

DP3/DPS Monthly Activity Report

July 2011

Executive Summary

[POC: Col Mark Hiryak]

- This is my first Monthly Activity Report as the new Pgm Director for DPS. In the short time I've been here, I've been impressed with the dedication and support I've seen towards the DPS program. Thanks to all who have helped ease my transition into this assignment.
- Major DPS Milestones: Over 87% of all shipments were made in DPS vs TOPS last month; a total of over 50K Shipments in DPS.
- System Performance: System Availability for July was 94.5 percent, and this was below our standard of 98 percent. 11.5 hours of this were attributable to scheduled outages, however, we had 29.5 hours of impaired operations (unable to route/award shipments, or complete self counseling) which impacted our users on 17-18 July.
- Functionality/Releases Update:
 - There was no new functionality released this month; the next release is scheduled for mid-September.
- Total Numbers for DPS: **869,298** shipments processed; **464,186** shipments delivered.
- Services' DPS Participation: Air Force 89%; Army 87%; Coast Guard 88%; Marine Corps 87%; and Navy 87%.

Engineering

[POC: Ralph Meacham]

- One DPS production environment change occurred during month of July. On 15 July, a third circuit (via Columbus, OH) was added in order to address near term capacity needs. Subsequent analysis identified issues with the circuit, and it was removed from production 19 July. Current bandwidth capacity is sufficient to support remaining peak season needs.

Testing

[POC: Roni McDaniels]

- 1.4.06+ Out of Cycle Testing Completed
 - SCR 6417, Blackouts
 - SCR 5655, Spouse Pro Gear
 - SCR 6499, Customs Form (DD 1252)
 - SCR 6557, Move Claims Button
 - Includes 9 CAT 2 SPRs bundled with the out-of-cycle patches
 - Production install on hold until after peak; will implement in 1.4.07 release
- 1.4.07 Release Testing
 - 1 - 23 Aug, JPMO testing
 - 25 Aug - 1 Sep, Services testing
 - Production install planned for mid September
- Technical Upgrades
 - Regression testing for 64-bit JVM Processor complete
 - Production install on hold until after peak; ~ October

- Software Patches installed in Production
 - SPR 6607, Shipment Allocation Award Queue Error, installed 16 July.

Operations and Support

[POC: Kenneth Whitaker]

- Sporadic network connectivity problems for all Legacy Personal Property applications occurred, on Friday, 15 July starting at 1030 through Monday, 18 July. Connections were restored after troubleshooting at both the application and network layers.
- Seven TOPS sites reported that the wrong rate was printing on the GBL for volume moves. An emergency fix for the software was downloaded to the sites with volume move awards in effect, and will be base-lined in the next TOPS release.

Functional Team

[POC: Roland Amos]

- PHASE II
 - Review, monitor, and update SCRs, TPRs, in Team Track
 - Escalating/De-escalating Tier 2 SRs
 - Currently have 97 tickets opened at Tier 2
 - Granted an extension for SF1252/1252-1 (Custom form) until 30 September, 2011
 - Working JPMO action items from the FRB
 - Identified SPR candidates for Software Release 1.4.09
 - Participating in the weekly invoice calls between OCONUS PPSO's, CONUS PPSO's TSP's and SDDC to discuss invoicing issues
 - Received and Resolved calls from users in the field on system issues
 - Service members receiving excess costs messages
 - Issues with invoices that are associated with long deliveries
- PHASE III
 - Participate in Increment III FY 12-17 weekly meetings
- 13-14 July conducted a Site Visit at Ft. Hood for observation.

Staff Assistance Visits (SAV)

[POC: Rosia Lindsey rosia.lindsey@us.army.mil]

- SAVs Scheduled for August:
 - Week of 15 August 2011 at JPPSO-ANC, ELMENDORF AFB and PPSO, CG Kodiak, AK.
 - Week of 22 August 2011 at PPSO, MCB CAMP PENDLETON and PPSO, FISC San Diego, CA.

Help Desk

[POC: Judy Fowler (judy.fowler2@us.army.mil)]

DPS NEW SRs on 31 July 2011					
	Opened	Escalated	De-escalated	Closed	Currently Open
Tier 1	772	29	N/A	767	26
Tier 2	N/A	26	13	N/A	78
Tier 3	N/A	N/A	13	N/A	116
	772	55	26	767	220

DPS (ETA) Most Common Help Desk Issues

- Password 1061
- Training 991
- Security 0

Customer Satisfaction Survey (CSS)

[POC: Mike Dobbs (michael.dobbs3@us.army.mil)]

- The current CSS return rates are 24.22% for CSS and 61.87% for iCSS for an overall rate of 25.83%. These rates are for the month of June 2011.
- The rolling 12-month CSS return rates are for the period of 30 July 2010 through 29 July 2011 and are 23.85% for CSS and 45.43% for iCSS for a total return rate of 26.59%.

Upcoming Activities and Events

- Various Events
 - 28 September - Tentative CoCC Meeting TBD
 - 5 October – Tentative GOSC Meeting at the Pentagon
- DPS Training Events – Locations
 - 17-18 Aug 11 Ft. Leavenworth Site Visit