

Week Number	Ending Date
1	2-Jan-16
2	9-Jan-16
3	16-Jan-16
4	23-Jan-16
5	30-Jan-16
6	6-Feb-16
7	13-Feb-16
8	20-Feb-16
9	27-Feb-16
10	5-Mar-16
11	12-Mar-16
12	19-Mar-16
13	26-Mar-16
14	2-Apr-16
15	9-Apr-16
16	16-Apr-16
17	23-Apr-16
18	30-Apr-16
19	7-May-16
20	14-May-16
21	21-May-16
22	28-May-16
23	4-Jun-16
24	11-Jun-16
25	18-Jun-16
26	25-Jun-16

# Peak Season Metrics Summary

Thursday, 4-Aug-16



Data Source:  
 DPS Analytics (01-Aug-16)  
 IAL Report (02-Aug-16)

Week Number	Ending Date
27	2-Jul-16
28	9-Jul-16
29	16-Jul-16
30	23-Jul-16
31	30-Jul-16
32	6-Aug-16
33	13-Aug-16
34	20-Aug-16
35	27-Aug-16
36	3-Sep-16
37	10-Sep-16
38	17-Sep-16
39	24-Sep-16
40	1-Oct-16
41	8-Oct-16
42	15-Oct-16
43	22-Oct-16
44	29-Oct-16
45	5-Nov-16
46	12-Nov-16
47	19-Nov-16
48	26-Nov-16
49	3-Dec-16
50	10-Dec-16
51	17-Dec-16
52	24-Dec-16

Current

Current Week = 32



## Attendance List

### Services

- Air Force
- Army
- Coast Guard
- Marine Corps
- Navy

### Industry

- AMSA
- IAM
- NCMA
- NDTA

### Other

- JS-J4
- PEO-T
- TCJ5/4-P
- SDDC



# Pickup Summary

Pie chart depicts Weeks 21-36

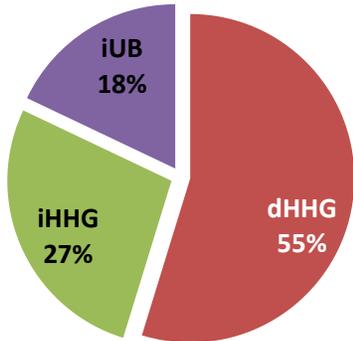


Table depicts Weeks 21-36 pick ups

Market	Total	COS	Pickups	Percent
dHHG	75,005	2	3,822	5.1%
		D	71,183	94.9%
iHHG	37,382	4	36,636	98%
		5	1	0%
		6	14	0%
		T	731	2%
iUB	24,583	7	998	4%
		8	2,393	10%
		J	21,192	86%
Total			136,970	
3-Yr Historical Average			142,300	

Table depicts Week 31

Process Segment	3-Yr Avg	2016
Members Counseled	8,169	8,175
Shipments Awarded	6,768	6,907
Shipments Picked Up	9,660	10,210

Hist. Avg. Past Year

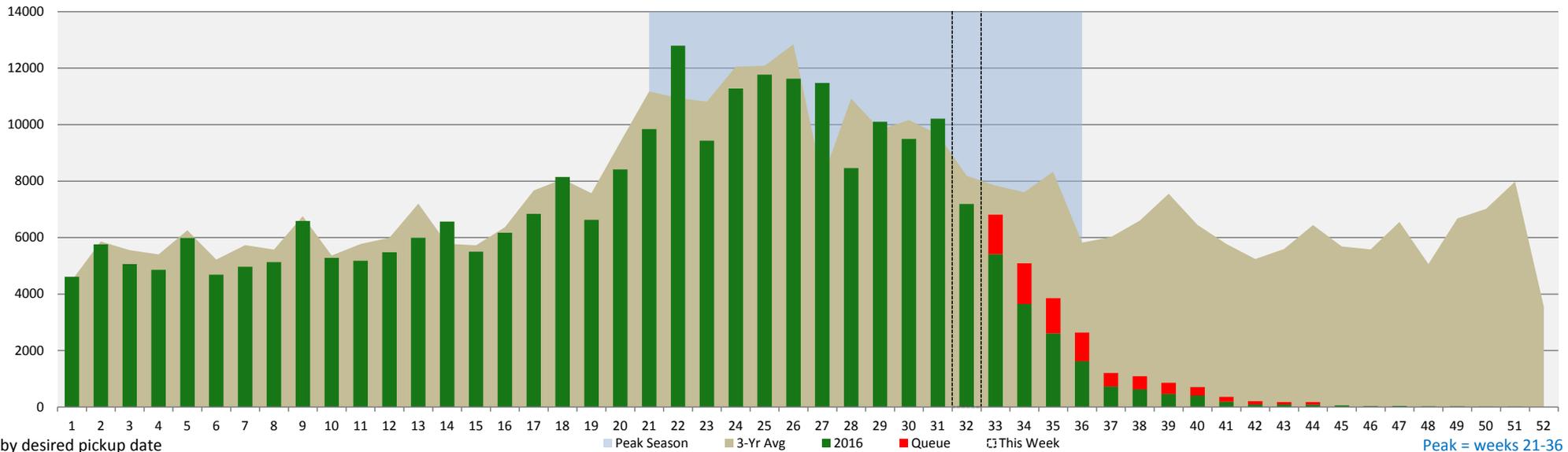
385,605	<b>368,533</b>	DPS Annual Shipments
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Hist. Avg.

This Year

DPS Peak Season Shipments	155,092	<b>136,970</b>
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## Pickups and Booking Queue



## Services Discussion

- Army
  - Open Discussion
- Air Force
  - Open Discussion
- Coast Guard
  - Open Discussion
- Marine Corps
  - Open Discussion
- Navy
  - Open Discussion



## Rotational Topics

- **PEO-T Update**
- DPS and Non-DPS Shipment Summary
- QA Actions, CSS, and Claims
- Industry Topics





# Background



- 19 Jul 16 (1430 CDT) - DECC Ogden began routine maintenance, added 268 GB space to Oracle disk group located on database servers
- 19 Jul (1625 CDT) - DPS became unavailable
  - DECC Ogden discovered disk group was corrupt
- 20 Jul (0613 CDT) - Ogden completed disk group rebuild; data restored from weekly full backup and daily incremental backups
- 20 Jul (0850 CDT) - PMO notified Ogden that transactions processed on 19 Jul reverted back to prior status; transactions not recovered during restore
  - Determined that 19 Jul daily backup logs also located on corrupt disk group

Together, we deliver.



# Current Status



- Impact:
  - Estimated 30,000 transactions reverted to their prior status and had to be re-entered
  - Affected 4,630 DoD Customers
  - As of 26 Jul, system recovered; transactions processing; no new outage related help desk tickets
- Status:
  - DPS online and operational
  - 62 help desk tickets submitted due to the outage/lost transactions
  - SDDC notified DoD Customers on 22 Jul to verify their submissions
  - SDDC also notified Personal Property Shipping Offices and Transportation Service Providers of the re-work required

Together, we deliver.



# Root Cause



- Incident occurred while Ogden was adding space to the Oracle disk group
  - Ogden reported the corruption occurred when the system administrator relabeled disk volumes to correct a sizing error for the added disk space
  - Ogden thinks the move of data off those disk volumes had not yet completed when the volume label was changed, causing Oracle to lose track of where the data resided, corrupting the data group

Together, we deliver.



# Lessons Learned



- Multiple maintenance actions were conducted concurrently
  - PMO had DECC Ogden update standard procedures to ensure only one maintenance action executed at a time
- Database logs and archive logs (backups) co-located on same disk
  - PMO had DECC Ogden move archive logs to separate disk ( Completed 22 Jul)
- Incremental backup data (4x per week) was unavailable due to the corrupt disk; system lost interim data processed following the last full database backup (3x per week)
  - PMO coordinating with DECC Ogden on frequency of full-backups during peak season and redundant storage options
- Communication: Outage notification was not timely to user community
  - Corrective Action: PMO, SDDC-PP, and SDDC SRC revising SRC Escalation Standard Operating Procedure for unplanned outages; within 30 min of outage notification

Together, we deliver.



