2007 - 2008 Biennial Review

of Defense Agencies and DoD Field Activities

ID: BTA00418574

> You have been nominated to help us with the Biennial Review of Defense Agencies and DoD Field Activities. With your help, we'll be able to determine how well the products and services provided by agencies and field activities meet the needs of the organizations they serve. Each agency and activity has organized their mission into one or more business lines. You have been nominated as a person knowledgeable about the following business line:

Agency/Activity: Defense Business Transformation Agency

Business Line: Provide Support and Services
This business line includes these products and services:

- Business Enterprise Architecture (BEA)
- Enterprise Transition Plan (ETP)
- Business Transformation Guidance (BTG)
- Business Mission Area Federation Strategy and Roadmap
- Architecture Compliance and Reporting Tool (ACART) with On-Line Help and User Guide
- Enterprise Resource Planning (ERP) Advisory Services
- Business Capability Lifecycle (BCL) Online Tutorial
- Business Enterprise Architecture (BEA) Compliance Guidance
- Business Enterprise Architecture (BEA) Development Methodology
- Business Enterprise Architecture (BEA) Online Tutorial
- Business Enterprise Architecture (BEA) Summary and Online FAQs
- Component Business Capability Lifecycle (CBCL)
- Defense Agencies Initiative (DAI)
- Defense Cash Accountability System (DCAS)
- Defense Departmental Reporting System (DDRS)
- Defense Integrated Military Human Resources System (DIMHRS)
- Defense Travel System (DTS)
- Enterprise Integration (EI) Toolkit
- Enterprise Resource Planning (ERP) Systems Online Tutorial
- Enterprise Risk Assessment Methodology (ERAM)
- Enterprise Transition Plan (ETP) Online Tutorial
- Global Exchange (GEX)
- Inter-Agency Revitalization and Stabilization Seminar
- Inter-Agency Economic Roundtables
- Investment Certification and Annual Review Process User Guidance
- Investment Review Board Concept of Operations
- Past Performance Information Retrieval System (PPIRS)
- Standard Financial Information Structure (SFIS)
- Standard Financial Information Structure (SFIS) Tutorial
- Warfighter Support
- Wide Area Workflow (WAWF)
- Warfighter Business Requirements Identification and Coordination

Please continue...

Background Questions:

Choose one of the following that best describes your organization's relationship with the Defense Business Transformation Agency for this business line.

☐ **Traditional**
They produce and deliver the product or service with minimal input from us.

☐ **Support**
We give them our requirements, then they produce and deliver the product or service to us.

☐ **Partner**
We work together jointly in defining, producing and delivering the product or service.

☐ **Oversight**
We provide guidance or direction to this organization about the products or services.

Choose one of the following that best describes your organization's relationship with the Defense Business Transformation Agency for this business line.

☐ **Command**
One or more organizations under my control use products or services from this business line.

☐ **Coordinator**
I coordinate my organization's use of products or services in this business line with the Defense Business Transformation Agency.

☐ **Program Manager**
I manage missions or functions that use this product or service.

☐ **Resource Manager**
I manage the support of mission functions that use this product or service.

☐ **Direct Customer**
I work with a mission or mission support function that uses this product or service.

☐ **Oversight**
I provide guidance or direction to the agency or activity, or I review their performance.

☐ **None**
I have no relationship with my organization's use of this product or service.

Tell us about your organization and this business line.

1A. **How important are the associated products and services to your organization?**

- ☐ Essential
- ☐ Very important
- ☐ Important
- ☐ Somewhat important
- ☐ Not important
- ☐ No opinion

1B. **How strong is your organization's continuing need for the products or services in this business line?**

- ☐ Strong continuing need
- ☐ Moderate continuing need
- ☐ Slight continuing need
- ☐ No continuing need
- ☐ No opinion

Tell us about your organization and this business line.

	Yes	No	I don't Know
1C. Does your organization pay for the products or services received from this business line?	☐	☐	☐
1D. Does your organization influence the level of funding for this business line?	☐	☐	☐
1E. Are these products or services available from another source?	☐	☐	☐
1F. If these products or services are available elsewhere, is this agency/activity your supplier of choice?	☐	☐	☐
1G. Are these products or services something that your organization could do better itself?	☐	☐	☐
1H. Are you aware of performance standards this agency or activity has for this business line?	☐	☐	☐
1I. If yes, have the performance standards been met?	☐	☐	☐

How satisfied are you with how Defense Business Transformation Agency responds to your organization in providing the products or services in this business line?

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Does Not Apply
2A. Considers our issues	☐	☐	☐	☐	☐	☐
2B. Resolves our issues	☐	☐	☐	☐	☐	☐
2C. Understands our priorities	☐	☐	☐	☐	☐	☐
2D. Follows our priorities	☐	☐	☐	☐	☐	☐
2E. Knows our requirements	☐	☐	☐	☐	☐	☐
2F. Meets our requirements	☐	☐	☐	☐	☐	☐

How satisfied are you with how Defense Business Transformation Agency coordinates with your organization?

