



THE UNNAMED NEWSLETTER

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OF THE UNNAMED COLUMBUS CHAPTER

November 2004

PRESIDENT'S MESSAGE

By Ms. Nancy Zmyslinski, CGFM
Interim Chapter President

I was pleased to see so many new and prospective members at our inaugural luncheon on October 19. Mr. Gaddy gave an informative, realistic view of DFAS and where we are headed. I hope each attendee took something away from the session.

As we head into the final months of the calendar year, it gives all of us time to pause and reflect upon the great nation we live in and those who made the ultimate sacrifice to ensure our freedom. November 11 is Veteran's Day. The history of Veteran's Day, originally known as Armistice Day, dates back to November 11, 1918, and the ending of World War I. In November 1919, President Woodrow Wilson issued his Armistice Day proclamation. The last paragraph set the tone for future observances: To us in America, the reflections of Armistice Day will be filled with solemn pride

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THE DFAS LEAN6 PROGRAM

By Ms. Susan E. Carter
Director, Strategic Business Office
Defense Finance and Accounting Service

In January 2004, the DFAS Leadership Council identified "Lean6 as our fact-based approach for improving our business processes and delivering best value to our customers". The Lean6 process combines Six Sigma (making processes better) using lean principles (making work faster). The concept of Lean6 focuses on: delighting customers with timely and quality products, process improvements, working together for maximum benefit, and making decisions that are based on data and facts.

The Lean6 process is a disciplined approach designed to eliminate defects and will be an instrumental factor as DFAS moves towards achieving the following "2005 five strategic targets": deliver auditable financial statements for all clients; Implement electronic commerce for all commercial payment processing; pay service members what they are entitled to by the scheduled pay date; develop corporate capability to deliver customer unique business intelligence; and retain, recruit and train a workforce capable of developing and implementing DFAS strategic plan.

In September a group of 27 DFAS employees completed four weeks of "Lean6 Black Belt" training at the DFAS Columbus Center. In October, the Black Belts were given their first assignments to accomplish improved processes. The Black Belts were divided into teams to address business line tasks that will improve specific business line processes. Each team is led by a trained Black Belt and was given several complex problems, which will take approximately three months to complete. Each

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in the heroism of those who died in the country's service and with gratitude for the victory, both because of the thing from which it has freed us and because of the opportunity it has given America to show her sympathy with peace and justice in the councils of the nation.

I read these words and upon reflection, I realize that these words date back to 1919 but still apply to every American today. We owe every veteran a deep sense of gratitude. I encourage each of you to thank the veterans for their sacrifices and to participate in a Veterans' Day celebration. Also, keep in mind our soldiers, sailors, airmen and Marines who are currently in harm's way, protecting us in the war against terrorism. And remember how important it is for all of us in the Defense Department to do our very best to support the people who defend America.

Nancy

assignment is subject to quality council oversight and portfolio management. The Commercial Pay Business Line is currently working with the Army Acquisition and financial communities on three projects that will improve electronic commerce, which when completed will reduce the customer's bill. Mr. John Eschennbrenner, Division Chief for Special Programs, oversees the Black Belt program for the CPBL and expects the first Black Belt projects to be completed in February 2005.

In addition to the Black Belt projects there are several other Lean6 studies underway. These are Kaisen and "Just-do-it" projects. Kaisen projects are led by Greenbelts and take only a few weeks to complete. "Just-do-its" are processes that can be implemented immediately.

The results of these Lean6 studies will be instrumental in achieving the "DFAS Strategic Targets" by improving quality, reducing costs and increasing customer satisfaction.

QUOTE OF THE MONTH

"If I had to sum up in a word what makes a good manager, I'd say decisiveness. You can use the fanciest computers to gather the numbers, but in the end you have to set a timetable and act."

