



Improving Our Leaders' Ability to Understand and Manage Risks, Issues, and Opportunities

Mr. Chris DeLuca

**Office of the Deputy Assistant Secretary of Defense
for Systems Engineering**

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DASD, Systems Engineering Mission



Systems Engineering focuses on engineering excellence – the creative application of scientific principles:

- To design, develop, construct and operate complex systems
- To forecast their behavior under specific operating conditions
- To deliver their intended function while addressing economic efficiency, environmental stewardship and safety of life and property

DASD(SE) Mission: Develop and grow the Systems Engineering capability of the Department of Defense – through engineering policy, continuous engagement with component Systems Engineering organizations and through substantive technical engagement throughout the acquisition life cycle with major and selected acquisition programs.



A Robust Systems Engineering Capability Across the Department Requires Attention to Policy, People and Practice

- ***US Department of Defense is the World's Largest Engineering Organization***
- ***Over 108,000 Uniformed and Civilian Engineers***
- ***Over 39,000 in the Engineering (ENG) Acquisition Workforce***



DASD, Systems Engineering



 **DASD, Systems Engineering**
Stephen Welby
Principal Deputy Kristen Baldwin 

 **Major Program Support**
James Thompson

Supporting USD(AT&L) Decisions with Independent Engineering Expertise

- Engineering Assessment / Mentoring of Major Defense Programs
- Program Support Assessments
- Overarching Integrated Product Team and Defense Acquisition Board Support
- Systems Engineering Plans
- Systemic Root Cause Analysis
- Development Planning/Early SE
- Program Protection

 **Engineering Enterprise**
Robert Gold

Leading Systems Engineering Practice in DoD and Industry

- Systems Engineering Policy and Guidance
- Technical Workforce Development
- Specialty Engineering (System Safety, Reliability and Maintainability, Quality, Manufacturing, Producibility, Human Systems Integration)
- Security, Anti-Tamper, Counterfeit Prevention
- Standardization
- Engineering Tools and Environments

Providing technical support and systems engineering leadership and oversight to USD(AT&L) in support of planned and ongoing acquisition programs

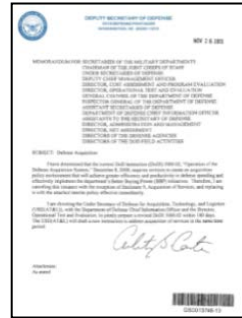
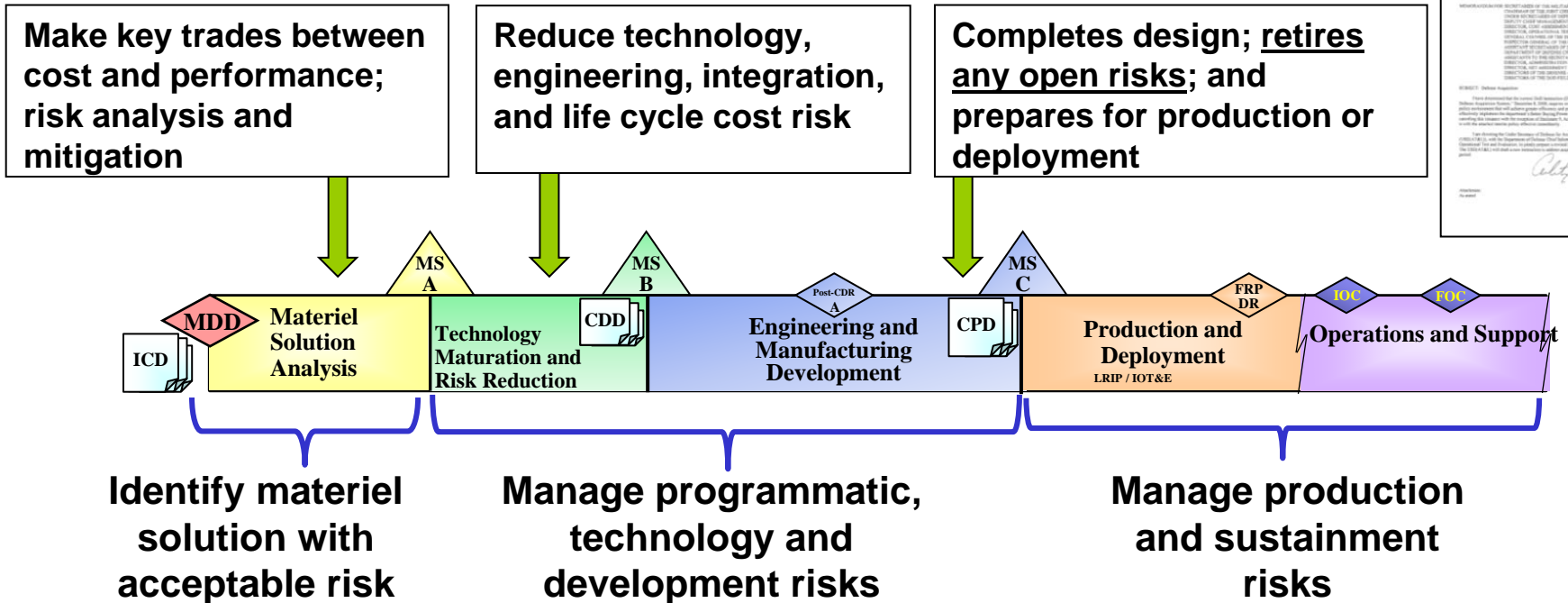


DoDI 5000.02 - Risk Management Policy



DoDI 5000.02 Operation of the Defense Acquisition System directs programs to understand and manage risks

- Risk is mentioned over 200 times in the document



“The PM is responsible for implementing effective risk management and tracking...analysis of mitigation options... execution of those actions. Risk management is proactive...not just risk identification and tracking.”



