



MITRE

Rego Clarity Implementation OCM Support

Your Guide:
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September 2021

- MITRE is a not-for-profit, private company chartered to operate in the public interest. We operate federally funded research and development centers (FFRDCs) and work in partnership with industry and academia. We work with federal government sponsors as a technical collaborator and advisor on critical research and development programs and technology acquisitions.
- These FFRDCs include:
 - National Security Engineering Center
 - Center for Advanced Aviation System Development
 - Center for Enterprise Modernization
 - National Cybersecurity FFRDC
 - CMS Alliance to Modernize Healthcare
 - Homeland Security Systems Engineering and Development Institute™

MITRE at a Glance

FY19 CORPORATE REVENUE

\$1.8 billion

GLOBAL TEAM

8,200+ **60+**

EMPLOYEES

LOCATIONS

200+

PATENTS

670+

TECH LICENSES
SINCE 2014

INDUSTRY RECOGNITION

11x

NAMED TO COMPUTERWORLD'S
"BEST PLACES TO WORK IN IT"

#46

ON THE 2019 BLOOMBERG
GOVERNMENT BGOV200

**+ TOP EMPLOYER
RECOGNITIONS**

STEM Workforce Diversity,
Woman Engineer Magazine,
HBCU Engineering,
The Disability Equity Index,
Boston Globe, and others

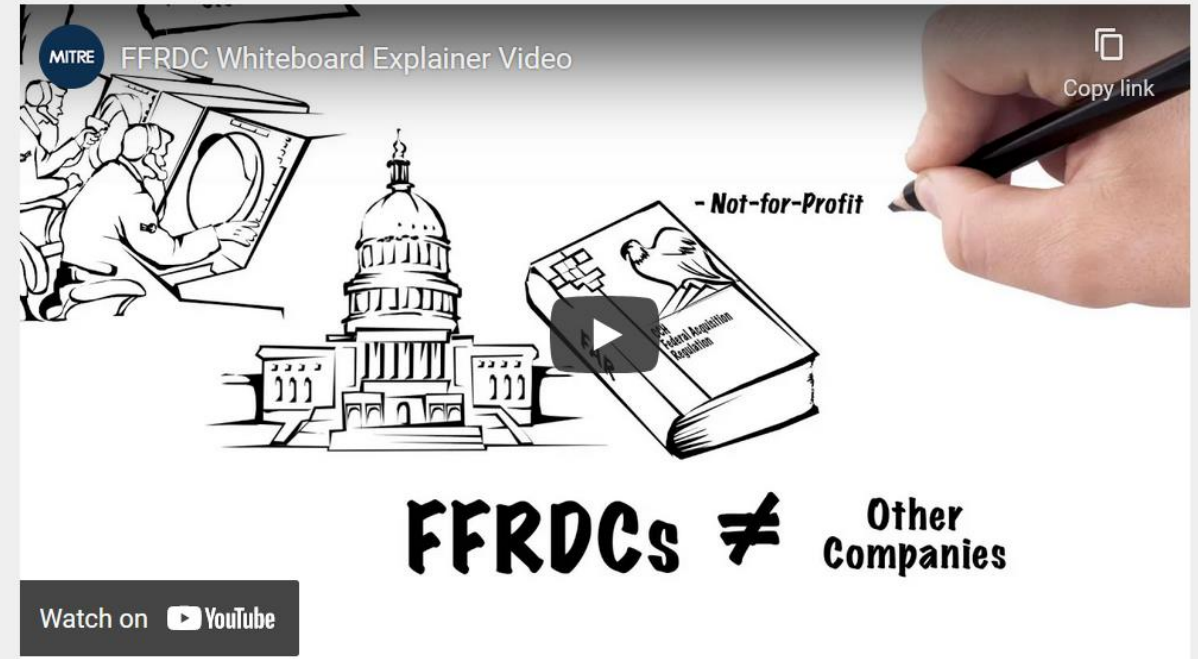
What is an FFRDC?

“FFRDCs are private-sector resources operating in the public interest. They perform work closely associated with inherently governmental functions and assist the government with its long-term research or development needs...

FFRDCs must be free of organizational conflicts of interest and cannot compete for work, except for the right to operate an FFRDC.”