Lee Iacocca
Former CEO Chrysler Corp

CHAPTER CALENDAR

9 November 2004 - November Luncheon
Speaker: Ms. Cindy Cox - President, AGA Indianapolis Chapter
Location: DFAS Conference Center
Time: 11:30
Cost: \$10.00 - Contact Officers for Tickets and Menu

December 6-8, 2004 - Columbus Area AGA PDC
Location: OSU Fawcett Center
Time: 7:30 am - 4:30 pm
Cost: See Article

January 2005 - Chapter Elections

INAUGURAL MEETING HELD FOR NEWEST AGA CHAPTER

By Mr. Kenneth A. George, CPA

On 19 October 2004, the currently unnamed chapter of the AGA located in Columbus, Ohio held its inaugural meeting at the DSCC Officers' Club.

The meeting was attended by approximately 70 persons from varying government agencies and contractors. Mr. Zack Gaddy, Director, Defense Finance and Accounting Service, was the featured speaker. Mr. Gaddy spoke briefly about the importance of membership in professional organizations such as the AGA. He also spoke in depth about the importance of the DFAS Transformation currently underway.

The Officers and Directors express gratitude to Mr. Gaddy for his taking time to be our first luncheon speaker. We also express gratitude to all of the individuals who helped to make this luncheon a success.

COLUMBUS AREA AGA PDC TO BE HELD IN DECEMBER

By Kenneth A. George, CPA

The Central Ohio Chapter of the AGA will be hosting a Professional Development Conference December 6-8, 2004 at the OSU Fawcett Center.

The leadership of this chapter has worked in conjunction with the Central Ohio Chapter to have speakers from various Federal Agencies to speak at the PDC.

The topics of the various sessions vary greatly so as to allow the attendee to choose the topic of most interest or applicability to him or her.

The list of speakers/presenters includes:

Ron Tollefson - Office of the Secretary of Defense

Nancy Zmyslinski - Director, Accounting Services, Defense Agencies

Martha J. Stearns - Deputy Director Commercial Pay Services

Bobby Derrick - National AGA President

Col. Al Runnels, Retired

Paul Kinney - Assistant Director GAO, Denver Field Office

Cost for the PDC is as little as \$130/day or \$330 for all three days for AGA members. For more cost information see:

<http://www.centralohioaga.org/Training/PDC%20Registration%20Form%202004.doc>

To view more information on the PDC and its program go to:

<http://www.centralohioaga.org/Training/2004%20Conference%20Brochure.pdf>

INTERIM CHAPTER OFFICERS

PRESIDENT - NANCY ZMYSLINSKI

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BUT I DIGRESS

For the last few years I have repeatedly heard "50% of Government workers will retire in the next 5 years." At our last luncheon Mr. Gaddy reinforced this statement when he showed us the charts indicating the number of DFAS employees eligible for retirement in the next few years.

Thus, those who were part of the "baby boom" will be leaving the Federal ranks. These are the people who answered the call of Pres. Kennedy to "ask not what your country can do for you: Ask what you can do for your country." Some of these people can recall having to do reports by hand. Most can recall having to share time on a computer because there were only a handful of computers for the whole floor.

These dutiful public servants have seen Presidents and agencies come and go. And although it is human nature to resist change they have dealt with the changes they were required to make.

Let us live up to the ensample they have set for us to follow. Let us be more mindful of the sacrifices they have made in the service of the Government of these United States. Finally, let us express our gratitude to them more fully as they retire (to some place other than Florida). But I digress

CGFM INFORMATION

SOME FREQUENTLY ASKED QUESTIONS ABOUT THE CGFM

Q: What are the benefits of having the certification?

A: CGFM highlights your achievements, serves as a tangible indicator of your experience and knowledge and stays with you throughout your career. In addition, the CGFM may:

- Enhance your marketability throughout all levels of government
- Provide networking opportunities with other government financial managers
- Support continued education to keep you informed of the latest developments and cutting edge technologies
- Provide increased employee value, both real and perceived
- Increase confidence on the job
- Encourage employer incentives - raises, promotions and bonuses

Q: What is the best way to study for the CGFM Examinations?

A: The best way to study depends on your knowledge, experience, time and location constraints, and individual preferences. Start by reviewing the contents of each examination in the "What Do Exams Cover?" section of AGA website (www.agacgfm.org/cgfm/exams). The "How Do I Prepare?" section of AGA website (www.agacgfm.org/cgfm/prepare) provides detailed information on different ways to prepare for the CGFM Examinations, including instructor-led courses, an online course, self-study guides and a list of resource materials. Review each choice to determine what would work best for you.

