



Internal Assessment Summary

Business Systems Office (CS)

Ames Management System Assessment
May 01, 2008

Lead Assessor: Andy Hocker

Signature: Andy Hocker Date: MAY 01, 2008

AMS Manager: Rick Serrano, Manager

Signature: Rick Serrano Date: 5/30/08

Assessed Organization Manager: Darlene Gross, Chief

Signature: Darlene Gross Date: 5/20/08

Assessment Scope:

This internal assessment was performed against the requirements of the Ames Management System APG 1280.1. The assessment focused on assessing the health of the AMS in a relatively new office that has a core responsibility to provide direction, integration, education, continuous improvement opportunities and efficiencies for new and changing business systems and business processes at Ames Research Center. This assessment was focused on the charter of the office and its performance towards achieving the associated metrics. The Business Systems Office (Code CS) is a relatively new office that is comprised of three (3) civil servants, (3) contractors, and (2) students that focuses on Business Systems and Workflow Automation, Business Reporting, Change Management, and Communications, among additional areas.

Assessment Dates:

An interview was conducted within the Ames Business Systems Office (CS) on May 1, 2008. The office did not have any supporting Branches.

Assessor(s):

Andy Hocker – Lead Assessor

Assessment Criteria:

- APG 1280.1, Ames Management System (AMS)
- APR 1220.1, Management Objectives & Accountability
- APR 8700.2, Continuous Improvement
- APR 8700.3, Internal Assessment

Personnel Interviewed:

Name	Function	Org.
Darlene Gross	Chief, Business Systems Office	CS

Findings:

Assessment Findings are categorized as:

- Recommendation - A finding that particularly effective practices have been implemented.
- Recommendation - A finding that improvement or further evaluation should be considered.
- Nonconformity - A finding that practices or results do not satisfy specified requirements.

This assessment resulted in (0) findings and in (3) commendations.

Commendation(s)

APG 1280.1/ 5.7 & APG 8700.2: Clear communications from management to the staff defining the AMS, along with Agency goals, Center policies, and management objectives enable everyone in the organization to understand management's focus and adjust their efforts accordingly.

The office achieved Best-In-Class status in three (3) Center Level Management Level Objectives and Metrics (CLeMO) in three areas as follows:

Objective Evidence #1:

CLeMO 2.1.1: Number of business processes evaluated per fiscal year.

The office has been successful in achieving "Best-in-Class" (100%) status with three (3) Project studies for the past two years. The areas were in Reimbursable Realignment (twice), Fund Balance with Treasury, Error Tracking Process, Development of CFO Review Charts, and Travel Processes (documented and trained).

Objective Evidence #2:

CLeMO 3.1.1: Percentage of staff that have IDPs.

The office has been successful in exceeding "Best-in-Class" (95%) benchmark with two (2 of 2) request IDPs completed, for 100%.

Objective Evidence #3:

CLeMO 6.1.1: Provide a healthy and safe working environment for employees.

The office achieved "Best-in-Class" for ASAP metrics and practices with 100% rating.

Recommendation(s)

Req. 1280.1: None

Req. 1280.1/5.8.1: Each organization defines and reports those metrics that it believes best assess the quality of its outputs and the effectiveness of its processes.

Nonconformity

The audit did not produce any Corrective Actions.

Assessment Summary:

The Code CS Business Systems Office (BSO) has been in existence for more than a year. It is comprised of three (3) civil servants, three contractors (3), and two (2) students. System and process support is the product offered and the service offered is business process and system analyses. BSO customers are

CFO, CF, CP and CR. In addition, this office interfaces with offices C, JT, H, JS and Procurement. Customer requirements are determined through meeting notes and documented per project documents. Changes in customer requirements are communicated through discussion before implementation. Customer satisfaction is achieved through meetings to gather and provide communication within BSO on the ways to resolve/improve methods. Necessary records are identified to customers as needed during transition of new processes/system implementation. Record management requirements are defined within Code C. Reports on organizational performance, including metrics and trends occur annually, weekly meetings with CFO, and feedback from analyst & Lead.

The defined goals for the past performance cycle was to conduct three Process Reviews to address deficient areas. Metrics associated with the reviews included process analyses and the development of Job Aids with training. The office conducts continual monitoring of program instructions across the agency through the submission of certs to HQ on overtime & weekend work. It has as improved process to get reports out, as evidenced by the 2008 report. Ames may be the only initiator of this new process.

Code CS achieved "Best-in-Class" for three areas. They are as follows:

- CLeMO 2.1.1: Number of business processes evaluated per fiscal year
- CLeMO 3.1.1: Percentage of staff that have IDPs.
- CLeMO 6.1.1: Provide a healthy and safe working environment for employees.