

# DEAMS

## *Current Account*

Financial Management at Your Fingertips

Vol. 7 No. 7 July 2012

### Part 2

## **Officials release AMC survey results, response**

The final portion of Air Mobility Command's user survey for the Defense Enterprise Accounting and Management System is summarized here. Topics include training, workload impact, audit readiness, and overall perception. Where percentages are cited, those not totaling 100 percent do not include neutral (neither agree nor disagree) responses.

The AMC financial management directorate surveyed 271 staff and 375th Air Mobility Wing DEAMS users at Scott Air Force Base, Ill. It was conducted in February to measure user attitudes and opinions about DEAMS, and to assess its perceived performance and impact to the mission.

Sixty-three people responded, for a 23 percent return rate (64 percent from AMC, 36 percent from the 375th AMW). To put those numbers into perspective, DEAMS had almost 1,200 users in early March; AMC surveyed 271 of them, or roughly 23 percent. The 63 who responded represent roughly 5 percent of all DEAMS users.

Results and responses from system performance and user confidence were summarized in the June "Current Account." Authenticated users on the Air Force domain can access the complete survey results and FMO response at <https://eim.amc.af.mil/org/amcfm/DEAMS/Shared%20Documents/Survey>. Others may request copies from [troy.sanders@us.af.mil](mailto:troy.sanders@us.af.mil).

### **Training**

This section measured user perceptions of required training, system documentation, and

the corresponding ability to do their jobs. The report did not contain individual statements with which respondents agreed or disagreed. However, the report stated that users were split as to whether training and written documentation were helpful, and more than half understand how to use DEAMS well enough to do their jobs.

Response: We agree that user training was too long. It was structured so an individual could be scheduled for multiple one-hour to three-day courses over several weeks. Also, a significant number of courses covered functions that users would never perform.

We have streamlined DEAMS training by building courses around user roles. For example, material deemed necessary for resource advisors has been incorporated into specific coursework for RAs.

Training guides and manuals are being updated and restructured to better complement the DEAMS roles. The training guides now allow the user to identify a specific process in question and then find the step-by-step instructions needed to assist in completing a specific task.

Another improvement is that training will be completed in consecutive days rather than spread out over several weeks. For example, the RA course may last three days but, once

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completed, users will have received all the required RA instruction to operate in DEAMS. Users would not need to complete additional training unless they had chosen additional roles or responsibilities.

Lastly, course scheduling will be completed online through the Financial Management Distributed Learning Center, where users will sign up for the time period that best fits their schedule. Training will be conducted by professional Oracle trainers paired with functional subject matter experts.

### **Workload impact**

*“Before DEAMS deployed, I understood how it would impact my job.”*

Most users neither agreed nor disagreed to this statement; those who did agree or disagree were fairly evenly split.

Response: The DEAMS FMO has implemented a structured approach for managing the user transition to DEAMS using familiarization, training and ongoing communications.

The DEAMS Change Impact Guide is a legacy-to-DEAMS crosswalk that serves as a broad overview of process changes and how they will affect the users’ work activities. It summarizes changes in each of the major functional areas and affords future users time to consider and prepare for the changes and plan for challenges they may encounter on the job.

*“My workload is about the same or has decreased as a result of the tasks I perform in DEAMS.”*

Five times as many users than not (65 percent vs. 13 percent) think DEAMS increased their workload. They cited manual workarounds and difficulty finding information they need as reasons.

Response: Some users may indeed find that their workload has increased as a result of the transition to DEAMS. One of many criteria given to DEAMS developers was to ensure that the new system would be accurate, audit ready, and compliant with federal standards. As a result, some procedures may take more steps to accomplish in DEAMS than they did in the legacy systems.

DEAMS currently requires several workarounds that add extra time and effort to some tasks. With improving procedures and the eventual reduction and elimination of workarounds, normal effort will resume for many tasks and the workload will stabilize. There are dozens of remedy tickets in progress, many of which are aimed at resolving DEAMS workarounds. In the meantime, patches are continuously being developed and refined, which will help to ease the workload.

*“My work is more accurate as a result of DEAMS.”*

Five times as many users than not (52 percent vs. 11 percent) think DEAMS makes their work inaccurate. This seems to be driven by a lack of confidence in DEAMS information due to mismatches with the Commanders’ Resource Integration System, and valid but incorrect data.

Response: DEAMS is the system of record for accounting data produced or developed within that system and represents the most accurate depiction of that data. To date, data retrieved from CRIS representing DEAMS accounting data may not translate properly because DEAMS uses the new Standard Financial Information Structure while CRIS still uses the legacy line of accounting. A working group is looking at various options to alleviate translation problems between the two systems.

*“I can perform my work without workarounds related to DEAMS.”*

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Users overwhelmingly reported that their work in DEAMS included workarounds.

Response: The FMO is researching and categorizing known workarounds using 18 parameters (e.g., frequency, workload impact, as-is/to-be, etc.). Leadership will prioritize the workarounds and work down the list as quickly as resources permit. While many workarounds are tied to known problem reports, deficiency reports, and help desk trouble reports, these will be eliminated when the PRs, DRs, and TRs are fixed.

*“DEAMS processes are at least as easy as in legacy systems.”*

Not quite, as 66 percent disagreed with this statement while only 4 percent agreed.

Response: As mentioned in previous responses, we believe that DEAMS performance will improve with user experience. But, although the DEAMS process to collect information necessary to achieve audit-ready financial statements is more detailed, it also helps ensure DEAMS complies with federal laws for auditability.

