

DP3/DPS Monthly Activity Report

May 2011

Executive Summary

[POC: Col Jim Patterson]

- Regret the delay in getting this historical report capturing May Activities to you, we've been focused on Peak Season and Performance.
- As you are aware, the DP3/DPS Team along with our partners from Defense Information Systems Agency (DISA), United States Army Information Systems Engineering Command (USAISEC), and our software developer and COTS software support representatives, established a Performance Task Force to address issues which surfaced over the past several months. We implemented a focused approach examining system constraints, from hardware capacity and software performance to architectural and network bandwidth issues. We have already taken a number of actions which have positively impacted performance, and for May our Shipment Volume was up 10% over last year's peak.
- Major DPS Milestones: Over 92% of all shipments were made in DPS vs TOPS last month for Navy, USMC, USCG, and the U.S. Air Force; a total of over 69K Shipments in DPS.
- System Performance:
 - Availability of 95 percent was below our goal of 98 percent. DPS deployment of Release 1.4.06 (with new blackout functionality), plus IAVAs, were major contributors to system non-availability. Other smaller issues also accounted for a minor part of the degradation.
 - DPS performance was significantly below expectations from 6 May to 17 May. A series of corrective actions resulted in improved system accessibility by end of the month. Items that contributed in some manner to improvements included bandwidth and redundancy upgrades, capacity improvements, and internal application tuning.
 - By end of month, DPS system performance stabilized.
- Functionality/Releases Update:
 - Release 1.4.06: Implemented on 7 May as planned.
 - Release 1.4.07: No major functionality changes, but encompasses five software enhancements (SCRs) and 41 top software fixes (SPRs). Testing is slated for 14 July; release to PROD is still TBD, but planned for Aug.
 - There are several patches that are either in TEST, in work and going to TEST soon, or complete and awaiting a push to PROD. These will be looked at on a case by case basis to determine if the "fix" is a greater benefit than the pain of some system downtime to implement.
 - As always, we welcome our customers' input on when to implement the various patch fixes in the PROD environment
- Total Numbers for DPS: **742,262** shipments processed; **396,916** shipments delivered.
- Services' DPS Participation: Air Force 96%; Army 88%; Coast Guard 96%; Marine Corps 95%; and Navy 93%.

Engineering

[POC: Ralph Meacham]

- As mentioned above, DPS operational availability was 95% for March, below our 98% goal.
- On 9 May, due to Release 1.4.06 introduction, there was a severe impact to user performance. We believe there was probable under reporting of errors to the Systems Response Center, so ticket statistics may not represent the total scope of the issue.
- On 11 May, an Analytics update generated HTMP 404 errors, but these were subsequently corrected by 13 May 2011.
- On 14 May, our Performance Task Force developed an action plan for addressing the spectrum of performance issues and solutions.
- On 16 May, a software patch to Release 1.4.06 reduced errors, but did not eliminate sources of all error.
- On 19 May, DISA accomplished load balancing, and a modest reduction in some errors and improved performance was observed.
- On 20 May, Surface Deployment and Distribution Command (SDDC PP) enforced a new web-bot policy, improving user accessibility for Government Users.
- On 23 May, DISA fixed the HIPs security rule and on 25 May, the doubling of web servers (5 to 11 servers) showed a significant reduction in certain errors.
- Analysis and improvement to the overall environment is ongoing.

Testing

[POC: Roni McDaniels, Scott AFB, roni.mcdaniels@ustranscom.mil]

- 1.4.06 Production Baseline
 - Implemented 7 May 2011
 - Resulted in significant performance degradation and user accessibility issues.
 - Multiple efforts including increased DISA bandwidth, additional server insertion, SQL query tuning and SDDC business rules for TSP Shortfuse queries have brought some improvements to DPS performance.
- Out of Cycle SCR 6417 Blackouts
 - Tested multiple software patches for Blackouts
 - Tested patch for SCR 5655, Spouse Pro Gear
 - Tested CAT 2 SPRs bundled with the Out of Cycle functionality
 - SPR 6561, DPS Analytics Fails to Pull Accurate Data from DPS Traffic Distribution
 - SPR 6580, PPM Closeout Core Error Message
 - SPR 6582, Rewarded pack dates and estimated weight is not carried over
 - SPR 6584, Same origin and destination zip 3 produces an error when DTOD cannot find the zip code
 - Production install pending GOSC approval
- Patches tested and installed in Production
 - SPR 6592, Hits Against TSP Blackouts Page Saturating WebLogic Servers
 - SPR 6595, Service Member Unable to Accept Claims

Operations

[POC: Kenneth Whitaker]

- Centralized TOPS legacy databases were upgraded to Oracle 11g, on Sunday, May 1st. Central Web Application (CWA) outage, on 23 May from 0826-0902 CST, action was to clear the Comm Vault logs to resolve the problem.
- Move.mil – Starting 13 June, the Systems Response Center (SDDC's Tier One support for DPS) will provide 24/7 support for color changes to the DPS Status Dashboard.
 - To simplify this effort, and to avoid confusion between blue and purple, the number of Dashboard color categories will be reduced from five to four.
- The DOD customer's and PPSO's default page was redesigned to display the "Top Ten" and "Top Seven Things Users and PPSOs Must Know" to direct user attention to known DPS challenges and solutions before they begin using the application.
- TOPS/CWA NTS ePayment initiative is now on contract.
- DPS can now proactively monitor Industry behavior accurately by counting the user "clicks" when monitoring and accepting short fuse shipments.

Functional Team

[POC: Roland Amos]

- PHASE II
 - Review, monitor, and update SCRs, TPRs, in Team Track
 - Escalating/De-escalating Tier 2 SRs
 - Working JPMO action items from the FRB
 - Software Release 1.4.08
 - 41 SPR's and 5 SCRs have been identified for inclusion in this release
 - Receive, discuss, and try to resolve calls from users in the field on systems issues
- PHASE III
 - Attended Increment III FY 12-17 weekly meetings (Taking documents from draft to final)

Help Desk

[POC: Judy Fowler]

DPS NEW SRs on 30 April 2011					
	Opened	Escalated	De-escalated	Closed	Currently Open
Tier 1	690	68	N/A	667	81
Tier 2	N/A	65	77	N/A	100
Tier 3	N/A	N/A	72	N/A	244
	690	133	149	667	331

DPS (ETA) Most Common Help Desk Issues

- Password 1081
- Training 774

- Security 0

Staff Assistance Visits (SAV)

[POC: Rosia Lindsey]

- SAVs Scheduled for June:
 - Week of 6 June 2011 at Ft Leonard Wood, MO, Ft Stewart, GA, and MCAS Beaufort, SC.
 - Week of 20 June 2011 at MCB Camp LeJeune, NC and MCAS Cherry Point, NC.

Customer Satisfaction Survey (CSS)

[POC: Mike Dobbs]

- The current CSS return rates are 25.65% for CSS and 70.38% for iCSS for an overall rate of 29.01%. These rates are updated for the month of April 2011 as of 2 Jun 2011.
- Rolling 12-month CSS return rates are for the period of 2 June 2010 through 1 June 2011 and are 16.73% for CSS and 39.27% for iCSS for a total return rate of 20.57%.

Upcoming Activities and Events

- Various Events
 - 7 June - TCDC Update
- DPS Training Events – Locations
 - N/A
