

THE DEPLOYER



LINDENHURST 5.2 SOUTHWEST ASIA (SWA)

By Jeremy Hiers, APM Enterprise

PM TIS is preparing to release Version 5.2, known as Lindenhurst, in June 2009. This version will contain a variety of functional enhancements and corrections to issues reported in earlier versions.

The enhancements include:

- the addition of an automated Convoy Route generation and de-confliction tool
- a display of Military Grid Reference System (MGRS) coordinates on the map
- the addition of a 'Check Digit' capability to the Container/Van Number
- the creation of generic Military Shipping Labels (MSLs) in both Unit Move and Theater Operations (TOPS)
- the 2D/PDF 417 bar codes now conforming to the MIL-STD-129 standard
- the automation of the creation of Computerized Movement Planning and Status (COMPASS) header records
- automatically archiving TOPS
- for Automatic Information Technology (AIT), scanned records can now be applied directly to the appropriate database tables.

In addition, the software installation process has been significantly improved. Users will no longer need to use the Defense Information Infrastructure/Common Operating Environment (DII/COE) installer to build the system. Users may access regular updates on the software release timelines by visiting our Web site at <http://www.tis.army.mil>.

ON THE MOVE!

WWW.TIS.ARMY.MIL
SPRING 2009

INSIDE

- 2.... Fielding and Training Update
- 2.... Regional Updates
- 2.... Program Assessment Survey
- 3.... Barstow Build
- 3.... PM Corner
- 4.... Meet Doug Haskin
- 4.... New PM TIS Web Sites
- 4.... CA Unicenter

REGIONAL UPDATES

By Michael Loya, Chief, Operations

The PM TIS regional offices at Ft. Lee, Ft. Hood, Ft. Lewis, and Kuwait are providing outstanding support to their customers. Each of these offices provides training, subject matter expertise, and “over-the-shoulder” assistance. The Ft. Hood team was integral in assisting the Installation Transportation Office at that location to successfully migrate to TC-AIMS II and turn off TC-ACCIS. The Ft. Lewis team is in the process of providing the same assistance to Ft. Irwin. The team at Ft. Lee continues with a very busy training schedule while also supporting the 13th Expeditionary Sustainment Command (ESC) Command Post Exercise (CPX). Kuwait is continuing to prepare for TOPS implementation during the 3rd quarter FY09.

PM TIS PROGRAM ASSESSMENT SURVEY

In January 2009, PM TIS initiated a program assessment survey to collect feedback from our customers to improve our processes and practices. The survey was designed and conducted by Applied Research Analysts (ARA), Inc. The survey included phone interviews with stakeholders and an on-line survey of end-users.

Both stakeholders and end-users indicated recognition and appreciation for PM TIS’ customer service orientation. PM TIS was widely seen as having improved its performance over the last year and its management team is very well regarded.

PM TIS will focus on areas of improvement that include better meeting the needs of the Army Reserves, improving Customer Service Center support, and developing a strategy to increase survey participation over the next year. “They’re very customer service focused and it’s combined with getting Army business done.” - *Logistics Information Systems Lead, EUCOM*



Kingsley Webster and Esther Yangas prepare equipment for shipping in the PM TIS warehouse

FIELDING AND TRAINING UPDATE

By Doug Haskin, Branch Chief, Training and Fielding

PM TIS continues to provide first class training for Soldiers everywhere. Dedicated New Equipment Training (NET) is provided on-site to units being fielded Transportation Coordinators’ - Automated Information for Movements System II (TC-AIMS II), and regional-based classes are being held monthly at the three PM TIS regional offices. The regional-based classes are filled on a first come, first serve basis, allowing any unit to send their Soldiers to these events to receive training. Additionally, PM TIS also provides experienced trainers to support US Army Reserve (USAR) and National Guard (NG) training missions. Currently, PM TIS training teams are supporting events at Ft. Lee, VA; Ft. McPherson, GA; Ft. Hood, TX; and in Europe, Puerto Rico, NG Professional Education Center, and the USAR at Ft. McCoy, WI.

Schedules for all TC-AIMS II classes are available through the Army Training Requirements and Resources System (ATTRS). ATTRS is a Web-based Army system available at: <https://attrrs.army.mil/>. In order to view TC-AIMS II training opportunities, simply click on “Course Catalog” from the ATTRS home page, and then select 026 as the school code. Available TC-AIMS II classes will be displayed, and unit ATTRS representatives can sign their students up for any training event.

BARSTOW BUILD

By Jeremy Hiers, APM Enterprise and James Small, FRC Senior Project Director

PM TIS has begun development of the next release of TC-AIMS II. Version 6, known as Barstow, is scheduled for release during the second quarter of FY10. Version 6 is named after the city of Barstow, CA, where the city's motto is: "Crossroads of Opportunity."