What We Often See...



Likelihood	Near Certainty (5)	Green	Yellow	Red	Red	Red
	Highly Likely (4)	Green	Yellow	Yellow	Red	Red
	Moderate (3)	Green	Green	Yellow	Yellow	Red
	Low (2)	Green	Green	Green	Yellow S	Yellow
	Not Likely (1)	Green	Green	Green	Green	Yellow
		Negligible (1)	Marginal (2)	Moderate (3)	Critical (4)	Catastrophic (5)
		Consequence				

Risk S: Turbine generator performance
➤ Based on evaluation of potential test results

- What is the actual risk?
- What is the cause(s) of the risk?
- What is the program doing to manage the risk?
- When does the program expect to close this risk?

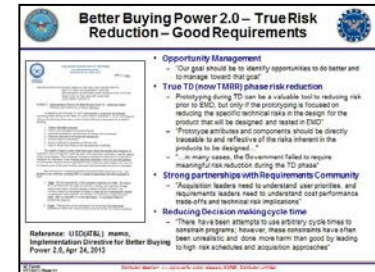


Themes from USD(AT&L) - True TD Phase Risk Reduction



• Better Buying Power 2.0

- Manage Opportunities
- True TD (now TMRR) phase risk reduction
- Strong partnerships with Requirements Community



• USD(AT&L) emphasized managing technical risks

- ***“Our acquisition professionals must have a deeper understanding of the risk inherent in products under consideration and of the steps needed to reduce that risk...”***
- ***“Prototyping during the TD Phase can be a valuable tool to reducing risk prior to entering EMD, but only if the prototyping is focused on reducing the specific technical risks in the design for the actual product...”***



Themes from USD(AT&L)

Improve leaders' ability to mitigate technical risk



• BBP 3.0: USD(AT&L) emphasized proactive risk management

▪ ***“...PMs and staff should shape and control risk, not just observe progress and react to risks Anticipating possible adverse events, evaluating probabilities of occurrence, understanding cost and schedule impacts, and deciding to take cost effective steps ...to limit their impact ...is the essence of effective risk management.”***



• USD(AT&L) Article:

- It is our job to anticipate surprises, assess consequences and do something either to prevent them or to limit their impacts
- Most decisions to control risk are made in the earliest stages of a program
 - We determine the basic program structure
 - Whether we will have a dedicated risk reduction phase
- Reduce uncertainty of the program
 - Defining requirements, conducting trade studies
 - Building prototypes and conducting tests



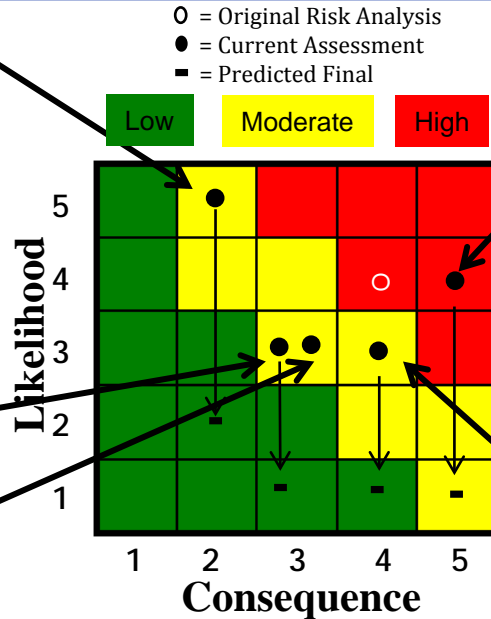


What We Would Rather See

Risk
Consequences if Realized:
Mitigation Method: Avoid - Key activities:
Planned Closure Date:

Risk
Consequences if Realized:
Mitigation Method: Transfer - Key activities:
Planned Closure Date:

Risk:
Consequences if Realized:
Mitigation Method: Accept - Key activities:
Planned Closure Date: Feb 2016



Risk: If turbine generator performance cannot be improved beyond 90% demonstrated during TMRR, then jammer effectiveness will be reduced by 8% and fall below the KPP threshold

Consequences if Realized:

- Performance - unmet KPP

Mitigation Method: Control- Key activities:

1. Develop redesigned higher efficiency magnets; verify magnetic field strength $\geq H_1$ A/m (Aug 2015)
2. Integrate redesigned magnets in turbine; verify power output $\geq KW_b$ watts in bench testing (Sep 2015)
3. Integrate prototype turbine in UAV; verify power output $\geq KW_f$ watts in flight testing (Nov 2015)

Planned Closure Date: Dec 2015

Risk: If software build 757, with acceptable flying qualities, is not released by Dec 2015, then the UAV will not be ready for Jun 2016 first fielding

Consequences if Realized:

- Cost - \$5M (O&M) to continue legacy UAV use
- Schedule - 8-month delay to IOC

Mitigation Method: Control- Key activities:

1. Evaluate HMI and obtain feedback (Jul 2015)
2. Based on feedback, implement control-law changes such than no maneuver is > 3 on the Cooper Harper scale (Aug 2015)
3. Verify changes via M&S, with users (Sep 2015)
4. Conduct SIL testing and compare actual with expected results (Oct 2015)
5. Fix Priority 1 defects and retest (Oct 2015)
6. Validate no remaining Pri 1 defects via ground and flight tests (Nov 2015)

