

THE DEPLOYER

ON THE MOVE!



ARMY MOBILITY SYSTEMS CONFERENCE

APRIL 6-7, 2010

From 6 to 7 April 2010, PM TIS will host the Army Mobility Systems Conference in Newport News, VA. This conference will be co-sponsored with three other organizations – PM, Joint-Automatic Identification Technology (PM J-AIT); PD, Battle Command Sustainment Support System (PD BCS3), and PM, Movement Tracking System (PM MTS).

WWW.TIS.ARMY.MIL
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The purpose of this conference is to provide a venue where a wider audience can come together to discuss and collaborate on the connectivity and commonalities among the four organizations and their respective missions. At recent conferences and speaking engagements, these organizations have already begun to partner by discussing how to communicate and demonstrate the connectivity and commonalities among these programs.

Demonstrations will be provided by the PMs both separately and together to illustrate the synergy created when these products, tools, and systems are used together. The conference will include program and technology updates, end-to-end demonstrations, multiple track sessions, and an audience of end-users, customers, and vendors.

The conference will be held at the Newport News Marriott at City Center in Newport News, VA. Registration is free but you must register on-line in advance to attend. Additional information such as hotel and exhibitor information are posted on the PM TIS Web site www.tis.army.mil.

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*Marriott at City Center
in Newport News, VA*



PM TIS retired TC ACCIS on 31 Dec 09

FAREWELL TO TC ACCIS

By Raquel Wampouille and Steve Oge

Transportation Coordinators' Automated Command and Control Information System (TC ACCIS) was formally retired on 31 Dec 09 after 21 years of dedicated service to the Army. It was the first automated system that allowed users to maintain their property book assets in the Automated Unit Equipment List (AUEL) that replaced the 80 column hand-generated reporting method. It also supported the Deployment Equipment List (DEL) for units deploying on actual missions, training, and special exercises.

The developmental phase of TC ACCIS began in 1988. TC ACCIS was put to the test when the application was used to deploy units both in the US and in Germany for Operation Desert Shield, as well as in the redeployment process in Desert Storm from Saudi Arabia. TC ACCIS was installed and operational at 44 sites both Continental United States (CONUS) and Outside Continental United States (OCONUS) by 1993. TC ACCIS was active in the redeployment efforts in Somalia, Haiti, the Balkans, Kosovo, Kuwait, Iraq and Afghanistan. Both computer systems and support personnel were deployed to the various countries. TC ACCIS served the Army long and well, and we extend a special 'Thanks' to those who worked on it throughout the years.



DPM Beth Rowley, APM Jeremy Hiers, APM Archie Mackie, and PM Tami Jonson

PM TIS ENTERPRISE

By Jeremy Hiers, APM Enterprise

PM TIS is beginning the new year with an increased focus on migrating users to the PM TIS Enterprise. The Enterprise provides users with access to the TC-AIMS II, AALPS, TIS-TO, and AMFT-ITV applications over the Web. Some of the benefits to users of migrating to the PM TIS Enterprise include access to the latest versions of software and reference data (versus having to manually upgrade after a new version is released) and the ability to access PM TIS software from any computer on the .mil network. Organizations interested in migrating to the TIS Enterprise should contact the Customer Service Center (CSC).

PM TIS RECEIVES TWO INTERNATIONAL SOCIETY OF LOGISTICS (SOLE) AWARDS

PM TIS was honored to receive two SOLE Logistics Specialty awards in October 2009. Mr. Jeremy Hiers, APM Enterprise, and Mr. Archie Mackie, APM Deployment and Distribution, were honored on 28 October 2009 at the SOLE awards luncheon at the Ft. Myer Officer's Club. Mr. Hiers was cited for his outstanding achievements in Enterprise Applications and Mr. Mackie for excellence in Information Systems.

SOLE is a non-profit international professional society composed of individuals organized to enhance the art and science of logistics technology, education, and management. PM TIS has received four SOLE awards since 2008.

PARTNERING FOR ENHANCED TRANSPORTATION VISIBILITY

PM TIS traveled to Sonthofen, Germany, to present at the Joint EUCOM/AFRICOM Deployment and Distribution Conference in November 2009. Joining her on the podium was Mr. Calvin Pilgrim, Product Director, Battle Command Sustainment Support System (PD BCS3) to discuss how partnering for enhanced transportation visibility improves situational awareness for the Warfighter through a collaborative solution enabled by an enhanced technology framework. The presentation focused on showing how the Warfighter gains improved situational awareness and better information synergy from the collaborative TIS, BCS3, J-AIT, and MTS solution.

