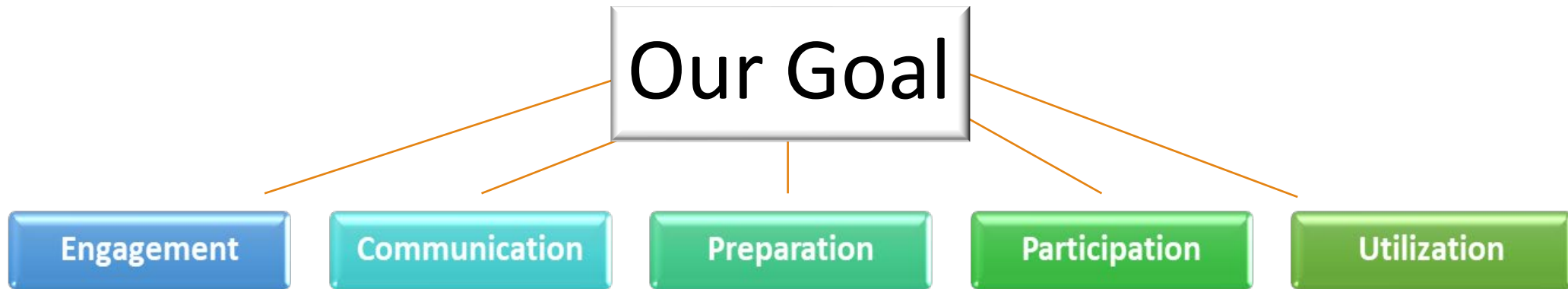


Change dimensions are **INTERCONNECTED**. When one changes, the others need to be checked for change impacts



Our Goal of Managing the Change

With the Impact on People, process and customers, we want to manage the change, ensure staff is prepared and that the new technology is utilized.





Roles of Managing Change

As a Leader of the change *Managing or leading an effort*

- **Engage** and **Advocate** for the Change
- **Lead** and **Manage** the impact of the Change
- **Communicate** and **Encourage** the Change
- **Support** and **Sustain** the Change



As a Project or Program Manager *Leading or supporting the change*

- **Engage Stakeholders** working closely with them in planning and development
- **Perform Impact Analysis** with Leaders and Key team members
- **Support and Sustain the Change**, establishing a solid feedback loop and adoption accountability
- **Measure Success and Optimize results** to ensure planned goals are achieved

As Supervisor *of the team impacted by the change*

- **Understand and share insight about** the Change
- **Actively Participate** in the Change
- **Advocate** for and **Lead** the Change
- **Guide, Support** and **Sustain** the Change



As an employee *impacted by the change*

- **Understand** the Change
- **Actively Participate** in the Change
- **Learn** and **Prepare** for the Change
- **Use the new process** or tool and **Provide Feedback**



Adopting the Model Enterprise Wide



SES and Supervisory Performance Standards



Tools and Reference Sheets

- U&CM Model
- Roles in U&CM
- Executive Reference Sheet
- Developer Reference Sheet
- Impact Analysis



Change Management Leadership Rally



Key Messaging to Employees and Leadership

Summary

Automation and
Modernization is a
Necessity

Build the Capabilities
withing your
Organizations

Be sure to Manage the
Impact of Change

Long term success is
focused Engagement,
Communication,
Preparation, Participation
and Utilization

