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Our Vision: To spearhead Army Logistics Transformation efforts by providing an auditable enterprise business solution that enables the Army to maintain its decisive combat edge.

LEADER PERSPECTIVES:

GCSS-ARMY WAVE 1 AND WAREHOUSE OPERATIONS

By **Harold Whittington**, Deployment/Fielding Division Chief PMO GCSS-Army

Ever since the Army restructured its combat and combat service support units to become more modular, the OPTEMPO has increased. As a result, warehouse managers are increasingly facing high volumes of transactions and limited personnel resources to accomplish the workload. To keep up with this pace, managers look for efficiencies within their logistics automation system to improve throughput and streamline processes. A main challenge to enforcing modularity has been the question, how to reengineer the system to perform core processes more efficiently?



The Department of Defense (DoD) has recognized several factors adding to the growing need for an automated system. In addition to being able to handle Commanders' requirements, unpredictably of the OPTEMPO mission, the decreasing availability of Soldiers, and a surge in demand for logistics management all point to the urgent necessity for a fully automated logistics information system.

GCSS-Army is helping to meet this need for on-demand logistics. Wave 1 fieldings are nearing completion of bringing reengineered business processes and new logistics functionality to all Army warehouses. With the full delivery of GCSS-Army Wave 1, this will complete the transition away from a standalone logistics landscape or islands of logistics information systems to one enterprise-wide environment of integrated logistics and financial information. Materiel and warehouse managers will have sufficient logistics information at multiple echelons to transition from being reactive to becoming proactive with "visibility" exposing every movement within the warehouse footprint. Internal business processes have been reengineered to better provide Soldiers with enhancements to receive, store, and issue core functionality.

GCSS-Army uses that core functionality to elevate current warehouse operations from an automated manual system to a fully automated logistics information system. Leveraging commercial best business practices, Army warehouses engage enhanced warehouse business processes that were previously unavailable. Some of these features include bin-to-bin transfers, mobile stock queries, and Intelligent Stock Placement (ISP), capabilities that allow the system to assign new stocks to the first available empty bin.

This new "web-enabled" enterprise environment will provide all logisticians and financial managers, from the company to Army headquarters, "near real-time" visibility of assets and stocks, and their financials will be displayed in a single integrated accountability and management system.

Army logisticians will be able to align themselves side-by-side with their maneuver counterparts and provide the expected logistics support to the Soldiers. The availability of "near real-time" logistical information assists key leaders in making informed decisions and bridges gaps between the logistician and Soldiers. GCSS-Army gives the logistician the decision support tools to move logistics into the 21st century.

WAVE 2 LSVT RESULTS

By **Lee Dixon**,
Technical Management
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Development and fielding of Information Technology (IT) systems within the Department of Defense (DoD) use a very

structured process. The Program Manager and staff are required to follow regulations and policies before users can log in to computers and begin using the software. One critical component of the process is called Test and Evaluation or T&E. This component is usually broken down into Developmental Testing (DT) and Operational Testing (OT). DT occurs in a laboratory environment and is the predecessor to OT.

Over the years that Global Combat Support System – Army (GCSS-Army) has been developed, the system has undergone a number of different DT and OT events. The biggest OT event for GCSS-Army was the Initial Operational Test (IOT) in 2011. Because it was such a critical event, it was managed by a portion of Army Test and Evaluation Command (ATEC) called Operational Test Command (OTC). Not all of the SAP software was configured in 2011, so additional events were planned as the implementation moved forward.

These additional events are called program releases (PRs). The magnitude of these PRs is so much smaller than the IOT, they are called a Lead Site Verification Test. GCSS-Army has conducted two LSVT events since the IOT. The first was held in November 2012. The second and most recent LSVT occurred in the first two weeks of April of this year. The focus of the test involved the following four units:

- 11 th ACR, Ft Irwin, CA
- 2HBCT/1AD, Ft Bliss, TX
- 60th Troop Command, North Carolina Army National Guard NC (ARNG), Raleigh/Ft Bragg, NC
- 94th Training Division, US Army Reserve (USARC), Ft Lee, VA

During the LSVT, members of these units used GCSS-Army to accomplish their day-to-day sustainment missions. The areas of sustainment which interested testers and evaluators most were certain parts of maintenance and property book. Any OT has what is called Critical Mission Functions (CMFs). This LSVT was most concerned with CMFs not previously evaluated in the areas of maintenance and property book and included in some areas of logistics management and supply.