Planned Closure Date: Nov 2015

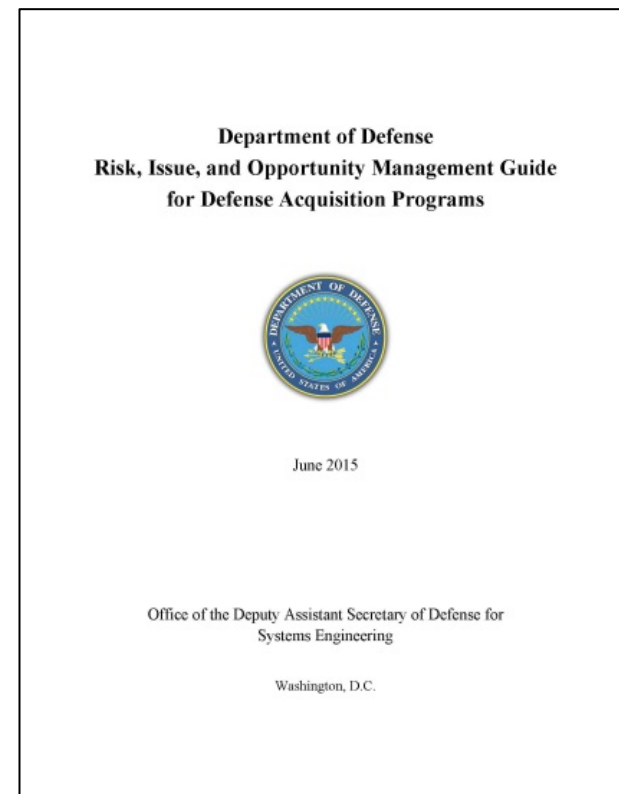
- Clear statement of risk, using “if-then” construct
- Consequences of risk quantified (C/S/P)
- Management method identified with significant, measurable activities with dates for completion
- Planned risk closure date
- Risk Matrix can show original risk level, current, and predicted final following mitigation



What We Did



- **Made a Good Guide a Better Guide**
- **Aligned it with DoDI 5000.02 and Better Buying Power**
- **Introduced complementary processes of Issue and Opportunity Management**
- **Updated content to be more professional, consistent, and technically accurate**
- **Provided broad guidance, expectations, and terms of reference/definitions**
- **Vetted with practitioners (Services, DAU, NDIA)**



Department of Defense Risk, Issue, and Opportunity Management Guide for Defense Acquisition Programs (DoD RIO Guide) published June 2015
<http://www.acq.osd.mil/se/docs/RIO-Guide-Jun2015.pdf>



Key Terminology

Risk, Issue, and Opportunity



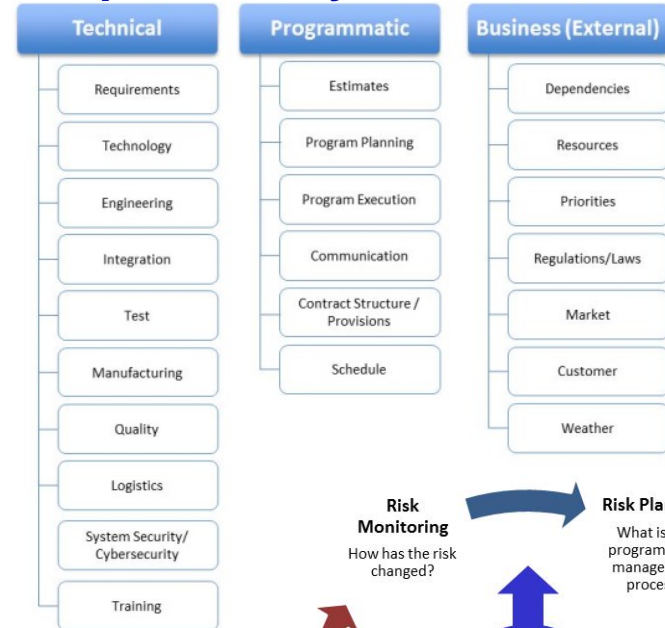
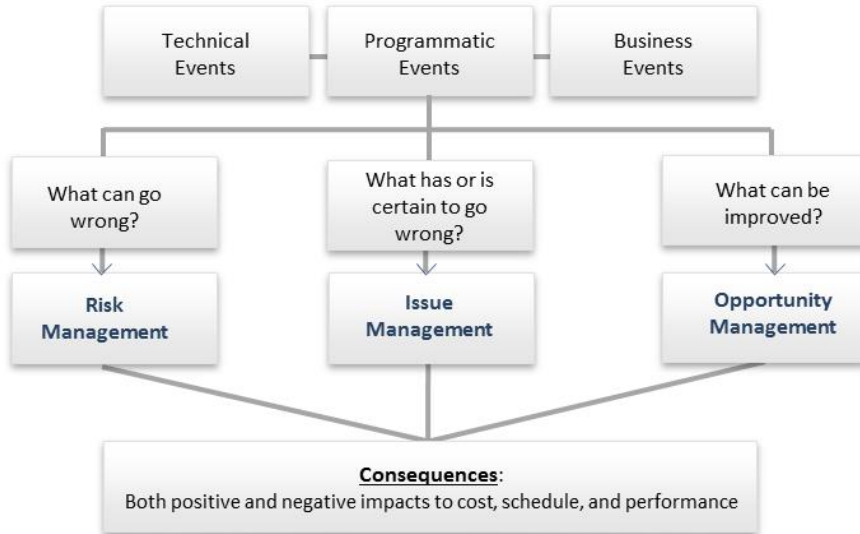
- **Risks** are future events or conditions that may have a negative effect on achieving program objectives for cost, schedule, and performance. Risks are defined by (1) the probability (greater than 0, less than 1) of an undesired event or condition and (2) the consequences, impact, or severity of the undesired event, were it to occur.
- **Issues** are events or conditions with negative effect that have occurred (such as realized risks) or are certain to occur (probability of 1) in the future that should be addressed.
- **Opportunities** are potential future benefits to the program's cost, schedule, and/or performance baseline, usually achieved through reallocation of resources.



