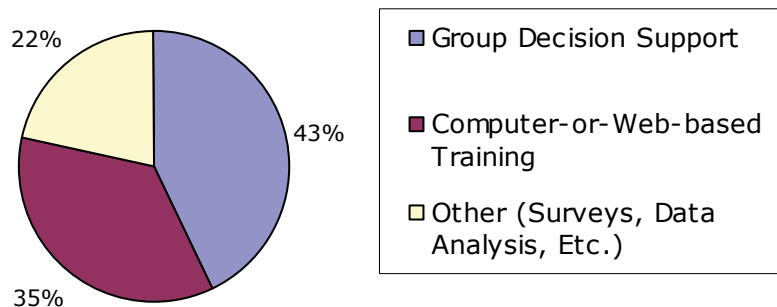


# SOME RECENT FACILITATION SUCCESS STORIES

## A-Team Innovation Center Use (Data covers projects supported over the last 5-year period of the SAFTAS Contract)



**An Overview:** The chart above illustrates how the SAFTAS / A-Team Innovation Center (IC) has been used to support our clients. Projects have been categorized into three types: Group Decision Support, Computer-or-Web-based Training, and Other (which includes Survey Design and Data Analysis tasks). Most projects, meetings, workshops, executive off-sites, seminars, and/or training sessions require a facilitator working along with other members of the A-Team professional staff. Project planning typically includes various design group activities, creating an agenda, analyzing data, draft findings in the form of recommendations and writing reports. Five examples follow to show the complexity of tasks supported in the IC:

### Case Study / Project #1: Business Process Improvement and Team-Building Workshops

SAF/AQC leaders have periodically gathered in the A-Team's Innovation Center to examine their

business processes. Leaders have examined ways to improve the contracting processes that govern services contracts, contingency contracting, as well as three-letter and division-level reorganizations. Participants have discussed the following ...

- Change-management issues (reading the management best-seller: *Who Moved My Cheese?*)
- Break-through thinking via the identification of *Purple Cows* (i.e., projects that truly stand out from the herd)

- **Situational leadership** in day-to-day contracting operations
- And, various force development issues in government contracting.

### Case Study / Project #2: Countering Global Terrorist

The NATO Research and Technology Organization (RTO) and SAF/AQR invited representatives from 13 countries to participate in a workshop addressing the following technical subjects: Indications and Warnings, Survivability and Denial, Consequence Management and Recovery, Attribution and Counter Actions.

Workgroups followed a "brainstorm-organize-prioritize process" then briefed their recommendations in plenary session during the final day of the workshop.

Each group was equipped with electronic whiteboards, poster boards, paper, markers, etc. One group worked within a networked, decision-support environment: the A-Team's Innovation Center. A facilitator assigned to each workgroup helped these groups stay on-track and on-topic. Participants produced over 50 collaborative opportunities aimed at combating global terrorism.

### Case Study / Project #3: Mission / Threat Analysis

SAF/AQP and the PEO/C2ISR have co-sponsored a number of workshops that look at mission planning and threat analyses. Examples include: (1) a wartime "tiger team" charged to assess the countermeasures needed against man portable, shoulder launched anti-aircraft missiles during the Afghan War; and (2), the refinement of the Joint Geolocation Roadmap.

Both events were classified meetings held at the SECRET security level and facilitated by senior members of the SAFTAS program and A-Team's Innovation Center. The objectives of each workshop were to achieve a better understanding of the warfighters' operational concept, to define any issues and disconnect; and create a plan of action and way forward to meet the warfighters' needs.

The results of the first workshop included consensus on the specifications needed for aircraft flares. The second project resulted in an understanding of needs and a commitment to meet expectations for interoperability among new and legacy fighter aircraft in the battle space.

### Case Study / Project #4: Issues Exploration

Support of the Air Force's Software Intensive Systems Strategic Improvement Program (AFSSIP) consisted of surveying the MAJCOMs, select PEOs and systems program offices, and representatives from industry. An integrated product/process team

(IPT) analyzed the results of this survey and recommended improvements on how the Air Force might acquire such systems in the future.

This IPT was able to assess the Air Force's needs by using the groupware tools available in the A-Team's Innovation Center. By working with a facilitator, this IPT created an executive summary of the survey results and drafted a briefing for the senior-most leaders in the Air Force.

The SES-chairman of this workgroup stated, "This project would have taken weeks or months without the assistance of SAFTAS professionals and the Innovation Center staff."

### Case Study / Project #5: Survey Design and Data Analysis

Nearly 100 interviews were conducted by members of the Defense Acquisition Performance Assessment (DAPA) team. Government and industry program managers, program executives, and requirements developers, as well as representatives from labor unions and trade associations were interviewed to capture their experiences in the Defense Acquisition System and to offer suggested reforms to this system.

A two-part 76 item questionnaire was designed to gather the views from our target population. Open-ended questions allowed for discussions to be captured by the interview teams. Close-ended questions (using multiple choice selections) enabled the team to capture precise answers to questions which could then be analyzed objectively using several statistical analysis tools and techniques.

Results from this extensive interview and survey effort were briefed by the DAPA panelists to both the Deputy Secretary of Defense and Congress.