



Global Combat Support System-Army (GCSS-Army) Fielding and Training Briefing

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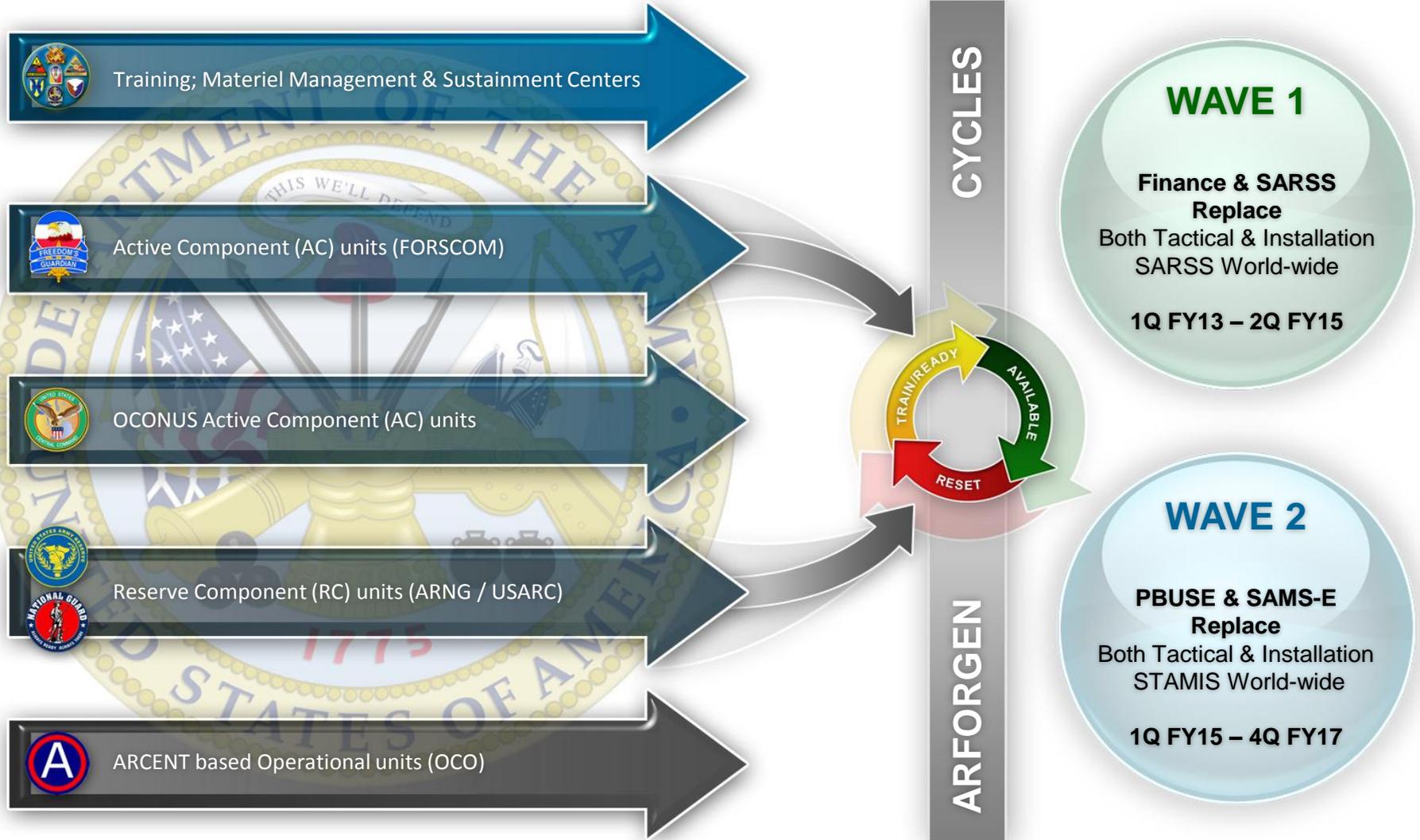


Provide information about preparing Army units to receive GCSS-Army (Fielding & Training)

Fielding Strategy



Strategy is to execute Fielding in WAVES



- Risk Mitigation
 - Neutralizes a “*complex*” Mixed Mode Environments
 - **Reduces Fielding Complexity of a “Big Bang”**
- More Rapid Fielding Approach
 - Retires all SARSS systems in WAVE 1
 - Reduces some Site Revisits
- Grows System Familiarity & Knowledge
 - Materiel Management Training Upfront
 - Lead Users created in each Business Area
 - Institutional School House Training is supported
 - Establish an ERP System Sustainment Infrastructure
- Lessons Learned are Applied to Future Fielding Efforts



