

# THE DEPLOYER

ON THE MOVE!

## PD TIS FIELDING UPDATE: FOC AND BEYOND

*By Doug Haskin, DPD*

In September 2011, the Transportation Coordinators' Automated Information for Movement System II (TC-AIMS II) reached Full Operational Capability (FOC). All Army units and organizations authorized to use TC-AIMS II have been trained and fielded, and are able to perform their required deployment activities using the system. However, the PD TIS mission does not stop with FOC. Here are some of the ways that PD TIS will continue to support its customers in the coming year:

- Pre-Planned Product Improvements (P3I) to TC-AIMS II. With version 6.1.1 (Barstow) released earlier this year, TIS is already well into the development phase for the next version, 6.2.1. Improvements in 6.2.1 will include compatibility with Microsoft Windows Vista and Windows 7; a data previewer to improve the accuracy of information sent to the Computerized Movement Planning and Status System (COMPASS); and the introduction of Turbo-Trans, which greatly simplifies tasks performed by a Unit Movement Officer (UMO).
- Implementation of several high priority requirements identified in two approved Joint Urgent Operational Needs Statements (JUONS). When fully implemented, the results will include improved in-transit visibility of supplies and equipment, an automated Aviation Movement Request (AMR) management system, and enhanced sharing of information with other systems via web services.

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- Design and development of TC-AIMS II version 7 (Wilton). With this version, the field will see major improvements that include a redesigned web-based interface and infrastructure, edit checks and validations of user entered data, and over 40 fixes.

As always, PD TIS will continue to provide world-class support to its customers, 24 hours a day and 365 days per year. TIS Subject Matter Experts (SMEs), functional analysts, and other program support staff will continue to provide support as they always have, regardless of time or location. The entire PD TIS staff looks forward to another year of great support to our customers as they deploy in support of overseas contingency operations.

## CUSTOMER SERVICE UPDATE: NEW CONTACT INFORMATION – AND STREAMLINED SERVICE THROUGH SIF AND SOC

*By Configuration Manager, Beth Witmer*

PD TIS is partnering with the Army's Single Interface to the Field (SIF) portal to provide customers with greater efficiency and increased access to technical support. SIF's Support and Operations Center, or SOC, is staffed with professionals familiar with the PD TIS suite of products. The SOC staff can assist with account creation, answer questions, and evaluate issues and direct them to the appropriate TIS subject matter experts for resolution. Over time, TIS will implement a number of the SIF modules and tools to optimize customer support. For example, TIS will use the portal to store and share product information, user's guides and training material.

**To ask a question, report a problem or submit a trouble-ticket, users can contact SOC 24x7:**

**Toll Free:** 877-839-0813

**SVOIP:** 302-738-1210 or 302-738-1211

**Fax:** 254-618-7089

**Fax DSN:** 312-259-7089

**Email – NIPR:** c4isr.support@us.army.mil

**Email – SIPR:** soc.support@us.army.smil.mil

**Website:** <https://sif.kc.us.army.mil>

**Submit a Ticket:**

[www.kc.us.army.mil/sifhome.nsf/SupportSubmitaTicket](http://www.kc.us.army.mil/sifhome.nsf/SupportSubmitaTicket)

TIS is beginning this transition with the Incident Reporting Module, and SIF's Remedy Tool. The transfer to the SOC will allow users to call SOC's 24/7 support center. Any user with a SIF/Remedy account can also create trouble tickets online using the Remedy Tool. Beginning in November, all users will contact the SOC (rather than the TIS Customer Service Center) for assistance.

Users will need a SIF account and a Remedy account to create trouble tickets using the Remedy Tool! Contractor personnel must identify a Government sponsor from their program, while government users do not need sponsors.

To learn more about SIF and sign up for accounts, visit: <https://sif.kc.us.army.mil>



## PD TIS COMPLETES ENTERPRISE E-MAIL MIGRATION TO DISA

*By Information Management Officer, Ralph Porcelli*

The Department of the Army and Fort Belvoir are consolidating all email messaging services into the Department of Defense Enterprise Email service provided by the Defense Information Systems Agency (DISA). All e-mail accounts and BlackBerry services are included under this consolidation.

With this change will come revised email addresses for all PD TIS staff and support contractors. Under DISA's Enterprise Email, addresses will be in the following formats:

- Military: first.mi.last.MIL@mail.mil
- Civilian: first.mi.last.CIV@mail.mil
- Contractor: first.mi.last.CTR@mail.mil

TIS has been preparing for the migration for some time, and it should be transparent to TIS partners and users. However, there is always potential for some short-term disruption and we ask our stakeholders to let us know

if they experience any issues with contacting TIS through email. The current migration schedule for PD TIS is October 19th for all TIS NIPRNET Accounts.

