

THE DEPLOYER

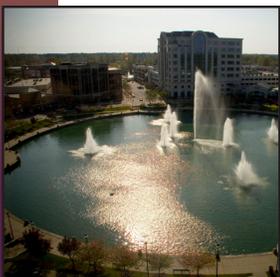
ON THE MOVE!



Save the Date!

PD TIS will host the second annual Army Mobility Systems Conference at the Marriott City Center in Newport News, VA, from 25 to 28 Apr 2011. Once again TIS will co-sponsor this event with PM, Joint – Automatic Identification Technology (PM J-AIT); PD, Battle Command Sustainment Support System (PD BCS3); and PM, Movement Tracking Systems (PM MTS).

The purpose of this conference is to present a venue where a wide audience of end-users and customers can come together to discuss and collaborate on the connectivity and commonalities among the four systems and their respective missions. Over the last year, the co-sponsors have made tremendous inroads into collaborating on technology solutions and developing methods to effectively support the mobility community worldwide. This conference will showcase their efforts and allow attendees to gain insights into future initiatives.



A view from one of the hotel rooms at the Marriott City Center in Newport News, VA.

Building on the first year's success, this conference will include program and technology updates, expanded system demonstrations, and multiple track sessions all focused on mobility system end-users and customers. New and expanded capabilities, products, and services will be featured to ensure attendees learn about the most relevant, effective resources available to support their mission requirements.

Registration is free but attendees must register on-line in advance to attend. Additional information such as the hotel registration link and exhibitor information is posted on the PD TIS Web site (www.tis.army.mil).

WWW.TIS.ARMY.MIL
WINTER 2010

INSIDE

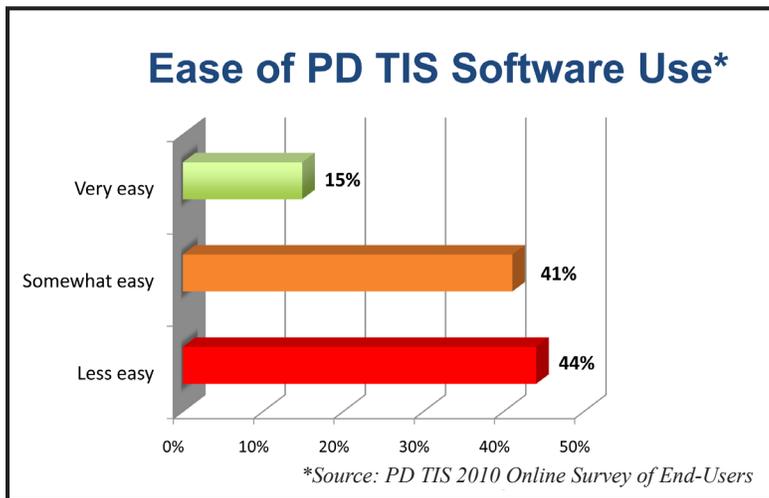
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ANNUAL CUSTOMER ASSESSMENT PROGRAM

TIS conducted its second customer assessment in 3QFY10. The first assessment focused on end-users and stakeholders from the policy and requirements communities. This year's effort added TIS employee focus groups to identify internal issues and best practices impacting customer service. Both assessments were conducted by an independent, third party survey research firm. The assessment focused on the following areas:

- Software Quality (how users perceive the software meets requirements)

- Training and Fielding (effectiveness of classes, fielding events, etc.)
- Customer Support (Customer Service Center support)
- Software Release Process
- Strategic Communications Materials
- Internal Processes (how well TIS operates internally to support customers)



As a result of the 2010 assessment feedback, TIS will be looking at ease of use issues across their software products.

The assessment results showed an 86% overall satisfaction with software quality. Further, training classes continue to be effective and attendance was increasing. Feedback indicated that relative to the Customer Service Center support, significant improvements were noted on the ability to resolve tickets, but TIS still needed to improve the resolution times. Customers indicated increased satisfaction with the software release process through better distribution of software media and documentation. Customers noted improved communications and recommended a social media, specifically Facebook, presence.

TIS has developed an action plan to address the specific areas for improvement, track actionable feedback, and report results regularly to customers and key stakeholders.

PD TIS REFERENCE DATA INSTALLER DOWNLOAD AVAILABLE ON US ARMY SINGLE INTERFACE TO THE FIELD (SIF)

The PD TIS Reference Data Installer latest update is now available to download on SIF's Software Management Module. Users will need to register to download the updates at <https://sif.kc.us.army.mil/>.

The TIS Customer Service Center is available at (866) 822-4672 for further questions on how to find and download the reference data after accessing the SIF.

2010 INTERNATIONAL SOCIETY OF LOGISTICS (SOLE) AWARDS

Four TIS Team members were honored with SOLE awards at a luncheon on 27 Oct at the Ft. Myer Officer's club. SOLE awards recognize excellence and achievement in the field of logistics. Team members were acknowledged for excellence in the following areas: Financial Management (Ms. Venetta Carter); Logistics Research and Development (Mr. Bill Dunn); Training Development and Implementation (Mr. Tom Fleming); and Acquisition Logistics (Mr. Charles McCracken). TIS has received eight SOLE awards since 2008.