**Won't Break
The Army**

- Our approach is to minimize Fielding Complexity:
 - 180 day **Organizational Change Management (OCM)** period – Messaging, Site Prep & pre-fielding activity begin
 - **Commanders/Leaders must provide Command Influence!** – (must be process owners!)
 - **Advance Lead User Training – PM PAYS!** One representative per SSA, and budget officer attend GCSS-Army training camp. – Need your best & brightest!
 - **Prerequisite Web-Based Training (WBT)** – early training to build knowledge and expertise. All future GCSS-Army users must take this training.
 - **Lead User Workshop** – Self paced/facilitated lessons while GCSS-Army team is on-site
 - **Audience Analysis** – determine who will operate the system (Roles & Permissions)
 - **Data Cleansing** – STAMIS data reconciliations, to include financials
 - Fielding Schedule is coordinated to synchronize with **ARFORGEN** cycles.
 - Collect & apply Lessons Learned from early fielding efforts...
- **Site Preparation Visits: (Led by a Chief of Installation (COI))**
 - GCSS-Army Team will visit each site at the D-120 days before Go-Live
 - GCSS-Army Team will conduct 1 site visit or call each month, thereafter...
 - NET training will be no greater that 40 hours

- The COI is a government employee who is in charge of all deployment operations at the forward site. They report back to the Tactical Operations Center (TOC), based in the Fort Lee, VA area.
- COI duties include, Issue resolution, In/Out–Briefings, MOAs, Facility Setup, User Analysis, Facilitate Lead User & Data Cleaning Workshops, TOC Updates ie; Hot-washes and reports
- Organizations will appoint Organization POC(s), under their responsibility, to coordinate the pre-deployment and deployment activities of GCSS-Army as listed in the MOA.

Material Fielding Team Makeup

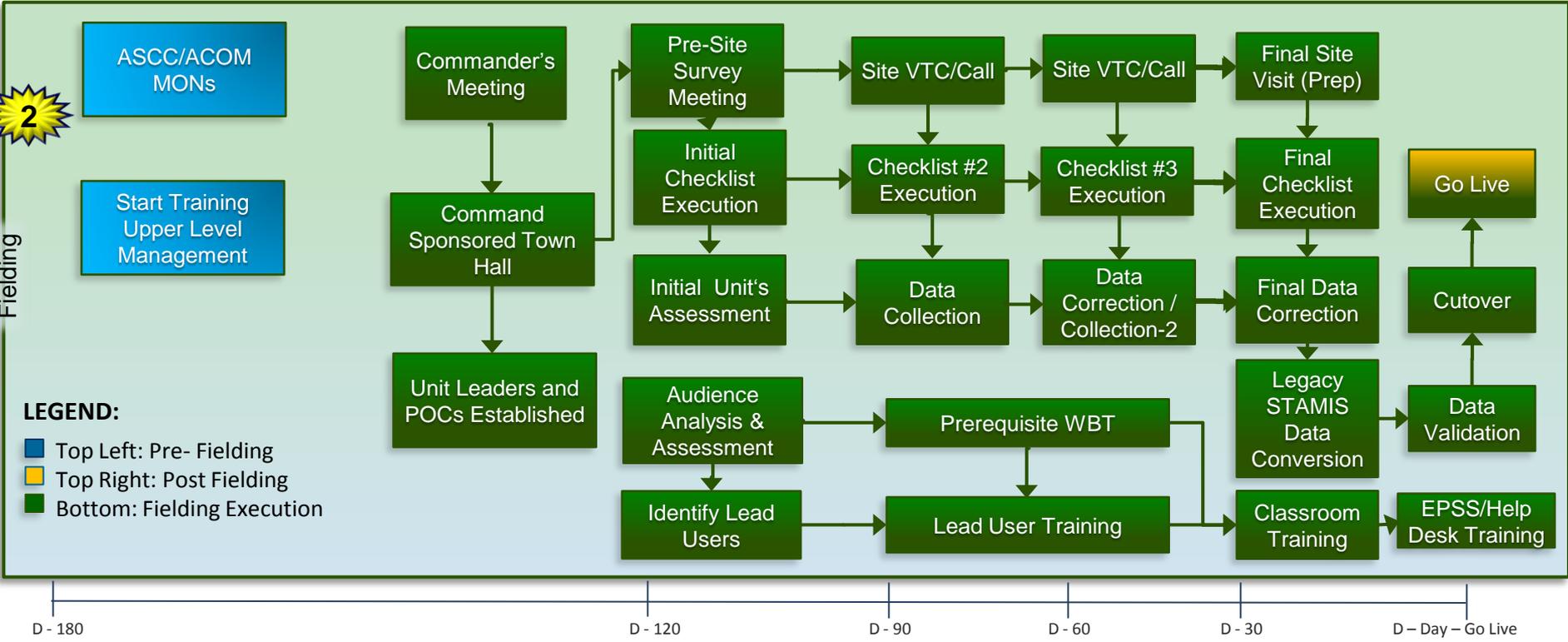
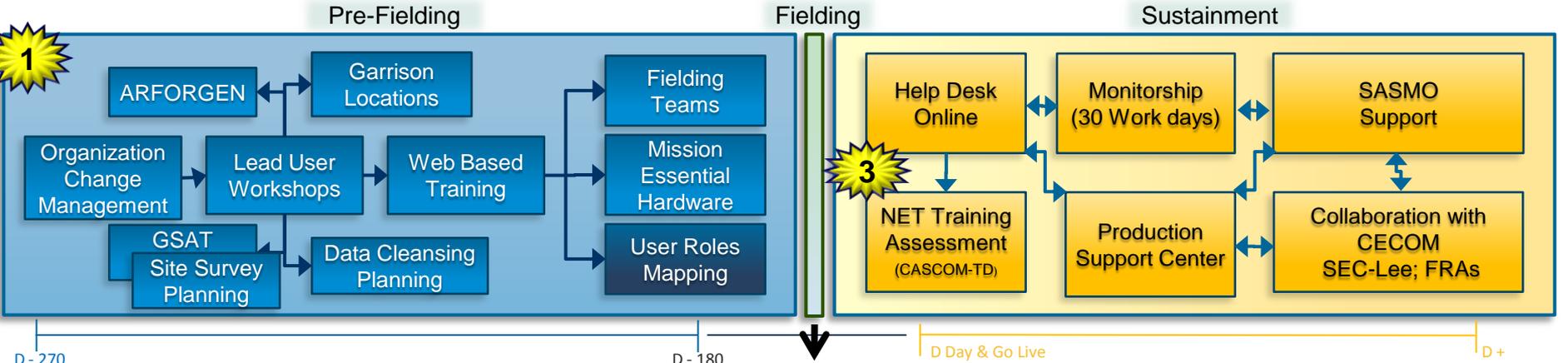
- Chief of Installation (COI) - Government Employee TEAM LEAD
- SSA Trainer - Warehouse SME
- Finance Trainer - Finance SME
- Systems Engineer - Information Technology SME