Traditionally, data collectors observe each unit by walking around work areas and watching what the users accomplish with the software. They then report the number of successful events on a Task Performance Form (TPF) and the number of failures on a Test Incident Report (TIR). During the GCSS-Army IOT, this traditional process was executed with more than a dozen data collectors gathering information over a three-week period. For this type of testing, unfortunately, data collection is costly and does not capture a great many tasks which are being performed with the software.

During the November 2012 LSVT, the GCSS-Army test team discovered that, for an Enterprise Resource Planning (ERP) program like GCSS-Army, they could study the tables within the server and determine exactly how many events were accomplished and how many were unsuccessful. This capability is called the Basis Reporting Suite (BRS). In comparison, during the April LSVT, the PMO GCSS-Army also deployed data collection facilitators to the four units to assist with the test. However, the primary means of collecting information was through the BRS.

For the April LSVT, the GCSS-Army Test Team was able to document a total of 42,520 transactions executed and 371 defects. Of the defects collected, it was determined that 92 were caused by users when they requested too much data or entered the wrong information to run the business process step. The remaining 279 defects were determined to be software related. The percentage of software defects was .66% or less than three quarters of one percent. Of course, many of these defects were the same anomalies occurring when different individuals attempted a task. As these outliers were uncovered, a Help Desk Ticket (HDT) was

opened to correct the deficiency and the users notified that corrections were underway. In many cases, a workaround already existed for the deficiencies and the users were notified of that workaround.

The recent LSVT also collected information from a user survey. Users at the test units were encouraged by the data collection facilitator to complete the survey and express their opinions about whether GCSS-Army improved their capability to conduct the sustainment mission. In addition, they were asked what they liked and disliked about the software.

All information collected during the LSVT was provided to the Army Evaluation Center (AEC) which is part of ATEC. As with previous tests, AEC personnel made a determination GCSS-Army is effective, suitable and survivable (ESS). The results will be documented in an Operational Assessment Report (OAR). The OAR is important because the report is forwarded to the Directorate of Operational Test and Evaluation (DOT&E) and used by that DoD agency in their yearly report to Congress concerning GCSS-Army. So far, GCSS-Army has been fortunate to receive relatively high marks from their OT activities, namely, the LSVT. GCSS-Army leadership will continue to focus sufficient efforts to ensure testing and operations go smoothly.



On 6 July 2015, the Milestone Decision Authority (MDA) for GCSS-Army granted approval for the Product Manager (PdM) to proceed with full Wave 2 fielding to the total Army. At the Full Deployment Decision in December 2012, the MDA instructed the PdM to proceed with Wave 1 fielding and field up to seven Army units with Wave 2 functionality. Before launching the full Wave 2 effort, the MDA required an In-Process-Review (IPR) to determine that Wave 2 functionality was mature enough to field and the Army was ready to receive Wave 2. The IPR verified that these requirements were met.

THE PM GCSS-ARMY TEAM

(Photo courtesy of Sherrell Satterthwaite, PMO GCSS-Army Designer)





WAVE 2 IS ON THE HORIZON

GCSS-Army

GLOBAL COMBAT SUPPORT SYSTEM - ARMY

WAVE 1: SUPPLY SUPPORT ACTIVITIES (SSA)

RESOURCE
MANAGEMENT
OFFICES (RMO)

WAVE 2: MOTOR POOLS

UNIT SUPPLY
ROOMS

PROPERTY
BOOK OFFICES

HOW UNITS ARE PREPARING:

VISIT THE
GCSS-ARMY
WEB PAGE
EARLY AND
OFTEN

TAKE
WEB-BASED
TRAINING

PROVIDE
COMMAND
EMPHASIS

CLEAN
THE
DATA



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WAVE 2 INSTRUCTOR AND KEY PERSONNEL TRAINING (IKPT) By Darrell Page, Chief of Installation PMO GCSS-Army

To aid the US Army Combined Arms Support Command (CASCOM) in developing and providing GCSS-Army Wave 2 training in its institutional training base, the GCSS-Army Program Management Office recently provided Wave 2 Instructor & Key Personnel Training (I&KPT). The two-week training from 20 April to 1 May 2015 focused on the business areas of Unit Supply and Property Book. I&KPT is intensive—80 hours versus 40 hours for Soldiers' New Equipment Training (NET).

While NET is directed at Soldiers (users) and civilians, contractors, and local nationals who are in the Army units where the GCSS-Army fielding teams are converting from Property Book Unit Supply Enhanced (PBUSE) and Standard Army Maintenance System-Enhanced (SAMS-E) to GCSS-Army, I&KPT is designed to train two other types of stakeholders, instructors and training developers.



