

Silicon Space Federal Systems is pleased to submit our abstract for the NCMI 2004 Industry Symposium call for papers under the topic area, The End-User Experience: New Ideas and Concepts. Our abstract and proposed paper will address our approach, methodology, solution and more importantly, the critical importance, value and achievable results when delivering an innovative "End User Experience". Our brief will convey proven results of a success story in Program Management innovation leveraging the end user experience as a catalyst for transformation, enablement of technology adoption and a culture of efficiency.

Our subject matter expertise is based on our qualifications and years of experience providing a human factors approach to solution development for enterprise commercial customers. Much of our success at SPAWAR brings together eight years of success in the commercial sector providing web-based solutions focused on the end user experience, including Gateway's client care support site, intranet and extranet applications at Hewlett Packard, Disney, Young & Rubicam and others. The common thread in both our commercial and Navy efforts is the leverage of commercial best practices in use-ability and design that focus on the end user experience to enable efficiency, productivity, as well as, provide quantifiable and qualitative results. Our end user experience innovation for this paper will focus specifically on our exciting success story within the Acquisition community at the Navy's SPAWAR (Space & Warfare Systems Command), Headquarters, in San Diego, CA.

Technology adoption is achieved through successful user-adopted solutions, enabled by creative concepts in user interface design and workflow enabled tools that enhance the user experience. Just as NMCI is addressing the Navy demands for transformation, standardization and joint interoperability, our case study supports these same efforts by examining the business challenges and solutions to successful adoption of new technologies and enabling effective change management to accomplish virtually "new ways to conduct business".

Business process standardization and automation is required now. However, "just another tool" is not the answer. If a tool is not adopted by end users, it is obviously of no value at any level within the enterprise. Daily work group capability solutions must be designed for adoption and simple ease-of-use however must also be designed for scale and integration for leverage and information accessibility.

Facing a significant increase in workload but desiring to keep headcount costs in check, one SPAWAR program office desired a new approach to automate core acquisition business processes throughout the Acquisition Process Lifecycle using an integrated Digital Environment (IDE) called PMToolbox.

Fourteen 18 months after launch, the program office's change in process, enabled by the tool, has eliminated the need for 4 headcount, sped the turnaround time on CDRL (Contract Data Requirements List) review and response by 30-50%, reduced PCO processing time from 1 hour per correspondence to 3 minutes, and centralized all program office documents in one online library saving countless hours searching.

These are valuable metrics and indicate proven success, however how were they achieved? Technology is only valuable if it is embraced and "used" by the end user. Through careful

consideration of the various levels of end users, a creative and effective user interface was designed to enable enthusiastic user adoption. The end user experience “makes” or “breaks” the value of the tool, and is a factor in determining the overall value of the technology investment.

PMTtoolbox, represents the next wave of potential NMCI applications, as well as the opportunity to complement and enhance Navy ERP efforts as pilots such as SIGMA transition to converged end-to-end business process solutions.

NMCI evolves and matures as a common desktop environment, common technical infrastructure, and hosting provider for client-server application. Unlike NMCI’s “Gold Disk” suite of standard client-server applications, PMTtoolbox is web browser-based, enabling rapid process improvement automation upgrades at the server while eliminating the need for client-side updates. As more web-based business applications are stood up, NMCI will need to move increasingly toward the provisioning of web-hosting within the network, in addition to traditional client-server hosting. Web-based solutions like PMTtoolbox, that simplify and enhance the user experience, actually enable the success of other enterprise required systems. Technology, process, or data for their own sake is of limited value to the end user.

While the potential benefits – and true success stories - of ERP are well documented, commercial ERP efforts have historically faced challenges in simultaneously meeting all the business process needs of all the stakeholders within a do-able and affordable project scope and in surmounting the sometimes steep user learning curve due to lack of intuitive user interfaces.

NMCI has already been widely credited for simplifying the implementation of ERP at NavAir, where ERP servers are operating on NMCI infrastructure. PMTtoolbox, as an example of a highly focused response to specific business process needs, focused on the end user experience, therefore requiring virtually no user learning curve, points to the type of application, like the ERP pilots, that can leverage the NMCI network and leverage broader ERP functionality.

This paper will examine the implications the new ideas and concepts of the end user experience and the implications to NMCI and DON initiatives.

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