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The Update

July/August 2011



# STUDENT INFORMATION SYSTEM

## What is BPR?

Business Process Reengineering (BPR) is one approach for redesigning the way work is done in order to better support an organization's mission and to perform more efficiently and effectively. Reengineering identifies, analyzes, and redesigns an organization's core business processes with the aim of achieving improvements in critical performance measures, such as quality, service, or speed, and optimizing the effectiveness of a process, department, or organization.

## The Update

*The Update* is the official monthly newsletter for status updates related to the student information system (SIS) project at the Defense Acquisition University.

PORTiCO, the official name of this acquisition workforce initiative, is a commercial off-the-shelf (COTS) system that integrates critical capabilities including career training management, schedule development, DAWIA transcripts and reporting. PORTiCO is anticipated to launch in 2012, introducing an easy to use, single destination for all acquisition training and resources.

For more project updates, visit [www.dau.mil/sis](http://www.dau.mil/sis) and follow the *In the Arena* blog to view team members' perspectives on PORTiCO's progress.

## MAKING BPR TRANSFORMATIVE

Extreme Makeover: SIS Edition. No, there aren't cameras, and no one yells, "Move that bus!" However, the new student information system (SIS) project is an effort to transform how we train the acquisition workforce.

In April the SIS team began redesigning the processes, portal, and interfaces that students, faculty and DACMs will touch when PORTiCO launches. The team is progressing through this intensive period of configuration and Business Process Reengineering (BPR).

The transformation includes identifying where change is necessary to implement PORTiCO's commercial-off the shelf solution; determining which current activities add little value to workforce training; and finding changes that might generate new value.

High value changes are those that will significantly



Student information system team members go through a high-level outline of the approval process for Business Process Reengineering.

reduce time and cost, provide a major improvement to the user experience, or improve transparency and the quality of data. BPR assessment also considers factors such as the level of effort required and at what stage in the PORTiCO roll-out is the best time to introduce the change.

Focus groups of DACM representatives, faculty and staff help analyze the

BPR opportunities to identify alternatives and recommend the changes that will best serve the training evolution.

As with reality TV makeover projects, every BPR project requires hard work. Nevertheless, BPR's main objective is to turn the investment in change into improved outcomes and a more positive user experience.

## PREPARING YOU TO USE PORTiCO

With less than a year remaining before the anticipated date of PORTiCO's launch, the SIS team wants you to be ready to use the system. That's why preparations for PORTiCO training are already underway.

An audience analysis was one of the first steps in the training process. The analysis ensures each po-

tential user will get the right training at the right time, and that the training courses and materials will meet users' needs.

Similarly, super-users were previously identified to test sample data and to help develop training materials based on their experiences. Updates and enhancements will be made

to reflect the super-users' feedback.

Once the training materials are refined, classroom and online training will take place next summer. Training will continue on an ad hoc basis once PORTiCO launches and online materials will always be available to provide helpful and necessary information.

To stay connected to PORTiCO, go to [www.dau.mil/sis](http://www.dau.mil/sis)

## WEAVING SECURITY INTO PORTICO'S CORE

If PORTICO's BPR efforts can be compared to the *Extreme Makeover* reality TV series, then its security activities are akin to another reality TV series—*The Amazing Race*—a complex obstacle course requiring multitasking, integration, and teamwork.

Security in today's cyber-threat environment requires deft navigation of multiple activity streams including DoD's information assurance certification and accreditation process (DIACAP); access management—how user roles define system rights and privileges; and, configuration control—how system controls preserve system integrity through its entire lifecycle. Each of these streams has its discrete framework, but all share many intersecting points.

The need for rigorous security assessment and planning drove the PORTICO team to weave the three streams into an inte-

grated approach. Under the direction of Barry Krauss, the PORTICO Manager leading the System Access Management Policy and Planning effort, DAU and the Components' project stakeholders have collaborated on developing a comprehensive security model that will ensure that security is a key element of the project's critical path.

This joint effort has included a painstaking review of how each user role is mapped to a set of system rights and the extent to which these roles impact PORTICO's configuration.

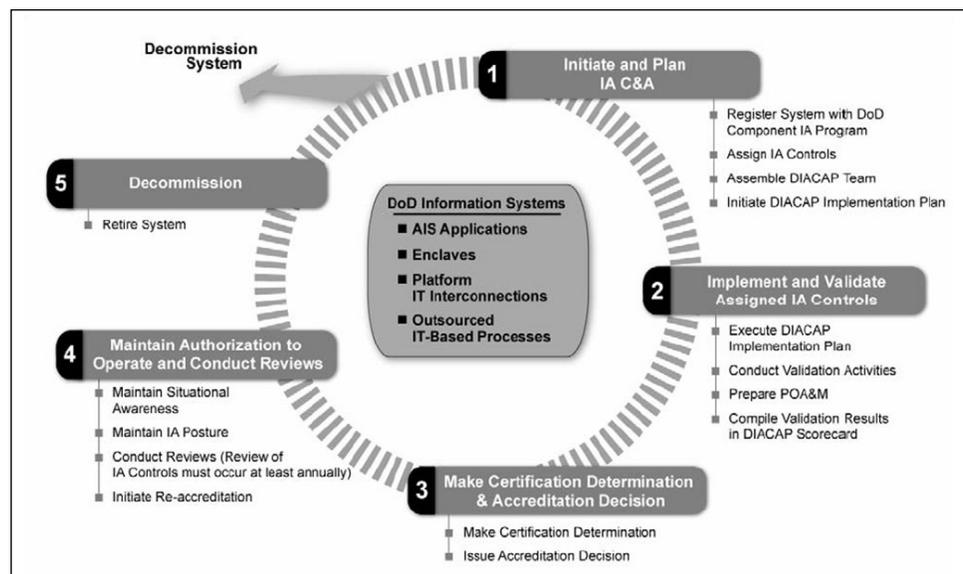
Fortunately for the PORTICO project, several DAU technology projects have blazed a trail in pursuing DIACAP certification. Mr. Krauss credits these prior initiatives for giving us "tremendous insight into the process and pitfalls. We're benefiting from the experiences of project managers like Janine Le-

Boeuf (TALL) and Roy Stiles (DAMS) who are also mining through the DIACAP process." Given its inherent complexity, processing the student information system through DIACAP is an order of magnitude greater than prior technology projects at DAU. Nevertheless, this shared wisdom is invaluable.

*This article represents the first article on security planning and procedures for the PORTICO project. We will continue to review different facets of our framework in coming issues of the PORTICO Update and on the PORTICO website.*

*For a review or update of PORTICO's progress against security milestones or the broader project timeline, please go to the project's Situation Room on the PORTICO website at [www.dau.mil/sis/Pages/situation%20room.aspx](http://www.dau.mil/sis/Pages/situation%20room.aspx).*

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The DIACAP Flow Diagram shows DoD's information assurance certification and accreditation process.