The Barstow release will incorporate a mixture of functional enhancements and technical upgrades. The technical upgrades will focus on implementing many "behind-the-scene" changes necessary to maintain compliance with Department of Defense (DoD) and Army policies, as well as increase the overall performance of the application.

The functional enhancements include the ability to generate Transportation Control Numbers (TCNs) in multiple locations of movement planning, asset forecasting, enhancements to the Transportation Movement

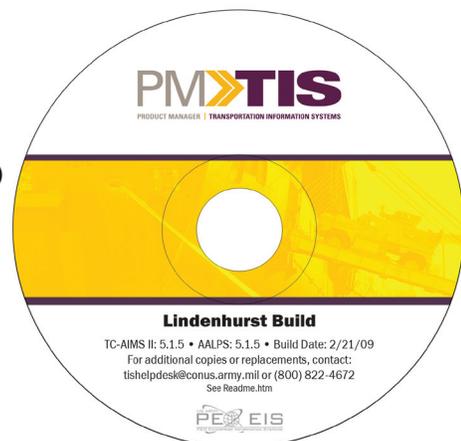


Requests (TMRs) process, and remote management of user accounts. In addition, Version 6 will implement Globe Services technology, e.g., Google Earth, to greatly improve mapping capabilities by allowing the user to navigate and explore geographic data on a 3-D globe created from satellite imagery and aerial photography. PM TIS is very excited about the improvements and new functionality that are planned for this release. Users will be able to receive regular updates on Barstow development, release, training, and fielding timelines by visiting the PM TIS Web site <http://www.tis.army.mil>.

PM CORNER

PM TIS, Tami Johnson

We continue to be "On the Move" with two new releases in production. The Lindenhurst build (TC-AIMS II Version 5.2.0) will be out in June providing needed functionality for TOPS in SWA and other fixes for all users. Barstow (TC-AIMS II Version 6.0) will be released in 2nd quarter with major improvements. Some of these will be evident to you such as TIS Globe and its GoogleEarth mapping capability. Others are "under the hood" improvements, including migration to a Microsoft SQLServer database. These improvements are required to meet performance and Information Assurance (IA) requirements. We are fixing things as quickly as schedule/funding permits. We are also continuing to field TC-AIMS II, both Unit Move and Deployment (UMD) and TOPS, with a goal to complete by early FY10. This is an exciting time and the entire PM TIS team is working hard to provide the best products and services to you.



MEET DOUG HASKIN

Mr. Doug Haskin joined the PM TIS team in March 2009 as the Training and Fielding Branch Chief.

In his new role, Doug is responsible for managing the training and fielding efforts at the regional offices, as well as coordinating and executing all training to provide efficiency to the PM TIS team, customers, and stakeholders. In May, Doug will become Chief of the Operations division when Mike Loya departs for his next assignment.



Doug served in the Army and as a Government employee for ten years. Most recently, he served on the Distributed Common Ground System – Army (DCGS-A) project in military intelligence. Previously, he was on the Battle Command Sustainment Support System (BCS3) project as a logistician. Doug graduated from the United States Military Academy with a Bachelor of Science degree in Computer Science. He is currently attending the Naval Postgraduate School to earn a Masters degree in Program Management.

CA UNICENTER

*By Terry Rivenburg
PM TIS Customer Service Manager*

One of the basic tools in any ‘help desk’ environment is a reliable and robust ticketing system. The system needs to provide:

- a method for tracking and resolving customer issues
- historical statistics as well as performance metrics
- flexibility to support and track activity within a variety of departments capturing information that is meaningful to each group’s mission.

The PM TIS Customer Service Center (CSC) uses CA Service Desk for their ticketing system. In the past, Service Desk was only used to track issues for our external customers. The system has been updated and configured

INTRODUCING THE NEW PM TIS WEB SITE

The PM TIS Web site has been redesigned and updated with information to provide our customers and team members up-to-date information on our full range of products and services. This site reflects our new brand with more functionality and provides an overview of our services and products, access to our Customer Service Center, and quick links to valued resources.

This site was a collaborative effort between the technical and operations staff. The site was designed by Ashleigh Miller, PM TIS Graphic Designer, and developed by Lee Autry, ERDC Web Site Administrator.

The site will be formally updated on a quarterly basis, with more frequent updates occurring to reflect the latest news about PM TIS. Additionally, PM TIS has a new AKO Web site. More details about this site will be in a future Deployer article.

to support internal IT issues, facilities, and configuration management. In the future, asset management and strategic communications will also use Service Desk to support their activities.

The database in Service Desk captures all of the essential information so that the CSC is able to track customer issues to resolution and provide meaningful reports to PM TIS management. The system also allows our customers to have a voice in the process with the option to complete a customer survey for every ticket that they open with the CSC.

In the next few weeks we will be implementing a Self-Service feature that will allow both external and internal customers to open tickets online. In addition, customers will be able to view the status of their existing tickets and search the Knowledge Database for solutions and “how to” information.



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