For more faqs see: www.agacgfm.org/cgfm

Don't forget the CGFM chapter promotion! See details below:

Are you trying to encourage people in your chapter to apply for the CGFM Program? Have you been talking to a colleague who is "thinking about" applying for the CGFM?

We at AGA national want to help. From September 1 until November 30, 2004 we'll give a discount of \$20 to CGFM applications received with the assistance of AGA chapters.

In order to receive a \$20 discount,

1. The complete CGFM application (application form, \$85 application fee and proof of a bachelor's degree) must be received by AGA Office of Professional Certification during the period of September 1 through November 30, 2004.
2. The CGFM application form must have the promotional phrase: "CGFM chapter promotion - [name of your chapter]" written at the bottom of the form (under the source code). If the application is submitted online, the applicant should send a same-day email to ksilver@agacgfm.org with his/her name and a promotional phrase above.

Important notes:

- A full application fee of \$85 must be paid at the time of application. The \$20 check will be sent to the applicant by mail in December.
- It is preferable that the applications are submitted by the applicants themselves and not by the chapter. The applicant does not have to be a chapter member in order to receive the discount.
- Be sure to tell the applicant to put a name of your chapter on the application form, so we know who has encouraged him or her to apply.

But that is not all..

The chapter that encouraged the most applications submitted in the three-month period of September- November 2004 will also receive \$20 X the number of applications that quoted that particular chapter! PLUS every chapter listed on the application (in the promotional phrase as described above) will receive 50 BONUS CREDITS (Chapter Recognition Program) per application!

COMMUNITY SERVICE CORNER

JA WORLDWIDE

What We Do

Junior Achievement (JA) is the world's largest organization dedicated to educating young people about business, economics and free enterprise. JA programs are taught by volunteers both in class and after school. Junior Achievement educates and inspires young people to value free enterprise, business and economics to improve the quality of their lives.

What We Offer

Junior Achievement uses hands-on experiences to help young people understand the economics of life.

In partnership with business and educators, JA brings the real world to students opening their minds to their potential.

All JA programs contain strong elements of financial literacy. In addition, programs such as JA Personal Economics and JA Personal Finance have an exclusive focus on the issue for students in middle school and high school, respectively. JA also operates a site-based program, JA Enterprise Village (5th grade) that allows students to visit a mini-"city" and assume the roles of workers and consumers. JA Finance Park (8th grade) is another simulated community where students visit to learn first-hand how to make intelligent, lifelong personal financial decisions. To learn more about our programs, visit www.ja.org.

What We Need

Junior Achievement is always looking for volunteers. A volunteer commitment could vary from a single school day to a weekly visit of one hour for five to 10 weeks. It all depends on the grade level of the program you choose. You can choose your classroom based on a number of factors. JA is flexible. Volunteers embody the heart of Junior Achievement. Taking a message of opportunity and economic understanding to a classroom in your community, no matter what your profession, is JA in action.

What's New

From now until November 12, Junior Achievement is polling teens on personal finance, careers and holiday spending. Teens can visit www.ja.org and click on the announcement on the home page to participate in this poll, and by responding to the poll, they can be entered in a drawing for a digital camera. JA's spring 2004 *Interprise Poll™* on personal finance found that teens think taxes are too high, and nearly half believe Social Security won't be around when they retire. Teens overwhelmingly indicated that they influence household buying decisions.

Junior Achievement Afterschool is a national initiative, dedicated to meeting the need for quality, educational after-school programming. JA's after-school efforts utilize a variety of Junior Achievement's K-12 grade business and economic programs to create rich, engaging after-school experiences for at-risk children in diverse communities across America

Junior Achievement has developed a number of resources for JA Area Offices, teachers and volunteers to use in conjunction with selected JA programs. The purpose of these "supplements" is to add value to and extend the JA experience for students. The supplements provide students with access to additional knowledge, opportunities, and experiences to support their understanding of the free enterprise system

AGENCIES GET NEW ORDERS TO REPORT ON COSTS, SAVINGS OF JOB COMPETITIONS

Contractor groups and federal labor unions welcomed requirements that federal agencies provide more information about their efforts to put federal jobs up for competition, while each group said it still faced significant disadvantages in such competitions.

