



# ***Defense Personal Property System (DPS) Update***



for the

SDDC Symposium  
Personal Property Forum

***INDUSTRY SESSION***

1 November 2011

Mrs. Mary Meyer Campbell

Program Manager

**Defense Personal Property System (DPS)**

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Current as of 25 OCT 11



# Agenda



- Leadership Update
- JPMO Organizational Relationships
- System Support Environment
- DPS/DP3 On-line Training
- FY12 Peak Season Planning
- Release Content
- Capabilities



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# Leadership Update



**Commander, United States Transportation Command**  
**General William M. Fraser III, USAF**  
for General Duncan McNabb, USAF  
14 October 2011



**Deputy Commander**  
**Lieutenant General Kathleen M. Gainey, USA**  
for VADM Mark D. Harnitchek, USN  
November 2011



**Director, Acquisition**  
**Component Acquisition Executive**  
**Program Executive Officer**  
**Mrs . Gail Jorgenson**



**Deputy Program Executive Officer**  
**Program Director,**  
**Household Goods JPMO**  
**Colonel Mark Hiryak**



**Program Manager , Defense Personal Property System**  
**Mrs. Mary Meyer Campbell**



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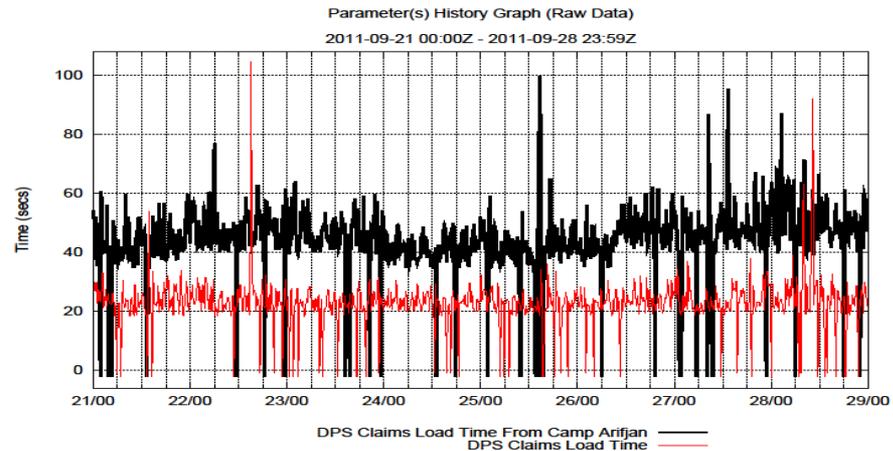


# System Support Environment Adopted Enhanced Indicators

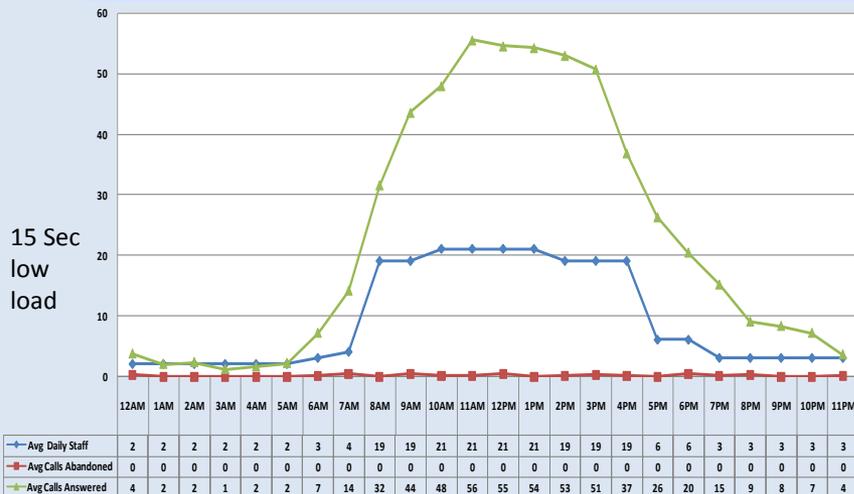


- JPMO / SDDC / DISA teamed to improve overall DPS performance / support
  - Using bots to monitor user experience
  - DISA expanded network capacity of the San Antonio pipe.
  - Increased Help Desk Coverage and monitored dropped calls