Technical vs. Other Risks Early Sections



- Conditions or Events have potential risks, issues, and/or opportunities
- Issue and opportunity management are complementary to Risk Management



- Five steps in the Process
- Risk ~~Mitigation~~ to ~~Handling~~ to Mitigation
 - Accept risk
 - Avoid risk
 - Transfer risk
 - ~~Control Mitigate Control~~ risk





What is Technical Risk? Our View



Programmatic

- Estimates
- Program Planning
- Program Execution
- Communication
- Contract Type / Incentives



Often, program managers only brief these risks

Business

- Dependencies
- Resources
- Priorities
- Regulations/Laws
- Market
- Customer
- Weather

Technical

- Requirements
- Technology
- Engineering
- Integration
- Test
- Manufacturing
- Quality
- Logistics
- Training

Programmatic – risks that are generally within control or influence of the Program Manager. Can be associated with program estimating (including cost estimates, schedule estimates, staffing estimates, facility estimates, etc.), program planning, program execution, communications, and contract structure

Business – risks that are generally externally driven (originate outside the program office) or are not within the control or influence of the Program Manager. Can come from areas such as program dependencies, resources (funding, people, suppliers, tools, etc.), priorities, regulations/laws, Stakeholders (Users, acquisition officials, etc.), market, and weather

Technical – risks that may prevent the end item from performing as intended or failing to meet performance expectations. Can be internally or externally generated. Typically emanate from areas such as requirements, technology, engineering, integration, test, manufacturing, quality, logistics, and training



Process and Procedures Overview

Section 2



- **Recommends contents for a Risk Management Plan**
- **Government and Contractor processes should be aligned**
 - Establish and stick with a meeting battle rhythm
 - Select a common or electronically compatible tool
- **Recommends Roles and Responsibilities**
 - PM, RMB, RWG, Risk Manager, Risk Owner, etc
 - Better discussion of the differences between the Government and Contractors
 - Contractors should provide all candidate risks to the Gov't
 - Roles and responsibilities for each tier are addressed
 - Appendix D breaks out roles





Risk Management Section 3



- Expanded discussion for Risk Identification methods
- Risk Mitigation (**Handling**)
- Management options: Accept, Avoid, Transfer, **Control (Mitigate)**

- Changed values of likelihood table
Example: from ~10% to 5%-20%

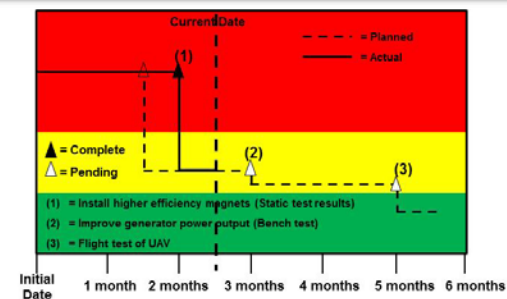
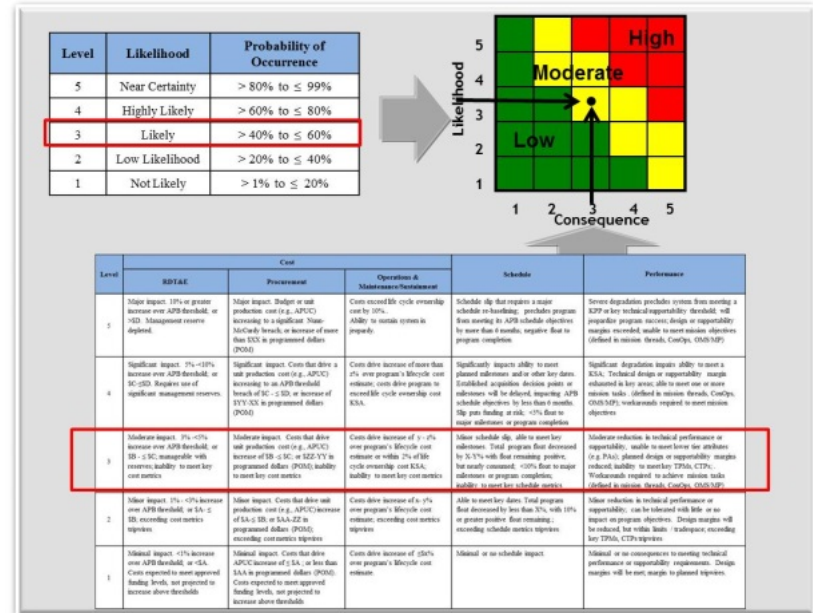
- Improved Consequence criteria

- Detailed cost criteria
- Schedule criteria
- Performance criteria

- Risk Statement construct with examples
Preferred “if...then...”

