

THE DEPLOYER

ON THE MOVE!

INTRODUCING THE NEW DEPLOYER

*PM TIS's newest form of communications for the
Army Transportation Community*

Customer focus continues to be a top priority for PM TIS and this newly structured publication was designed to support that goal. The new *Deployer* was created to keep PM TIS's customers, partners, and stakeholders informed of our most current projects and activities within the Army transportation community.

This quarterly publication contains up-to-date information and news that will be distributed to our customers, posted on our Web sites, and available at our Regional Offices.

Each edition will focus on communicating the latest PM TIS program updates. This edition provides highlights on many important initiatives in the organization – from new software releases and recently established regional offices, to meeting key members of our staff and spotlights

on recent program awards and recognition. This edition also provides a very important update on our new Customer Service Center.

The latest program initiatives will be captured in each edition of *The Deployer* so stay tuned as PM TIS continues to be ... **"On the Move!"**



*Beth Rowley and Tami Johnson review the first edition of **The Deployer** with Graphic Designer Ashleigh Miller.*

WWW.TIS.ARMY.MIL
WINTER 2009

INSIDE

- 1.... Introducing the New *Deployer*
- 2 PM TIS Receives Prestigious Award
- 2.... Turbo-Trans Prototype Nears Completion
- 2.... SOLE Award Winners
- 3.... PM TIS Establishes Regional Offices
- 3.... PM Corner
- 4.... Meet Jeremy Hiers
- 4.... Welcome to Lindenhurst!
- 4 Customer Service Center



BG Brian Layer presents award to Tami Johnson, shown with former award winners.

PM TIS RECEIVES PRESTIGIOUS AWARD

On 15 January 2009, Tami Johnson, PM TIS, received the Honorable Order of Saint Christopher from the Transportation Corps Regimental Association. BG Brian Layer, Chief of Transportation, conducted the induction ceremony at Ft. Eustis, VA. Ms. Johnson was nominated for this award by the Deployment Process Modernization Office (DPMO) Information Fusion Branch.

“This is a proud day for the Transportation Corps as we honor such a worthy recipient of the Order of Saint Christopher,” said Mr. Hiram Simkins, Director DPMO. “Ms. Johnson’s dedication to improving Army transportation systems has resulted in enhanced IT capabilities to our Soldiers in the field, thus bringing broader and more enhanced systems with each software release.”

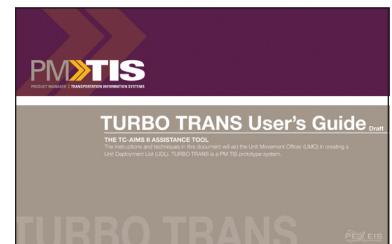
Ms. Johnson was cited for her outstanding leadership to the US Army transportation community. As PM TIS, she commands a Product Management Office responsible for the development, fielding, and support of Army transportation information systems. The Honorable Order of Saint Christopher recognizes those individuals who have demonstrated the highest standards of integrity and moral character; displayed an outstanding degree of professional competence; and served the Transportation Corps with selflessness. The patron saint of the US Army Transportation Corps and all travelers is Saint Christopher.

“TURBO-TRANS” PROTOTYPE NEARS COMPLETION

*By Doug Thompson
 Computer Engineer, Prototyping Lead*

“Turbo-Trans” is an easy to use wizard-based Graphical User Interface (GUI) that captures the core data needed to complete a Unit Movement Plan. The UMO will not need specialized military transportation knowledge to use “Turbo-Trans.” Once the Unit Movement Plan is complete, it can be sent to the next higher level POC for further processing in TC-AIMS II.

The prototype was well-received at the 2008 Deployment/Redeployment Conference and successfully underwent field evaluation with European Army units. The feedback included PBUSE/barcode imports and PM TIS Enterprise integration.



SOLE AWARD WINNERS

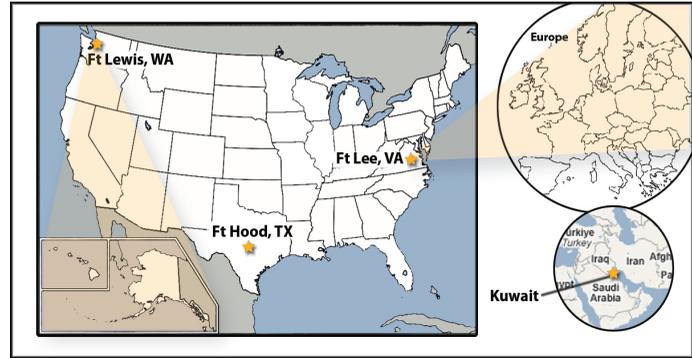
In October 2008, two PM TIS staff members received 2008 International Society of Logistics (SOLE) awards as recognition for outstanding accomplishments in the field of logistics. Mr. Michael Loya and Ms. Carla Brown were honored at an awards luncheon held at the Ft. Myer Officer’s Club.

PM TIS, Tami Johnson, stated: “The exceptional leadership and dedication of these two individuals have made major contributions to the field of logistics and the Army’s transportation and distribution systems. We are proud of their significant accomplishments and commitment to our program and the industry.”

Congratulations to both individuals for bringing credit to the logistics community, PM TIS, and the US Army.