*“DEAMS processes work correctly the first time.”*

More than half of the respondents disagreed with this statement, citing workarounds and the ability to enter incorrect data as contributing factors.

Response: We’ve already discussed how the FMO is researching, categorizing and prioritizing known workarounds. As to accuracy, DEAMS is designed improve the probability that data elements are entered correctly but cannot prevent a user from using a data element incorrectly. For example, if a user makes a requisition using the Research and Development appropriation, DEAMS will assist in entering the correct data element. However, that does not mean that data which is entered is a correct use of that data element (i.e. the charge may be more appropriate on the Operations and Maintenance appropriation).

## **Audit readiness**

*“I know what it means to achieve audit readiness.”*

Almost seven out of 10 respondents agreed, although there was no way measure actual understanding for accuracy.

Response: When fully implemented, DEAMS will provide a critical capability to audit readiness that simply does not exist today: a transaction-based general ledger with the ability to trace financial transactions from business events to the financial statements and back.

## **Overall perception**

*“I am satisfied with the performance of DEAMS.”*

More than half of the 63 respondents (57 percent) disagreed; 18 percent agreed.

Response: Scott AFB users play an invaluable role during a complete rebuild of our accounting system. They are identifying issues, problems and solutions before we deploy DEAMS to the rest of the Air Force. The types of issues contributing to user dissatisfaction were not unexpected when considering their leading and invaluable role as part of the technical demonstration.

*“I believe DEAMS is ready to be deployed at another location.”*

A majority (70 percent) disagreed; 10 percent agreed.

Response: The system the FMO deploys to the Air Force will be vastly improved from the version Scott AFB began using. The Air Force and DEAMS Program Management Office have built several mechanisms into the program to aid in the successful delivery of a fully functional and capable system. It must also pass an assessment by the Air Force Operational Test and Evaluation Center before deploying elsewhere.

# DEAMS sets up collaboration site in milSuite

The Defense Enterprise Accounting and Management System has established a presence

on milSuite to ease communications and collaboration with and among users.

milSuite is a centralized collection of online tools and applications for collaboration and knowledge sharing across the Department of Defense. The enterprise-wide suite of tools mirrors the functionality of existing social media platforms such as Facebook, Wikipedia, YouTube and Twitter. The environment includes milBook, milWiki, milTube and milBlog, each providing varying degrees of collaboration capabilities. Anyone with a Common Access Card can join one or more of these sites.

The DEAMS milBook site serves as a central hub for networking DEAMS users, future users and others interested in the program, much like Facebook and LinkedIn. Users can share information through documents, discussions and group blogs.



milWiki is a knowledge bank where people may share knowledge and experiences by posting new information or

contributing to what is already there, as with regular wikis.

There are no plans to use milTube or milBlog initially. milTube is a video-sharing capability. News and general information, which would be served by milBlog, is available on the DEAMS public website at [www.deams.af.mil](http://www.deams.af.mil).

Users must first establish a milSuite account at <https://www.milsuite.mil> to access the individual online tools. Once that account is established, users can go directly to the DEAMS milBook site at <https://www.milsuite.mil/book/groups/deams> or click on the milBook link at the bottom of the milSuite page. Once in milBook, click the Groups tab at the top of the page and type DEAMS in the search box. There is a link in the Actions section along the right side of the page to join the group.

## Deployment Status Update

The DEAMS Deployment team is reviewing the Integrated Master Schedule for the next four Air Mobility Command bases (Grand Forks AFB, N.D.; Fairchild AFB, Wash.; Pope Field, N.C.; and Little Rock AFB, Ark.).

Training is scheduled to begin at McConnell AFB on Aug. 6. Required courses are based on the DEAMS roles that individuals requested during user registration, based on their job functions. DEAMS is scheduled to go live at McConnell in October.

# DEAMS Transitions

## Arriving

**Edward Horsch**  
Kearney & Co.  
Project Accounting

**Philip Ruter**  
Kearney & Co.  
Compliance

**Lesley Sauls**  
Kearney & Co.  
Training

**Lisa Vanoli**  
Kearney & Co.  
Training

## Departing

**Tye Brown**  
Ernst & Young  
Compliance

# Quotable

*“Auditability is a goal that every commander, every manager, and every functional specialist must understand and embrace to improve efficiency and accountability at the DOD.”*



DOD photo

Leon Panetta  
Secretary of Defense

*“We need to transition to a modern financial system that is audit compliant, and getting DEAMS fully functional and deployed is our solution.”*



USAF photo

Dr. Jamie Morin  
Acting Under Secretary of the Air Force

# DEAMS Outreach

**Do you have an upcoming event? Regional conference? Mini-PDI? Speakers are available to update your group on the status of DEAMS.**

**Contact the DEAMS Functional Management Office at (618) 622-5700 or via email at [ustc-deams@ustranscom.mil](mailto:ustc-deams@ustranscom.mil).**

**Randy Newcome, Air Force Functional Manager for DEAMS, and Lt. Col Tracy Watkins, Scott Air Force Base, Ill., comptroller; explain the DEAMS deployment strategy during an Air Force service day session at the American Society of Military Comptrollers' Professional Development Institute May 30 in Anaheim, Calif.**



Visit the DEAMS public website at [www.deams.af.mil](http://www.deams.af.mil)

Join or observe DEAMS discussions on milSuite at <https://www.milsuite.mil/book/groups/deams>

Questions about Web content may be emailed to: [ustc-deams@ustranscom.mil](mailto:ustc-deams@ustranscom.mil)



# DEAMS

## *Current Account*

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