The conference included panels and working groups designed to synchronize efforts in support of the DoD's numerous and complex supply chains. PM TIS used this opportunity to co-exhibit with PM BCS3 and PM J-AIT. Collaboration between the three organizations and the PM MTS program has begun to communicate and demonstrate the connectivity and commonalities among the four programs.



PD BCS3 Mr. Calvin Pilgrim; PM TIS Tami Johnson; DPM J-AIT Jim Alexander; and PM MTS LTC Paul Phillabaum.

PM CORNER TIMES...THEY ARE A-CHANGIN'

PM TIS, Tami Johnson

A lot is changing within the program and the program office. First, the program. As you are all keenly aware, the political and economic situation surrounding us is causing the DoD to take a critical look at all systems and where we spend the limited resources in the future. TC-AIMS II, as an acquisition program, has completed development and we are transitioning to sustainment. At the same time, the Army is taking a look at the "what is next..." in the area of mobility systems. This provides us with a tremendous opportunity to take a look at a variety of systems developed over the years, review lessons learned, and develop a strategy for aligning these capabilities to better serve the Soldier's mobility tasks.

With regard to changes in the program office, I've accepted the opportunity to better serve the Army as

the PEO EIS Portfolio Integration Officer (PIO) for six programs. For the next several months, I will be dual-hatted as both PM TIS and the PEO EIS PIO. DPM Beth Rowley has also been moved up to the PEO EIS where she will be assisting in pulling together support operations in the field. Our new Deputy, Jeremy Hiers, will be taking on her duties.

I'm looking forward to the chance to integrate program capabilities within the PEO, and I ask your continued support of the TIS programs into the future. Without your insights and assistance, we would not have been able to accomplish what we have over the past two and a half years. Don't let changes effect the forward momentum and synergy we've created!!!



MEET RON SUTTON



Mr. Ron Sutton is Chief, Fielding and Training, joining PM TIS in September 2009 and is constantly “On The Move” since starting his new role!

Over the past few months, he has been busy visiting the regional offices at Ft. Lee, VA; Ft. Hood, TX; and Ft. Lewis, WA, to get introduced to where they are currently fielding and training units throughout the world. Ron just moved back to the States from Daegu, Korea, after living there for 19 years. In 1992, he retired from the Army with 27 years of service and began working with the Standard Property Book System – Redesign (SPBSR) as an Instructor in Daegu. Prior to joining the TIS team, he was the Chief of the Combat Service Support Automation Management Office (CSSAMO) for eight years.

PM TIS RAISES CUSTOMER SATISFACTION OF SOFTWARE RELEASE PROCESS

By Jeremy Hiers, APM, Enterprise

In October 2009, PM TIS conducted a survey to measure how satisfied its customers are with the process PM TIS uses to release new versions of the TC-AIMS II software. This includes everything from how customers receive notification of a new software release to the type of support customers can get after they receive the software. The survey was designed to measure the effectiveness of several process improvements that PM TIS made earlier in the year that include more advanced notice of upcoming software releases and more training for the Customer Service Center.

The survey findings indicated that overall customer satisfaction was increased by 23% from the last software release in early FY09. In addition, PM TIS lowered customer complaints and trouble tickets related to software installation issues by 63%.

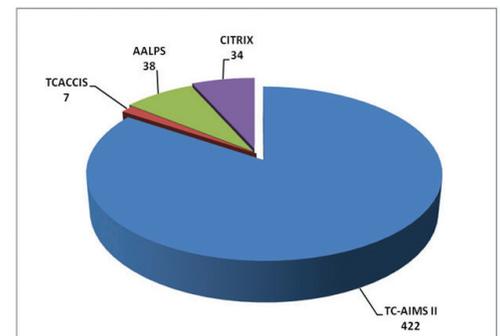
The survey provided PM TIS with valuable insight into customer concerns and requirements that will lead to additional improvements during future software releases.

THE CSC SERVICE DESK TICKET SYSTEM

By Terry Rivenburg, PM TIS Customer Service Manager

The CSC uses the Service Desk ticket management system to capture information which is then provided to both internal and external management. The flexibility of the system allows the CSC to provide information from a variety of perspectives and may include performance metrics, historical information, or trend analysis. Reports can be provided on a daily, weekly, monthly, or quarterly basis.

These reports are used by PM TIS to spot trends, trouble areas, and even specifics into what user groups are having issues within which areas of the software. By closely monitoring and reporting the CSC activities, PM TIS continues to focus on its customers. For example, the chart shown reflects the 502 tickets opened in December of 2009 and the breakdown by product line. Of the 422 tickets opened for TC-AIMS, 343 were for account administration service requests. By looking at such reports, PM TIS knows that attention needs to be paid to how user accounts are managed and how to improve the process. Users will see improvements in this area in the Barstow release due out later this year.



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