What is the Mission of the MFT Visit Program?

- Prepare the unit to successfully “receive” GCSS-Army
 - Establish GCSS-Army roles and authorizations
 - Get organizational data cleansed / prepared and ready for restaging and movement into GCSS-Army
- Prepare the unit to operate GCSS-Army
 - Lead User Workshops/training – *Selected users*
 - WBT – *assign/manage pre-requisite training for all system users*
 - NET – *provide instructor-facilitated NET for all system users*
- Prepare Lead Users to be **LEAD USERS**, who:
 - Know how to operate their key GCSS-Army functions
 - Can answer the bulk of subordinate queries for help
 - Can serve as “go to” logisticians, commensurate with rank and organizational position
 - Can/will lead/meet Unit Sustainment training requirements for GCSS-Army
- Provide leadership with a Status Update on Progress:
 - Utilizing the Conversion Readiness Scorecard (CRS)



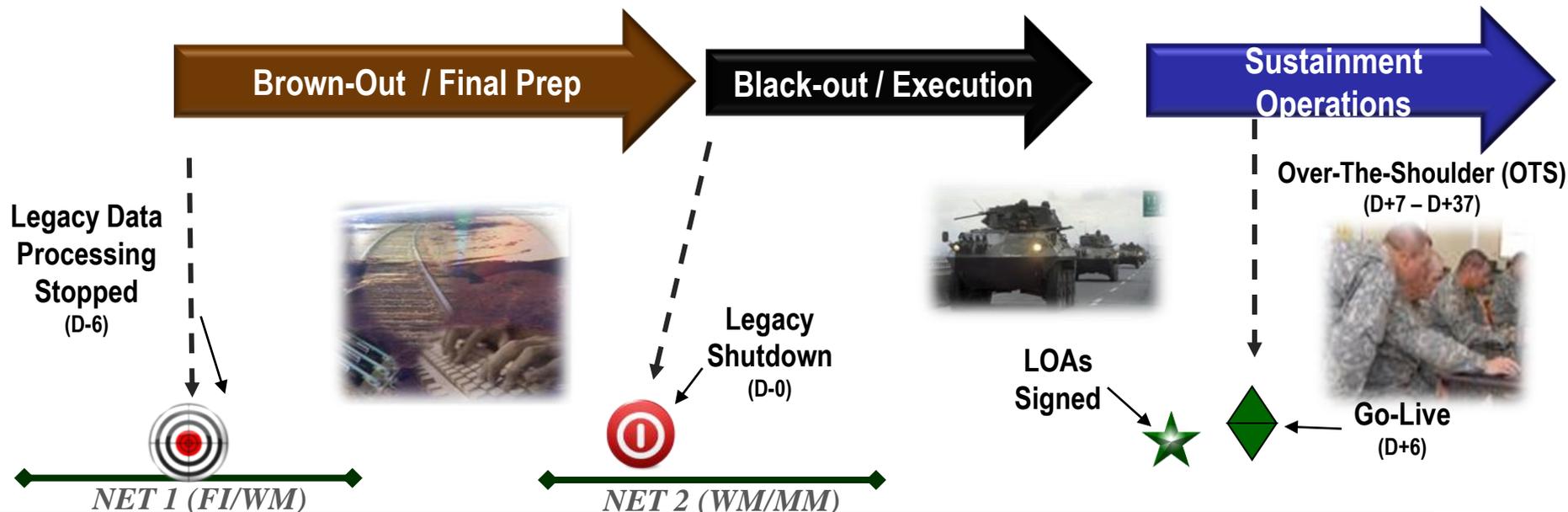
GCSS-Army Deployment Process (3 Phases)



Site Visit (Key Events)

