

Robert B. Naylor

From: Naylor, Robert B. [Robert.Naylor@sba.gov]
Sent: Saturday, April 03, 2010 1:10 PM
To: SteveB@microsoft.com
Cc: Robert Youngjohns; Teresa Carlson; Greg Myers; Betsy Chapman; Radu Burducea; Shaun OConnor; Susan Kidd; tsharp@engage2day.com; sganga@digitalmanagement.com; robert@rbnaylor.com
Subject: White House Modernization Forum Follow-Up and SBA Update
Attachments: CIOC 01-20-2010 SBA Success.ppt; Choi Soon-Hong Ph D .vcf; Charles Havekost.vcf
Importance: High
Follow Up Flag: Follow up
Due By: Monday, April 05, 2010 9:00 AM
Flag Status: Flagged

Steve,

It was a genuine pleasure meeting you at the White House Modernization Forum in January. The US Small Business Administration Executive Leadership Team and our SCORE management also appreciated working with Robert Youngjohns and his team last fall. Both SBA and SCORE were extremely grateful for the partnership opportunity we were able to create with Microsoft.

I would like to provide a quick update on some recent SBA activities related to our use of Microsoft technology, specifically Dynamics CRM and SharePoint. Also, I would like to propose the possibility of partnering for the “customer service” community of practice that the White House has announced as a follow-up to the forum (<http://www.federalnewsradio.com/?nid=35&sid=1921036>).

After we met at the White House forum, I presented three success stories to the CIO Council using Microsoft technology (please see attached PowerPoint). This was the selection, integration, and deployment of the Dynamics CRM platform within 5 months for 1,100 users nationwide at SBA, correspondence management built on Dynamics, and an audit tracking system built on SharePoint. In addition to presenting to the 28 agencies represented on the CIO Council, SBA in has conducted individual presentations to approximately 12 agencies for CRM and SharePoint. As an outcome of those presentations, we presented the Audit Tracking System developed on SharePoint in less than 60 days to the Inspector General Council this week, approximately 30 IG’s and auditors from 13 agencies such as NASA, Department of Defense, Central Intelligence Agency, Department of Commerce, USDA, NSF, and EPA.

A few weeks ago, Federal News Radio conducted an interview with me where I mostly talked about our Microsoft Dynamics CRM initiative (<http://www.federalnewsradio.com/?sid=1914298&nid=43>). Shortly after the interview, I discussed SBA’s CRM with the Assistant Secretary General and CIO of the United Nations, as well as the CIO for the International Atomic Energy Agency, and presented them with our “Proof of Vision” CRM PowerPoint presentation and an invitation for a demonstration at SBA (please see <http://www.sbacrm.info> for PowerPoint presentation and video).

As you can see from our recent activities, we have truly leveraged the strong relationship we have established between SBA and Microsoft, across the entire federal space and beyond. Given the recent announcement, I believe that we should expeditiously partner for the “customer service” community of practice as part of the White House private/public CEO/CIO relationship initiative.

Please feel free to contact me anytime on my cellular telephone at (302) 930-2700 to discuss the above and next steps.

Sincerely,

Robert B. Naylor
Chief Information Officer

US Small Business Administration
(202) 205-6923 Office
(302) 930-2700 Cellular