



A Successful Close to Fiscal Year 2009

KINGSTOWNE, Va. — The end of Fiscal Year (FY) 2009 marked another first for GFEBs and for the Army — all GFEBs organizations successfully completed year-end close out. This included IMCOM, FORSCOM and TRADOC organizations at Ft Jackson, Ft Stewart and Ft Benning. These operational organizations involved some 1,500 users at 21 organizations across the Army. Some of the organizations were using GFEBs for the entire FY, while others were using GFEBs for only the second half of the FY.

Anticipating the first year-end closing would have challenges, GFEBs set several processes in place to help mitigate and support the operational organizations. In coordination with the operational organizations, the GFEBs Team sent functional subject matter experts to the sites while GFEBs Operations and Support (O&S) set up and staffed hotlines to ensure quick and effective assistance. As anticipated, challenges did arise, but with the dedication of the end users and the GFEBs Team, each challenge was overcome.

Modifying contracts going to the Standard Procurement System (SPS) for award was one example of the challenges encountered during close out. End users required information from the Contracts Specialists in order to make necessary modifications to new purchase requisitions. This process was complicated by changes to numerous Contract Line Items (CLINs).

Many of the challenges had to do with communications and synchronization among the various participants at each organization, i.e., the end users in resource management and contracting. End users and the O&S Team worked hand-in-hand through hotlines and meetings, and in the end, all expiring funds were obligated except for approximately \$100K of the \$1.3 billion direct expiring funds.

The GFEBs operational organizations had a busy year — they processed 1 million transactions and balanced all proprietary

and budgetary accounts. With the close out, the GFEBs operational organizations had \$0 in Negative Unliquidated Obligations (NULOs) with only \$6 million in Unmatched Disbursements (UMDs). Also of interest, GFEBs was available to process FY2010 transactions beginning 12:01 a.m. on 1 October 2009, and the Trial Balance was sent on 4 October as planned. This ability to switch over was a test of the system and a major accomplishment.

After year-end close out, GFEBs held workshops with end users to discuss and learn about what went well and what can be improved. Users said they liked the availability of real time data and the supply process in GFEBs. Users' issues primarily centered on aspects of Segregation of Duties (SoD) and specific levels of reporting. Due to a HQDA policy, only one or two individuals per site may have access to obli-

gate expired year funds. This policy drives a piece of the SoD capability of GFEBs and resulted in a different close-out process than the Army typically performs. Many of the users also wanted the status of funds reports to contain a lower-level of information. During workshops, GFEBs worked with sites involved in the close-out to understand what information they needed on these reports. The feedback on reports and lessons learned shed light on areas for improvement with GFEBs system functionality and additional support procedures for future waves.

The journey toward full Armywide implementation continues with organizations that went live on 1 January 2010, and those going live on 1 April 2010. Lessons learned in FY 2009 will lead to improvements for the close out of FY2010 and beyond. ■

GFEBs Congratulates Ms. Brooke Larrabee for Outstanding Service Award

KINGSTOWNE, Va. — GFEBs would like to congratulate Ms. Brooke A. Larrabee, lead accountant within U.S. Army Forces Command (FORSCOM) G-8, Resource Integration Division at Fort McPherson, Ga. On 8 December 2009, Brooke received the 2009 "Army Out-

standing Employee of the Year with a Disability Award."

The purpose of this prestigious annual Armywide award is to identify, recognize and publicize the achievements of outstanding employees with disabilities who have made significant contributions to the Army mission, resulting in opening employment opportunities for other people with disabilities.

Brooke worked on site at GFEBs for about two and a half years as a functional Subject Matter Expert (SME) before returning to Ft McPherson in early 2009.

Follow the link below to read the full article about Brooke's award:
<http://www.army.mil/news/2009/12/09/31553-forscom-accountant-receives-army-level-award/> ■



At the 29th Annual DoD Disability Awards Ceremony, Ms. Brooke A. Larrabee was presented the 'Army Outstanding Employee of the Year with a Disability' award for 2009 by (left) Mr. Clarence A. Johnson, acting, deputy under secretary of Defense (Plans)/ principal director for Diversity Management and Equal Opportunity and (right) Mr. Norvel L. "Rock" Dillard, deputy director, deputy assistant secretary of the Army Manpower and Reserve Affairs (ASA (M&RA)) for Equal Employment Opportunity and Civil Rights at the Hyatt Regency Hotel in Bethesda, Md., Dec. 8.