<https://www.mitre.org/sites/default/files/publications/ffrdc-primer-april-2015.pdf>

<https://www.mitre.org/centers/we-operate-ffrdcs>



(Video) MITRE produced this short animation, which explains the history, purpose and value of federally funded research and development centers (FFRDCs) at a high level.

Unique Organizations for Complex Challenges

MITRE's PPM Business Transformation Initiative



Rationale for Upgrading the Legacy Clarity Tool



Moving to a supported solution for seamless upgrades



Achieving an intuitive user interface



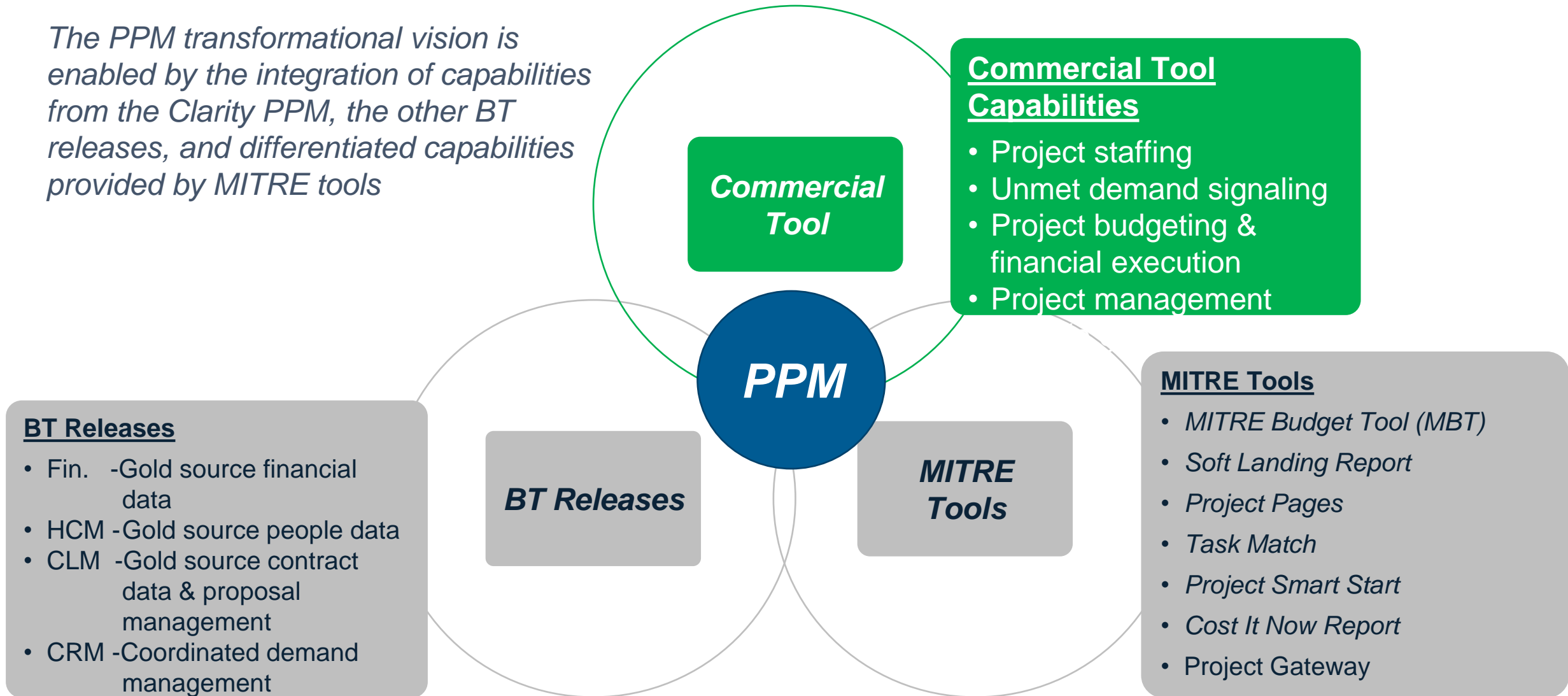
Realizing greater project execution efficiency