Pre-Site Visit	Site Visit (#1)	VTC/DCO (#2)	VTC/DCO (#3)	Site Visit (#4)	Deployment (Final Prep)
D - 180 - (Telecom)	D - 120 - (Onsite 2-3 Days)	D - 90 - (DCO /Telecom 1 Day)	D - 60 - (DCO /Telecom 1 Day)	D - 30 - (Onsite 2-3 Days)	D - 15
<ul style="list-style-type: none"> • Send Army G3 Letter to Fielded organization • Arrange Site Visit facilities with G3/S3 for subsequent visits • Send Data Cleansing / preparation document • Coordinate SARSS backup schedule submission procedures before site visits • Coordinate Advance Lead User Attendance (between D-160-150) Provide Finance/Supply pre-site visit D-180 Checklist 	<ul style="list-style-type: none"> • Deliver & Review Fielding MOA (06/Installation DOL Director) • Conduct required information and awareness briefings • Conduct Initial Lead User Session • Coordinate future Lead User Sessions for remaining Site Visits • Coordinate training calendar for Warehouse/FI personnel • Coordinate facilities for future visits • Make initial infrastructure check • Disseminate Audience Analysis worksheets • Conduct required data template training 	<ul style="list-style-type: none"> • Coordinate with leadership • Assess data cleansing / preparation progress (Supply & Finance) • Conduct Lead User Session #2 • Check on classroom / Training facilities / Contracts for Classroom Trailer Support • Validate communications (VSAT/CAISI/NEC) • Assess WBT Progress • Review Audience Analysis • Brief Conversion Readiness Scorecard to Leadership • Review Structure (DoDAACs & UICs) • Coordinate Finance DCO (D-75) • Receive Signed MOA 	<ul style="list-style-type: none"> • Coordinate with leadership • Continue to assess data cleansing / preparation progress (Supply & Finance) • Conduct Lead User Session #3 • Lock-in Classroom / Training facilities • Verify communications (VSAT/CAISI/NEC) • Report WBT Progress • Refine Audience Analysis • Brief Conversion Readiness Scorecard to Leadership • Review Structure (DoDAACs & UICs) 	<ul style="list-style-type: none"> • Coordinate with leadership • Conduct Decentralized User Administration (DUA) Training and On-Board Access Administrators • Conduct Cutover (ROC Drill) Briefing • Continue to assess data cleansing progress (Supply & Finance) • Conduct Lead User Session #4 • Finalize classroom / Training facilities • Finalize communications (VSAT/CAISI/NEC) • Report WBT Progress • Brief Conversion Readiness Scorecard to Leadership • Review Final templates • Validate Structure (DoDAACs & UICs) 	<ul style="list-style-type: none">  <ul style="list-style-type: none"> • Final Data Cleansing/Preparation Activities • Classroom Setup • Prep Communications • Report WBT non-compliance • Finalize Audience Analysis • Brief Conversion Readiness Scorecard to Leadership (Site Preparedness) • Conduct Cutover (ROC Drill) Refresher

Blackout, Cutover & NET Schedule



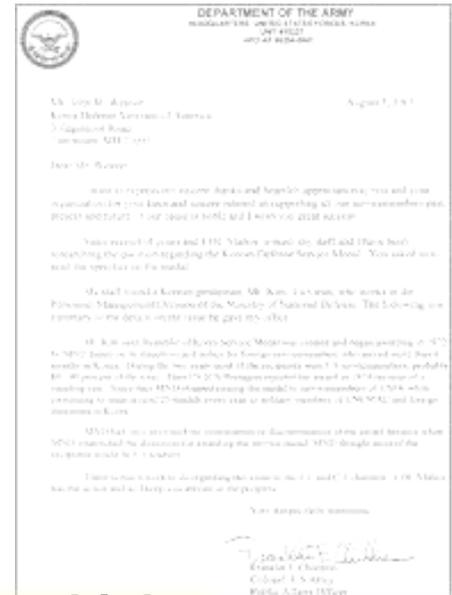
MON	TUE	WED	THU	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT	SUN	MON	TUE	WED	THU	FRI
D-9	D-8	D-7	D-6	D-5	D-4	D-3	D-2	D-1	D-0	D+1	D+2	D+3	D+4	D+5	D+6	D+7	D+8	D+9

- **Brownout starts 6 days before Black-out**
- **Blackout ends all SARSS processing**
- **Data Validation is scheduled for 2 days**
- **All LOAs must be signed before any processing begins**

- *6 day brown-out of automated and manual ordering/posting to allow supply and financial pipeline align*
- *No more than 9 days (5 business days with the weekends on both ends) black-out period*

Letter of Acceptance (LOA)

- **The LOA signifies the unit's acknowledgement of the successful transfer of accounts from the legacy systems of record to GCSS-Army, the new system of record**
- **Signed by PM MFT Leader and Gaining Command**
- **A minimum of 4 separate LOAs are required:**
 - **Supply Support Activity (SSA) Accountable Officer**
 - **Resource Management (RM) Officer/Comptroller**
 - **Senior Leader (O6) (Organizational Structure)**
 - **Materiel Management (MM)**



NOTE: An overarching LOA can be signed when multiple SSAs and/or RMs fall under a single commander (sustainment brigade, USPFO, etc.)