An Oct. 15 memo from the Office of Management and Budget outlined additional requirements for agencies to report on their competitive sourcing practices passed by Congress last year. They include reporting on savings from competitions, costs associated with holding the competitions, the number of bids received and how the winning bid was chosen. Agencies must give Congress reports on their competitive sourcing efforts with this information for fiscal 2004 by Dec. 31.

Federal employee organizations and representatives of contractors said information about competitions and what it takes to win them are currently shrouded in mystery. "I'd love to know how many bidders there are, and when you don't have any, I would want to know why. It's almost impossible to find that out now," said Stan Soloway, president of the Professional Services Council, which represents companies that bid on government contracts.

"The number of bidders you get is an indicator of the quality of the competition," Soloway said, adding that the fact that most recent competitions have been won by in-house teams suggests a bias toward federal workers in the competition process.

Frank Carelli, director of government employees for the International Association of Machinists and Aerospace Workers, a member of the AFL-CIO, argued that federal workers face a significant disadvantage when bidding. "Federal employees just aren't trained enough to compete with contractors," he said.

Part of the problem, Carelli said, is that agency officials selecting the winning bid make their decision based on contacts and friendship. One

of the new reporting requirements, the obligation to explain how agencies chose the winners, might show whether or not that is the case.

Carelli called the new requirements a step in the right direction. "If the process is transparent, and federal employees understand what the process is, it will help them compete," he said.

The additional information, however, may also help contractors understand how the bidding process works and improve their chance of success in competitions, said John Threlkeld, a lobbyist for the American Federation of Government Employees. The reporting requirement is "clearly not something that is designed to help federal employees," he said.

Besides providing more information to those bidding on contracts, the revised procedures should also help Congress and the White House measure efficiency gains from competitive sourcing, said Richard Keevey, director of the Performance Consortium at the National Academy of Public Administration, a congressionally chartered independent organization to help improve government efficiency. "Congress wants to know, and OMB wants to know, the status of these competitions," he said.

Geoffrey Segal, director of government reform at the Reason Public Policy Institute, a pro-privatization think tank in Los Angeles, said more information will enable agencies to improve competitions: "With these rules, you will be able to see trends, and perhaps identify flaws in the system, that will enable you to further tweak and enhance the process."

Controversy continues to rage over calculating the costs of holding the competitions. In March, the National Treasury Employees Union said agency reports on such costs exclude expenses related to time spent by federal employees who work on the competitions.

See More at www.GovExec.com

FORTHCOMING ELECTIONS INFORMATION

At our January Meeting our chapter will be holding elections for the following Officers:

President - 2 Year Term
President-Elect - 3 Year Term
Treasurer - 1 Year Term
Secretary - 1 Year Term

With the exception of our First Elected President all Future Presidents will be elected and serve as President-Elect for one year, Chapter President for one year, and Past President for one year.

Additionally, persons interested in serving in the AGA leadership but not in running for one of the above positions can volunteer to become chairperson or committee member for any of the following Chapter Committees:

COMMUNICATIONS - Responsible for Newsletter, Website, Event Advertising, etc.

PROGRAMS - Responsible for Organizing Quality Luncheon Meetings

COMMUNITY SERVICE - Responsible for organizing Chapter Community Service Efforts

MEMBERSHIP - Responsible for Encouraging Others to Join the AGA

WAYS AND MEANS - Responsible for Finding Methods to Fund Chapter Activities

EDUCATION - Responsible for Tracking CPEs and Encouraging Member Certification

SPECIAL EVENTS - Responsible for Organizing Extraordinary Chapter Events

HISTORIAN - Responsible for Keeping a History of Chapter Happenings

Those interested in running for an office or becoming part of a committee should contact an interim officer. Self-Nominations for an Elected Position should be received by 15 December 2004.

VOTING FOR NEW CHAPTER NAME AND NEWSLETTER NAME INFORMATION

At our November 9, 2004 Meeting voting will be held to select the name for our Chapter and our Newsletter. Those interested in making a suggestion for either the Chapter Name or the Newsletter Name should send an email to Ken George, Interim Director of Communications (Kenneth.george@dfas.mil) by 5:00 pm, 5 November 2004.