# DISA Outages



- Router outage @ Buckley AFB
  - 0004 – 0354 hrs CDT, 29 Jul 2016
  - Outage impacted multiple systems including DPS
- DISA Enterprise Email (DEE) outage
  - 1215 – 1415 hrs CDT, 29 Jul 2016
  - Impacted outgoing DPS system-generated emails
    - CACI resent CSS emails 3 Aug 2016
    - Tier 3 to complete resend of Claims emails 5 Aug
- DPS operations fully recovered after the outages

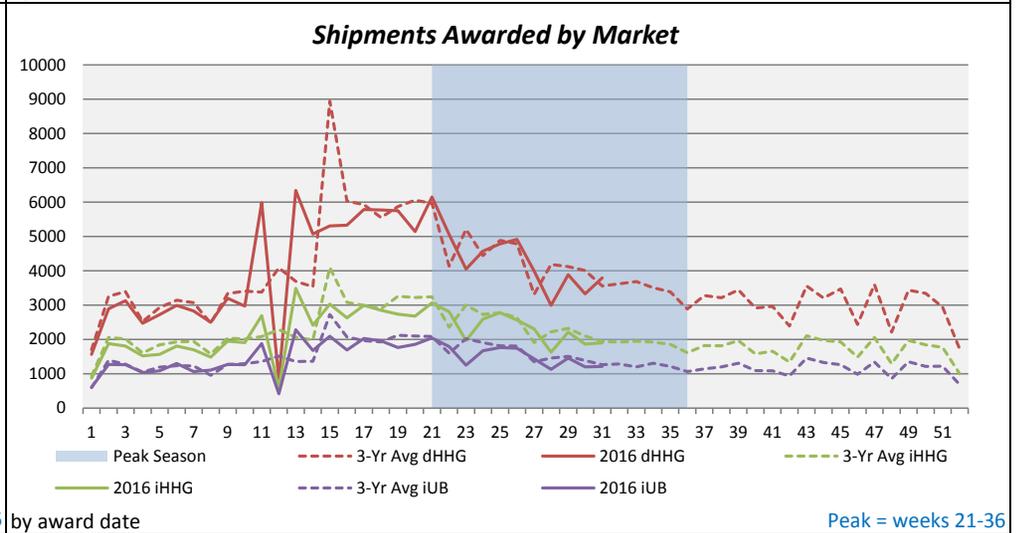
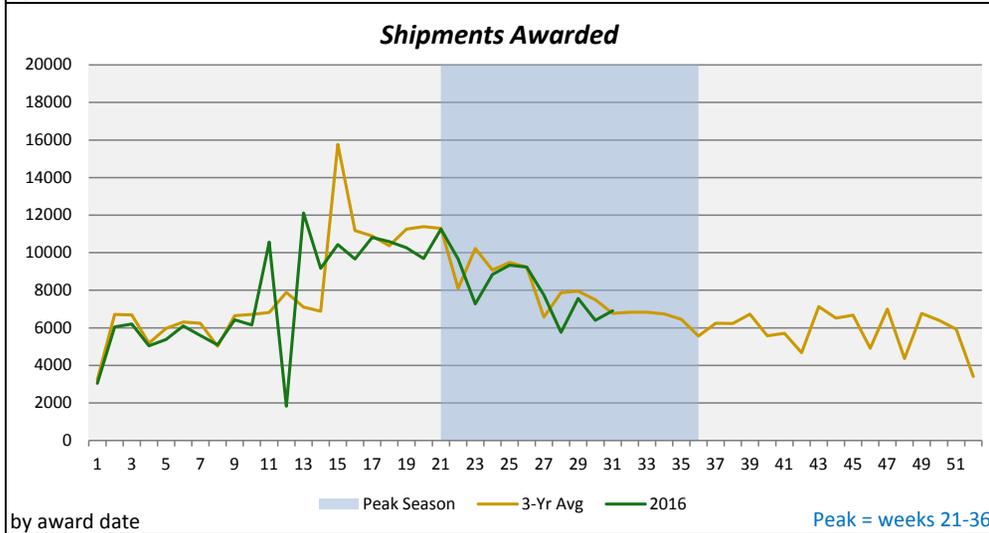
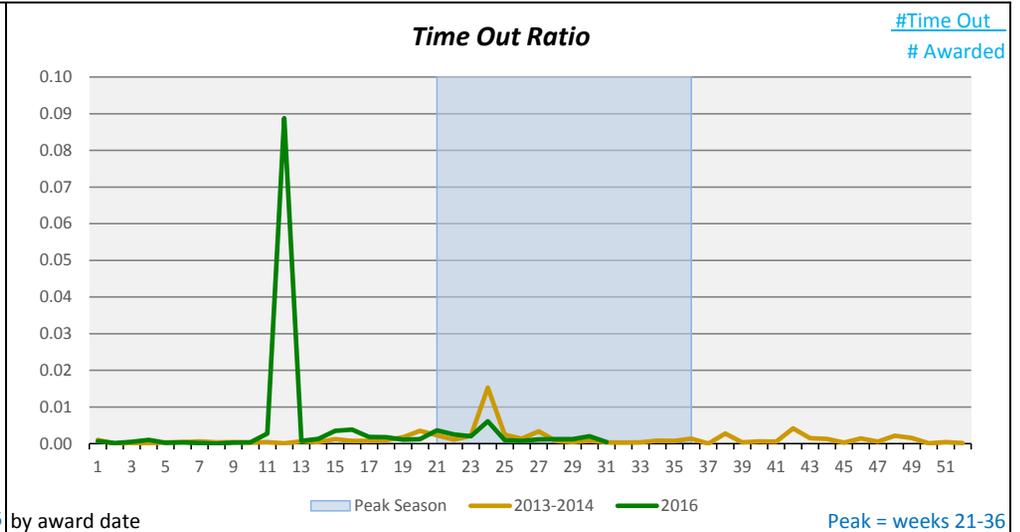
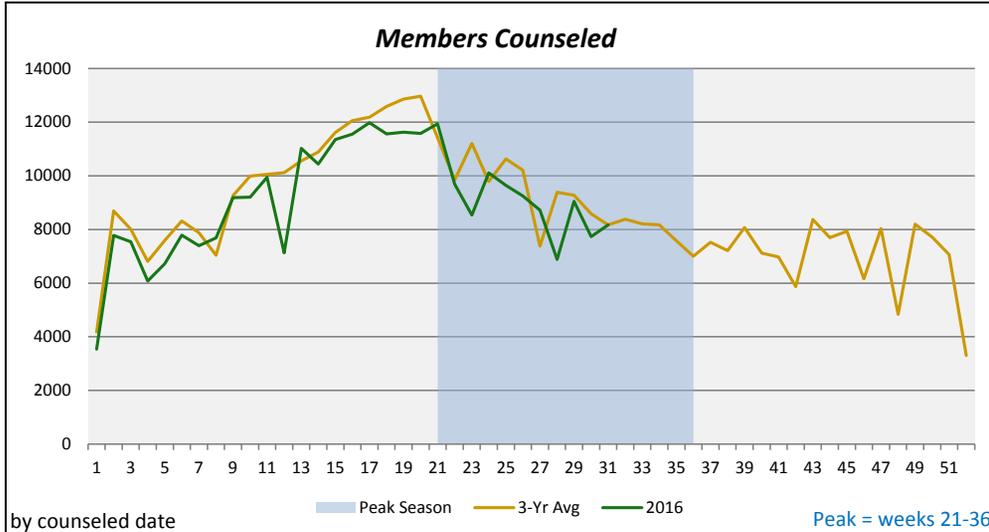
Together, we deliver.