Power Users Drive GFEBs Deployment & Support

KINGSTOWNE, Va. — Over the past few weeks, the GFEBs Project was host to over 300 end users from across Medical Command (MEDCOM), Defense Finance and Accounting Service (DFAS) and Wave 2 sites. These users are extremely important to the success of GFEBs because they are not ordinary end users—they will become “Power Users.” Power Users are an essential part of pre-deployment and post go-live activities.

The Power User program will create an advanced subset of end users with an in-depth understanding of GFEBs and its processes. The Power User program readies end users to be advocates in preparation for and following go-live at gaining organizations. Prior to going live, Power Users support site visits, role assignment activities, organizational readiness, and both instructor-led (ILT) and virtual ILT training. During ILT, Power Users serve as the “coaches in the classroom.” Following go-live, they are their Command’s first line of face-to-face support for end users and are often able to answer questions and resolve common issues without having to open a helpdesk ticket. Power Users are granted the same level of system access as regular end users, based on their normal job duties and GFEBs roles. Power Users are not provided with any additional system roles or early system access to the GFEBs production environment.

Power Users complete all Computer-Based Training (CBT) courses in their designated business process areas and attend two five-day sessions of Power User training prior to the beginning of instructor-led training for their deployment wave. These two training sessions are broken into different tracks based on GFEBs business process areas. The first Power User training session introduces Power Users to GFEBs, the crosswalks from legacy systems, GFEBs terminology and business processes, site readiness activities, and GFEBs transactional processes. The second session, some months after the first, introduces Power Users to more in-depth transaction scenarios;

the entire GFEBs support structure, tips for pre-go live end-user readiness activities, and techniques for ensuring a successful instructor-led training experience while serving as the “coach in the classroom”. In addition to the CBT courses and the two five-day Power User training sessions, there are monthly Power User conference calls hosted via Defense Connect Online (DCO) to provide additional in-depth information on GFEBs and the business processes.

This program requires a collaborative partnership between GFEBs and the gaining organizations. The GFEBs Project provides the training, tools, materials, and sustainment channels to support Power User training. Gaining organiza-

tions provide the support and management to ensure that their Power Users can continue their learning beyond the classroom by encouraging ongoing learning activities (visits to other deployed sites, completion of prerequisite training, participation in program support activities, etc). Once trained, Power Users are Command assets for go-live and sustainment support.

As Wave 2 advances toward its 1 April 2010 go-live, Power Users become increasingly important to the success of GFEBs. Power Users not only assist their organizations and GFEBs, but also gain a broad expertise in the technology behind GFEBs. As the Power User program progresses, users will be able to increase their knowledge of GFEBs and gain higher ranking certificates in GFEBs readiness. If you are a part of a future gaining organization, GFEBs Project Leadership encourages you to get involved in the Power User program. ■

GET READY!

Wave 2 Go-live is 1 April 2010

GFEBs Passes the Disaster Recovery Test

KINGSTOWNE, Va. — GFEBs conducted a disaster recovery test to evaluate the system’s technical ability to maintain critical servers and interfaces in the event of an unplanned incident that threatens either GFEBs services or technical infrastructure. This test occurred from 10-14 November 2009 and GFEBs recovery was a success. GFEBs met both the required contractual recovery timeframe and the GFEBs Technical Team’s more stringent recovery goal.

The test involved a rigorous disaster recovery that included a threshold requirement to recover full GFEBs capabilities and the reestablishment of all system interfaces within 24 hours of an official disaster declaration (e.g., loss of the primary data center). The GFEBs Technical Team, responsible for running the test, set a goal to recover the system within six hours of the disaster simulation.

Redstone Arsenal is GFEBs primary data center and the Product Director

Acquisition, Logistics, and Technology Enterprise Systems and Services (PD ALTESS) is the back up center. During the planned disaster recovery event, there was a failover (i.e., loss of the primary data center) of GFEBs production activities from the primary data center at Redstone Arsenal to PD ALTESS. At the expiration of this event, there was a fallback (i.e., primary data center once again became operational) of GFEBs production activities to Redstone Arsenal.

The disaster recovery event was a success. It affected all system interface partners and current GFEBs end users, but minimized system downtime. GFEBs surpassed the Technical Team’s objective to recover full GFEBs capabilities within six hours of an official disaster. This suggests that in the event of a true unplanned incident, GFEBs should be able to recover full capability in less than 24 hours. ■

FEEDBACK: For questions, comments, or suggestions about articles, email us at gfebs.info@us.army.mil.

General Fund Enterprise Business System (GFEBs) is a project office of the Program Executive Office Enterprise Information Systems (PEO EIS).