



SOUND BITES

**Jacques Abadie
On ASMP's Promise**

Jacques Abadie has served as Co-Chairman of ASMP's Executive Steering Committee since its inception in 2001. As the District's Chief Procurement Officer, Abadie offers his perspective on the business transformation of the procurement process, also known as PASS (Procurement Automated Support System).



Jacques Abadie

Q: How will ASMP improve the District's procurement process?

ASMP will dramatically improve the way we do business by providing an automated procurement supply line. With this new model, buyers will have automatic access to vendors, products and schedules. The system will electronically move requisitions to the appropriate people, simplifying the purchasing process, reducing paper, and decreasing the cycle time. In fact, we'll be able to procure small purchases within two days instead of 12.

Q: Why will ASMP succeed?

A: ASMP has the support of agencies throughout the District government. The implementation effort is an unprecedented collaboration between three process partners – the operating agencies, OCP and Finance. Employees at all levels are involved in every step of the process, and agencies are working together as never before.

ASMP: Transforming The District

New business process models, new technology, an investment in organizational development, and policy enhancements form the backbone of the District's Administrative Services Modernization Program (ASMP).

Launched in 2002, ASMP is a multi-year business transformation program that will modernize the District's back office operations and integrate its key administrative functions: Human Resources, Procurement, Budget and Planning, Payroll/Time and Attendance, Benefits, Pension and Property Management. The program will yield \$150 million in efficiencies and cost savings. More than 300 staff in agencies across the District, from Agency Directors to employees on the front-line, have participated in the ASMP transformation.

What does ASMP really mean for the District? For administrative agencies ASMP means a vastly improved work environment. Employees will no longer be overwhelmed with lengthy manual processes and unreliable data, or frustrated by barriers to sharing information with other agencies. With benefits like faster processing times, access to accurate information and enhanced reporting capabilities, administrative agency staff will be able to focus on what they do best. In turn, their operating agency partners can then focus on providing better service to District citizens.

In January 2003 Procurement became the first functional area to begin implementing its new ASMP business model. In July 2003 the ASMP team will roll out the first Procurement phase to five agencies: DCRA, DOC, FEMS, OCTO and OCP. The team will expand the roll-out to the additional 53 agencies this summer and fall.

Driven by District staff, with support from a cross-agency Executive Steering Committee, the ASMP roll-out will follow an aggressive schedule. Current plans call for complete implementation of all functional areas by 2006. The benefits are substantial and include the ability to:

- Process small purchases in an average of 2 days versus 12
- Submit 70% of personnel actions online and update in real-time
- Automate the time and attendance process and reduce the volume of payroll corrections and supplemental payroll adjustments by 50%
- Reduce the average property lease cycle time to 45 days
- Increase the quality of budget submissions with a 100% online budget process

For Bettye Marshall, a Contract Specialist in OCP who now spends up to three hours a day tracking paperwork for requisitions, ASMP promises the ability to serve her customers better than ever before.

"With manual 3N1 forms a thing of the past, I'll be able to track my requisitions online, through every step of the process, with just the click of a mouse. Finally I'll have the chance to really focus on what my operating agency partners need me to do – purchase their goods and services," she says.

John Koskinen, the District's Deputy Mayor/City Administrator and Chairman of the ASMP Steering Committee, agrees.

"ASMP is an exciting project that will dramatically overhaul the operations of District agencies. Over the long term, this project will improve back-room functions and frontline service delivery throughout our government, bringing major benefits for District employees, operating agencies, suppliers, and citizens," Koskinen says. "It's a win-win for all of us."

Mayor Unveils ASMP



On November 13, 2002 Mayor Anthony Williams officially unveiled ASMP at a DC press conference. He told reporters and the public that this innovative business transformation program will improve back office operations and service delivery throughout the District government.





HOT TECH

System Integrators

Whether in the public or private sector, transforming a business is a monumental task.