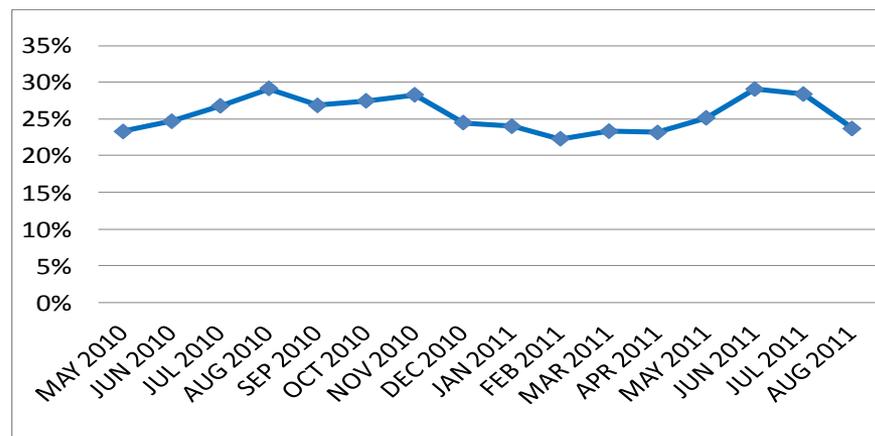
## Proactive Monitoring of User Experience



## Help Desk Coverage and Performance



## DPS CSS Monthly Return Rates



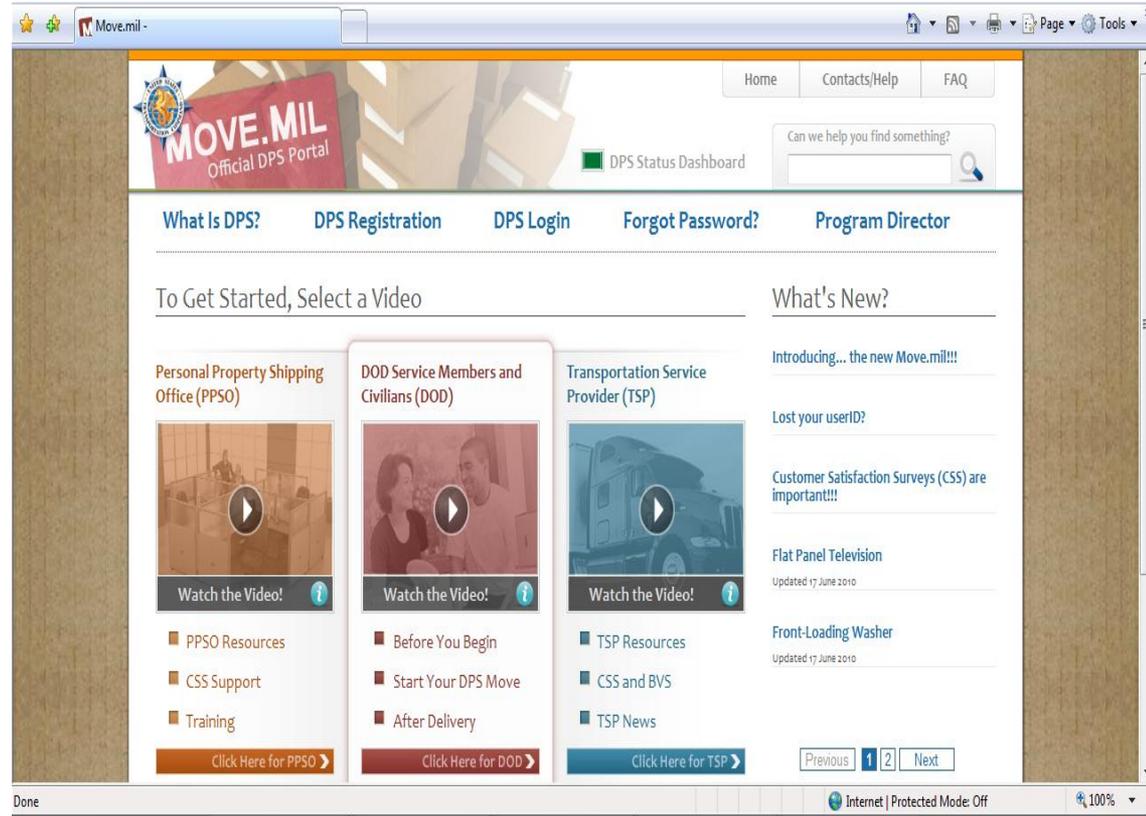


# DPS/DP3 Online Training



## WWW.MOVE.MIL

- System/Program Information
- Status Dashboard
- Program Metrics
- Newsletter
- Reference/Resources
  - Claims Video!
  - Loss/Damage & Claims Step-by-Step Guides!
- Training Materials
- Updated/Current FAQs
- Contacts/Help



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# FY12 Peak Season Planning



Three (3) releases prior to peak season:

- 1.4.07 installed 9/30/2011
- 1.4.08 scheduled for ~ 11/18/2011
- 1.4.09 scheduled for ~ 03/2012



