

OVERVIEW

The United States Department of Defense (DoD) embarked on a significant transformation journey, migrating its legacy accounting systems to a classified system, General Fund Enterprise Business System - Sensitive Activities (GFEBs-SA). It is a SAP Enterprise Resource Planning system to enhance national security and the effectiveness of United States Military Branches.

Recognizing the complexity of this transition and that of their workforce, as well as the need to create new training materials, the DoD identified a critical need for comprehensive functional training support to ensure its system end users could effectively utilize the new system.

APPROACH



ASSISTANCE + OVERSIGHT

To manage the training initiative, the organization appointed a dedicated GFEBs-SA training team responsible for:

- 1. Assessing Training Needs:** Conducting a thorough analysis to identify specific functional training requirements across different commands and business processes.
- 2. Curriculum Development:** Creating tailored training modules focusing on the unique functionalities of GFEBs-SA relevant to the business processes of each department.



TECHNICAL SUBJECT MATTER EXPERT SUPPORT

The training team collaborated closely with GFEBs-SA subject matter experts (SMEs) to:

- 1. Ensure Accuracy and Relevance:** Validate the training content for technical accuracy and business relevance.
- 2. Facilitate Question and Answer Sessions:** Organize practical workshops allowing employees to ask particular questions based on prior knowledge and how it relates to GFEBs-SA via discussion-based scenarios.



STEPS FOR SUCCESS

The project's success hinges on:

CUSTOMIZED LEARNING PATHS

Designing command level learning paths based on the roles and responsibilities of the workforce to ensure relevant knowledge transfer



INTERACTIVE LEARNING PLATFORMS

Leveraging virtual classrooms to facilitate accessible and flexible learning experiences



CONTINUOUS EVALUATION AND FEEDBACK

Implementing a robust feedback mechanism to assess the effectiveness of the training programs and make necessary adjustments

TOOLS

The training initiative utilized a variety of tools to enhance learning and engagement, such as:

GFEBs-SA Learning Hub:

Centralized access to GFEBs-SA training resources and expert knowledge.

Interactive e-Learning

Modules: Custom-designed interactive courses tailored to specific GFEBs-SA functionalities.

Virtual Classrooms: Utilizing platforms like Microsoft Teams for live, interactive sessions with SMEs.



CONCLUSION

Intrepid can successfully upskill over 35 employees at one time across various departments within a two-week period, significantly improving the command's proficiency in GFEBs-SA.

This comprehensive functional training support not only facilitated a smoother transition to the new system but also empowered the workforce with the knowledge and skills necessary to leverage GFEBs-SA's full potential, leading to:



ENHANCED OPERATIONAL EFFICIENCY

Streamlined processes and improved productivity



INFORMED DECISION MAKING

Better data analysis and reporting capabilities



INCREASED USER ADOPTION

Higher system acceptance and utilization across the organization

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