

SDDC-PP Advisory 16-0004

Date: 7 October 2015

From: SDDC-PP SCOTT AFB, IL

To: Military Service Headquarters Representatives, Worldwide Personal Property Shipping Offices (PPSO), and Transportation Service Providers (TSP)

Subject: Defense Personal Property System (DPS) Unscheduled Outage Update1

1. Defense Personal System (DPS) came back on-line at 1350 hrs CDT.
2. A network disk drive that stored Claims attachments lost connectivity and still has to be restored; this task will require approximately two days to recover all the attachments due to the large data size.
3. In the interim, these attachments are not available in Claims but will be incrementally restored during the recovery process. There was no impact to overall DPS processes or shipment data.
4. For questions regarding this message, please send an email to:
army.sddc.safb.ppcf@mail.mil.
5. Please report technical issues to the SDDC Systems Response Center (SRC):
 - a. Email: usarmy.scott.sddc.mbx.g6-src-dps-hd@mail.mil
 - b. Telephone: toll free (800) 462-2176 or commercial (618) 589-9445, Option 5
 - c. Internet: <https://www.sddc-srchelpme.com>
6. This message was approved for release by Ms. Jill Smith, Chief, Personal Property Systems Integration Division, HQ SDDC.