# No Capacity Report



# Pre-Pickup

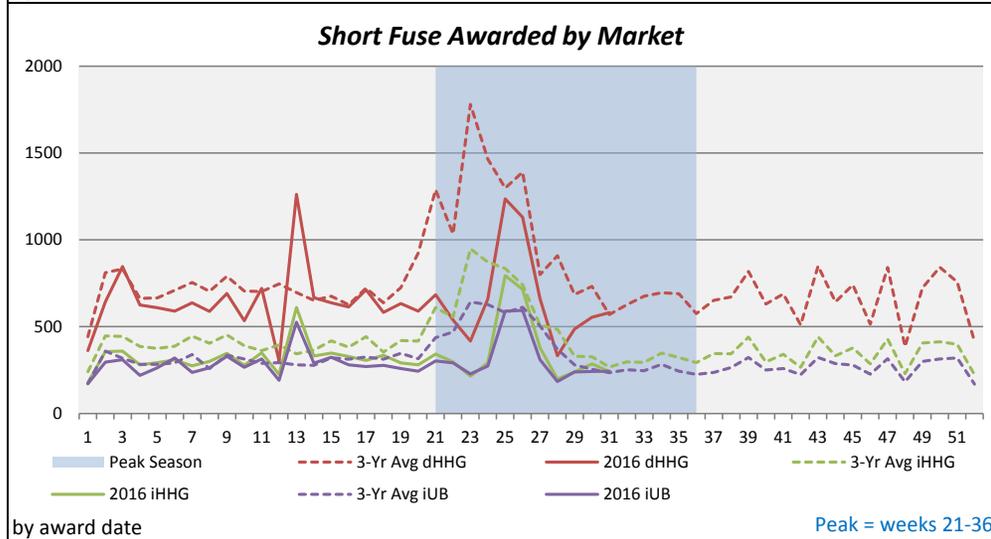
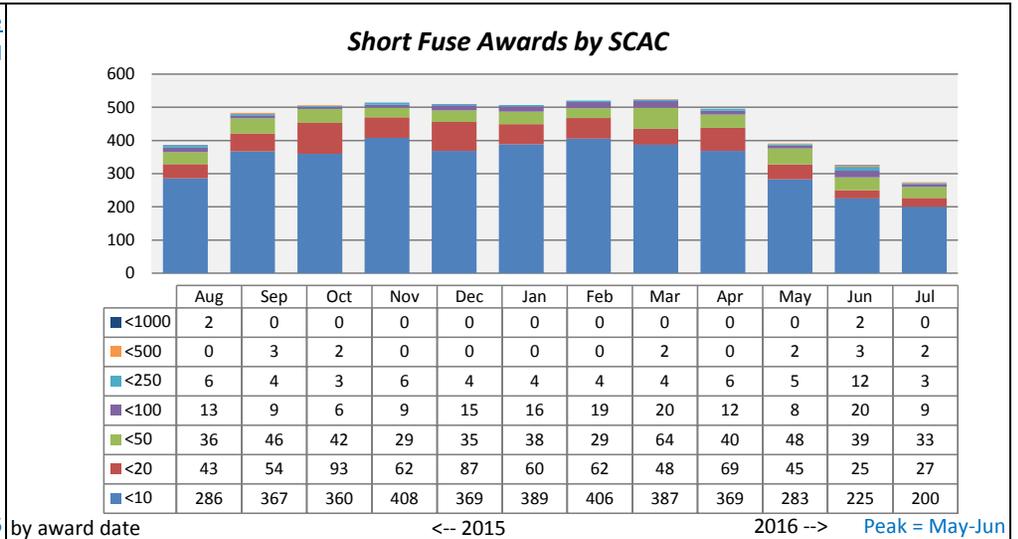
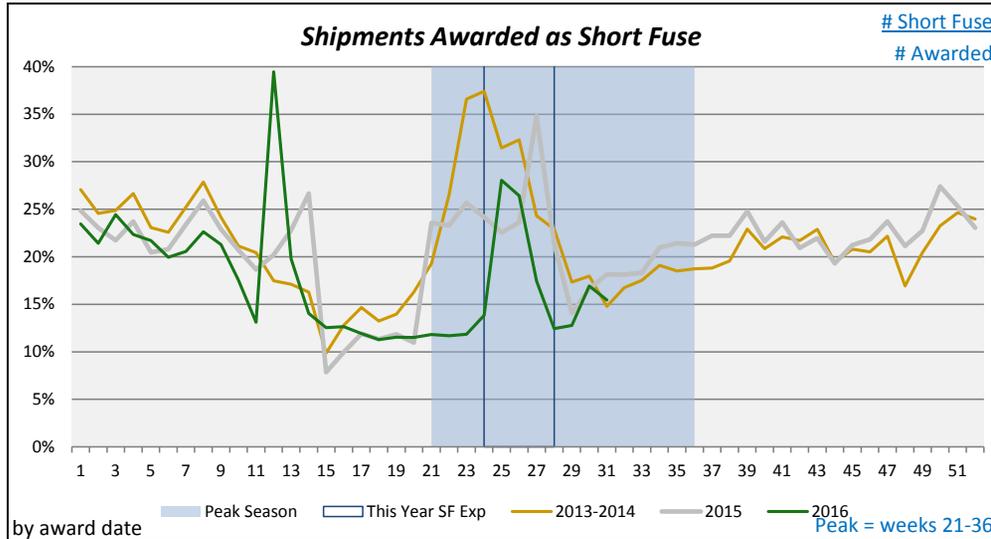


Current Week = 32

Note: In Week 12 there was a multi-day DPS Outage.



# Short Fuse



### Total Short Fuse Awards

	Total Awards	SF Awards	% SF	SF SCACs	SF Ship'ts per SCAC
Aug-15	27,842	5,491	19.7%	386	14.23
Sep-15	26,885	6,011	22.4%	483	12.45
Oct-15	26,284	5,668	21.6%	506	11.20
Nov-15	22,630	5,066	22.4%	514	9.86
Dec-15	23,262	5,668	24.4%	510	11.11
Jan-16	22,720	5,124	22.6%	507	10.11
Feb-16	24,580	5,171	21.0%	520	9.94
Mar-16	36,891	6,336	17.2%	525	12.07
Apr-16	43,044	5,261	12.2%	496	10.61
May-16	42,468	4,990	11.8%	391	12.76
Jun-16	39,729	8,145	20.5%	326	24.98
Jul-16	27,742	3,955	14.3%	274	14.43
<b>Average</b>	<b>30,340</b>	<b>5,574</b>	<b>19.2%</b>	<b>453</b>	<b>12.30</b>