<https://www.gcss.army.mil>, Fielding TAB

Training Strategy



EARLY/ PREREQUISITE

Web: GCSS-Army Site Training
www.gcss.army.mil

GCSS-Army (Standard):

1. Overview
2. Basic Navigation
3. System Tools (Reports)
4. Business Area Overview / Lessons
 1. IM/WM Overview (SSA)
 2. Ground Maintenance Overview
 3. Property Book Overview
 4. Unit Supply Overview
 5. Financial Overview
5. Additional Lessons (if applicable)

"Lead User"

On-Site NET/Validation *

SSA Core Processes

Finance Core Processes

PB Core Processes

Unit Supply Core Processes

Maintenance Core Processes

Post-NET (IFT/WBT/EPSS)

SSA ALL Processes

Finance ALL Processes

PB ALL Processes

Unit Supply ALL Processes

Maintenance ALL Processes

GCSS-Army Management:

- Supply & Maintenance Execution
- Asset Visibility
- Readiness

NET = New Equipment Training

WBT: Web Based Training
Interactive Multimedia Instruction
 (IMI)

Less than 10 Hours

Self-paced & Tracked via ALMS

IFT: Instructor Facilitated Training

EPSS: Electronic Performance Support System
(Live System Help)

NET/Validation: *Enhanced NET with true "Live" system training during data validation*

No more than 40 Hours

EUM+: Online End User Manual - Plus

EPSS: Electronic Performance Support System
(On System Help)

Tools: Job aids, Training Bulletins & Simulations

Sustainment Support

Goal: Early foundation building & NET lessons

* Focus on Daily & Weekly required processes IAW established Battle Rhythms

All GCSS-Army training materials will be available via WEB

■ Six Training Components:

1. *Early Education*
2. *Pre-Requisite (Web-based) Training*
3. *Lead User Program (LUP):*
 - a) *Advance Lead User Training*
 - b) *Lead User Program*
 - c) *Materiel Mgmt LUP*
 - *Level II & III*
 - *Level I (dislocated & co-located)*
 - d) *Business Process Execution LUP*
4. *New Equipment Training (NET)*
 - a) *Data Validation & Post Go-live Activities*
 - ✓ *All materials web-based capable*
5. *Over-the-Shoulder Support*
6. *Sustainment Support (End User Manual – Plus)*



■ Leverage Technology to execute Training

- *Interactive Multimedia Instruction (IMI) products*

■ Provide Key Information Early via the Web

- *Ensure Training Products are available at all time*



Purpose: To orient the business environment with GCSS-Army.

Strategy: *Pre-emptive training* - Place general information about the GCSS-Army program and selected training materials on the GCSS-Army public website.

Approach: Preposition “*non-scored*” training products and bridging information on the GCSS-Army website to start the education process. Mitigates the complexity risk by stretching out the learning process.

Net Effect: The GCSS-Army community becomes familiar with GCSS-Army’s at an effective pace and ensures a successful NET event and smooth transition to full scale operations.



Purpose: To train and familiarize targeted end user population with the new business environment beginning with changes in terminology & processes, navigating the system, core business concepts, and report creation.

Strategy: To limit the number of hours required to sit in the classroom to 40 hours or less and to maximize retention.

Approach: Develop no more than 10 hours of web-based training to familiarize the GCSS-Army end users with business process changes.

Net Effect: The GCSS-Army user community becomes familiar with the system and their specific business area prior to detailed New Equipment Training (NET) and Fielding.

Vision: Organizations will have “up front & early” a single representative with the knowledge required to conduct pre-fielding coordination across their respective commands.

Concept : **PM** GCSS-Army **will fund one** (1) Retail Supply personnel (MOS - 920B, 92A or DA Civilian) and Budget Officer to come Ft Lee Virginia to receive GCSS-Army Lead User Awareness Training well in advance of the scheduled GCSS-Army Wave 1 fielding.

Implementation:

- ✓ Material Fielding Plan (MFP) will detail selection criteria and intent of the Awareness Training
- ✓ Representatives identified at (D-270 – D-240)
- ✓ Training conducted prior to unit fielding (D-210 – D-150)
- ✓ Communicate OCM STRATCOMs; QM Connect VTC; direct coordination (VTC D-180)
- ✓ Centralized training on site at Ft Lee, Virginia (PMO facility)
- ✓ Class duration one (1) week
 - Two classrooms: two (2) instructors, 25 seats per



- ❖ **Class schedules are posted on the GCSS-Army website**
- ❖ **Organizations need to provide names to TOC email NLT two weeks before event**
- ❖ **usarmy.lee.hqda-asa-alt.mbx.lee-gcss-toc-pmo@mail.mil**

Purpose: To train a targeted end user population in advance of fielding.

Strategy: To preposition a Materiel Management support structure as well develop Warehouse and Finance business area Lead Users.

Approach: Provide the Materiel Management level training and system access. Provide the Warehouse and Finance business area Lead Users with a sequenced “self-paced version” of NET.

Net Effect: The GCSS-Army Lead User community becomes familiar with their business area prior to detailed New Equipment Training (NET) and Fielding. This is a reengineered approach to Fielding intended to mitigate the risk normally associated with Enterprise Resource Planning (ERP) implementations.