- Burn-down plans to monitor progress

- Identify management activities
- Clearly define activities
 - Objective – not subjective
 - Have specific measurable outcomes
 - Likelihood and consequence value for each activity
 - Track activities in IMS





Risk Management and Other Tools

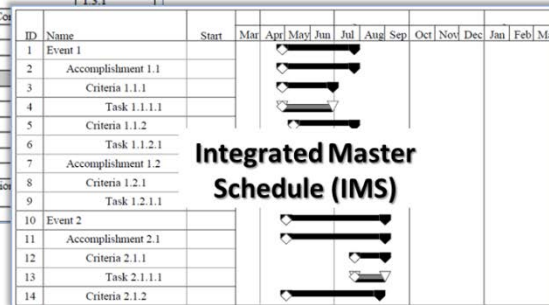
Section 4



- Integrate risk management activities into other tools: IMS, EVM, etc.
- Need quality schedule health to conduct SRA
 - Traceability between WBS, IMP/IMS and EVM
 - Refers to DCMA manual for more info

Activity #	Event	WBS REF
A	Event A - Post Award Conference/Initial Baseline Review (PAC/IBR)	-
A01	Management Planning Reviewed	-
A01a	Program Organization Established	1.2.1
A01b	Initial Configuration Management Planning Completed	1.2.2, 1.2.3
A01c	Program Schedule Reviewed	1.2.1
A01d	Risk	1.2.1
A02	Baseline	-
A02a	Requ	1.3.1
A02b	Revu	-
A03	PAC/IBR	-
A03a	PAC/IBR Meeting Conducted	-
A03b	PAC/IBR Minutes and Action Items Generated	-
B	Event B - Critical Design Review (CDR)	-
B01	Design Definition Completed	-
B01a	Design Deltas To Baseline Identified	-
B01b	Drawings Completed (Baseline & Deltas)	-
B02	System Performance Assessment Reviewed	-
B02a	Initial Weight Analysis Completed	-
B02b	Electrical Current Consumption Report Completed	-
B02c	Initial Reliability, Maintainability, & Availability Prediction Completed	-
B02d	System Safety Hazard Analysis Completed	-

Integrated Master Plan (IMP)



Integrated Master Schedule (IMS)

Metric	Goal	Status
Logic – incomplete tasks with missing predecessor or successor logic links	<5%	Green
Leads – number of leads (overlap between tasks with logic dependencies)	0 tasks	Red
Lags – number of tasks with lags (delay between a predecessor task's completion and successor's start date)	<5%	Green
Relationship Type – establishes the order in which each task should be completed	<10% non-Finish-Start	Yellow
Hard Constraints – fixed task start or finish date that prevents tasks from being moved by their logic-driven dependencies	<5%	Red
High Duration – unfinished tasks with a baseline duration of greater than 44 working days	<5%	Green
High Float – incomplete tasks with total float greater than 44 working days	<5%	Green
Negative Float – less than zero float, forecasted date may be unrealistic	0 tasks	Red
Invalid Dates – incomplete tasks with actual start /finish date in the future; forecast dates prior to status date	0%	Green
Resources – allocated resources (hours/dollars)	0 improper	Green
Missed Tasks – tasks that do not finish as planned	<5%	Green
Critical Path Test – identifies broken logic, usually missing predecessors and/or successors	0 days	Red
Critical Path Length Index (CPLI) – measures the efficiency to finish on time	>= .95	Green
Baseline Execution Index (BEI) – efficiency with which actual work has been accomplished	>=95%	Green

- Describes how to use TPMs to track progress to plan
- Discusses Schedule, Cost, and Performance Risk Analysis

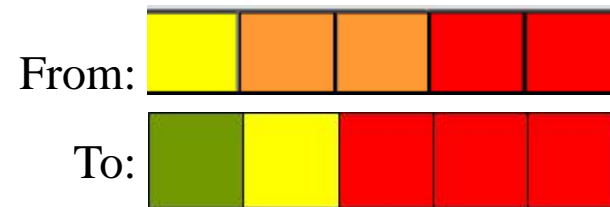


Issue and Opportunity Management Section 5 & 6



Aligned Issue and Opportunity Management processes to be more like Risk Management Process

- Log/register of issues
- Assign owners
- Identify actions, track in IMS, etc



Modified Issue scale to match the top row in the Risk Matrix

- Issue management options: Accept, Avoid, Transfer, Mitigate

Opportunities enable achieving "should cost"

- Management options: Pursue, Re-evaluate, Reject

Opportunity Management Matrix

Included 5x5



Level	Likelihood	Probability of Occurrence
1	Not Likely	< 1% to < 20%
2	Low Likelihood	> 20% to < 40%
3	Likely	> 40% to < 60%
4	Highly Likely	> 60% to < 80%
5	Near Certainty	> 80% to < 99%

Level	Cost	Schedule	Performance
1	Minimal cost benefit of < \$1M or reduce costs by 20% of budget	Minimal benefit to improving overall schedule	Modest benefit to design margin, system performance or requirements
2	Minor cost benefit of \$1M - \$5M or reduce costs by 20% to 40% of budget	Minor benefit to meeting lower level milestones	Minor benefit to design margin, system performance or requirements
3	Cost benefit of \$5M - \$25M or reduce costs by 40% to 60% of budget	Moderate benefit to meeting major milestones	Moderate benefit to design margin, system performance or requirements
4	Major cost benefit of \$25M - \$50M or reduce costs by 60% to 80% of budget	Major benefit to meeting major milestones and improving critical path	Major benefit to design margin, system performance or requirements
5	Significant cost benefit of \$50M or reduce costs by 80% of budget	Exceptional benefit to meeting major milestones and improving critical path	Exceptional benefit to design margin, system performance or requirements