PM TIS ESTABLISHES REGIONAL OFFICES

By Michael Loya
Chief, Operations



PM TIS is “On the Move!” establishing regional offices across the Continental United States (CONUS) and Southwest Asia (SWA). Offices are in place in Ft. Lee, VA; Ft. Hood, TX; Ft. Lewis, WA; and Kuwait. The purpose of these dedicated teams of trainers, Subject Matter Experts (SMEs), and System Integration Managers (SIMs) is to provide training, system integration and configuration, and deployment operations support.

Mr. Marvin Hatcher heads up the team at Ft. Lee, VA. It is the “Flagship” team setting the standard for the Ft. Hood, Ft. Lewis, and SWA teams to follow. His team’s responsibility includes the eastern region of CONUS and on-site support to United States Army, Europe (USAREUR), and to SWA.

Mr. Fred Klinger’s team at Ft. Hood, TX, supports the central region of CONUS to include areas in Puerto Rico and the Virgin Islands. Mr. Russell Albright manages the Ft. Lewis team. His team supports the western region of CONUS and PACOM.

The SWA team is managed by Mr. Terry Gualtney. In addition to this team of experts, PM TIS will be adding a much needed server infrastructure in select locations throughout SWA. Once installed, the architecture will provide improved connectivity and performance for TC-AIMS II users in the Area of Responsibility (AOR). During 2nd quarter FY09, the new PM TIS training facility in Kuwait will open, offering Unit Move and Theater Operations (TOPS) training for TC-AIMS II users.

PM CORNER

PM TIS, Tami Johnson

HAPPY NEW YEAR! And special thoughts to those many who are deployed and away from their families. I wish you Godspeed in your return. We enjoyed a great holiday season at PM TIS, finishing our latest version of software just prior to the festivities beginning. The new release, nicknamed Lindenhurst, will be out towards the end of February, and will bring enhancements and fixes to all three main applications; Unit Movement and Deployment, Theater Operations, and Automated Air Load Planning. We’ve started work on the next version, Barstow, which will be out in the Fall ’09. We’ve also teamed with Rapid Equipping Force (REF) for the development of an Air Movement Management application for units in Afghanistan. As usual, we are working hard to support you with the best transportation information systems. It is your input and the terrific jobs that you do, whether in garrison or in combat, that are foremost in everything we do. And for that I say THANK YOU!



MEET JEREMY HIERS



Mr. Jeremy Hiers joined the PM TIS team in May 2008. He is the Assistant Product Manager, Enterprise, and is responsible for the cost, schedule, and performance of the TIS Enterprise, its hardware,

software, and infrastructure. He has already made a positive impact on the program and goes above and beyond on a daily basis. Prior to joining PM TIS, Jeremy was with the Army CIO/G6 providing program oversight of the Army Land Mobile Radio and the Installation Information Infrastructure Modernization Program (I3MP) as well as serving as the functional proponent for installation communications. Jeremy came into the government upon graduation from Thomas More College with a Bachelor's degree in Computer Information Systems and Mathematics. He earned his Master's degree in Management of Information Technology from the University of Virginia.

WELCOME TO LINDENHURST!

*By Archie Mackie
Chief, Functional Management Branch*

In this version of TC-AIMS II you will find many product improvements. No longer do you need the Defense Information Infrastructure/Common Operating Environment (DII COE) Installer to build the system. There are improvements to implement an automated Convoy Route generation and De-Confliction tool. A Military Grid Reference System (MGRS) coordinate display has been implemented on the map. A 'Check Digit' capability has been added to Container/Van Number in the Asset Management/Manage Equipment modules. Theater Operations data is automatically archived and the creation of the Computerized Movement Planning and Status System (COMPASS) header records has been automated. For Automatic Information Technology (AIT), scanned records can now be applied directly to the appropriate database tables.

The Deployer and PM TIS Web site will continue to feature the recent status of software improvements and releases.

CUSTOMER SERVICE CENTER

*By Terry Rivenburg
PM TIS Customer Service Manager*

The PM TIS Customer Service Center (CSC) is located at the Springfield, VA, facility and provides support to all PM TIS customers around the world. The CSC is operational on a 24x7 basis and assists the customers with both the installation and the functionality of the TC-AIMS II suite of applications as well as account management and problem resolution.

The CSC uses a multi-tiered approach in their support of the customers:

- **Tier 1:** Service Desk Analysts currently resolve 70% of all customer issues (service requests and problem requests)

- **Tier 2:** Subject Matter Experts and Trainers
- **Tier 3:** (IT OPS) Resolves all network performance issues
- **Tier 4:** Software Development team combined with Database Administrators

The CSC will soon be adding a new self-service feature which will empower our customers to open tickets on line as well as view existing tickets, search the Knowledge Database for information, view announcements of upcoming events, and complete a Customer Satisfaction Survey.

The CSC is also upgrading the Automated Call Distribution System to expedite transferring customer calls to the appropriate resource. It will include a more robust reporting tool, with improved metrics reporting.



Product Manager, Transportation Information Systems
200 Stovall Street, Suite 9S23 • Alexandria, VA 22332-2700
(703) 428-4086 • www.tis.army.mil

THE
DEPLOYER
www.tis.army.mil