Vision: *Mitigate the risk of a complex fielding through early education.*

Concept : *Preposition a trained and ready Materiel Management support structure well in advance of fielding.*

Implementation:

- ✓ *Develop a generic Materiel Management plan template*
- ✓ *Brief all COMPOs on Materiel Management Transition Strategy*
- ✓ *Receive and provide feedback on Materiel Management strategy by COMPO/TSC/ASC*
- ✓ *Training provide before the D minus 180 schedule*
- ✓ *Provide Level II/III training to COMPO/TSC/ASC according to MFP anticipated sequence*
- ✓ *Provide Level I Materiel Management training to Sustainment brigade (or equivalent) if they are not co-located with supported customer base.*
- ✓ *Level I training will be provided to sustainment Brigade (or equivalent) at the same time as supported customers when they are co-located.*
- ✓ *STUNNEL and JAVA GUI will be loaded and system access will be granted to students prior to training.*
- ✓ *WBT prerequisite training must have been completed prior to granting access.*

- ❖ *Class schedules will be predicated upon finalized fielding plan*
- ❖ *No casual observers*
- ❖ *A progress status board will be maintained and periodically distributed from the GCSS-Army PMO*

POC: Tony Ocasio / (804) 892-4077 / antonio.ocasio@us.army.mil

Vision: Organizations will have “up front & early” multiple key representatives who will gain the basic knowledge of the GCSS-Army system and business area process changes.

Concept : Organizations will identify and provide select key personnel – (at minimum the SSA Accountable Officer and 2 other from the SSA, 1 Resource Manager per SSA, and at least 2 Level I Materiel Managers) to participate in the LUP training program. Adding additional personnel is restricted to the availability of facilities provided by your organization.

Implementation:

- ✓ Identified personnel will complete the **pre-requisite WBT** between D minus 180-150
 - ✓ Identified personnel **are required to participate in each subsequent session**
 - ✓ All IFT Training Materials and additional “key lessons” will be provided incrementally at D minus 120, 90, 60, 30, 15 for a sequenced “self-paced version” completion
 - ✓ GCSS-Army Chief of Installations (COIs) and required Material Fielding Team (MFT) members **will facilitate LUP workshops onsite** at D minus 120 & 30, 15 to discuss lesson objectives and answer/capture any user questions (DCO/Telecom D- 90 & 60)
 - ✓ LUT workshops will be split into sessions by business area (**no more that 3 hours**) to minimize organization disruption within the work environment.
- ❖ LUP training builds on each sessions and **requires those identified to participate in each session** to gain the necessary proficiencies required to become a Lead User

Purpose: To train core processes that will allow GCSS-Army end users to be able to perform them with no or limited assistance.

Strategy: Concentrate on “**core**” processes performed daily and weekly within the business areas. No more than 40 hours of classroom time, with an attendance ratio not to exceed 25 students.

Approach: Instructor Facilitated Training (IFT) that is “**Web-capable**” simulation based scenario training with basic bridging information to reinforce the “new” process tasks and steps required to complete them. Introduce and reinforce navigation techniques and self-help training aids within the portal and End User Manual – Plus (EUM+).

Net Effect: The GCSS-Army end user understands core processes and how to use the suite of help tools and job aids available.

NOTE: Followed by Data Validation and Post Go-Live Activities

Purpose: To reinforce mission critical tasks trained during NET.

Strategy: Utilizing **Mission Critical Tasks** checklist, GCSS-Army trainers will visit end users within their workplace to validate learned tasks. They will also reinforce the use of the EUM+ portal so that user can learn to answer **training related** questions.

Approach: For a period of 14 days for MM and Finance and no more than 30 days for Warehouse, GCSS-Army trainers will provide assistance, where required, with mission critical tasks learned during NET. GCSS-army trainers will capture and record user progress and provide a weekly status update to the unit's leadership.

Net Effect: Assist users who require additional assistance with GCSS-Army transactions and processes. Provide support by explaining the what, why and how, to their business processes in question.

Purpose: To provide GCSS-Army end-users with the tools to help themselves and educate others.

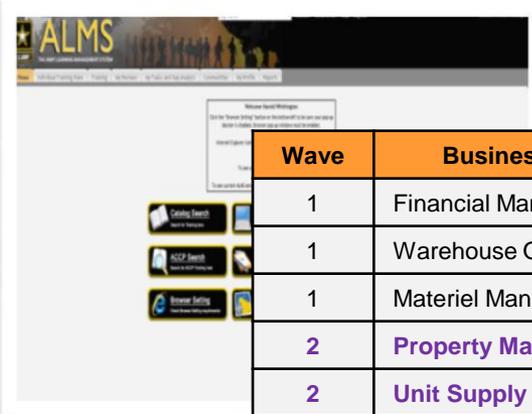
Strategy: Have embedded online help (Embedded Performance System Support (EPSS)), job aids, training bulletins and miscellaneous how-to guides. Place all training materials (including NET packages) online within EUM+ for organizations to develop their own internal sustainment training programs.

Approach: Create a “**Web-capable**” portal and End User Manual – Plus (EUM+), for GCSS-Army end users, including the necessary materials to self-sustain themselves and their organizations. Provide helpdesk support for break fixes and recommended enhancements.