To help ensure a successful implementation of the ASMP business transformation in all functional areas, the District has enlisted the help of experts who have transformed hundreds of business models around the world. The companies that perform this function are often called System Integrators (SIs). By taking advantage of SIs' broad experience, the District will be able to realize the benefits of ASMP quickly and surely.

The District will select a SI to help implement each component of ASMP. To date, the District has selected Unisys as the SI to implement the Procurement component, using Ariba software, and has chosen Accenture to implement the new Human Resources environment, supported by Oracle software. Other ASMP areas are now in various stages of the software or SI selection process.

Working closely with District staff every step of the way, the SIs will:

- Collaborate with District employees to ensure that software and processes meet the District's needs
- Integrate the new applications directly to SOAR and UPPS
- Facilitate process design sessions with District staff to develop new business processes
- Assist District employees with the data scrubbing and conversion process
- Conduct system testing with District resources
- Facilitate change via communication, procedures, tools, and training to help District staff to understand and embrace the new environment

Our System Integrators are profiled on the ASMP Intranet site at www.asmp.in.dc.gov.



NEW

New Name for Procurement – PASS

Procurement, one of the ASMP projects, announces PASS, for "Procurement Automated Support System," as the name for the new system that will automate the District's supply line.



Administrative Services Modernization Program

www.asmp.in.dc.gov



WHAT'S IN IT FOR ME?



A Litany Of Benefits – Procurement

Most District employees would agree that the existing procurement process could be faster and simpler. Imagine being able to submit requisitions in one easy step and check the availability of funds within seconds instead of days. This benefit and more will soon be the standard for District employees:

- Much less manual work
 - Replacement of the 3N1 requisition form with a paperless requisition process that pre-populates information based on vendor profiles
 - A paperless approval process that allows you to obtain all approvals, even cross-agency approvals, online
- More reliable and accessible information
 - One common database for sharing payment information and vendor files
- Enhanced reporting
 - Ability to run your own Procurement reports from your desktop
- Instant Tracking
 - Ability to track a requisition, online, through every step of the procurement process

The next issue of Connections will highlight specific Human Resources benefits of ASMP.

TEAM PROFILE



Lisa Morgan – Change Agent For The District

Morgan has spent her entire career as a "change agent", facilitating major work-place transitions. In 1996, Mayor Williams hired her as the Deputy Chief of Staff for Operations. Later she joined City Administrator John Koskinen's team, and led the effort to establish Customer Service Operations, known today as the Citywide Call Center. Committed to keeping her skills razor-sharp, Morgan holds a Master's degree in Public Administration and is pursuing a MS in Information Telecommunications Systems at Johns Hopkins University.



Now Morgan has brought her change-agent expertise to the ASMP project. She signed on as the ASMP Project Manager for Human Resources, charged with planning and managing all aspects of the ASMP HR implementation.

Morgan is excited about serving on the ASMP team. "ASMP will streamline and expedite the entire HR process," she said. To give just one example, by allowing us to accept applications online and produce offer letters within one day of a hiring decision, ASMP will cut hiring cycle times by up to 50%. We're about to enter a whole new world!"

STAY CONNECTED



Look, Ask and Explore

Keep yourself up-to-date on ASMP. See the calendar of events below and visit the ASMP Intranet site at www.asmp.in.dc.gov for more detailed information.

Key Accomplishments

ACHIEVED

Selected software & System Integrators for Procurement & HR	
Selected Oracle software for Payroll	
Began Procurement implementation	
Completed the small purchases process design	
Completed the Procurement prototype to automate encumbrances	

Upcoming Events

April

- Evaluating Time & Attendance software
- Beginning HR Rapid Process Design Sessions
- Launching Procurement Conference Room Pilots

May

- Continuing Procurement configuration
- Starting Procurement Integration Testing

441 4th Street NW, Suite 930, Washington, DC 20001
T: (202) 727-2277 Email: octo@dc.gov