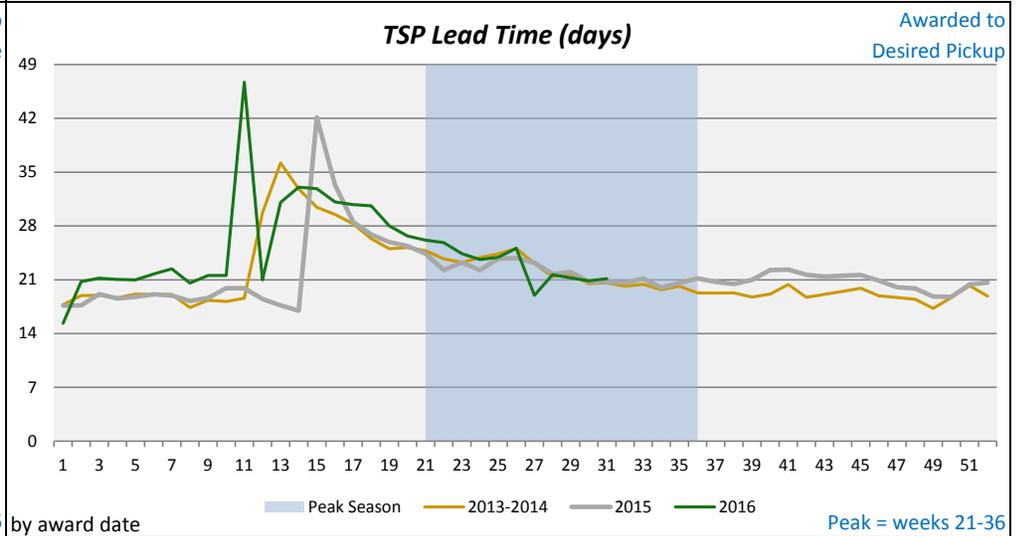
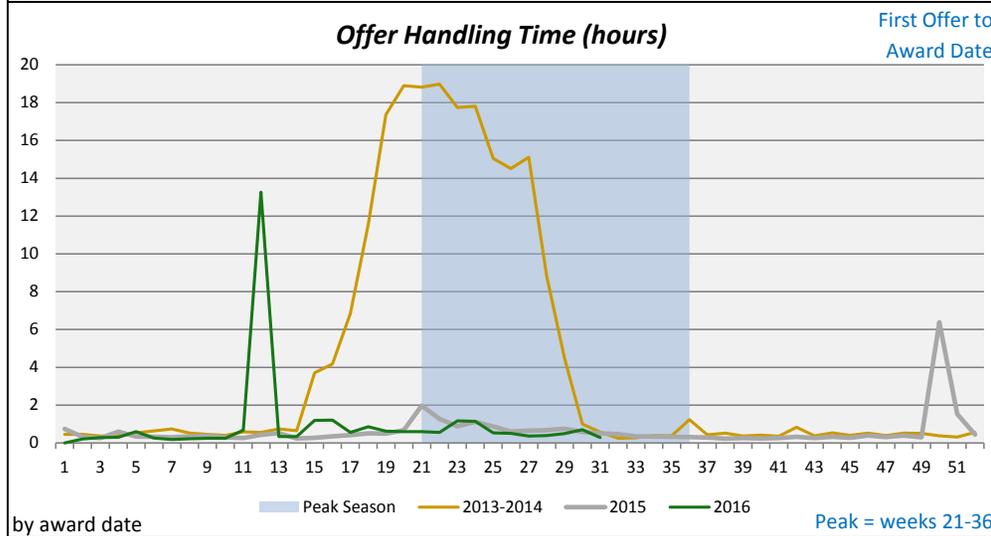
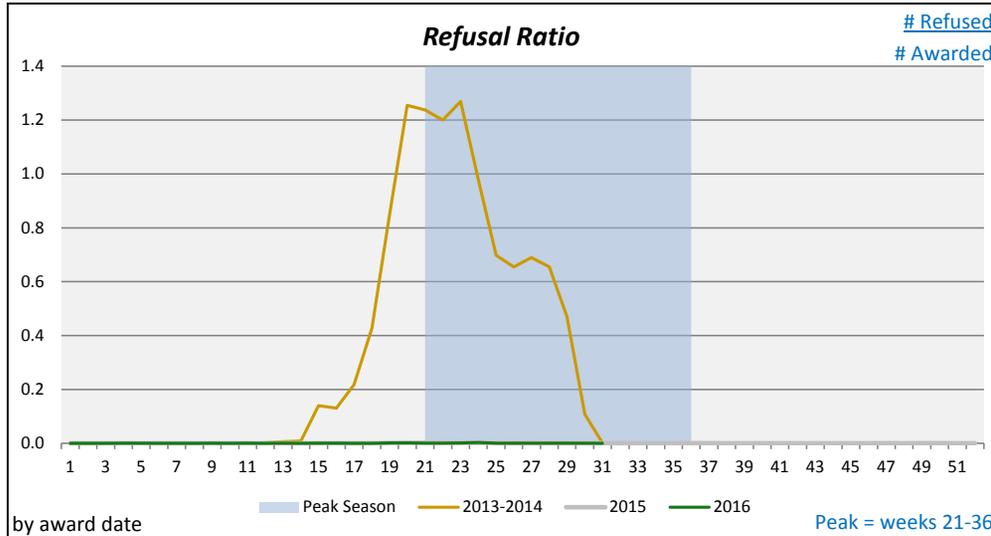
Current Week = 32

SF Expansion: 14 June - 11 July 2016; 18 May - 10 Jul 2015; 23 May - 18 Jul 2014; 3 Jun- 8Jul 2013





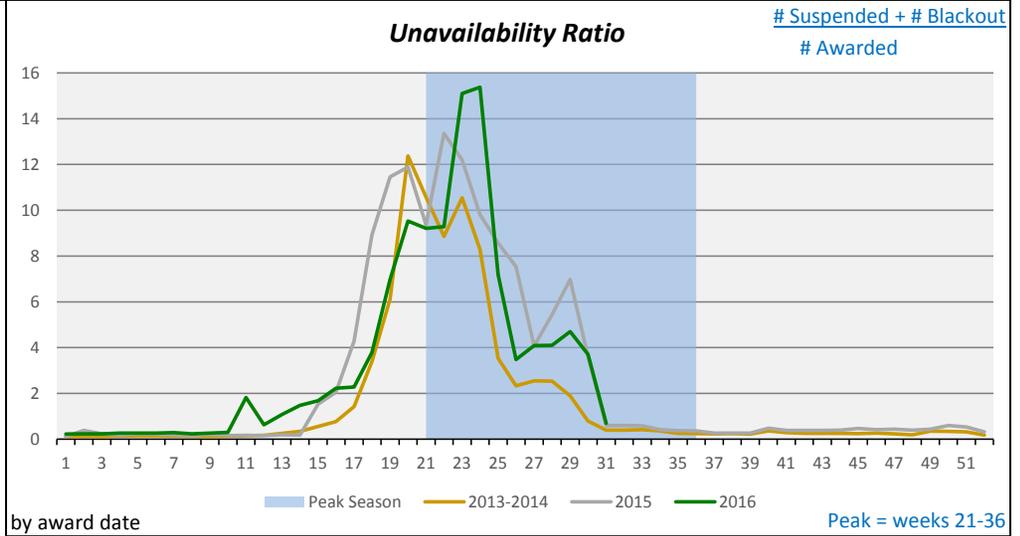
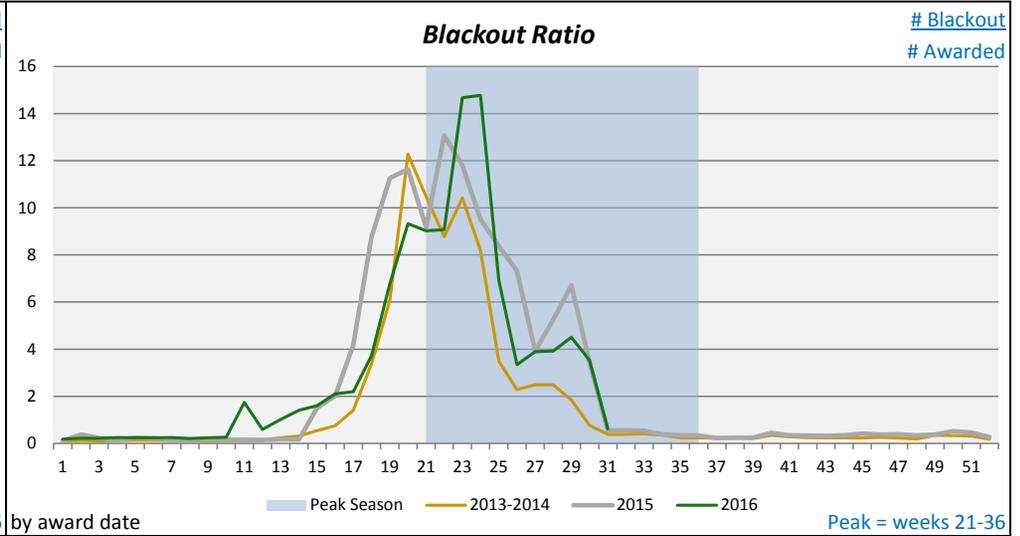
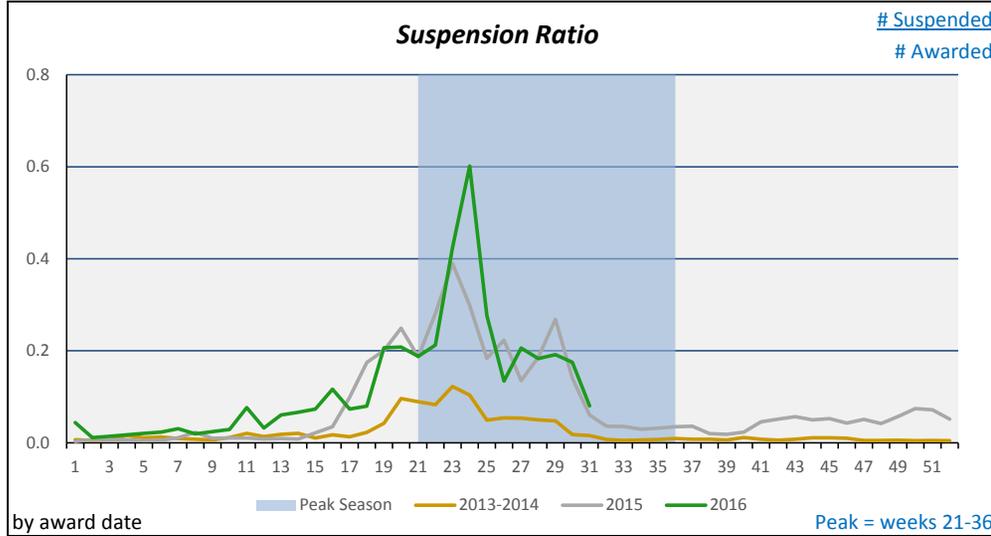
# Shipment Award



