



AT&L Workforce—Key Leadership Changes

NEW MILITARY DEPUTY TO ASSISTANT SECRETARY OF THE ARMY (ACQUISITION, LOGISTICS & TECHNOLOGY)

On Nov. 1, 2006, Army Lt. Gen. N. Ross Thompson III assumed duties as Military Deputy (MILDEP) to the Assistant Secretary of the Army for Acquisition, Logistics and Technology (ASAALT) and Director, Acquisition Career Management (DACM). Thompson previously served as commanding general, U.S. Army Tank-automotive and Armaments Command in Warren, Mich. He also brings field experience from numerous command positions including the 45th Corps Support Group (Forward), U.S. Army Pacific Command, Schofield Barracks, Hawaii.

Thompson replaces Army Lt. Gen. Joseph L. Yakovac Jr., who had served as MILDEP/DACM since November 2003, and is retiring after more than 35 years of service.

DEPUTY DIRECTOR FOR CONTRACT POLICY NAMED

Richard T. Ginman has been selected as the deputy director for contract policy, Office of Defense Procurement and Acquisition Policy, reporting Oct. 30, 2006. He is a retired naval officer whose career included tours as a contracting officer; assistant commander for Contracting at Naval Sea Systems Command; former director, Acquisition Business Management in the Office of the Assistant Secretary of the Navy (Research, Development and Acquisition); and a former deputy director in the Office of Defense Procurement and Acquisition Policy. He retired with the rank of Navy rear admiral. Since his retirement he has held positions in industry. He most recently served as a vice president at General Dynamics.



From Our Readers

Implementing ERP

I read Col. David W. Coker's "Lessons Learned from the Army's Largest ERP Implementation" in Defense AT&L, Nov-Dec 2006, on the Army's Logistics Modernization Program (LMP). The article, however, never mentions the applications platform or any details about applications contracts (who is doing it for the Army?). What is the enterprise resource planning application being used to implement LMP? Is it SAP? I concur that implementing ERP is a business transformation, not just a technology upgrade, but any technology platform has positives and negatives. The article was silent on any lessons learned regarding the technology performance (versus availability) other than the need for better data cleansing and an advanced help desk tool. Is it accurate to read between the lines that the platform requires extensive help desk and process assistance?

I would like to see Defense AT&L get a little more into the weeds of how DoD's ERP systems are performing and whether we are all really using the best technology infrastructures in our modernization programs.

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The author responds:

In the case of LMP, the Army purchased a service, not a system. In doing so, the application service provider is responsible for delivering and sustaining a modernized enterprise resource planning solution to the Army Materiel Command. Computer Sciences Corporation is the lead system integrator providing this service for LMP. SAP is the ERP application that LMP is implementing. The software version and SAP products used for the solution are SAP R/3 4.6C, Business Warehouse, Advanced Planning Optimizer, Strategic Enterprise Management and Enterprise Portal 6.

From a technology performance perspective, LMP has been very successful and, in many areas, has exceeded industry standards. There are lessons learned, regarding processes for problem ticket management and documentation; these relate to changes made to the production solution. Both processes are critical and need to be well defined and followed. LMP established an oversight group to continually evaluate and improve all processes and a quality team to monitor and enforce compliance. There is absolutely a need for a 24/7 help desk capability, onsite customer assistance and reach-back support. In LMP's case, the application service provider is required to provide help desk capabilities for the length of its contract. The onsite customer support depends on training and education; the number of customer expert users; and functional issues, among others. Help desk capability, process assistance and sound program governance are critical.