



Department of Defense (DoD) Defense Logistics Agency (DLA)

» FROM CONCEPT TO REALITY, FULL COMPLIANCE

Complying with federal mandates is a constant challenge for government agencies. Often, new mandates become the catalyst for system and process transformation. To comply with changing requirements and maximize investments in new technology, DTS often partners with agencies to ensure a smooth path forward. That was the case with the Defense Logistics Agency (DLA) when the Paperwork Reduction Act mandated an automated invoicing and payment system for DLA's global operations.

CLIENT CHALLENGE

The DLA is the Department of Defense's (DoD) largest logistics combat support agency. DLA buys, ships, and distributes supplies and materials to military installations and outposts CONUS and OCONUS. DLA faced an uphill battle first to develop, then integrate a compliant automated system. They turned to DTS to implement the Wide Area Workflow (WAWF) e-Business Suite, with emphasis on the Invoice, Receipt, Acceptance, and Property Transfer (iRAPT) system. The effort required comprehensive technical and programmatic support, as well as evaluation of DoD/DLA policies and DLA business processes, to integrate the WAWF e-Business Suite with their existing systems.

DTS SOLUTION

DTS provided a roadmap of changes necessary to both DLA processes and current systems. We gained insight through analysis and feasibility studies, while working with the client to develop Engineering Change Proposals (ECPs) to meet their specific, customer-driven needs.

Additionally, DTS reviewed DoD and DLA policies to evaluate impact on the new system. This included stakeholder working group sessions, and documenting business and data process flows, to determine requirements to comply with the mandate. We performed gap analysis and data mapping to complete development and impact analysis and resolve issues affecting implementation.

DTS also led testing efforts. Applying our subject matter expertise, the DTS team created test scenarios to mimic DLA business processes. Close collaboration with DLA counterparts ensured design review for each new release and the opportunity to recommend further changes. We performed ad hoc testing, troubleshooting, transactional test, and process analyses to recommend corrections.

Though the changes would be systems based, DTS also considered the human element at play. Through change management and effective application of user feedback, DTS ensured the resulting system would be adopted and useful for both government and contractor employees.



Engineering designs were tested for system compatibility, while user acceptance testing and a rigorous feedback and troubleshooting process ensured all services and deliverables were acceptable to end users.

DTS managed the budget, strategic planning, asset management, and logistics for system implementation. Training and analysis on the WAWF e-Business Suite required considerable DTS experience with physical distribution and logistics, as well as materials management and tracking. DTS also managed audit readiness schedules and tracked deliverables, coordinating multiple contractors through development and testing processes.

IMPACT ON CLIENT'S BUSINESS/ORGANIZATION

Across DLA's global operations, thousands of staff and vendors now have an automated system that streamlines and integrates the payment process from start to finish. By coordinating agency needs, key outcomes were achieved including:

- » Modified and new processes, leveraging Lean Sigma Six methods, drove huge productivity improvements, evidenced by appraisals and gap analyses
- » Training on the practical elements of the new system, as well as process flow, established the functionality of the new system. Additional evaluations ensured the changes would not adversely affect any necessary, existing system functionalities
- » Measurable customer satisfaction and user acceptance methodologies provide continual understanding of improvement opportunities, problem resolution and progress tracking — vital to an agency with evolving global needs

Relevant Services

Engineering Services
System Integration
Data Analysis and Standardization
Administrative Management
Financial Planning and Budgeting
Equity and Asset Management
Strategic and Organizational Planning
Business Process Improvement
Distribution and Logistics
Quality Assurance and Control



DTS is a Veteran-Owned Small Business founded by Management and IT consulting experts committed to helping government clear the hurdles facing technology innovation, operational efficiency, and effective, sustainable strategy. We deliver solutions to advance:

- » Program Management/Governance
- » Strategic Planning/Organizational Advancement
- » Software/Business Process Development
- » Just-in-Time Learning

EXPERTS CERTIFIED AS:



Contract Vehicles:

GSA Schedule IT 70 Contract Number: GS-35F-137DA

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Headquarters: Arlington, VA

Privately Held Service-Disabled
Veteran-Owned Small Business (SDVOB)

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