Enables our PPM Transformation Objectives

An Integrated Approach to PPM

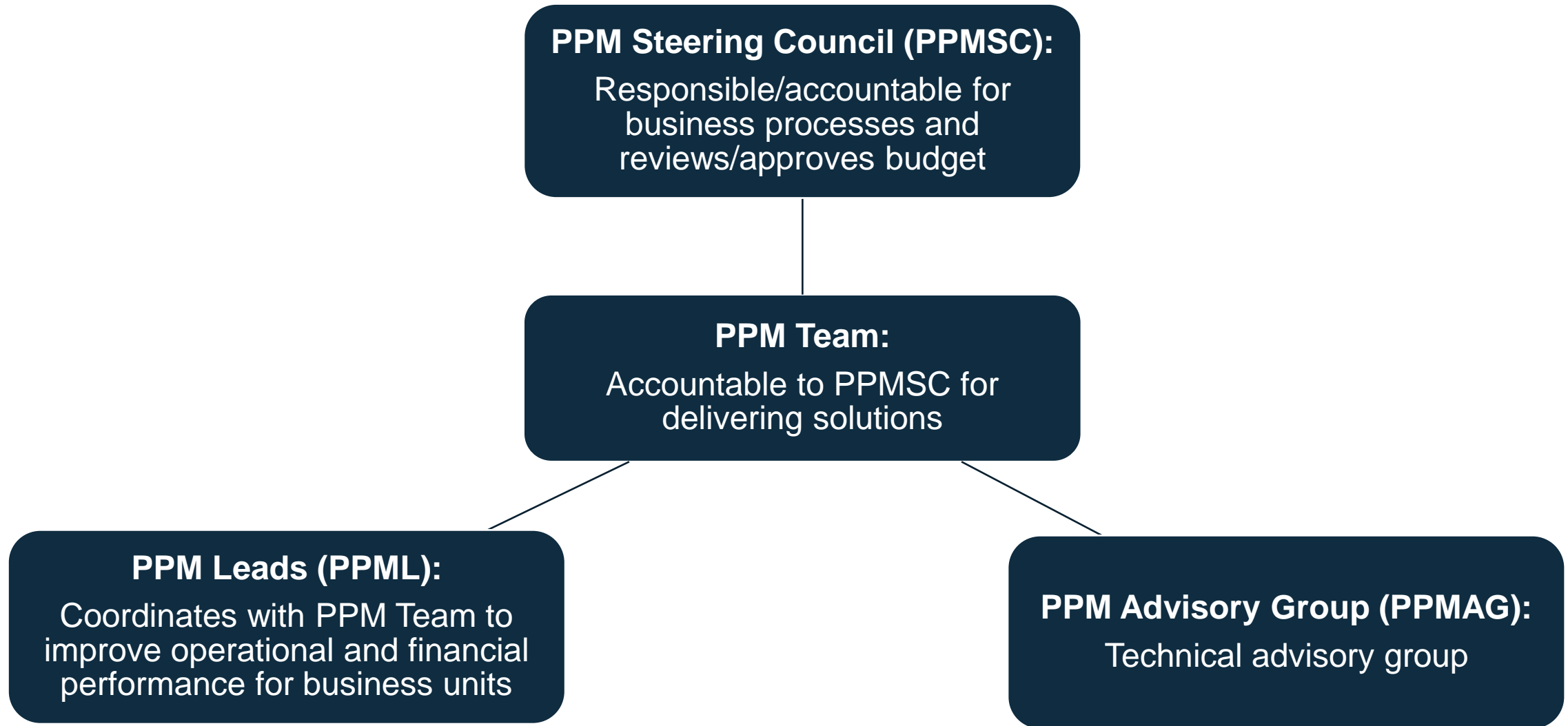
The PPM transformational vision is enabled by the integration of capabilities from the Clarity PPM, the other BT releases, and differentiated capabilities provided by MITRE tools



MITRE OCM Strategy and Business Approach



PPM Governance



Go-Live Overview

Role based trainings

- Direct Supervisors -Group Leaders, Department Managers, Managing Directors
- Project Leaders, Financial Analysts, Business Operations Part 1
Project Leaders, Financial Analysts, Business Operations Part 2
Live Q&A
- Financial Analyst Deep Dive Parts 1 & 2
- Business Operations and Operations Coordinators Deep Dive

All users were granted access to the Training Environment on 3/5

Cut-over dates: COB 3/17-3/21

New Clarity PPM available to users on 3/22. PLs need to:

