

SDDC-PP Advisory # 16-0071

Date: 15 March 2016

From: HQ Scott AFB, IL

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

Subject: Degraded Defense Personal Property System (DPS) Performance

1. This is a coordinated message between HQ SDDC and the DPS Program Management Office (DPS PMO). DPS users are currently experiencing intermittent system access, database query timeouts, and various core errors. The DPS PMO is actively troubleshooting multiple service requests created this week (#1-66454202, #1-66474734, #1-66451317, #1-66456013, and other related tickets), and will deploy DPS emergency release v3.1.0a this Friday, 18 March 2016. SDDC will provide the scheduled outage information in a separate SDDC advisory.

2. For functional questions regarding this message, send an email to army.sddc.safb.ppcf@mail.mil.

3. Please report technical issues relating to this message 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; Commercial (618) 589-9445 Option 5

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

4. This message was approved for release by Ms. Jill Smith, Chief, Personal Property Systems Integration Division, HQ SDDC.