

SDDC-PP Advisory #16-0029

Date: 10 December 2015

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)

Subject: Unscheduled Defense Personal Property System (DPS) Outage

1. DPS is experiencing server performance degradation which is impacting TSPs' ability to access the system. A ticket has been opened with the commercial off-the-shelf (COTS) product vendor, and the DPS developer continues troubleshooting efforts.
2. There is no estimated completion time yet, as efforts to identify root cause continue. Additional information will be provided to the user community as it becomes available. There is no impact to government users, as these users access a separate group of servers.
3. For questions regarding this message, please send an email to: army.sddc.safb.ppcf@mail.mil.
4. 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>
5. This message was approved for release by Chief, Personal Property Systems Integration Division, HQ SDDC.