

**Interagency Cache Business System Re-engineering Project (ICBS-R)**  
**Field Visit Summary**  
**DRAFT 10/12/2004**

**Executive Summary**

During May 2004, field visits were conducted at nineteen National and Local Area Caches in an effort to validate and update the cache's business requirements as required by the ICBS-R project charter. The field visit teams were comprised of cache personnel representing a cross-section of geographic areas and cache business expertise.

Over 90% of the caches visited reported the need for the following major additions or changes to their existing system:

- Centralized database
- Interface with ROSS (Resource Order and Status System)
- Interface with Financial Systems
- Incorporate AIT (automated identification technology)
- Above/below minimum analysis – quick and easy display
- Archive and restore capability
- Standard label program.

Most of the caches visited use the ICBS (Interagency Cache Business System) to manage their cache inventory and business. When asked what could make ICBS more effective or efficient, the majority of the responses centered around the following general issues:

- Improved training opportunities
- More comprehensive user manual
- Improvements to reporting and querying
- Ability to set preferences and customize menus
- Use of Cache terminology on screens (e.g. "NFES Number" instead of "Cache Item," "Survey" instead of "Unservicable," etc.)

The areas of ICBS reportedly needing the most extensive modifications include:

- Procurement
- Transfer Cache Items
- Processing Returns
- Redistribution
- Account Transaction, Billing Information, Cache Item Transaction, and Stock History Reports

Detailed results of the cache visits were compiled into a fifty plus page business requirements table that has been incorporated into the Statement of Work (S.O.W.) for a software design contract to re-engineer ICBS. To supplement the information collected by cache field visit teams, a small number of task groups have been formed to gather specific information and develop recommendations for the ICBS-R Project Team.