

OVERVIEW

The Defense Health Agency (DHA) is responsible for providing medical capabilities for the Department of Defense's Military personnel. Part of this major effort requires the standardization of financial accounting systems across the DHA to ensure the accurate processing and managing of funds. Intrepid has supported this by providing continuous end-user support for DHA's General Fund Enterprise Business System (GFEBS), which includes resolving help desk issues providing over-the-shoulder support, and conducting individual and group trainings.

APPROACH



ASSISTANCE + OVERSIGHT MANAGEMENT

The DHA has been working to transition all medical services onto GFEBS as the system of record for cohesive financial reporting since 2013. Training has been provided across DHA and various branches to ensure standard practices were being implemented.

To supplement training, a helpdesk was established to assist in group trainings and one-on-one trainings to resolve individual issues.

Intrepid helps identify and resolve these helpdesk tickets as well as provide GFEBS training as needed.



TECHNICAL SUBJECT MATTER EXPERT SUPPORT

Intrepid provided integral expertise in GFEBS related issues including master data, spending chain, reporting, purchase requisitions, reimbursables, cost management, payroll, resolution of IDOC errors, and Governance, Risk, and Compliance role provisioning.



STEPS FOR SUCCESS

01

HELPSK TICKETS
SUBMITTED BY CUSTOMERS
VIA EMAIL OR THROUGH
HELPSK PORTAL

02

TICKETS ARE TRIAGED
BASED ON URGENCY AND
SUBJECT MATTER

03

TICKETS ARE ASSIGNED TO
A GFEBS HELPSK
SPECIALIST FOR
RESOLUTION

04

ONCE TICKET IS RESOLVED,
TRAINING TEAM IS NOTIFIED
TO SUPPORT IF ADDITIONAL
TRAINING IS REQUIRED

RESULT

END-USERS RECEIVE THE
ASSISTANCE AND KNOWLEDGE
REQUIRED TO MANAGE AND
PROCESS TRANSACTIONS IN GFEBS

TOOLS

Intrepid's expertise in GFEBs and related systems was critical in this effort. The team also uses:

SAP

ServiceNow

Automated Time and Attendance Production System (ATAAPS)

Defense Civilian Pay System (DCPS)

GFEBs reporting tools (BI, BOBJ, ECC)

CONCLUSION

Intrepid is proud to be supporting the nearly 130,000 DHA Civilians and Military personnel in fulfilling their mission to be of medical service to our Combatant Commands.

Through our team's efforts, we have been able to successfully ensure that our Military personnel are receiving the proper medical and financial attention required. Including:

RESOLVING
HELPDESK
ISSUES

PROVIDING
OVER-THE-
SHOULDER
SUPPORT

CONDUCTING
INDIVIDUAL
AND GROUP
TRAININGS

ACCOMPLISHMENTS

Intrepid assists in:

→ Creating Knowledge Articles for the DHA ServiceNow Portal

→ Getting past-due Government Purchase Card accounts current

→ Providing guidance on contract interface and funding issues

→ Assigning labor reallocation costs to the correct organization



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