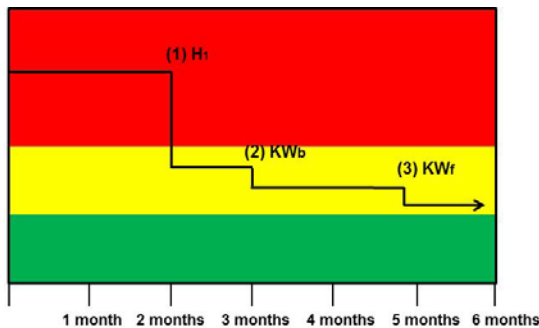
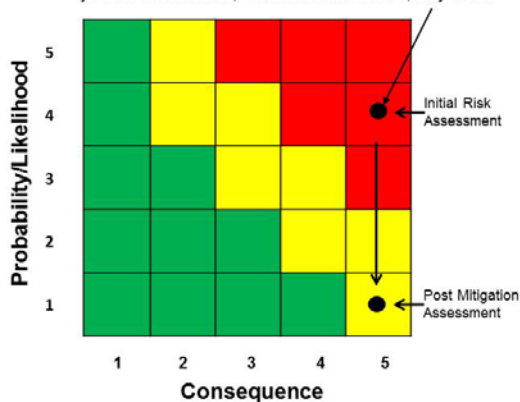
Opportunity	Likelihood	Cost to Implement	Benefit			Opportunity Level	Handling Strategy	Expected Closure
			Cost	Schedule	Performance			
Opportunity 1: Procure Smith rotor blades instead of Jones rotor blades.	Mod	\$3.2M	RTD&E	Procurement	O&M		Re-evaluate - Summarize the handling plan	March 2017
Opportunity 2: Describe the opportunity in terms of what it will provide the program, the benefit to the program, and the cost to the program.	Mod	\$350K	\$25K		\$375K		Reject	May 2017
Opportunity 3: Ditto.	High	\$211K	\$0.4M		\$3.6M		Summarize the handling plan to realize the opportunity	January 2017



Appendices

- Appendix A discusses managing risks by lifecycle phase
- Appendix B discusses proactive risk management activities
- Updated Appendix C figure templates
- Appendix D summarizes roles and responsibilities
- Created new Appendix E, with example vignette

If the ram air turbine generator performance cannot be improved from 90% to full target power, then an 8% reduction in jammer effectiveness, which is below the KPP, may result



- (1) Enhanced magnet demonstrates field strength equal to or greater than H: A/M
- (2) Prototype generator demonstrates power output equal to or greater than KW_b in bench test
- (3) Prototype generator demonstrates in-flight power output equal to or greater than KW_f over required envelope

Risk: If the temperature is below -20°C, the UAV LADAR has a 15% chance of being inoperable, resulting in hard landings/mishaps
Consequences if Realized:
 - Cost - destroyed UAV, \$14M
 - Performance - not meet attribute to operate at -25°C
Handling Method: Avoid - Key activities:
 1. Change operators manual to use auto-land only above -20°C, or land under manual control below -20°C (Nov 2015)
 2. Change CPD requirement from -25°C to -20°C (Nov 2015)
Planned Closure Date: Dec 2015

Risk: If the qualified generator magnet supplier cannot meet planned production rates, LRIP II lots may be short magnets
Consequences if Realized:
 - Schedule - delay in LRIP 3 / FRP 1 deliveries
 - Cost - \$4M due to delayed LRIP testing and UAV production
Handling Method: Transfer - Key activities:
 1. FEO directs lesser priority program (XYZ program) to transfer ox magnets to UAV program (Dec 2015)
Planned Closure Date: Dec 2015

Risk: If turbine generator performance cannot be improved beyond 90% demonstrated during TMR, jammer effectiveness will be reduced by 8% and fall below the KPP threshold
Consequences if Realized:
 - Performance - unmet KPP
Handling Method: Mitigate - Key activities:
 1. Develop redesigned higher efficiency magnets; verify magnetic field strength ≥ H: A/M (Aug 2015)
 2. Integrate redesigned magnets in turbine; verify power output ≥ KW_b walls in bench testing (Sep 2015)
 3. Integrate prototype turbine in UAV; verify power output ≥ KW_f walls in flight testing (Nov 2015)
Planned Closure Date: Dec 2015

Risk: If software build 757, with acceptable flying qualities, is not released by Dec 2015, UAV will not be ready for Jun 2016 1st operational fielding
Consequences if Realized:
 - Cost - \$5M (O&M) to continue legacy UAV use - Schedule - 8-month delay to IOC
Handling Method: Mitigate - Key activities:
 1. Evaluate HMI and obtain feedback (Jul 2015)
 2. Based on feedback, implement control-law changes such that no maneuver is > -3 on the Cooper Harper scale (Aug 2015)
 3. Verify changes via M&S, with users (Sep 2015)
 4. Conduct SIL testing and compare actual with expected results (Oct 2015)
 5. Fix Priority 1 defects and retest (Oct 2015)
 6. Validate no remaining Pri 1 defects via ground and flight tests (Nov 2015)
Planned Closure Date: Nov 2015