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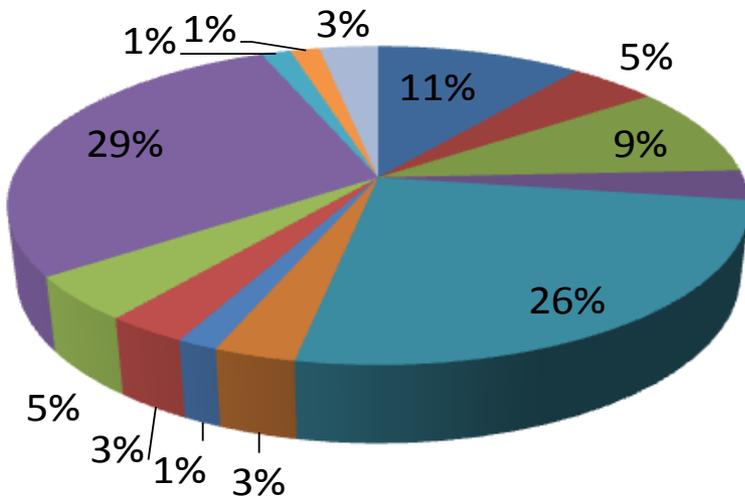
# Release 1.4.07 Content

## (\* Items Support Next Peak Season)



| Systems Change Requests                 | Funding / Contract | Estimated Load to Test | Estimated Load to PROD |
|---|--------------------|------------------------|------------------------|
| *3484 - Print Claims                    | ✓                  | ✓                      | 30 Sep                 |
| 3529 - Email Reminders                  | ✓                  | ✓                      | 30 Sep                 |
| *3930 - TSP/Agents Address/Phone        | ✓                  | ✓                      | 30 Sep                 |
| 6228 - Resending CSS Direct Link Emails | ✓                  | ✓                      | 30 Sep                 |

**50 SPRs % impact/module**



- Analytics (7)
- Answers (3)
- Claims (6)
- Costing Engine (2)
- Counseling (17)
- CSS (2)
- Home Page (1)
- Invoicing (2)
- PPCIG (3)
- Shipment Mgmt (19)
- Technical (1)
- TSP Quals (1)
- User Management (2)

Note: Also included from 1.4.06

\*SCR 6417 - Blackouts Granularity

\*SCR 6499 - DD1252 Customs Form

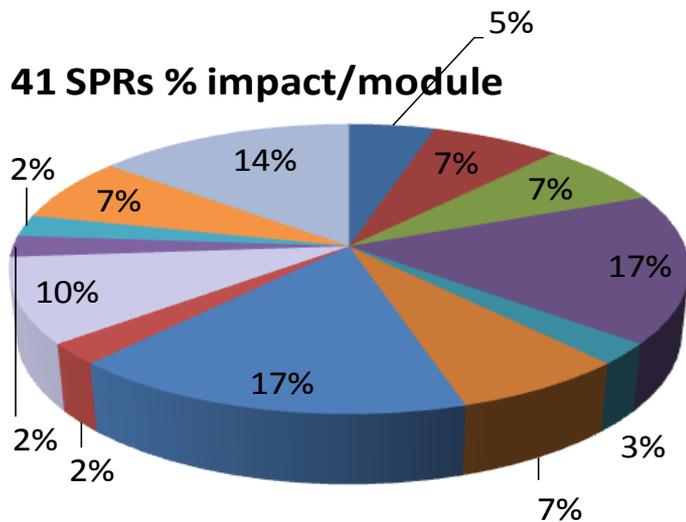


# Release 1.4.08 Content

## (\* Items Support Next Peak Season)



| Systems Change Requests              | Funding / Contract | Estimated Load to Test | Estimated Load to PROD |
|--------------------------------------|--------------------|------------------------|------------------------|
| *3282 - SIT entitlement              | ✓                  | ✓                      | 18 Nov                 |
| *6325 - PPM BVS Rate Calculation     | ✓                  | ✓                      | 18 Nov                 |
| *6422 – TDL Distribution             | ✓                  | ✓                      | 18 Nov                 |
| *6468 – Spouse Pro Gear Addendum     | ✓                  | ✓                      | 18 Nov                 |
| 6624 –Performance Improvements (ECP) | ✓                  | ✓                      | 18 Nov                 |



- Analytics (2)
- Answers (3)
- Claims (3)
- Counseling (7)
- BVS (1)
- PPCIG (3)
- Shipment Mgmt (7)
- Technical (1)
- TSP Quals (4)
- Forms (1)
- Tracking (1)
- Telephone Survey (3)
- Rates (6)