GCN Awards

For Outstanding Government Agency IT Achievements

PD TIS RECEIVES 2010 GOVERNMENT COMPUTER NEWS (GCN) AWARD

On 27 Oct, PD TIS was honored at the 23rd Annual GCN Awards Gala for outstanding information technology achievement in the Government. The Non-Classified Internet Protocol Router Network (NIPRNet) Globe Services (NGS) project was recognized as one of ten 2010 award winners. This award reflects the successful collaborative efforts of US Army Corps of Engineers, Engineer Research and Development Center (ERDC), Product Manager, Joint – Automatic Identification Technology (PM J-AIT), and TIS to design, develop, and produce the NGS capability. The GCN awards symbolize some of the best and most notable IT accomplishments in advancing the work of Government agencies.



GCN Award Recipients: Lee James, Ronnie Hedgepeth, Jeremy Hiers, Doug Haskin, Archie Mackie

PD CORNER

PD TIS, Jeremy Hiers

During FY10 we successfully completed development of Transportation Coordinators’- Automated Information for Movements System II (TC-AIMS II) version 6 (also known as the Barstow build), provided support to numerous deploying units, and achieved 96% completion on TC-AIMS II fielding and New Equipment Training (NET). FY11 will be a year full of changes for PD TIS. First, TC-AIMS II version 6 will be released on the Enterprise within the next couple of months; the stand-alone and client-server configurations will be released in 3Q FY11. Second, as we complete TC-AIMS II fielding and NET this FY, TC-AIMS II will enter a new phase of the acquisition lifecycle. With this new phase, TIS will transition its primary focus from fielding and NET to sustaining the TC-AIMS II software, performing Life-Cycle Replacement

(LCR) of TC-AIMS II hardware, and providing support to users.



As a result, there will be some changes to the kind of support we provide. For example, while TIS will maintain 24x7 telephone support, some of the on-site support and training we have historically provided will now be done on a reimbursable basis. In the coming months we will be making a lot of changes within TIS to optimize our capabilities and ensure that we continue to provide the best support possible as we transition to the next phase of the TC-AIMS II acquisition lifecycle. We will keep you informed throughout the transition and as always, welcome your feedback on how we are doing. I personally look forward to supporting you throughout this FY.

MEET ARCHIE MACKIE



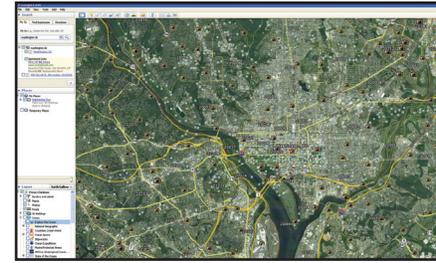
Mr. Archie Mackie is the new Operations Division Chief for TIS. In this new role, he is responsible for operational activities within PD TIS to include the Functional Management Branch, Fielding and Training Branch and the Exercise Support Branch. Archie first joined the TIS program in 2006 as a functional. His duties have expanded and included, Lead Functional Analyst, Chief of the Functional Management Branch, and Assistant Product Manager (APM).

Archie is Level 3 certified in Program Management and Level 1 certified in Information Technology. He holds a Bachelor of Science Degree in Business and is a recipient of the 2009 International Society of Logistics (SOLE) Specialty Award in recognition of his accomplishments in Logistics Information Systems. He was also project lead for the Non-Classified Internet Protocol Router Network (NIPRNet) Globe Services (NGS) project which received the 2010 Government Computer Network (GCN) award for Outstanding Information Technology Achievement in Government.

MOBCON

By Charlie McCracken

PD TIS, in support of the Army National Guard (ARNG), continues to refine TIS Globe, the replacement for the Mobilization Movement Control (MOBCON) system utilized by Defense Movement Coordinators (DMCs) in the United States. DMCs from each state's National Guard Joint Force Headquarters currently use MOBCON to manage military movements along public roadways in the United States. The award winning functionality of TIS Globe will allow the National Guard to retire MOBCON and allow the DMCs to schedule and de-conflict convoy movements on US roadways behind the secure .mil firewall. TIS Globe enhances the user experience by tailoring the intuitive interface of Google Earth providing a graphically rich and customizable user environment. Users will be able to plan convoy movements graphically and produce turn-by-turn directions and strip maps as well as related convoy documentation.



Screen Capture from TIS Globe

Correction to the Deployment Kit – Radio Frequency Identification (DK-RFID) National Stock Number (NSN)

In the Summer 2010 edition of the Deployer, the wrong NSN was reported. The correct NSN for the DK-RFID is 5895-01-562-6037. We apologize for any inconvenience this may have caused.

JOINT EUROPE/AFRICA DEPLOYMENT AND DISTRIBUTION CONFERENCE (JEADDC)

PD Jeremy Hiers and Chief, Operations Division, Archie Mackie, participated in the Joint Europe/Africa Deployment and Distribution Conference (JEADDC) in Sonthofen, Germany, from 15 to 19 November. Conference attendees included senior transporters, traffic managers, and logisticians representing all military services and commercial industry from Europe, Africa, and Southwest Asia. Representatives from TRANSCOM, J-AIT, Logistics Innovation Agency (LIA), Defense

Logistics Agency (DLA), and industry also participated in this event.

The theme of this year's conference was "Optimizing the Enterprise" and featured panels and working groups focused on optimizing support of the Department of Defense (DoD) distribution activities. Panels and working groups focused on DoD's global distribution enterprise expansion and specifically addressed how to achieve efficiencies and balance

effectiveness. PD Jeremy Hiers presented an overview of all PD TIS products and capabilities, to include Unit Move, TOPS, AMR, and AMFT-ITV. He also provided the audience with an overview of upcoming changes to TC-AIMS II v6 (Barstow). Overall the information was well received and the briefing generated a lot of good discussion.

The next JEADDC conference will be held in Sonthofen from 14 to 18 November 2011.



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