Current Week = 32



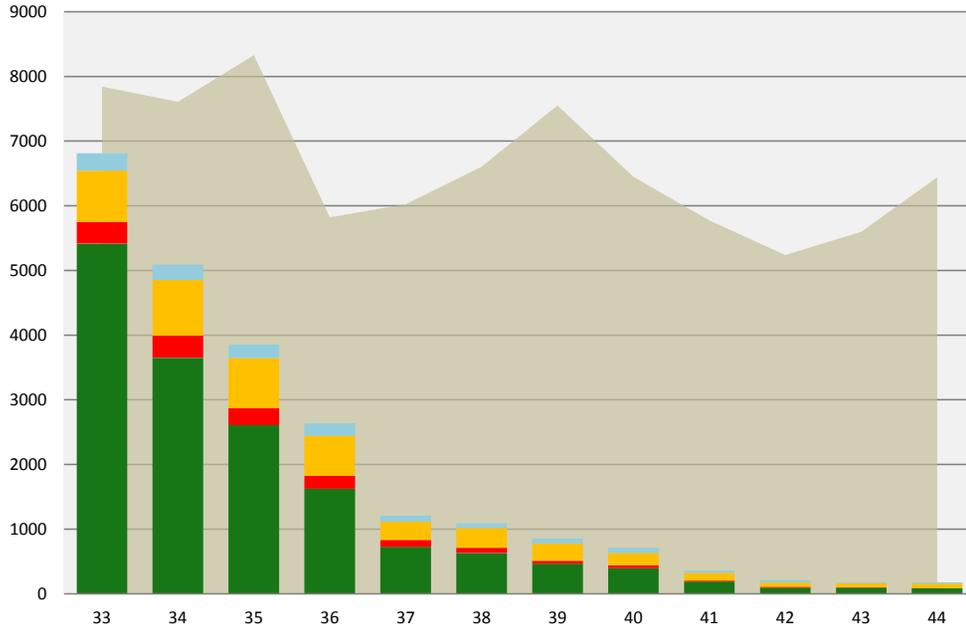
# Availability Measures



Current Week = 32



# 12-Week Shipment Outlook



by desired pickup date

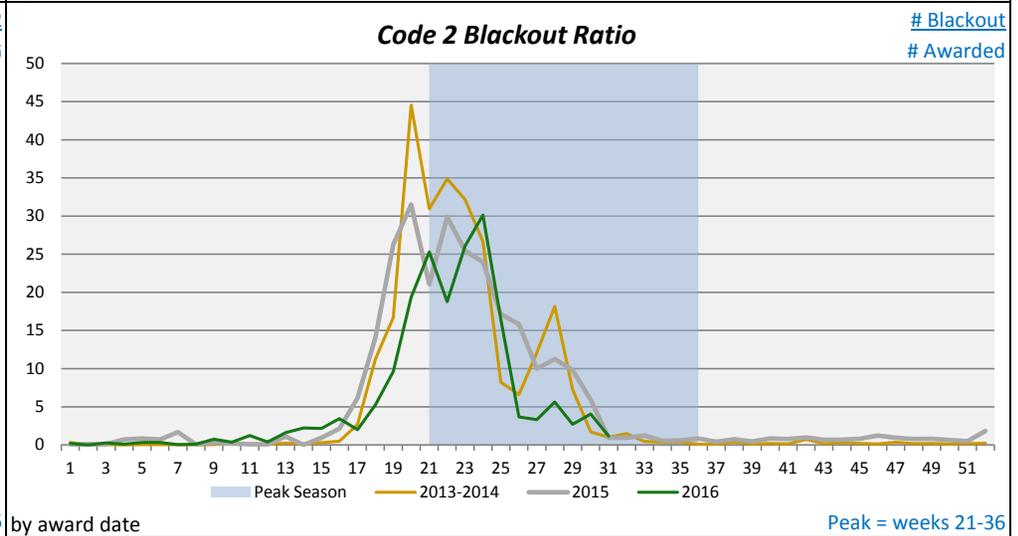
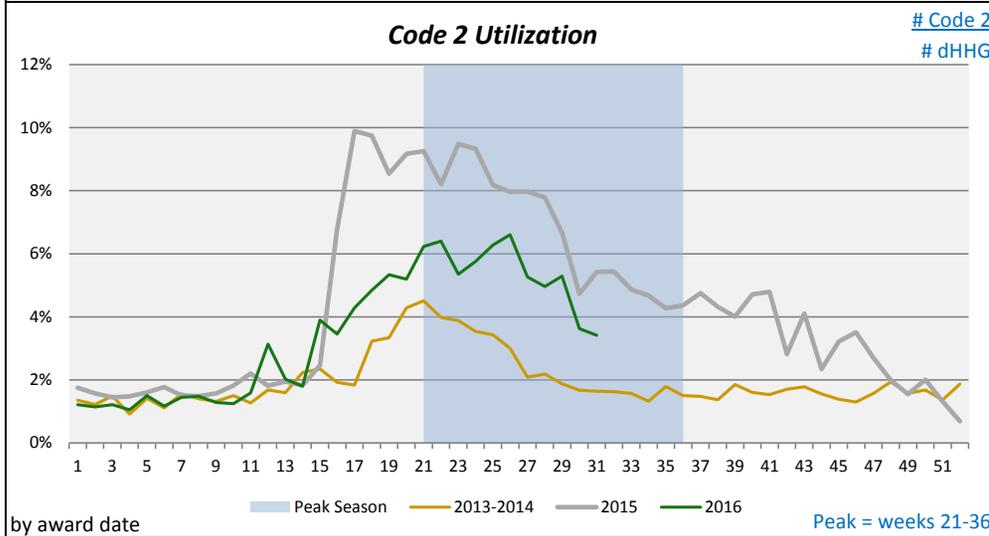
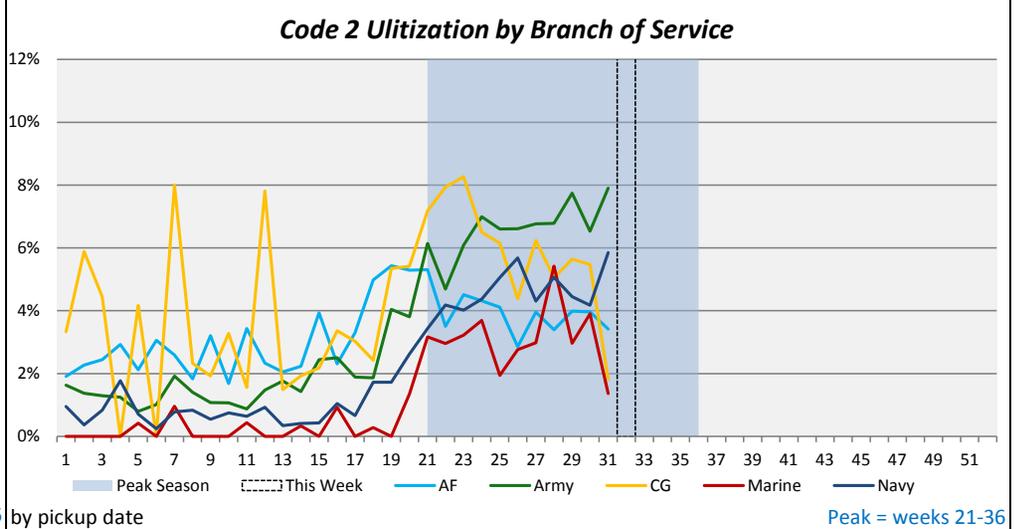
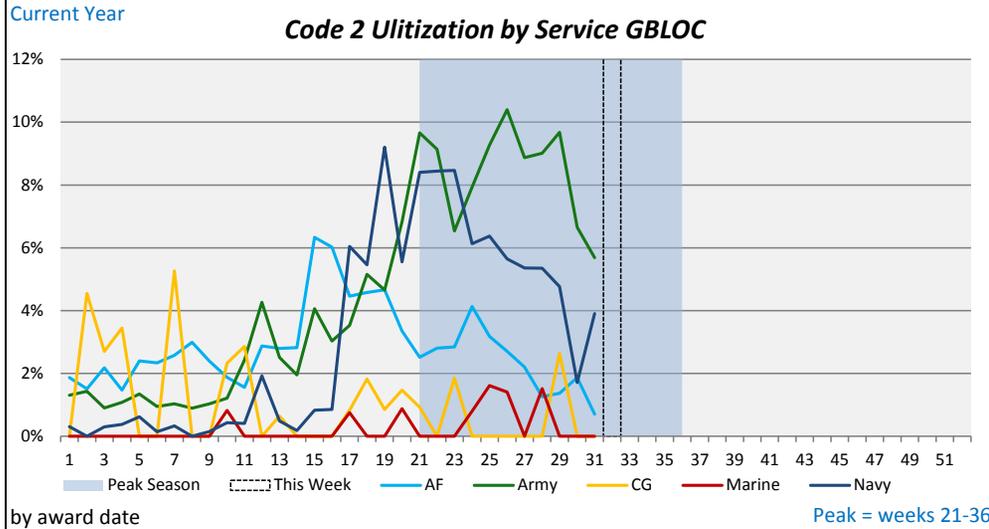
Position	DPS Status
In Self-Counseling	In Counseling, Not Submitted
In Counseling	In Counseling, Review
	In Counseling, Submitted
In PPSO Queue	Reviewed by Counselor and Approved to go to Route/Book
	TSP Selection
Offered (Not Accepted)	Offered
	Offer Timeout
	Offer Rejected
Awarded	Accepted
3-Year Average	Accepted