At the luncheon two differently colored ballots will be given to each luncheon attendee. One ballot will be for the Chapter Name, the other for the Newsletter Name. All Ballots will be collected prior to the presentation by Ms. Cindy Cox. During the presentation all ballots will be counted and the new Chapter Name and Newsletter Name and their associated prize winners will be announced at the end of the luncheon.

Chapter Naming Guidelines

Chapter Names should be professional and generally descriptive of the area where the Chapter is located. Example: Capital Chapter is not a good name because it would lead people to wonder "What Capital?" Thus Ohio Capital Chapter would be better. For more guidance see the names of other AGA chapters at: <http://www.agacgfm.org/membership/localchapter/s/chapterlocator.aspx>

Prizes

Chapter Name Winner - One Year's Paid AGA Individual Membership and a \$25.00 Gift Certificate

Newsletter Name Winner - One Year's Paid AGA Individual Membership

THE BOTTOM LINE

THE TROUBLE WITH TELEWORK

By Larita J. Killian, CGFM

Here is the trouble with telework: It's just too darn good for employees. Telework reduces stress and transportation costs. It allows employees to feel and be more productive when performing tasks that require uninterrupted concentration. It helps employees balance work with personal demands, such as being on call to receive the plumber. It adds precious time back into the day by eliminating the commute.

The obvious conclusion is that anything this good for employees simply has to be bad for business.

The Office of Personnel Management does not help the cause by locating the OPM Telework Policy Manager in the Office of Work and Family. This is like saying, "Oh, by the way -- telework will detract from the bottom line."

We now have fair warning that telework may help agencies preserve their bottom line. The House version of the Commerce, Justice, and State appropriations bills for FY2005 withholds \$5,000,000 from the budgets of these agencies until they ensure that all eligible employees are permitted to telework.

Will this provision survive conference committee deliberations? The bill's sponsor is Rep. Frank Wolf (R-VA), a co-sponsor of the earlier telework bill that, as part of the FY2000 Transportation Appropriations, required agencies to offer telework to 100% of eligible employees by April 2005. You may not want to bet against Rep. Wolf and his Congressional allies when it comes to telework.

One of those allies is House Government Reform Committee Chairman Tom Davis, R-Va. On October 13, Michael Layman, a House Government Reform Committee staffer reported that Davis is considering introducing a measure similar to Wolf's that would urge all departments and agencies to step up telework efforts or face budget cuts.

"We understand that the only two ways to get

agencies to pay attention to Congress are to threaten their budgets or to drag them up to Capitol Hill to testify before members," said Layman, speaking at the Telework in the Federal Government Conference. "This is an idea, telework, whose time has come."

The business case for telework gets lost among the potential benefits for employees, yet the business case is strong. Private companies and some forward looking federal agencies, such as the Department of Justice and Information Resources Management College, use telework to improve continuity of operations and reduce real estate costs. In fact, the IRM recently conducted a COOP exercise in which every staff member teleworked on the same day to test their remote operations.

An unnamed employee of an unnamed federal agency in Columbus, Ohio conducted an analysis of the potential savings from telework. Using data provided by an unnamed corporate resources group, this employee estimates that (his or her) agency spends over \$3,000 per employee/year on real estate and related expenses.

This is realistic since the GSA's cost model indicates the federal government spends over \$6,000 per year in real estate and related expenses for every employee in the Washington D.C. area.

The benefits don't stop with employees, managers, and savings to taxpayers. Telework has the potential to reduce pollution and dependence on foreign oil. You can fill in the blanks.

In the near term, DFAS faces genuinely formidable obstacles to broad-scale telework for regular and recurring duties. This is why DFAS developed the award-winning telework for training program. Nearly every DFAS employee can qualify for teletraining. To learn more about teletraining, follow this path: **DFAS ePortal** [®] **Human Resources** [®] **Growth and Learning**.

On the right side of Growth & Learning screen you'll see a box titled "Growth & Learning -- eLearning Center." Click on the Teletraining button and you're on your way.