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Does Not Apply
3A. Opportunities for oversight	☐	☐	☐	☐	☐	☐
3B. Opportunities for feedback	☐	☐	☐	☐	☐	☐
3C. Input on budgets and resource allocation	☐	☐	☐	☐	☐	☐
3D. Support from customer service representative	☐	☐	☐	☐	☐	☐
3E. Support from dedicated liaison	☐	☐	☐	☐	☐	☐
3F. Holding joint exercises	☐	☐	☐	☐	☐	☐
3G. Having joint boards or panels	☐	☐	☐	☐	☐	☐
3H. Other method	☐	☐	☐	☐	☐	☐

Specify other

_____

How satisfied are you with the overall quality of the products and services in this business line?

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Does Not Apply
4A. Effectiveness (meets requirements)	☐	☐	☐	☐	☐	☐
4B. Quality (is free of defects)	☐	☐	☐	☐	☐	☐
4C. Efficiency (is easy to use)	☐	☐	☐	☐	☐	☐
4D. Cost effectiveness (good value)	☐	☐	☐	☐	☐	☐
4E. Timely (available when needed)	☐	☐	☐	☐	☐	☐

How satisfied are you with these specific products and services in the business line?

Note - please rate only those products and services you are familiar with.	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Cannot Judge
5.1 Business Enterprise Architecture (BEA)	☐	☐	☐	☐	☐	☐
5.2 Enterprise Transition Plan (ETP)	☐	☐	☐	☐	☐	☐
5.3 Business Transformation Guidance (BTG)	☐	☐	☐	☐	☐	☐
5.4 Business Mission Area Federation Strategy and Roadmap	☐	☐	☐	☐	☐	☐
5.5 Architecture Compliance and Reporting Tool (ACART) with On-Line Help and User Guide	☐	☐	☐	☐	☐	☐
5.6 Enterprise Resource Planning (ERP) Advisory Services	☐	☐	☐	☐	☐	☐
5.7 Business Capability Lifecycle (BCL) Online Tutorial	☐	☐	☐	☐	☐	☐
5.8 Business Enterprise Architecture (BEA) Compliance Guidance	☐	☐	☐	☐	☐	☐
5.9 Business Enterprise Architecture (BEA) Development Methodology	☐	☐	☐	☐	☐	☐
5.10 Business Enterprise Architecture (BEA) Online Tutorial	☐	☐	☐	☐	☐	☐
5.11 Business Enterprise Architecture (BEA) Summary and Online FAQs	☐	☐	☐	☐	☐	☐
5.12 Component Business Capability Lifecycle (CBCL)	☐	☐	☐	☐	☐	☐
5.13 Defense Agencies Initiative (DAI)	☐	☐	☐	☐	☐	☐
5.14 Defense Cash Accountability System (DCAS)	☐	☐	☐	☐	☐	☐
5.15 Defense Departmental Reporting System (DDRS)	☐	☐	☐	☐	☐	☐
5.16 Defense Integrated Military Human Resources System (DIMHRS)	☐	☐	☐	☐	☐	☐
5.17 Defense Travel System (DTS)	☐	☐	☐	☐	☐	☐
5.18 Enterprise Integration (EI) Toolkit	☐	☐	☐	☐	☐	☐
5.19 Enterprise Resource Planning (ERP) Systems Online Tutorial	☐	☐	☐	☐	☐	☐
5.20 Enterprise Risk Assessment Methodology (ERAM)	☐	☐	☐	☐	☐	☐
5.21 Enterprise Transition Plan (ETP) Online Tutorial	☐	☐	☐	☐	☐	☐
5.22 Global Exchange (GEX)	☐	☐	☐	☐	☐	☐
5.23 Inter-Agency Revitalization and Stabilization Seminar	☐	☐	☐	☐	☐	☐
5.24 Inter-Agency Economic Roundtables	☐	☐	☐	☐	☐	☐
5.25 Investment Certification and Annual Review Process User Guidance	☐	☐	☐	☐	☐	☐
5.26 Investment Review Board Concept of Operations	☐	☐	☐	☐	☐	☐
5.27 Past Performance Information Retrieval System (PPIRS)	☐	☐	☐	☐	☐	☐
5.28 Standard Financial Information Structure (SFIS)	☐	☐	☐	☐	☐	☐
5.29 Standard Financial Information Structure (SFIS) Tutorial	☐	☐	☐	☐	☐	☐
5.30 Warfighter Support	☐	☐	☐	☐	☐	☐
5.31 Wide Area Workflow (WAWF)	☐	☐	☐	☐	☐	☐
5.32 Warfighter Business Requirements Identification and Coordination	☐	☐	☐	☐	☐	☐

6A **Your primary line of work is related to:**

- ☐ a) Enterprise Architecture
- ☐ b) Investment Management
- ☐ c) Acquisition or Program Management
- ☐ d) CIO
- ☐ e) Functional Requirements
- ☐ f) Other (please fill in the below)