1. Update unnamed resource roles and skills
2. Review allocations
3. Generate their first cost plan with ODCs

HyperCare

- Specialized daily office hours
- PPM team available for additional support

FEBRUARY 2021						
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
31	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16 L&L Training Comms	17	18	19 UAT	20
21	22	23	24 UAT	25	26	27
28	1	2 UAT	3	4	5	6

MARCH 2021						
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
28	1 Training Reminder FA 1	2 DS	3 PL 1	4 FA 2	5 Training Environment Access	6
7	8 Cutover Comms	9 PL 2	10 Q&A	11 BO/OC	12	13
14	15	16	17 Cutover Reminder	18 Cutover, Offline	19 Cutover, Clarity	20
21 Go Live Comms	22 GO LIVE!	23	24 HyperCare	25	26 Daily Office Hours	27
28 HyperCare	29	30	31 Daily Office Hours	1	2	3 HyperCare

Resources

WalkMe Through

- Embedded guidance within Clarity

Our PPM intranet site

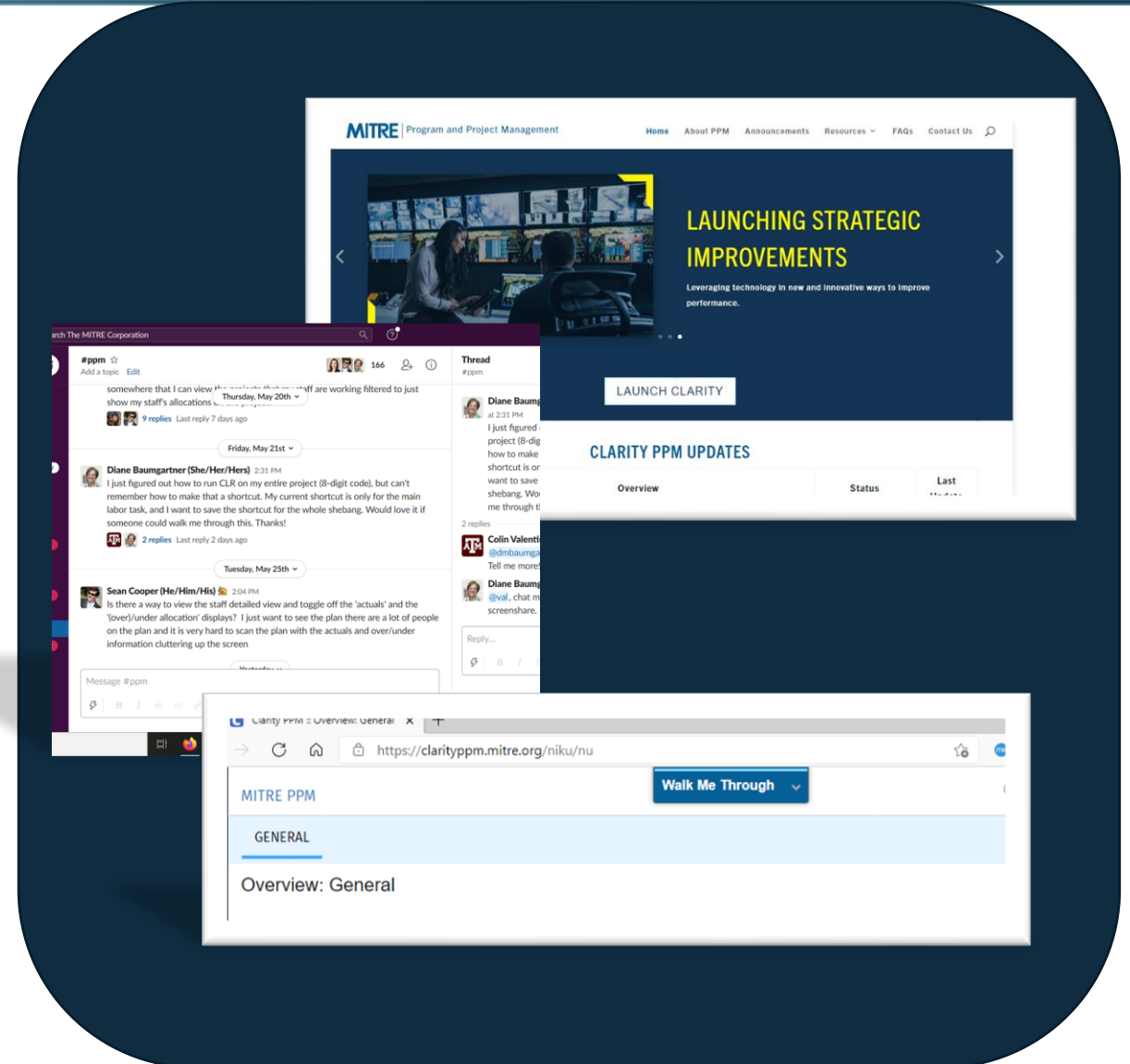
- Job aids, short videos, recordings
- Issue tracker / enhancement Log
- FAQs

