

## SPS INTEGRATED SUPPORT SERVICES

The Department of Defense (DoD) took its first steps toward a standard business process and an accompanying commercial software system when it acquired the DoD Standard Procurement System (SPS) Procurement Desktop Defense (PD2) in 1997. SPS PD2 was a key part of an ambitious plan to “standardize” all procurement functions in one business system supported by common processes and is the first DoD-wide enterprise business solution handling hundreds of thousands of contract actions and employing over 23,000 users at hundreds of DoD contracts and procurement organizations.

*Intekras* is currently providing system and software engineering technical support and subject matter expertise for the procurement support systems under DOD's SPS PD2 standard procurement initiative with the Indian Head Division/Naval Surface Warfare Center (NSWC) at Indian Head, MD. These systems include the Standard Procurement System (SPS), Procurement Desktop Defense (PD2), ILSMIS, Seaport-Enhanced and all other related systems utilized to provide procurement services to Indian Head. In addition to providing logistical support for the SPS PD2 system, *Intekras* also provides a systematic integrated approach designed to yield continuous organizational workforce and business process improvements. The following is a list of tasks currently being performed by our Systems Analysts under this contract:

- SPS PD2 logistical services support
- Dedicated SPS SME support personnel integrated with team (on-site & remote)
- Consultation and training to the contracts and procurement specialists on the PD2 screen operations and integrated systems business processes
- Helpdesk support for desktop functional and software issues
- SPS PD2 software system-of-system interface for technical issues
- Helpdesk support for FPDS-NG/CARs and Funding/LOA issues
- Business processes assessment to identify cost effective process improvements
- Development & implementation of new or improved processes for more effective use of SPS functions
- Process improvement initiatives to gain workforce acceptance
- User manuals updates to incorporate process improvements
- Continuous workforce training as required for improvements
- Analysis of SPS PD2 software product updates to assess operational, documentation and training impact before implementation
- Data field and software adapter interface support for other systems communication and data reuse such as ILSMIS and Seaport portal.
- On-site SPS SME
- Development and implementation of metrics plan and processes for implementing an organizational continuous improvement process

### Benefits

- Integrated SPS system service support
- Functional and process redundancy eliminated
- Dedicated SPS SME support
- Tailored, integrated and effective processes
- Improved data sharing between systems
- Improved workforce effectiveness and efficiency
- Increased use of SPS functions
- Continuous business improvement services including trackable metrics
- Integrated and effective workforce training