



Case Study

DoD's independent combat support agency required training partner to provide analysis, course development and training for 10,000+ end-users over a three week period

Client:

The Defense Contract Management Agency (DCMA), an Independent Combat Support Agency Within The Department of Defense (DoD)

Industry:

Government

Service Offering:

Component Services

- Training Services
- Instructor-Led Training

Technology Execution:

TEKsystems' broad portfolio of Technology Execution offerings encompasses the full spectrum of implementation services. These services include the sourcing and placement of technology experts from the nation's largest active pool of Technical Professionals through expertise and proprietary methodology applied to complex technology implementations.



The Program: The Defense Contract Management Agency (DCMA) is an independent combat support agency within the Department of Defense (DoD). DCMA works as the management vehicle for DoD contracts to ensure that all services, systems, and supplies are delivered on time, within budget, and at specified performance requirements. This involves managing approximately 320,000 prime contracts with work valued at over \$850 billion. DCMA, which employs 11,000 civilian and military professionals, is headquartered in Fairfax County, VA and organized into three districts – East, Mid-West, and West. The districts are further divided into 47 Contract Management Offices (CMOs) that work with Defense industry contractors at over 900 locations worldwide.

The Scope: DCMA was looking for a partner to provide instructor-led, classroom training on two of its new Human Resource applications; the Performance Labor Accounting System (PLAS) and the Electronic Contract Administration Request System (ECARS). PLAS is a timekeeper application used to record each employee's daily breakdown of work into one of 78 defined work processes or various types of leave. ECARS is an online program that accepts and tracks all non-DoD requests for services from external customers, routing each request by zip code to the appropriate DCMA or DCAA field office. Email notification is then provided to designated field team leaders who can review, accept, re-delegate, or reject the request immediately via the ECARS system.

The goal of the PLAS and ECARS applications will be to replace much of the existing paperwork and provide an excellent way to track budget execution and performance and workload trends. DCMA is expecting the new tools to help with organizational synergy and needs the transition from the old paper methods to the new system to be as smooth and seamless as possible. Functional, environmental, and operational beta tests have been completed and the applications will be rolled out nationwide to the 11,000 DCMA endusers over a three-week period. Instruction will take place in 70 DCMA "hub" locations at nearby, separately contracted training facilities.



The Support: Due to the short timeframe for application rollout and training completion and the vast number of hub locations, DCMA needed a partner that could quickly and effectively address its staffing needs. TEKsystems® had helped build the PLAS and ECARS applications and had a valuable insight and understanding of each program as well as the client's technical and cultural environments. In addition, TEKsystems' national presence and large professional recruiting network allowed for the cost-effective use of local resources.

TEKsystems enlisted the help of one of its services partners who also had a previous relationship with DCMA to provide overall project management. After working closely with DCMA to identify its specific training objectives, TEKsystems created a deployment and training plan to include training analysis, course development and implementation, and instructor-led classroom training. Approximately 924 classes with an average class size of 12 students are scheduled over a three-week period. It is expected that 95 percent of students will pass the training course and more than 50 percent of students will achieve a score of 85 percent or higher. TEKsystems will provide approximately 40 instructors through local staffing, but will include a small number of lead instructors to travel to some of the larger training sites. TEKsystems' internal training department will host three four-hour "train the trainer" online seminars to remotely prepare all instructors.

The Result: As the premier provider of Technology Execution, TEKsystems recognizes training to be critical in achieving and maintaining a high level of productivity from employees, especially when a new application or business method is introduced. Therefore, bringing TEKsystems' extensive training experience and best practices to the project will alleviate some of DCMA's training concerns and allow the client to remain focused on its core business. TEKsystems' previous experience in the development phase of the PLAS and ECARS applications, and its understanding of DCMA's internal culture, will aid in a successful program rollout and training delivery. Effectively training the organizations' end users on the new applications will encourage acceptance of the systems, thus leading to more time efficiency, improved customer service, and less paperwork. Overall, the PLAS and ECARS applications will provide data consistency throughout the organization, and give each office real-time access to the most up-to-date DCMA information.