



DEPARTMENT OF THE NAVY
CHIEF INFORMATION OFFICER
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28 January 2009

MEMORANDUM FOR DISTRIBUTION

Subj: IMPLEMENTING TELECOMMUNICATIONS EXPENSE MANAGEMENT TOOLS
IN THE DEPARTMENT OF THE NAVY (DON)

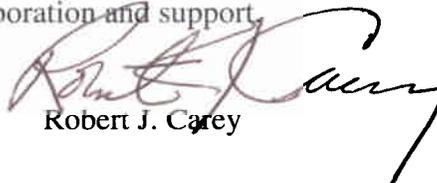
The Department of the Navy Chief Information Officer (DON CIO) is continuing to lead the process of reforming the Department of the Navy (DON) telecommunications environment. The end state of this initiative is developing and implementing an enterprise management framework that will substantially improve the manner in which telecommunications are acquired, operated and accounted for. The new framework will replace the current decentralized approach with one that adopts an enterprise strategy and delivers visibility into the assets and services being procured.

Due to the complexity and volume of transactions in the DON's telecommunications environment, the use of automated tools, commonly referred to as Telecommunications Expense Management (TEM) systems, are required to support activities such as provisioning, inventory tracking, invoice validation and advanced analytical capabilities. While some tools are currently in limited use, they are not uniformly implemented across the DON and do not provide the end-to-end visibility, control, and analytical capabilities required to support informed decision making. As a result, the DON is hampered in implementing a strategic sourcing program for telecommunications that will consolidate enterprise requirements and deliver economies of scale.

Therefore, one of the priorities in the telecommunications reform efforts of 2009 is identifying the appropriate TEM solution for the DON environment. It is critical that the TEM is implemented and operated consistently across the enterprise. Only in this manner can the DON properly leverage its buying power and gain the business intelligence necessary to optimize the environment.

To support this goal, any further procurement of TEM or call accounting and billing services are prohibited until an enterprise solution is identified and adopted. This prohibition includes the procurement of any component module of a system or service. This decision reflects the position of the DON CIO coordinated with Deputy Assistant Secretary of the Navy (Acquisition and Logistics Management) (DASN (A&LM)) on behalf of the Assistant Secretary of the Navy (Research, Development and Acquisition (ASN (RDA))).

Stakeholders throughout the DON have been invited to participate in this process and I look forward to your continued collaboration and support.



Robert J. Carey

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