Slack

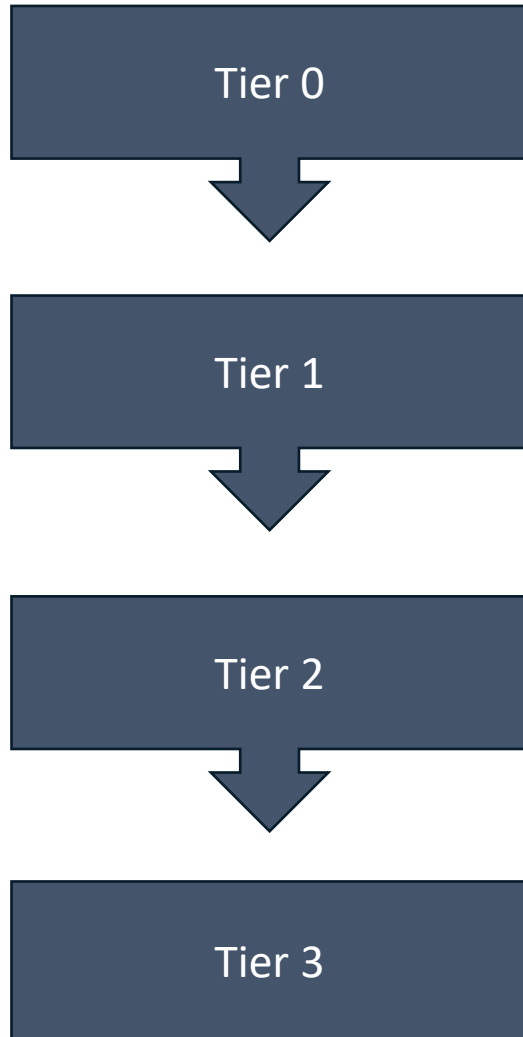
Email

Office Hours

- 30-minute bi-weekly session
- Pre-determined topics and open Q&A



Support Model Overview



Self-Service

- Users leverage the following to answer their questions
 - Job aids and related training videos
 - WalkMe
 - FAQs
 - If users are unable to resolve their issue on their own, then they send an e-mail to Ask PPM
-

Ask PPM Support – Level 1

- The individual(s) who will be managing the Ask PPM inbox will attempt to resolve the issue
 - When an e-mail is sent to Ask PPM e-mail address a corresponding ticket will be created in Cherwell
 - If the tier 1 team member resolves the issue, they will close the ticket in Cherwell
 - If the tier 1 team member is unable to resolve the issue, triage the issue to the appropriate functional or technical tier 2 team member
-