Other:

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6B **Which Business Transformation Agency (BTA) products or services are used by your organization? (Mark all that apply)**

- ☐ a) Business Enterprise Architecture
- ☐ b) Enterprise Transition Plan
- ☐ c) Investment Review Board
- ☐ d) Enterprise Risk Assessment Methodology (ERAM)
- ☐ e) Business Capability Lifecycle (BCL)
- ☐ f) Inter-Agency support
- ☐ g) Enterprise Resource Planning (ERP) support
- ☐ h) None
- ☐ i) Other (please fill in below)

Other:

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6C **How familiar are you with the Enterprise Risk Assessment Methodology (ERAM)?**

- ☐ a) Very Familiar; I am currently implementing it
- ☐ b) Familiar with the Concepts
- ☐ c) Somewhat Familiar
- ☐ c) Not Familiar

6D **How familiar are you with Business Capability Lifecycle (BCL)?**

- ☐ a) Very Familiar; I am currently implementing it
- ☐ b) Familiar with the Concepts
- ☐ c) Somewhat Familiar
- ☐ d) Not Familiar

6E **Rank in order of importance what data or information is most important to you?**

	Very Important	Important	Somewhat Important	Not Important
a) Formal Policy	☐	☐	☐	☐

b)	Guidance and Procedures	☐	☐	☐	☐
c)	Business System Information	☐	☐	☐	☐
d)	Performance Metrics	☐	☐	☐	☐
e)	New Business Management Concepts	☐	☐	☐	☐
f)	Performance Measures	☐	☐	☐	☐
g)	Other (please fill in the blank below)	☐	☐	☐	☐

Other:

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6F **Currently, what are your primary sources for information necessary to do your job? (Mark all that apply)**

☐ a) Web Site or Portal

☐ b) Personal Communications

☐ c) Meetings

☐ d) Information Technology System

☐ e) Other (please fill in the blank below)

Other:

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6G **What are your preferred methods for receiving information?**

		Mark all that apply
a)	Current Method	☐
b)	Access to Multiple Data Sources via a Single Sign-on (e.g. Defense Knowledge Online (DKO))	☐
c)	An On-line Collaboration Site	☐
d)	A Business Transformation E-newsletter	☐
e)	An Expanded Business Information Technology System Repository	☐
f)	E-learning	☐
g)	Other (please fill in below)	☐

Other:

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6H **How interested is your organization in reducing acquisition documentation?**

☐ a) Very Interested

☐ b) Somewhat Interested

☐ c) Not Interested

☐ d) Do Not Know

☐ e) Other (please fill in the blank below)

Other:

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6I **How capable is your organization currently in delivering business capabilities in 18 months or less?**

☐ a) Very capable

☐ b) Somewhat capable

☐ c) Not capable

☐ d) Don't know

☐ e) Other - please fill in below

Other:

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6J **If you participated in a BTA Warfighter Support facilitated roundtable or seminar did you find it:**

☐ a) Very Beneficial

☐ b) Somewhat Beneficial

☐ c) Not Beneficial

☐ d) Not Applicable

☐ e) Other (please fill in below)

Other:

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6K **How helpful has the BTA been in developing and implementing business capability in your organization?**

☐ a) Very helpful

☐ b) Somewhat helpful

☐ c) Not helpful

☐ d) Not applicable

☐ e) Other (please fill in below)

Other:

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6L **What resources do you currently use for technical acquisition guidance?**

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6M **Does your agency need further defined acquisition guidance for business systems, and if yes in what areas of the acquisition lifecycle?**

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6N **What support were you expecting from the BTA for requirements development?**

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6O **What gaps exist in your organization that prevent requirements development?**

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6P **How can the BTA help to synchronize lines of business across business operations during peacetime and during contingency operations?**

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Please give us your comments

Please elaborate if you said your organization could provide these products and services for itself

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Please elaborate on your organization's ability to provide these products and services for all of DoD

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Please elaborate if you can on any "very dissatisfied" answers

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Specific suggestions you have for improving particular products or services

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Related products or services that you would like to have provided

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Other comments

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Sharing your results (please select one):

☐ You may share my comments directly with no editing.

☐ My comments contain no identifying information - they do not need to be edited.

☐ Please edit any identifying information out of my comments before sharing it with Defense Business Transformation Agency

If you are not the person who this survey was addressed to, please tell us who you are. We will save your name and contact information but the orginal name will not change.

Full name: _____

Email: _____

Phone: _____

You may reply using the method that is most convenient for you.

- Mail it in the enclosed envelope (Send to Westat, 1650 Research Boulevard, Rockville, MD 20850)
- Visit the Biennial Review web site: https://biennialreview.osd.mil

Enter your Access code: **064C-C42B-09C4** to complete the survey online.
Questions? Call us toll free: 1-888-663-9084