

DP3/DPS Monthly Activity Report

August 2011

Executive Summary

[POC: Col Mark Hiryak]

- Mrs. Mary Meyer Campbell reported as the new DPS Program Manager; she was promoted, and was previously managing several Programs for TCAQ. I will remain the Program Director and Deputy Program Executive Officer.
- Major DPS Milestones: Over 88% of all shipments were made in DPS vs TOPS last month; a total of almost 47K Shipments in DPS for August.
- System Performance: System Availability for August was 98.4 percent, above 98 percent standard.
- Functionality/Releases Update:
 - There was no new functionality released this month; the next release is scheduled for 30 September.
- Total Numbers for DPS: **919,971** shipments processed; **509,753** shipments delivered.
- Services' DPS Participation: Air Force 89%; Army 87%; Coast Guard 90%; Marine Corps 86%; and Navy 89%.

Engineering

[POC: Ralph Meacham]

- Reflected in the 98.4 percent availability were a total of 10.8 hours of unscheduled outage and no scheduled outages.
- DPS Software Licensing Renewal ongoing.

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
 - 8 - 23 August, JPMO testing completed successfully.
 - 13 defects repaired.
 - 25 August - 1 September, Services Assessment completed successfully.
 - Two CAT 2 SPRs in repair.
 - Eleven CAT 3/4/5 SPRs to be prioritized by Services for future release.
 - Production install planned for 30 September.
- Technical Upgrades
 - 64-bit JVM Processor testing complete; upgrade to be phased into production 14 - 16 September.

Operations and Support

[POC: Kenneth Whitaker]

- DPS Outage occurred 4 August from 0115 to 0450 CDT, and was caused by DISA fiber outage. Ogden traffic suspended and rerouted to San Antonio. DPS Users experienced a network/gateway error during this time.
- The Central Web Application (CWA) was inaccessible 9 August from 1600 to 1800 CDT, while the application servers were successful migrated.
- The VTOPS Server was moved behind the Firewall, and the system was back up and running within 5 minutes.
- Team Track outage occurred 19 August for approximately two hours. Resulted during remediation of security findings. System restored from backup.
- DPS invoices failing intermittently, and an SPR was opened to address issue. At this point, we are manually re-exporting failed invoices. Until a patch is installed in the production environment, invoices will continue to intermittently fail. We anticipate growing numbers due to TSP invoice peak season (August - December).
- Special Solicitation (SPSL) rate filing opened for IW11 rate cycle (effective 1 October 2011 – 31 March 2012). SPSL shipments will continue to process in TOPS this cycle.
- Development efforts continue for the TOPS NTS ePayment Initiative. JPMO continues to work with Power Track's Certification (CERT) system to test EDI transactions. TOPS Development team provided the Level of Effort (LOE) on the next requirement required for the packaging of the EDI data. Development and testing are complete on the initial requirement, 2A.

Functional Team

[POC: Roland Amos]

- PHASE II
 - Review, monitor, and update SCRs, TPRs, and ECP, in Team Track.
 - Escalating/De-escalating Tier 2 HDTs.
 - 74 Service Requests currently opened at Tier 2.
 - Working JPMO action items from the FRB.
 - Attended the JAD review for SCR 3282.
 - 10-15 Questions resulted as action items (Completed).
 - Reviewed the Draft and Final LMS.
 - Shipment Management Government and TSP edition.
 - Updated Smart book, for NTS releases for facilities on the east and west coasts.
 - Created Step by Step Instructions on Filing a Claim (Updated Smart Book).
 - Identified SPR candidates for Software Release 1.4.08.
 - Supported Government Acceptance Testing (GAT) for software release 1.4.07.
 - Reviewed and updated Test Cases.
 - Participated in the 1.4.07 daily Hotwash with the services.
 - Reviewed and updating the knowledge base solutions for Tier 1.
- PHASE III
 - Reviewed acquisition documents.
 - Attended Increment III FY 12-17 weekly meetings.

- DPS Training
 - 1-5 August 2011 MCAS Yuma, AZ.
 - 15-18 August 2011 (Peak Season Hotwash) Arlington, VA.
 - 17-18 August 2011 Ft. Leavenworth, KS.

Staff Assistance Visits (SAV)

[POC: Rosia Lindsey]

- SAVs Scheduled for September:
 - Week of 12 September 2011 at JPPSO-NE, Chelmsford, MA.
 - Week of 19 September 2011 at PPSO, FISC Jacksonville and PPSO, CG PSSU Miami, FL.
 - Week of 26 September 2011 at JPPSO-COS, Colorado Springs, CO.

Help Desk

[POC: Judy Fowler]

DPS NEW SRs on 30 August 2011					
	Opened	Escalated	De-escalated	Closed	Currently Open
Tier 1	650	36	N/A	632	34
Tier 2	N/A	34	24	N/A	63
Tier 3	N/A	N/A	26	N/A	94
	650	70	50	632	165

- DPS (ETA) Most Common Help Desk Issues
 - Password 1295
 - Training 1435
 - Security 0

Customer Satisfaction Survey (CSS)

[POC: Mike Dobbs]

- The current CSS return rates are 27.22% for CSS and 62.74% for iCSS for an overall rate of 28.46%. These rates are for the month of July 2011.
- The rolling 12-month CSS return rates are for the period of 1 Sep 2010 through 31 Aug 2011 and are 25.66% for CSS and 50.44% for iCSS for a total return rate of 27.91%.

Upcoming Activities and Events

- Various Events
 - 10 – 14 September – IAM, Denver, CO.
 - 20 September – CoCC Meeting at USTRANSCOM, Scott AFB, IL.
 - 27 September – GOSC Meeting at the Naval Air Systems Command Washington Liaison Office, Arlington, VA.
- DPS Training Events – Locations
 - 17-18 Aug 11 Ft. Leavenworth Site Visit