

SDDC-PP ADVISORY 14-0080

DATE: 20 JUNE 2014

FROM: SDDC-PP SCOTT AFB, IL

TO: Military Service Headquarters Representatives, Worldwide Personal Property Shipping Offices (PPSO), and DOD-approved Personal Property Transportation Service Providers (TSP)

SUBJ: UPDATE--Defense Personal Property System (DPS) Shipment Management Functionality

1. This is a coordinated message between HQ SDDC and the Program Executive Office-USTRANSCOM (PEO-T)/DPS Program Management Office (PMO).

2. The DPS PMO identified that the anomalies PPSOs are experiencing with short fuse and a few standard shipments being "stuck" in the award queues are limited to those offers made between 11 through 17 June 2014, when DPS experienced intermittent connectivity with ETA. New shipments, not those shipments originally offered or re-offered during the ETA outage, are awarding properly.

3. For shipments offered on 17 June 14 or earlier that show an award status but appear to be hung in the award queue for greater than 48 hours, SDDC/DPS PMO recommends that PPSOs cancel and rebook those shipments (rather than pullback and re-award), or use local direct procurement method (DPM) contracts to get those shipments awarded. Once the remaining 450+ stuck shipments have been rebooked, DPS should be back to normal operations.

4. Developer analysis revealed poor system design for the offer/acceptance award process, and identified that this process is not fault tolerant or persistent. This means that future connectivity or network issues could cause a repeat of the "frozen shipment" issue, where shipments essentially lose their status and do not time out if they are in the process of being offered when connectivity is lost.

5. During troubleshooting, DPS' developer noted that the 24-hour timeout on offered shipments did not actually "time out" until up to 47 hours after the latest offer date. The system has now been reconfigured to check the timeout status every hour versus once per day.

6. DPS PMO will draft a technical system change request (SCR) for redesign of the back-end database update process. Impacted users should not expect this new SCR to be prioritized or implemented in DPS for at least one to two years out, as other SCRs are already in the queue for development.

7. If any new shipments appear to be "stuck" in the award queues past 48 hours from the latest offer date, please report this (or any other technical issue) to the SDDC Systems Response Center (SRC):

a. Email: sddc.safb.dpsdhd@us.army.mil

b. Telephone: Toll-free (800) 462-2176; COMM (618) 589-9445, Option 5

c. Internet: <https://www.sddc-srchelpme.com>.

8. Please email functional questions relating to this advisory to army.sddc.safb.ppps@mail.mil or army.sddc.safb.ppcf@mail.mil.

9. This message was approved for release by Ms. Jill Smith, Chief, Business Processes and Systems Integration Division, HQ SDDC.