Risk: If maintenance crew chiefs are not trained by Dec 2015, then maintainers will not be ready to support Jan 2016 IOT&E
Consequences if Realized:
 - Schedule - 3-month delay for IOT&E (to Apr 2016 with Jun 2016 APB baseline)
Handling Method: Accept - Key activities:
 1. Investigate backup schedules (Jul 2015)
 2. Update training schedules (Jul 2015)
 3. Coordinate risk with T&E IPT (Aug 2015)
 4. Monitor ACC training activities (Jul 2015 - Feb 2016)
Planned Closure Date: Feb 2016

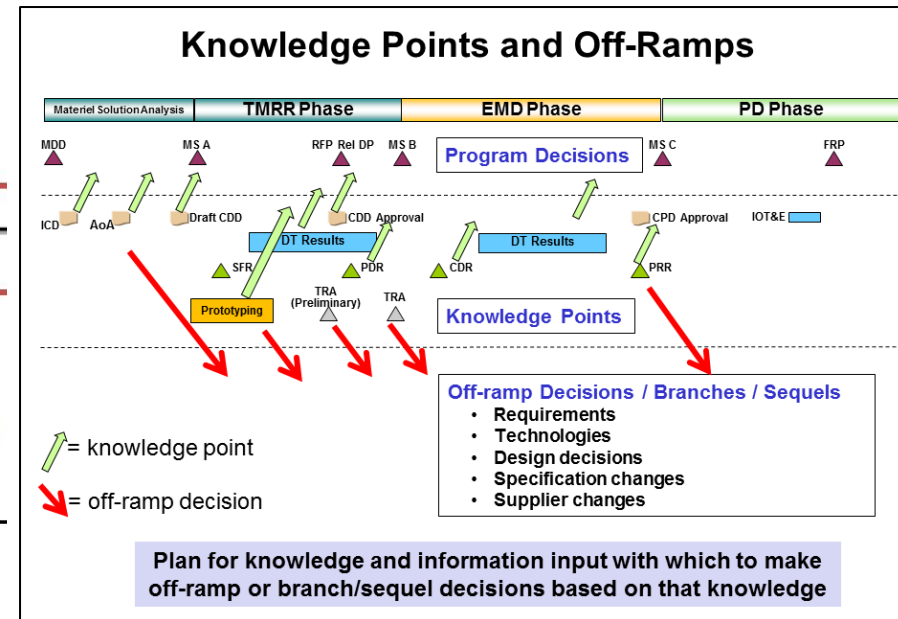
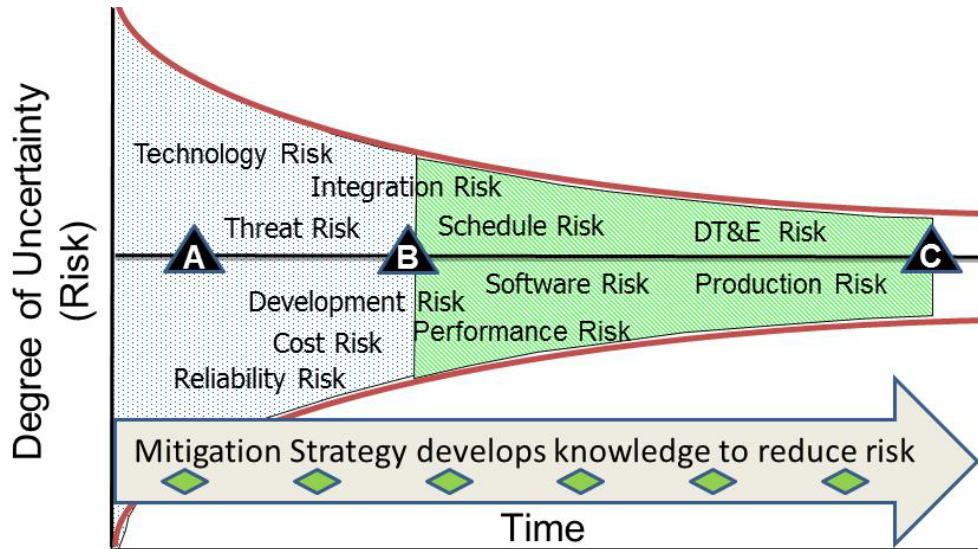
- Added Glossary



Establishing a Proactive Risk Management Culture



- Identify key program risks - encourage everyone to identify risks
- Develop a strategy and plan to manage key program risks to reduce program uncertainty (risk)
- Inspire risk management ownership across team
- Open communication with contractors and up and down the chain of command