	33	34	35	36	37	38	39	40	41	42	43	44	TOTAL
In Self-Counseling	269	234	207	192	93	73	77	77	31	37	13	21	1,324
In Counseling	794	865	778	623	282	306	268	191	122	64	65	65	4,423
In PPSO Queue	331	339	261	197	107	82	48	44	17	18	7	6	1,457
Offered (Not Accepted)	6	4	0	1	0	1	0	0	0	0	0	0	12
Awarded Shipments	5,412	3,649	2,607	1,625	726	630	464	399	188	93	93	86	15,972
Awarded + Queue	6,812	5,091	3,853	2,638	1,208	1,092	857	711	358	212	178	178	23,188
3-year Average	7,843	7,608	8,330	5,823	6,023	6,604	7,551	6,449	5,772	5,239	5,600	6,442	79,283
Percentage	87%	67%	46%	45%	20%	17%	11%	11%	6%	4%	3%	3%	29%

Current Week = 32



# Code 2



Current Week = 32

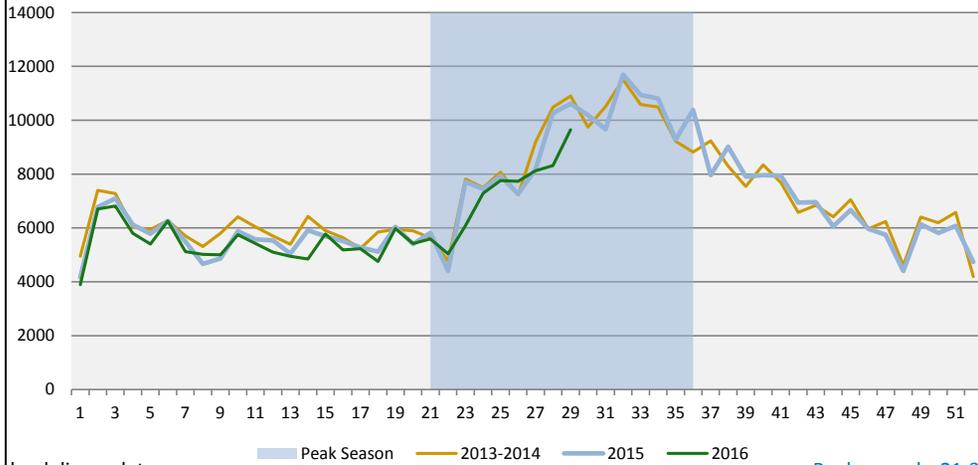




# Delivered Shipments

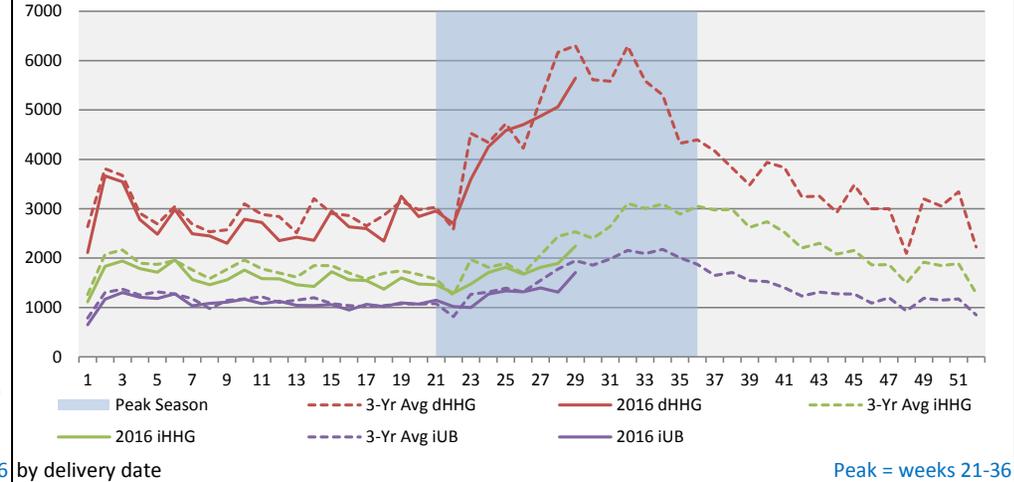
Depicts 2-week lag

### Delivered



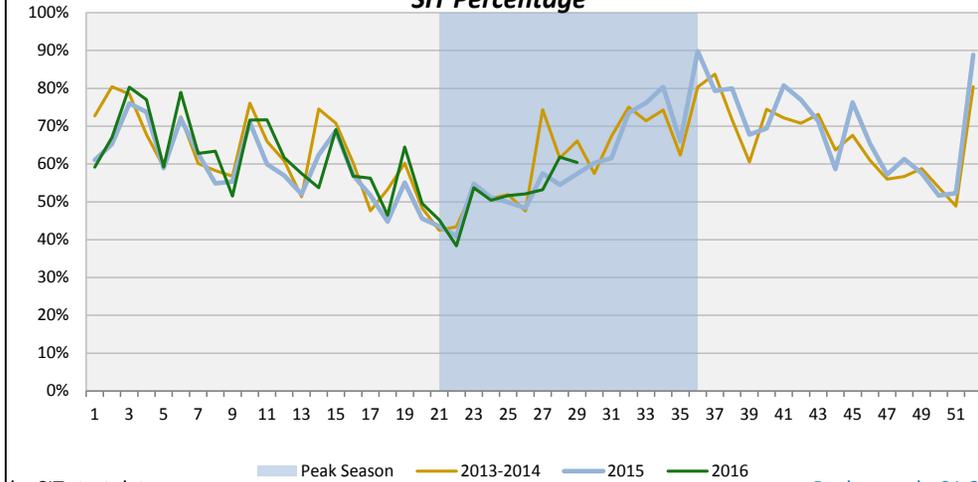
Depicts 2-week lag

### Delivered by Market



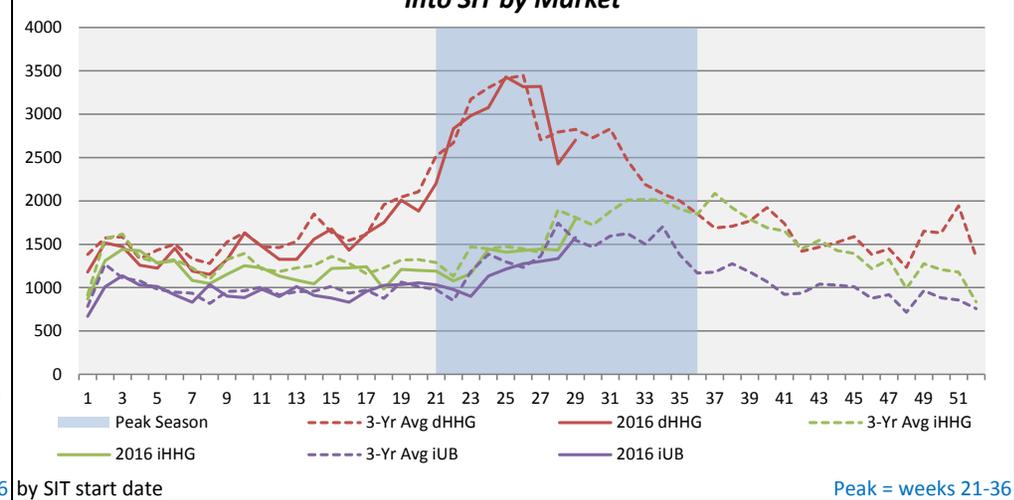
Depicts 2-week lag

### SIT Percentage



Depicts 2-week lag

### Into SIT by Market

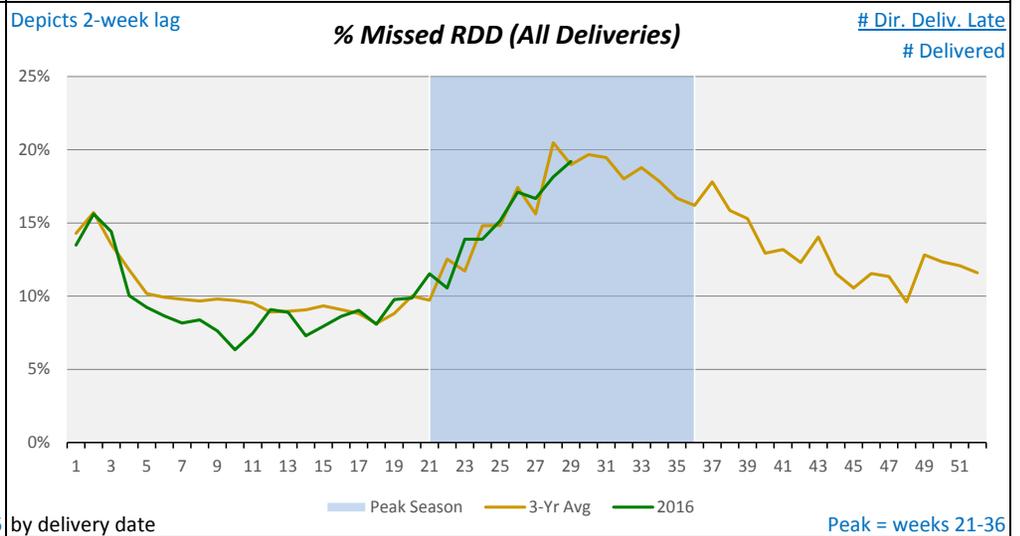
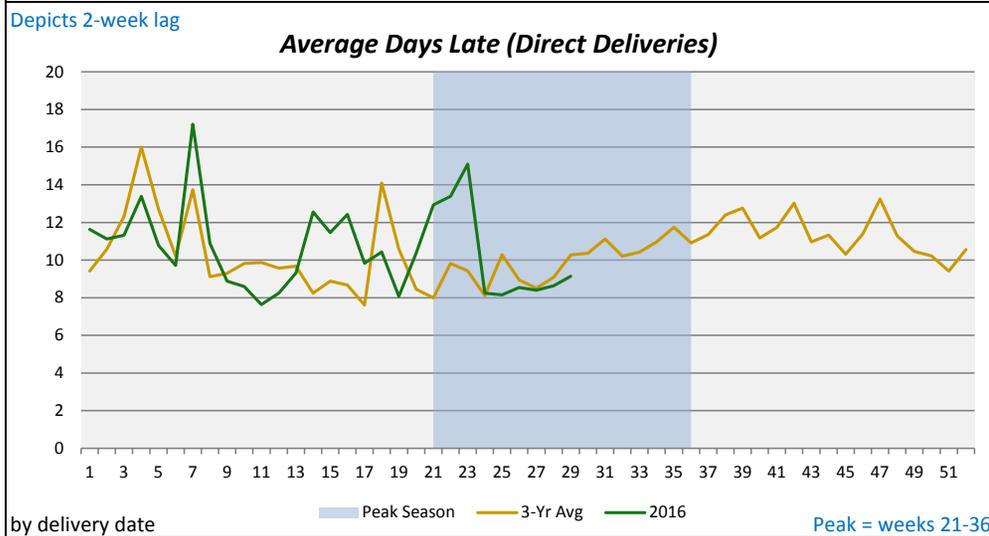
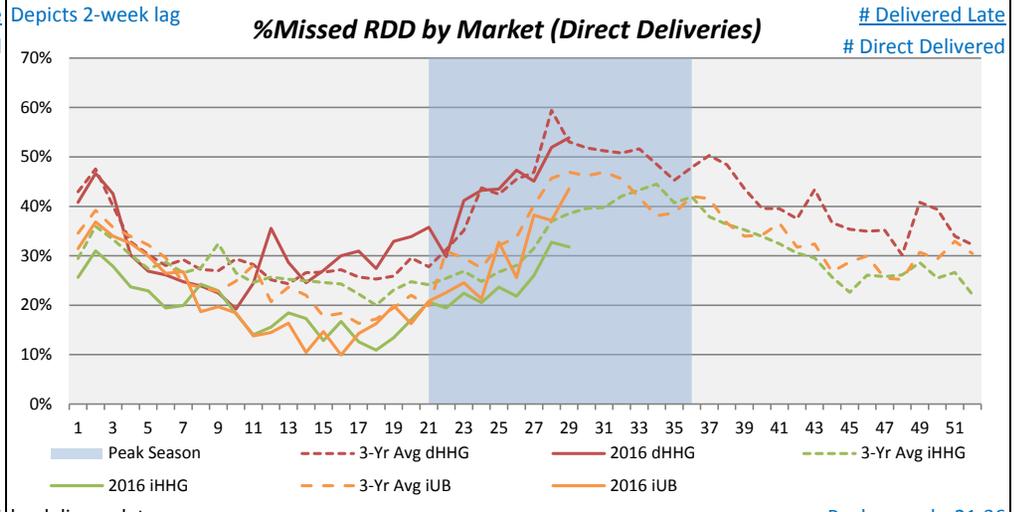
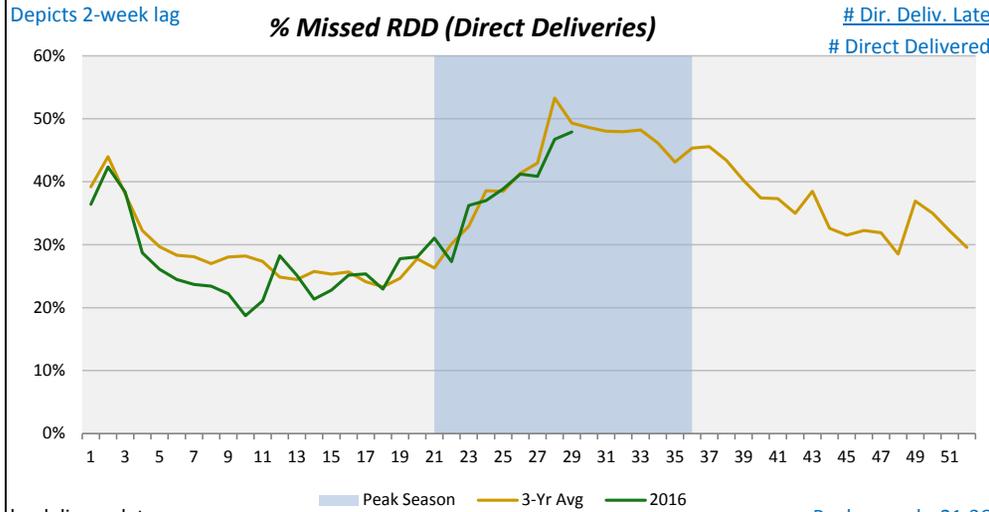