**Migration Benefits:**

- 4GB mailbox for Soldiers, civilians, and contractors
- No more “over mailbox limit” messages
- No more migrations
- Accounts will remain when users PCS/Deploy
- Permanent email addresses
- Complete DoD Global Access List: Army, Navy, Air Force, Marine Corps
- Enhanced search of email messages

Additional information can be found at the enterprise email migration website: <http://www.nec.belvoir.army.mil/emailmigration2011>.

## PD CORNER

*PD TIS, Jeremy Hiers*



The 2011 fiscal year has just come to a close and was very productive and successful year for PD TIS. In 2011, we successfully completed fielding and training of TC-AIMS II to all authorized units. In addition, we delivered significant functional enhancements and performance improvements when we released TC-AIMS II v6.1.1 (previously nicknamed Barstow). We are currently in the process of upgrading fielded systems to this new version. As we enter FY12, we will soon complete relocation of our customer support operations to the Army's Single Interface to the Field (SIF) to increase the accessibility and quality of our support to users. Later in the FY, in response to two Joint Urgent Operational Needs Statements (JUONS), we will deliver updates to TC-AIMS II and AMR to support improved management and In-Transit Visibility (ITV) of intra-Theater air and ground movement requirements. I am confident that in FY12 the PD TIS team will be as productive and successful as FY11 in supporting our customers.

## MEET ELISSA ZADROZNY



Ms. Elissa Zadrozny joined the TIS team in May 2011 as the Chief of the Technical Management Division (TMD). She is responsible for IT operations and managing the software development life cycle. The Army is moving toward a Common Operating Environment (COE)

Architecture to develop, test, and deploy software capabilities securely and quickly. In the next 12-18 months TMD will make technology improvements to reduce life cycle maintenance costs and take advantage of COE benefits.

Elissa brings a wealth of knowledge to TIS, with over 15 years experience in Information Technology in the military, contracting, and civilian arenas for Army special operations. Prior to joining TIS she worked at the US Army Intelligence and Security Command (INSCOM), where she was the head of Lifecycle Replacement and Portfolio Management. She holds a BA Degree in International Studies from the University of Richmond, and completed her Master's Degree in Information System Management at Webster University while on active duty as an Army 74B Information Systems Analyst.

While off-duty Elissa enjoys spending time with her 11-year old son and participates in a local Roller Derby team.

## NEW ENTERPRISE ACCOUNT REQUEST FORM

*By Chief, Functional Management Branch,  
Charlie McCracken*

All users who wish to open a new Enterprise Account, or modify or deactivate a current account will now use the digitally signed version of DD Form 2875, available on the TIS website ([www.tis.army.mil](http://www.tis.army.mil)). The online form includes detailed user instructions. The form must be forwarded by e-mail, to each entity or person that is required to fill out and digitally sign the form. The form will pass from the requesting user to the Unit Security Manager; from the Security Manager to the Unit Account Manager (UAM); and from the UAM to TIS customer service (the SIF Support Operations Center at [c4isr.support@us.army.mil](mailto:c4isr.support@us.army.mil)). Once received by TIS customer service, a new account will be created within 12 hours.

## OUTSTANDING SUPPORT FOR THE 184TH JSC-A

On 25 Jul 11 Dave Bowman, a TIS Contractor, received an award for outstanding performance as a member of the Joint Sustainment Command-Afghanistan Support Operations. His knowledge of logistics, ability to work multinational sustainment, and providing outstanding support to the War Fighter was noted by COL Weaver.

## UPDATE ON JUONS

*By Captain Shayla Parker*

In response to the January 2011, United States Forces-Afghanistan Joint Urgent Operational Needs Statement (JUONS), PD TIS is finalizing the testing of Air Movement Request (AMR) version 1.3, for October fielding to the Combined Joint Operations Area-Afghanistan (CJOA-A). AMR version 1.3 will provide the capability to receive air mission planning data from the Air Mission Planning System and to process hub and spoke missions. During November PD TIS will also provide AMR version 1.3 hands-on training to units throughout the CJOA-A, including a live demonstration of the system.

## MOBCON – TIS GLOBE TRANSITION UPDATE

*By Functional Analyst, Dave Rogers*

The Army National Guard Bureau has completed the initial training of Defense Movement Coordinators (DMCs) and representatives in preparation for the transition from the Mobilization Movement Control (MOBCON) system to TIS Globe to manage convoy movements in the United States. DMCs attended a training course at the National Guard Professional Education Center in Camp Robinson, North Little Rock, Arkansas, to learn the functionality and capabilities of TIS Globe. As part of the State Movement Control Center, DMCs are responsible for receiving and approving all Army component convoy movements on public highways, and for ensuring convoy movements conform to federal, State, and local laws.



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