Ask PPM Support – Level 2

- Tier 2 level support, one functional and one technical team member (need to be identified), will receive the issue from the tier 1 team member by a flag in the Ask PPM inbox
 - The tier 2 member will work to resolve the issue, and if they are able to resolve it they will close the Cherwell ticket
 - If unable to resolve, create an issue in Taiga and tag the issue to a Rego resource
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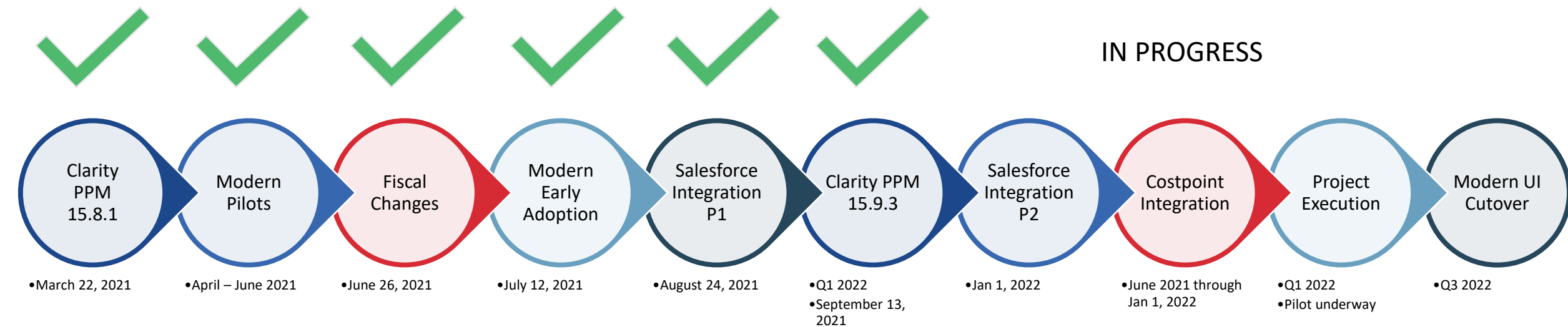
Rego Support

- Review the issue that was logged in Taiga and work with the impacted user to resolve the issue
- Close the Cherwell ticket and document the resolution in Taiga

2021 PPM Metrics

Category		Metric	4/12/2021	Notes
Software Quality	Total custom database objects removed		233	
	Number of custom tables deleted		90	
	Number of custom views deleted		37	
	Number of custom procedures deleted		46	
	Number of custom triggers deleted		25	
	Number of custom functions deleted		35	
Processes Simplified/Enhanced			12	Cost Plans, CLR, Over/Under, Cost Plan availability, actuals in team detail, role and skill-based demand signaling, currently staffed feature, PL sole project owner, staffing notifications, dashboards with standard portlets, standard audit trail, project number availability
Go-Live Metrics	Cost Plans created		98.3%	71 cost plans need to be created, 40 PLs
	TBDs updated		98.7%	40 TBDs need to be updated, 25 PLs
	Unique users with remaining activities		60	

PPM Roadmap



Modern User Interface Early Adoption Campaign

CLASSIC TO MODERN UI

What is Clarity Modern User Interface (UI)

Clarity will also undergo a significant user interface (UI) change, from the currently. Used Classic UI to the Modern UI. The new Clarity Modern UI will have new features, including, but not limited to, planning in fiscal periods, and creating scenarios. Although the Clarity Modern UI has not been implemented across the enterprise, the PPM team is encouraging early adoption, allowing PLs to take advantage of new features today.

Clarity Modern UI Early Adopter

As an Early Adopter, you will have access to the Modern UI before the full enterprise launch. It is an opportunity to access several (but not all) new features that will streamline project management.

The PPM team is encouraging early adoption of the new Clarity Modern UI, allowing PLs to take advantage of new features. Participation will prepare you for the full-scale launch and an opportunity to provide the PPM team with constructive feedback.

How do I become an Early Adopter?

1. Watch an 11 minute training video [here](#)
2. Go to **Clarity**, hover over Home, and click "Link to Modern User Experience"

Who is eligible?

All clarity users are eligible to become Early Adopters.

Modern UI training materials

Additional Modern UI training materials are [here](#).

Questions?

Please contact the PPM team at ppm@mitre.org or use the PPM **Contact Us** page if you have any questions.

Clarity Modern UI Full Enterprise Launch

Information coming soon

Intranet site with guidance on how to become an early adopter with videos and training materials

