

Slide 1 DFAS Business Evolution (DBE)

DCII Logo

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Slide 2 DFAS Business Evolution Plan (Phase I)

The following figure represents Phase I of the DFAS Business Evolution Plan. A triangle shows the Strengthened Customer Partnership at the top. Business Line Focus is at the bottom left of the triangle and Corporate-wide Support Services is located at the bottom right of the triangle.

Situated directly centered at the bottom of the triangle in an outer ring is Improved Value to Our Customers. DFAS Business Evolution Planning Team is located just outside the triangle on the left side and on the right side is “Your Financial Partner @ Work.” At the bottom beneath the entire triangle is Briefing to DFAS Management (August 7, 2000).

Slide 3 DFAS Business Evolution (DBE)

Current Geographical Focus

- “Improve Quality, Lower Cost”
- Geographical Organization (Centers/OPLOCs)
- Site Reductions
- Systems Reductions

Future Business-line Focus

- “Improved Value”
- Strengthened Customer Partnerships
- Business-line Organization

“Your Financial Partner @ Work”

Slide 4 DFAS Business Evolution (DBE) Operational Concept

DBE Model Developed by DFAS Management Council

The following chart depicts the relationships among the customers, customer interface, pay services, and accounting services.

Customers coordinate with Headquarters. Customers include the following: Army, Navy, Air Force, Marine Corps, Joint Staff, Defense Agencies, Unified and Specified Commands, Other Components; Defense Military and Civilian Employees, Retirees/Annuitants, and Contractors/Vendors

Headquarters includes the following:

- Corporate Policy
- DC Liaison
- Communications
- Internal Review
- CIO
- DRM
- CAE/HCA
- System Integrators/Program Managers
- General Counsel

Headquarters controls the following 8 areas:

1. Customer Interface
2. Pay Services (Principal Business).
Within Pay Services is People Pay and Commercial Pay. People Pay includes Military Pay, Civilian Pay, Retired/Annuitant Pay, Debt Collection, Garnishment, and Travel Computation. Commercial Pay includes Vendor Pay*, Contractor Pay*, and Transportation Pay. (* = Contractor dept collection)
3. Resource Management (Support Service Business)
4. Administrative Services (Support Service Business)
5. Human Resources (Support Service Business)
6. Legal Services (Support Service Business)
7. Acquisition Services (Support Service Business)
8. Technology Services (Support Service Business), including Infrastructure Services [ISO] and Software Engineering [SEO]

Accounting Services interfaces with all the Principal and Support Service Businesses including the following:

- Field
- Departmental
- Disbursing

Information circulates among all Customers, Principal and Support Service Businesses.

Slide 5 Customer Interface Definitions

Client Executive (CE) - is accountable for the client relationship within a single business line and across all business lines and product lines. Typically a client will receive services from several DFAS business lines. The CE for that client will address any issues the client raises that are not addressed within the delivery mechanism of the business line/product line. A CE is responsible for client satisfaction, new business initiatives, client loyalty, and for achieving the performance requirements specified within a service level agreement with the client. A single CE may have more than one client. Every DFAS client will have a CE.

Client Service Executive (CSE) - is accountable to the client and the client's respective CE for delivery of the service to the client for a single business line/product line and for collaborating on client relationship expansion and service excellence. The CSE receives resources from a business line executive that are employed by the CSE to deliver the service to the client and customers.

Client Development Executive (CDE) -is accountable for collaborating with CEs to win new business, identify and develop new business opportunities, growing business in existing clients and taking the lead in new client situations.

Business Line Executive (BLE) - is responsible for the overall business line (e.g., People Pay, Contract Pay, Vendor Pay, and Accounting).

Product Line Executive (PLE) - is responsible for a product line (e.g., Military Pay, Contractor Pay) within a business line.

Slide 6 Customer Interface (Functions/New/Realigned)

Function: CE is responsible for overall client satisfaction across multiple business/product lines and part of Client Team

- Establish a communications network
- Resolve complaints and answer inquiries
- Identify client needs and advocate client-oriented products and services
- Develop and conduct performance reviews for the client
- Oversee business improvements and new business opportunities

CSE is responsible for client delivery and part of Client Team

CDE is responsible for developing new products, services, processes and part of Client Team

New: It's all new

Realigned: Resource are “dual hatted” and reside in other organizational elements

Slide 7 Customer Interface Organization

Resources are “dual hatted” and reside in other organizational elements.

The organization chart below is structured as follows but is not limited to DFAS HQs.

CLIENTS (Army, Navy, Air Force, Marine Corps, Defense Agencies, DoD Components) are at the top of the organization chart and branch off into the following groups:

- CE Navy & CSE Navy Accounting
- CE OF & CSE OF Army Accounting
- CE SF & CSE SF Army Accounting (Army)
- CE AF & CSE AF Accounting, which includes Departmental Accounting CSE (Systems, Disbursing, Reporting, and CFO); Field Accounting CSE/CE with Accounting (Army and Air Force), Vendor Pay (Army and Air Force), and Travel; and CDE (Product Development and Marketing)
- CE MC & CSE MC Accounting
- CE Def Ag & CSE Def Ag Accounting
- BLE Vendor Pay, which includes Vendor Pay (Army and Air Force)
- BLE Contract Pay
- BLE People Pay, which includes Travel

Slide 8 Accounting (Functions/New/Realigned)

Function

- Field accounting for appropriated and working capital funds
- Non-appropriated and trust fund accounting
- Departmental reporting

New

- Managerial Accounting and Analysis

Realigned

- Disbursing
- Obligation input presently performed in IAPS for Denver Network

Slide 9 Accounting Organization (DFAS Sites Formerly Known As Centers)

The organization chart below is structured as follows:

CE/CSE for Accounting for Military Services/Defense Components is at the top with the following groups branching off from it:

- CSE for DFAS Site Accounting Operations (Formerly Known As Centers), which includes Departmental Reporting, CFO Reporting, Systems, and Disbursing
- CE/CSE for Field Accounting Operations (Formerly Known As OPLOCs)
- Client Development Executives, which includes Marketing and Product Development

Slide 10 Accounting Organization (DFAS Sites Formerly Known As OPLOCs)

The organization chart below is structured as follows:

CE/CSE Field Accounting Location is at the top with the following groups branching off from it:

- Deputy Director for Accounting
- Client Development Executive
- Systems Office (Accounting, Finance, ELAN)
- Disbursing Non-centralized
- Vendor Pay (Under Field Accounting Command and Control until 31 March 2001) and
Travel Pay Computation (Under Field Accounting Command and Control until 31 March
2001)