

Gaps in Science and Technology Activities for the IT Acquisition of Business Systems

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BELOW SIX FIGURES

*VA Achieves Major
Backlog Reduction Milestone*

VA



U.S. Department
of Veterans Affairs
Veterans Benefits
Administration

PEAK: 611,000

March 2013

Transformation
launches

5 YEARS IN A ROW

Over **1 MILLION** claims
processed each year—

*Setting new record each year
On track for historic record this year*

VA Secretary adds 3
conditions associated
with Agent Orange

This week,
the *disability claims
backlog* reached a
significant milestone and
is now **98,535** -
an 84% reduction from its
peak and a historic low.

98,535

August 2015



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USMC Reversal a Hitch in DoD Audit Plans

By Joe Gould and Hope Hodge Seck 5:27 p.m. EDT March 30, 2015



(Photo: AFP)

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WASHINGTON — A Pentagon watchdog agency is withdrawing a clean audit report it gave the US Marine Corps in 2013, an embarrassing snag for the Defense Department's endeavor to become auditable, and one which drew head-shaking in Congress.

The DoD Inspector General (IG) pulled the audit March 23 after learning of Marine Corps transactions in US Treasury "suspense accounts," set up for transactions where some piece of missing information prevents it from being posted properly. While the DoD IG has made no accusations of wrongdoing, it is monitoring efforts to determine the sources, quantity and value of the mystery transactions.

The episode hints at the difficulty for DoD as it strives to become audit-ready by 2017, an undertaking the Government Accountability Office (GAO) described as making mixed progress. The GAO has since 1995 placed DoD on its "high risk list" of

forming programs or agencies because it cannot account for an inventory

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DIAGNOSIS
AND
TREATMENT
FOR BETTER
CARE AND
LOWER**



Some Challenges

- Lack of business process re-engineering and excessive customization of commercial code
- Shortfalls in workforce and testing capabilities
- Lack of sustainment or transition strategies for new and legacy systems
- Slow technology refresh

Table 9: Challenges to Achieving Intended Business Process Reengineering Outcomes Reported by DOD Portfolio Managers (by Percent in Agreement)

Challenge	Very great, great, or moderate challenge	Slight or none	Not applicable/no basis to judge
Cultural resistance to change	71	21	8
Parochialism (i.e., focusing on one's own sub-organization rather than having an enterprisewide view.)	67	25	8
Availability of skilled staff	67	25	8
Availability of training	67	25	8
Quality of business process reengineering compliance guidance	63	33	4
Business process reengineering compliance review process	63	33	4
Timing of business process reengineering relative to system development work	63	21	17

Source: GAO analysis of DOD survey responses. | GAO-15-627.

Note: Numbers might not add to 100 percent due to rounding

**DOD Business Systems Modernization:
Additional Action Needed to Achieve
Intended Outcomes
GAO-15-627: Published: Jul 16, 2015. Publicly
Released: Jul 16, 2015.**

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What role can “S&T” play?

- Leverage labs, test centers, UARCs, FFRDCs, ...
- Intramural and extramural research programs
 - Business process reengineering
 - Personnel and financial management innovation
 - Systems engineering of business systems
 - Cloud computing for business processes
 - Software & Hardware: reduce interfaces and simplify customization
 - Testing and Analysis tools
 - Information security tools
- Create the workforce of the future