Instructor and Key Personnel Training
(Photo courtesy of Sherrell Satterthwaite, PMO GCSS-Army Designer)

I&KPT provides instructors with the knowledge base to conduct GCSS-Army training in the institutional classrooms. It gives training developers a baseline for developing Programs of Instruction (POI) for GCSS-Army institutional training. This training is paramount to ensuring that as the Army converts from the current logistics management information systems to GCSS-Army, Soldiers at all levels of the Army know how to use GCSS-Army.

Training personnel, having gone through I&KPT, are certified to teach GCSS-Army to Soldiers in the US Army Quartermaster and Ordnance Schools where entry level Soldiers take

Advanced Individual Training and Non-commissioned Officers, Warrant Officers and Commissioned Officers continue their professional training.

Training developers rely on I&KPT to plan and develop their POIs for conducting GCSS-Army training. As with NET, the prerequisite for I&KPT is web-based training located on the GCSS-Army web page. As with NET, the majority of I&KPT is delivered offsite although some PMO GCSS-Army Master Trainers have conducted I&KPT at the GCSS-Army Petersburg facility. NET is generally delivered on the installations where the gaining units are stationed.



Instructor and Key Personnel Training
(Photo courtesy of Sherrell Satterthwaite, PMO GCSS-Army Designer)

To date, the PMO has conducted eleven sessions of I&KPT for both Wave 1 and Wave 2 functionality, training over 200 instructors and key personnel. Those trained include personnel from the following organizations: Combined Arms Support Command Training Development Directorate (CASCOM TDD); U.S Army Quartermaster School, Logistics Training Department; Army Logistics University Noncommissioned Officers Academy, Technical Logistics College, and Logistics Captains Career Course; United States Army Europe (USAREUR Combined Arm Training Center; Army Reserve/National Guard Professional Education Center and Regional Training Site (ARNG (PEC and RTS)); Soldier Support Institute Finance School; and Logistics Training Team Eight Army.

Three more I&KPT sessions are planned within the next several months to support Wave 2 fielding, focusing on Unit Supply and Property Book.

GCSS-Army Mission
UPDATE MARCH
THROUGH JUNE 2015

TEST & EVALUATION

TEST

Wave 2 Lead Site Verification Test:

- Conducted from 30 March to 10 April 2015
- Involved 2/1 Armor, 11th ACR and 94th LRC and 60th Troop Command
- Passed ATEC evaluation June 2015

Wave 2 Independent Government Test #2:

- Completed on 23 March 2015
- Involved a unit deployment scenario with documentation validation
- Demonstrated deployment process within a 72 hour window

FIELDING

Wave 1 (SARSS, SSF/MW and FCM replacement):

- Complete through Fielding Group 29
- 88% of the Army has received the Wave 1 solution
- Fielding Group 30 is in the D minus 15 day window for "go live"

Wave 2 (PBUSE and SAMS-E replacement):

- Fielding Group 2 went live on JAN 2015
- Conducting Post Deployment Sustainment Support for Fielding Group 2
- PdM GCSS-Army is collecting lessons learned from FG 2&3 implementation

UPCOMING WAVE 2 EVENTS:

- FG 7 is in the D minus 60 window
- FG 8 is within the D minus 30 window
- FG 9 is within the D minus 120 window

ASSISTANT DEPUTY CHIEF OF STAFF G-4 VISITS GCSS-ARMY APRIL 2015

On 14 Apr 15, the Assistant Deputy Chief of Staff G-4 (DCS, G4), Kathleen Miller, conducted a site visit at the GCSS-Army Product Manager's Office in Petersburg, Virginia.

The site visit included:

- An overview of the upcoming Fielding In-Process Review (IPR) charts, Wave 2 development, Wave 2 fielding, and Wave 2 testing
- A summary of the initial Lead Site Validation Test (LSVT) data and an update on the GCSS-Army website
- Open dialogue about the near-term challenges with the Mobile Defense Solution (MDS)
- Recommendations from the DCS, G4 on what charts to use in the upcoming Fielding IPR
- A review of the Plan of Action and Milestones (POAM) from the recent financial audits.
- An emphasis by the DCS, G4 on the need for constant communications and balancing scarce resources.
- A tour of the Petersburg facility.

The GCSS-Army team expressing their appreciation for the time Ms. Miller took to meet the hard-working personnel.

(Photo courtesy of Sherrell Satterthwaite, PMO GCSS-Army Designer)