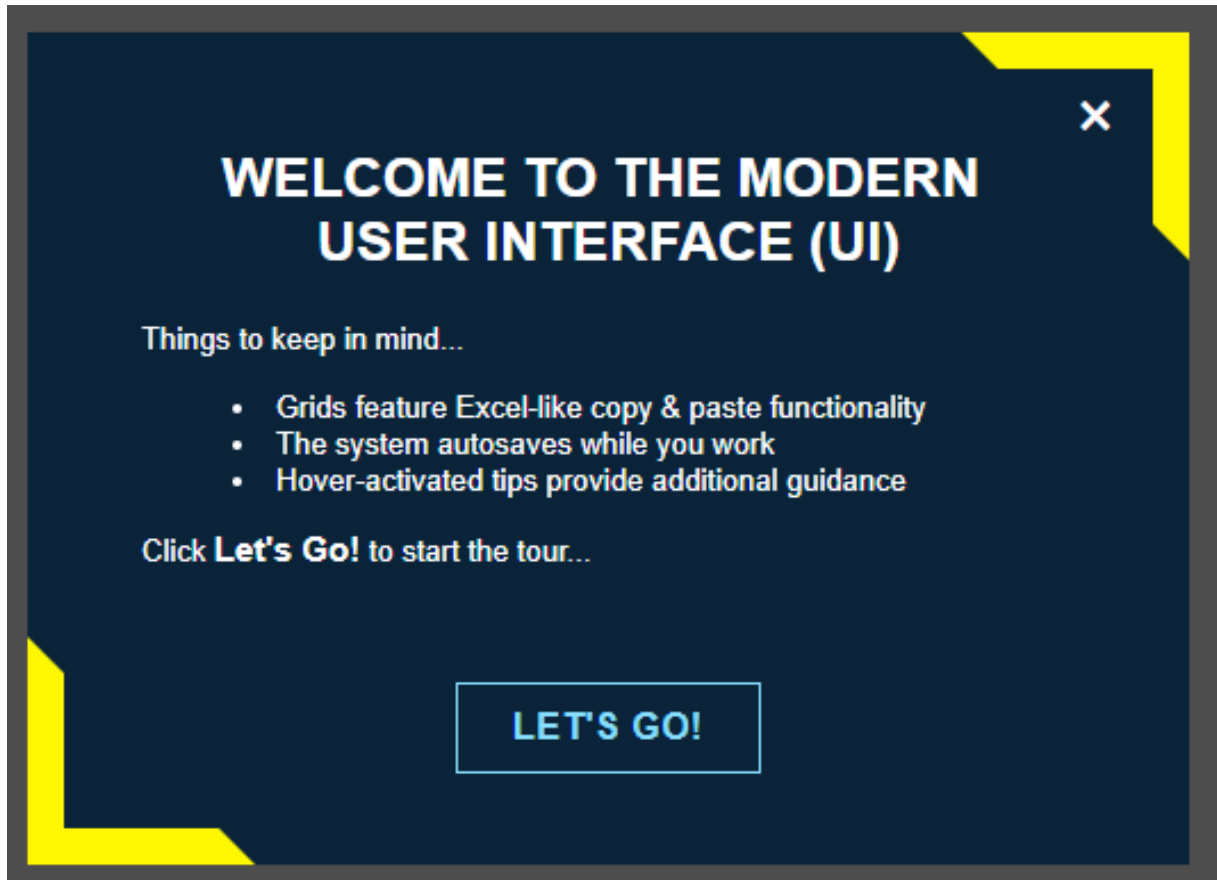
A repository or training tools for both the Modern and Classic UI

TRAINING TOOLS

Search:

Category	Topic	
Modern UI Early Adopter Training	To become an Early Adopter:	RECORDING
Modern UI	1. Watch the 11 minute training video (recording) on the right. 2. Go to Clarity, hover over Home, and click "Link to Modern User Experience"	
Modern UI	Perks and Quirks	JOB AID
Access / Navigation	How to Navigate Clarity	JOB AID
Access / Navigation	How to Use the Common Grid View	RECORDING
Staffing	How to Add a Resource or Role to a Project	JOB AID
Staffing	How to Replace a Role with a Resource	JOB AID
STE Balancing	Modern UI STE Balancing Process	JOB AID
Cost and Labor Report	Cost and Labor Report	JOB AID
Modern UI		
Classic UI		

Modern User Interface Early Adoption Campaign, cont.



WalkMe to guide users through Modern UI

FWIW, as a new DH, the WalkMe browser extension has been helpful. Thanks for helping make this transition go as smooth as possible.

Key Elements to Success & Next Steps

Key Elements to Success

- Agile delivery process with user engagement
- Post go-live support with significant finance SMEs
- Cross company governing body
- Modern Adoption Campaign Strategy
- WalkMe to facilitate adoption

Next Steps

- Continue integrating business systems and leveraging OOTB functionality to replace custom solutions
- Shift to Modern UX