Net Effect: The GCSS-Army end user how to use the suite of help tools and job aids available. End users can develop sustainment training plans, with the provided materials, to train incoming personnel.

Training, Program of Instructions (POI) Summary

Pre-requisite Web-Based Training (WBT)



Wave	Business Area	Hours
1	Financial Management	7
1	Warehouse Operations	6
1	Materiel Management	6
2	Property Management	6
2	Unit Supply	6
2	Maintenance Manager	6

- WBT Lessons will not exceed 10 hours
- Pre-requisite web-based training provides the necessary system and business area concepts and process changes

On-Site Instructor Facilitated Training (IFT)

- IFT lessons will be no more that 5 days
- Builds on the WBT Materials
- Reinforces navigation and self-help tools like the End User Manual
- Plus, Embedded Help, and basic troubleshooting techniques



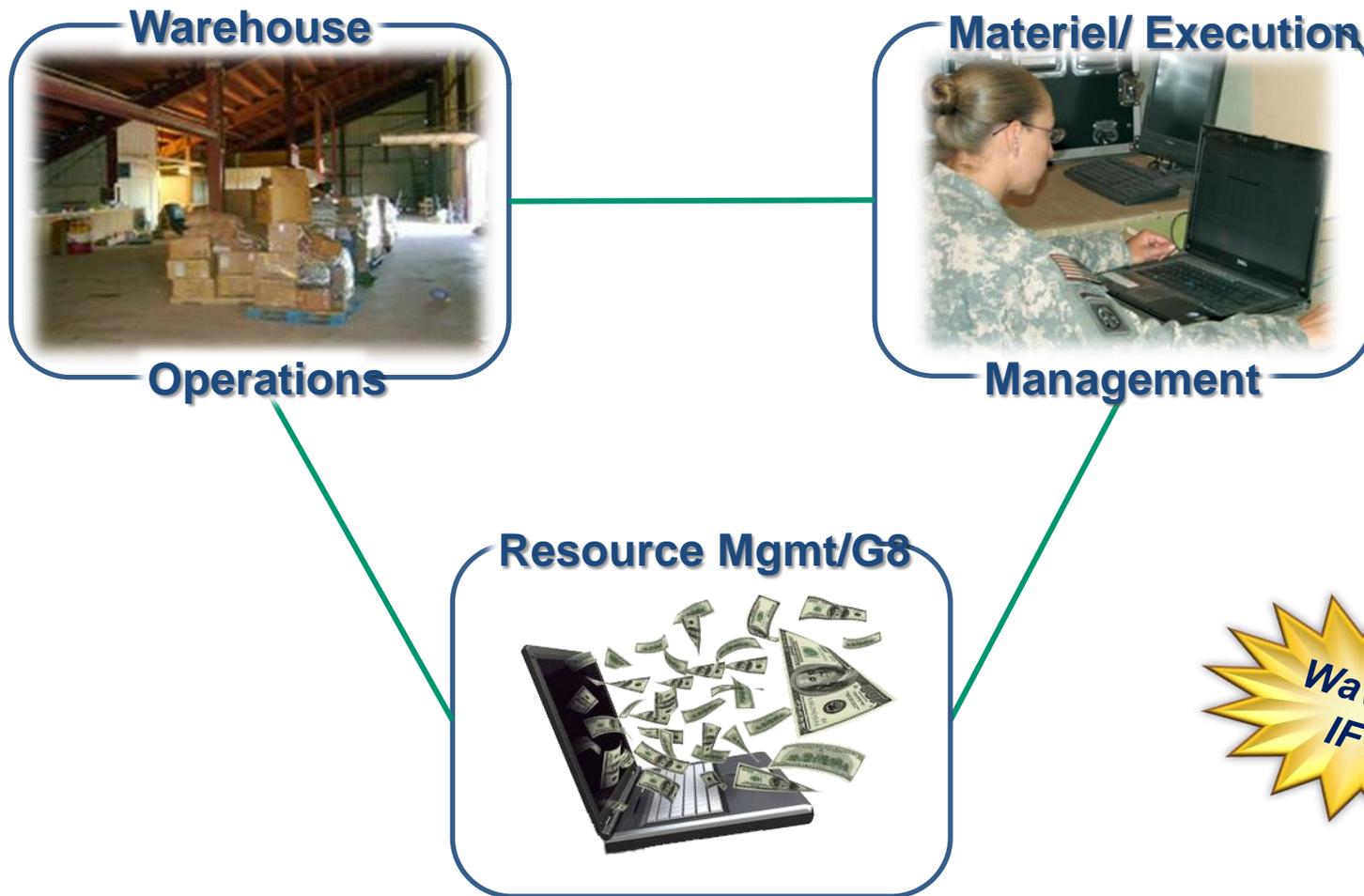
Wave	Business Area	Days
1	Financial Management	5
1	Warehouse Operations	5
1	Materiel Management	5
1 & 2	Access Administration *	1
2	Property Management	5
2	Unit Supply Course	5
2	Maintenance Managers	3
2	Parts Records Course	5
2	Master Drivers *	1
2	Commanders Course *	2

* Courses that could be delivered via the web or by leveraging distance learning delivery capabilities

