**Key**

Positive

Pain point

Idea

Quotes

**CMS Employee**

* Seeing
  + Outdated Product (GUI)
  + Sharepoint Interface
  + Non-Seamless process/tool
  + Manual interaction
  + Human error (lost time)
  + Multiple touchpoints and channels (approval workflow)
  + Not seeing the item that they want
* Doing
  + Filling out forms
  + Request requirement
  + Ask manager for money
  + Request for approvals vis sharepoint
  + ASk for status
  + Waiting for updates/delivery
  + Multiple ordering system (“no single pane of glass”)
  + Having to reach out to “the right person” to push this along
* Feeling
  + Frustrated
  + Confused  
    Angry
  + Ignorant as to what’s going on
* Saying
  + Why did this take 12 weeks
  + Lengthy process
  + Complex
  + Not transparent
  + “You need to know the right person to request status update”

**Contracting Officer**

* Seeing
  + Copy of TDL to purchase (TDL = Technical Direction Letter)
  + Limited ordering info
  + CAMsBiggest Approvals
  + Mod Feedback
* Doing
  + Request for funds to be added or replenished
  + Approve CAMS request
* Feeling
  + Frustrated w/lack of clarity with the requirements
  + Straight forward process
* Saying
  + “We are on a schedule to issue -MODS”
  + - LiPurchase cannot be made until after MOD

**Catalog Admin**

* Seeing
  + Obsolete Catalog items
  + Customer confusion
  + Lack of requirements
  + Archaic process
  + Red tape in way of productivity
* Doing
  + Advising purchasers “Not worth the headache”
  + Requesting items to be added to catalog
  + Reviewing quotes
* Feeling
  + Defeated
  + Embarrassed
  + Frustrated
  + Over worked for what should be a simple process
* Saying
  + “This sucks”
  + “This is too complicated”

**Vendor (Desk side support)**

* Seeing
  + Notification from sharepoint of new order
  + Sharepoint workflow
  + Emails from contracting (COR, CO)
  + Contracting modifications
  + Response from customer once vendor attempts to install/deliver
  + Lack of follow up
  + Delays
* Doing
  + Following up on orders
  + Submitting tickets for install/deliver
  + Updating financials
  + Alerting CMS of remaining money (pre funded) after fulfillment
  + Recommendations if item not on catalog
  + Contacting customer for install
  + Deliverable to CMS (Status monthly)
* Feeling
  + “Not sure how vendor feels” (not sure we asked)
  + Requirements are not clear
  + Accountability as to what I’m entitled to
  + Technician confusion
* Saying
  + May take up to 6 weeks to get items installed even if on shelf/in inventory
  + Waiting for contracting office to issues MOD