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(A/O 10/05/11)



# Release 1.4.09 Candidates

## (\* Items Support Next Peak Season)



| Systems Change Requests                                    | Development Contractor | FRS Baseline Approval | Estimated to PROD |
|--|------------------------|-----------------------|-------------------|
| 728 - Pre-Approvals Sort                                   | ✓                      | ✓                     | TBD Late Dec      |
| *6641 - Short Fuse Graphical User Interface                | ✓                      | ✓                     | TBD Late Dec      |
| *6647 - Notes in Shipment Management                       | ✓                      | ✓                     | TBD Late Dec      |
| 5639 - Multiple Cosmetic Changes                           | ✓                      | ✓                     | TBD Late Dec      |
| 5870 - DPS Qualifications Documents Function Independently | ✓                      | ✓                     | TBD Late Dec      |
| ECP 6564 – EDI 858 Issue (no FRB Review)                   | ✓                      | ✓                     | TBD Late Dec      |



# Capability: Claims Module (Minor Improvements)



- Sort capability will allow Military Claims Offices (MCOs) to find most recent “transferred” claims
  - Capability to be delivered in current contract
- Submit button moved in 1.4.06 release
  - Fix makes “SUBMIT” more visible
- Eleven minor usability changes



| Item # | Description  |
|--------|--|
| 1      | Display the Loss/Damage and FRV verbiage in red text on Claims Home Page               |
| 2      | Change the label name of the submit button to “Submit All Claim Items”                 |
| 3      | Rename “Claimed amount” to Replacement cost”   |
| 4      | Rename “Acquisition Cost” and Acquisition Year” to “Purchase Cost” and Purchase Year.” |
| 5      | Rename the “Add/Update Claim Items” header to “Add/Edit Claim Items”                   |
| 6      | Rename the “Update” button to reflect “Edit”   |
| 7      | Rename the “Pull Loss/Damage items” button to “Import Loss/Damage items”               |
| 8      | Rename “All Claims” to “View My Claims under Claim Services on the home page           |
| 9      | Rename “Create Claims” to “Create A Claim” on the home page                            |
| 10     | Rename “Add & Go” to “Start My Claim” under Create My Claim on the home page           |
| 11     | For the Submitter’s Relationship pick applet choices, rename “Claimant” to “Member”    |

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# Capability: Claims Module (Long Term Strategy)



- Current software baseline does not adequately support needed changes
- Requires a major system rewrite
- Will be prioritized in follow-on contract
  - Identified Increment capabilities to be addressed first





# Capability: TOPS / NTS ePayment Initiative



- Automate NTS invoices to ePayment via TPPS; DOD projecting over \$22 million annual savings
  - Services reviewing quarterly EDI transaction
  - Handle In & Handle Out transactions with EDI team
  - Continuing work on TOPS SLA for CWA and NTS
  - Project initial delivery to selected PPSOs by Dec 12

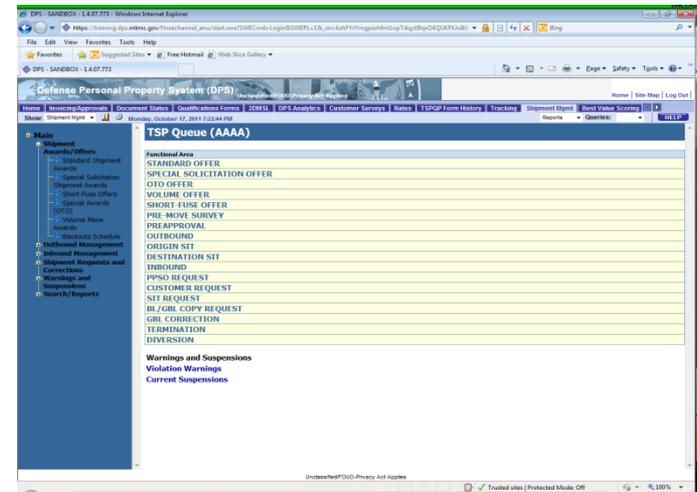
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# Capability: Blackout Granularity



- Released Sep 2011 for TSPs use prior to next peak
- Higher fidelity blackout now allows TSPs to blackout by Zip3 and a combination of existing types
  - Allows TSPs to be more specific
  - Ensures capacity more fully available
- See the DEMO
  - In the atrium before, during, and after the forum
  - During the “Ask the Expert” session



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# TOGETHER WE ARE MOVING OUR NATION'S WARRIORS!



*Your continued service to our warfighters, DoD civilians, and their families is very much appreciated. Our mutual success is dependent upon the cooperation we maintain...*



*Please keep up the great work!*  
**Thank You!**

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