= Wave 2 Training Courses

NOTE: All training products are “web-delivered capable” to facilitate self-education Programs

Wave 1 - Program of Instructions (POIs)



- Prerequisite WBT Lessons (duration is 4 to 6 hours depending on Learner's level of engagement)
 - GCSS-Army Overview
 - GCSS-Army Basic Navigation
 - Use GCSS-Army Reports
 - IM/WM Overview
- NET IFT Course (duration is 5 Days)
 - Topics: Navigation Refresher, IM/WM Overview Refresher, Process Materiel Receipt Documents at an SSA, Process a Non-GCSS-Army Turn-in, Process a FOI at the SSA , Putaway and Pick Warehouse Material, Perform Customer Issue Process, Manage SSA Storage Operations, Perform SSA Inventory, Process a Turn-in to be Refurbished, Warehouse Process Flows, Perform Self Help in GCSS-Army, Supervise Warehouse Inventory, Supervise SSA Operations - Part I, Supervise SSA Operations - Part II, Supervise SSA Operations - Part III, Manage SSA Operations, Troubleshoot Warehouse Processes
 - If possible, log in to system to validate User ID, perform some lab exercises and exercise the EUM+
 - End of POI exam
- EUM+ Entries (expected that users will spend 2 – 4 hours per month continuing to learn GCSS-Army)
 - Includes self-paced post-NET IMI lessons (including additional WBT), use/review of Cross-Functional Battle Rhythm documents, supplemental simulations provided but not covered during NET and Training Bulletins that are released to address changes in functionality
 - See slide notes for list of EUM+ entries

- Prerequisite WBT Lessons (duration is 4 to 6 hours depending on Learner's level of engagement)
 - GCSS-Army Overview
 - GCSS-Army Basic Navigation
 - Use GCSS-Army Reports
 - Matériel Overview
- NET IFT Course (duration is 5 days)
 - Topics: Navigation Refresher, Process a Material through GCSS-Army, Management Support Tools, Manage MRP Exceptions, Manage Workflow Release Strategy, Manage PO's and STO's, Manage Overdue Deliveries, Manage Stock Determination, Perform Excess Review
 - If possible, log in to system to validate User ID, perform some lab exercises and exercise the EUM+
 - End of POI exam
- EUM+ Entries (expected that users will spend 2 – 4 hours per month continuing to learn GCSS-Army)
 - Includes self-paced post-NET IMI lessons (including additional WBT), use/review of Cross-Functional Battle Rhythm documents, supplemental simulations provided but not covered during NET and Training Bulletins that are released to address changes in functionality
 - See slide notes for list of EUM+ entries

Resource Manager/G8 Finance POI

- Prerequisite WBT Lessons (duration is 4 to 6 hours depending on Learner's level of engagement)
 - GCSS-Army Overview
 - GCSS-Army Basic Navigation
 - Use GCSS-Army Reports
 - Finance Overview
 - Spending Chain
- NET IFT Course (duration is 5 days)
 - Topics: Navigation Refresher, Perform Budget Processes, Review and Reconcile Obligations, Perform Cash Balancing, Period-End/Year-End Close, Perform Cost Transfers, Manage Cost Collection For CONOPS and FCA's, Process Inbound MIPRs, Monitor MIPR Execution, Close out MIPRs, Finance for Commanders
 - If possible, log in to system to validate User ID and exercise the EUM+
 - End of POI exam
- EUM+ Entries (expected that users will spend 2 – 4 hours per month continuing to learn GCSS-Army)
 - Includes self-paced post-NET IMI lessons (including additional WBT), use/review of Cross-Functional Battle Rhythm documents, supplemental simulations provided but not covered during NET and Training Bulletins that are released to address changes in functionality
 - See slide notes for list of EUM+ entries

- Decentralized User Administration (4 Hours)
 - Administer GCSS-Army User Accounts
 - Maintain Personnel Master Data
 - On-Board Personnel

- **Have a better understanding about preparing Army units to receive GCSS-Army (Fielding & Training)**
- **Understand our Plan to reduce turbulence during system deployment**
- **Needs your “engaged” support to achieve smooth transition**

GCSS- ARMY
GLOBAL COMBAT SUPPORT SYSTEM

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Featured News

GCSS-Army Level III training in anticipation of full fielding

Materiel Managers from the Army Sustainment Command Distribution Management Center, FORSCOM, and the Army Reserve National Guard receive GCSS-Army Level III training in anticipation of full fielding.
View available GCSS-Army online WBT training

Fielding

Draft Fielding Schedule Available

A coordinating draft of the GCSS-Army Wave 1 Fielding Schedule is now available.

More info

Events

Latest Events Information

- 22-27 Jul 2012 - ARNG Logistics Management Synchronization Conference (LMS)

Social Media

All Army Social Media

Professional Media

AKO/DKO account required

Upcoming Training

Latest Training Information

- 11-15 Jun 2012 - USASOC, USARC, and FORSCOM Level II/III Materiel Management training
- 22-27 Jul 2012 - ARNG Logistics Management Synchronization Conference (LMS)

Soldiers Speak

GCSS-Army Multitasking

CW2 Michael Ashbrook, Battalion Maintenance Technician

Library

GCSS-Army Articles and Publications