Current Week = 32





# Deliveries



Current Week = 32

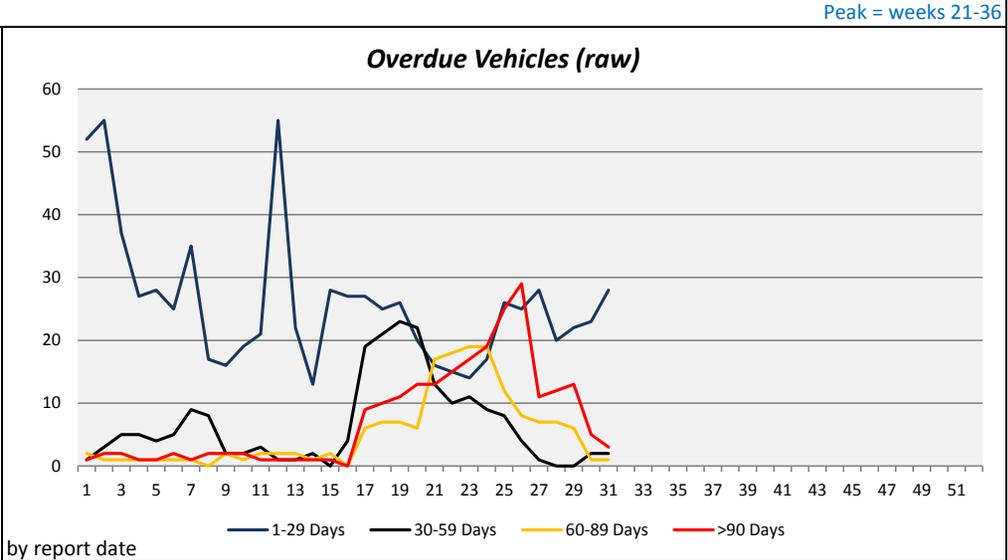
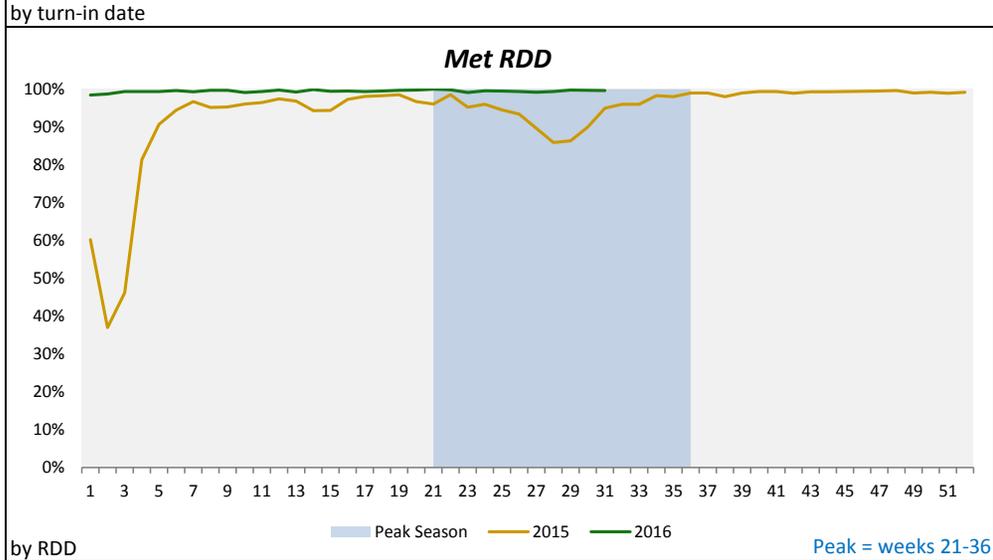
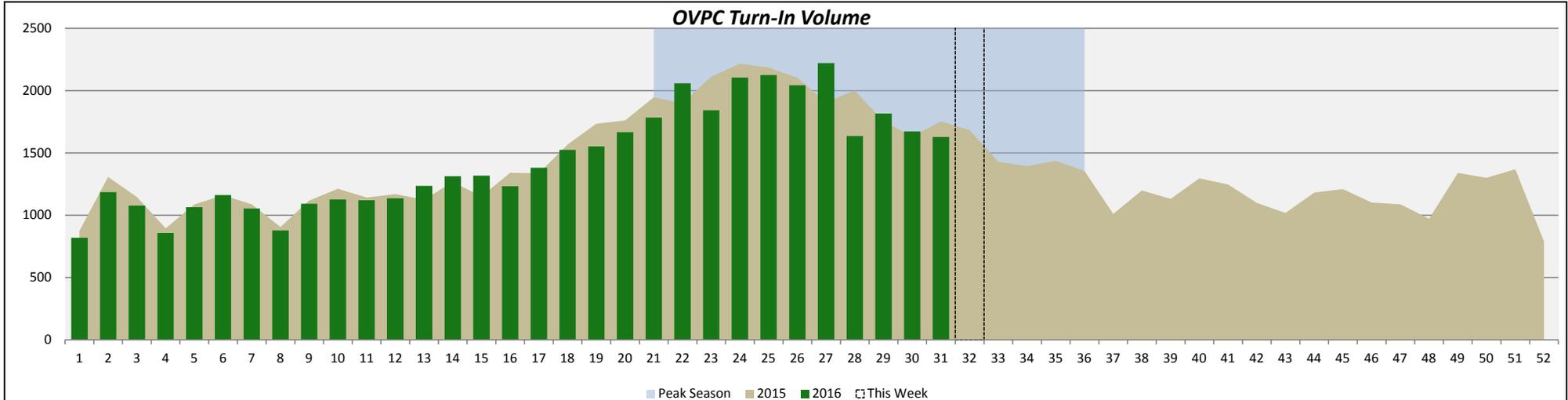




# POV Program Outlook

Year to Date: 45142

Peak Season to Date: 21351



Report Week = 32



## Comments/Discussion

### Services

- Air Force
- Army
- Coast Guard
- Marine Corps
- Navy

### Industry

- AMSA
- IAM
- NCMA
- NDTA

### Other

- JS-J4
- PEO-T
- TCJ5/4-P
- SDDC



# SDDC

MILITARY SURFACE DEPLOYMENT & DISTRIBUTION COMMAND

## "SURFACE WARRIORS"

### WHAT WE BRING TO THE FIGHT...

10 BRIGADES GEOGRAPHICALLY LOCATED TO SUPPORT COMBATANT COMMANDERS

OUR NATION'S STRATEGIC AMMUNITION PORTS

GLOBALLY POSTURED TO PROVIDE AGILITY FOR THE WARFIGHTER

# IT'S ALL ABOUT THE WARFIGHTER



TRUSTED PROFESSIONALS...DELIVERING READINESS!