Systems Engineering: Critical to Defense Acquisition



Defense Innovation Marketplace
<http://www.defenseinnovationmarketplace.mil>

DASD, Systems Engineering
<http://www.acq.osd.mil/se>



For Additional Information



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BACKUP



Tailorable Consequence Criteria

Level	Cost*			Schedule	Performance
	RDT&E	Procurement	Operations & Maintenance/Sustainment		
5	Major impact. 10% or greater increase over APB threshold; or >\$D. Management reserve depleted.	Major impact. Budget or unit production cost (e.g., APUC) increasing to a significant Nunn-McCurdy breach; or increase of more than \$XX in programmed dollars (POM)	Costs exceed life cycle ownership cost by 10%.. Ability to sustain system in jeopardy.	Schedule slip that requires a major schedule re-baselining; precludes program from meeting its APB schedule objectives by more than 6 months; negative float to program completion	Severe degradation precludes system from meeting a KPP or key technical/supportability threshold; will jeopardize program success; design or supportability margins exceeded; unable to meet mission objectives (defined in mission threads, ConOps, OMS/MP)
4	Significant impact. 5% -<10% increase over APB threshold; or \$C-≤\$D. Requires use of significant management reserves.	Significant impact. Costs that drive a unit production cost (e.g., APUC) increasing to an APB threshold breach of \$C - ≤ \$D; or increase of \$YY-XX in programmed dollars (POM)	Costs drive increase of more than z% over program's life cycle cost estimate; costs drive program to exceed life cycle ownership cost KSA.	Significantly impacts ability to meet planned milestones and/or other key dates. Established acquisition decision points or milestones will be delayed, impacting APB schedule objectives by less than 6 months. Slip puts funding at risk; <5% float to major milestones or program completion	Significant degradation impairs ability to meet a KSA; Technical design or supportability margin exhausted in key areas; able to meet one or more mission tasks . (defined in mission threads, ConOps, OMS/MP); workarounds required to meet mission objectives
3	Moderate impact. 3% -<5% increase over APB threshold; or \$B - ≤ \$C; manageable with reserves; inability to meet key cost metrics	Moderate impact. Costs that drive unit production cost (e.g., APUC) increase of \$B - ≤ \$C; or \$ZZ-YY in programmed dollars (POM); inability to meet key cost metrics	Costs drive increase of y - z% over program's life cycle cost estimate or within 2% of life cycle ownership cost KSA; inability to meet key cost metrics	Minor schedule slip, able to meet key milestones. Total program float decreased by X-Y% with float remaining positive, but nearly consumed; <10% float to major milestones or program completion; inability to meet key schedule metrics	Moderate reduction in technical performance or supportability, unable to meet lower tier attributes (e.g. PAs); planned design or supportability margins reduced; inability to meet key TPMs, CTPs; . Workarounds required to achieve mission tasks (defined in mission threads, ConOps, OMS/MP)
2	Minor impact. 1% - <3% increase over APB threshold; or \$A- ≤ \$B; exceeding cost metrics tripwires	Minor impact. Costs that drive unit production cost (e.g., APUC) increase of \$A- ≤ \$B; or \$AA-ZZ in programmed dollars (POM); exceeding cost metrics tripwires	Costs drive increase of x- y% over program's life cycle cost estimate; exceeding cost metrics tripwires	Able to meet key dates. Total program float decreased by less than X%, with 10% or greater positive float remaining.; exceeding schedule metrics tripwires	Minor reduction in technical performance or supportability; can be tolerated with little or no impact on program objectives. Design margins will be reduced, but within limits / tradespace; exceeding tripwires for TPMs and CTPs
1	Minimal impact. <1% increase over APB threshold; or <\$A. Costs expected to meet approved funding levels, not projected to increase above thresholds	Minimal impact. Costs that drive APUC increase of ≤ \$A ; or less than \$AA in programmed dollars (POM). Costs expected to meet approved funding levels, not projected to increase above thresholds	Costs drive increase of ≤x% over program's life cycle cost estimate.	Minimal or no schedule impact.	Minimal or no consequences to meeting technical performance or supportability requirements. Design margins will be met; margin to planned tripwires.



Risk Management Process Then...Now



2006 Guide

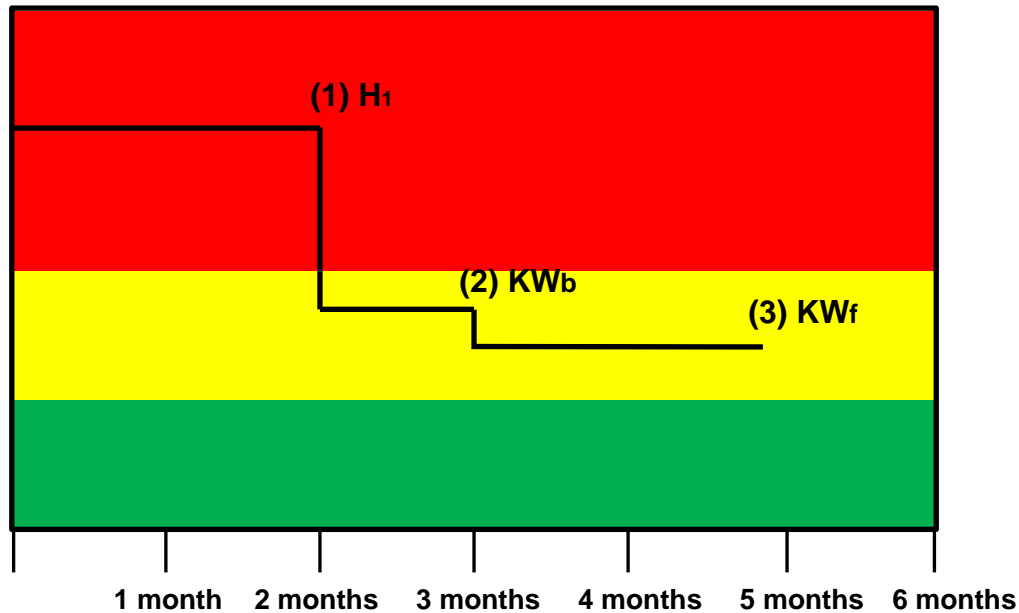


2015 Guide





Risk Burn-down



- (1) Enhanced magnet demonstrates field strength equal to or greater than H₁ A/m
- (2) Prototype generator demonstrates power output equal to or greater than KW_b in bench test
- (3) Prototype generator demonstrates in-flight power output equal to or greater than KW_f over required envelope