



# **Materiel Fielding Plan (MFP)**

**For**

## **The Global Combat Support System-Army Program**

**Version: 1.3.1.1**  
**Date: 29 May, 2012**

Prepared by  
Product Manager, Global Combat Support System-Army  
Project Manager, Army Enterprise Systems Integration Program

DISTRIBUTION STATEMENT B – Distribution authorized to U.S. Government agencies only Proprietary Information, January 1, 2006. Other requests for this document shall be referred to Product Manager, Global Combat Support System-Army.

This Page Intentionally Left Blank

## Change/Revision Descriptions

Date	Page	Paragraph/ Figure	Change	Revision #
<b>Dec 09</b>	<b>All</b>	<b>All</b>	<b>Initial</b>	<b>1.0</b>
<b>July 10</b>	<b>All</b>	<b>All</b>	<b>Update for Milestone C</b>	<b>1.1</b>
<b>Oct 10</b>	<b>All</b>	<b>All</b>	<b>Update for Deployment Strategy Changes</b>	<b>1.2</b>
<b>Jan 11</b>	<b>All</b>	<b>All</b>	<b>Update of Wave 1 &amp;2 Strategy</b>	<b>1.2.2</b>
<b>Mar 11</b>	<b>All</b>	<b>All</b>	<b>Update based on Review by PdM, GCSS-Army Staff</b>	<b>1.2.3</b>
<b>May 11</b>	<b>All</b>	<b>All</b>	<b>Updated based on Review by PdM GCSS-Army staff</b>	<b>1.2.4</b>
<b>3/19/2012</b>	<b>ALL</b>	<b>ALL</b>	<b>Update based on adjusted fielding strategy and IOTE</b>	<b>1.3</b>
<b>4/24/2012</b>	<b>ALL</b>	<b>ALL</b>	<b>Update based on input from PdM GCSS-Army Staff</b>	<b>1.3.1</b>
<b>5/29/2012</b>	<b>ALL</b>	<b>ALL</b>	<b>Update based on input from Army wide staffing</b>	<b>1.3.1.1</b>

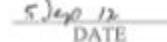
### DISCLAIMERS:

All uses of the masculine gender refer to all members of the Total Army Force regardless of sex.

All uses of the Commander also include ARNG US Property and Financial Officers (USPFO) and Directorate of Logistics (DOL) Directors.

We, the undersigned, have reviewed the enclosed Materiel Fielding Plan (MFP) and approve the document in accordance with the provisions of Army Regulation 700-142 (Materiel Release, Fielding and Transfer) and DA PAM 700-142 (Instructions for Materiel Release, Fielding and Transfer).

  
 ROBERT M. CARTER  
 Product Support Manager  
 Global Combat Support System-Army (GCSS-Army)

  
 5 Sep 12  
 DATE

  
 TIMOTHY DOHMK  
 LTC, USA  
 Product Manager  
 Global Combat Support System-Army

  
 5 Sep 12  
 DATE

## TABLE OF CONTENTS

1. INTRODUCTION .....	11
1.1 Purpose.....	11
1.2 Data .....	11
1.2.1 Data Sources .....	11
1.2.2 Limits of Data .....	11
1.3 Agreements. ....	11
1.4 Fielding and Logistics Support Concept.....	12
1.4.1 Materiel Fielding Concept. ....	12
1.4.2 Logistics Concept.....	13
1.4.2.1 Maintenance .....	13
1.4.2.2 Hardware.....	13
1.4.3 Fielding Concept. ....	13
1.4.4 Post Deployment Support. ....	14
2.0 System Description .....	14
2.1 Functional and Physical Configuration.....	14
2.2. GCSS-Army Functionality.....	15
2.2.1 Associated Equipment. ....	17
2.2.1.1 Operational Equipment. ....	17
2.2.1.2 Disposition of displaced hardware systems. ....	18
2.2.2 Transport Equipment. ....	18
2.3 Capability Production Document (CPD). ....	18
2.3.1 CPD Objective. ....	18
2.4 Deployment Schedules.....	19
2.4.1 Deployment Commands and Organizations. ....	19
2.4.2 Deployment Schedules and Plans .....	20
2.4.2.1 Field ARCENT based Operational Units.....	21
2.4.2.2. Field CONUS based FORSCOM Units .....	21
2.4.2.3. Field OCONUS based AC Units.....	22
2.4.2.4. Field ARNG and USARC Units .....	22
2.4.2.5. Fielding to Headquarters & Sustainment Centers.....	22
2.4.2.6 Deployment Strategy .....	22
2.4.2.7 Wave 1 Fielding.....	23
2.4.2.8 Wave 2 Fielding.....	24
2.4.2.9 National Guard and Army Reserve Units .....	24
2.4.2.10 Deployment Echelons. ....	24
2.4.2.11 Planning, Fielding and Sustainment .....	25
2.4.2.12 The Deployment Planning Phase.....	25
2.4.2.14 The Sustainment Phase. ....	27
3 Fielding and Logistics Support Structure .....	27
3.1 Command and Control.....	27
3.1.1 Command and Control, Fielding Command.....	28
3.1.1.1 Program Executive Office Enterprise Information Systems (PEO EIS) .....	28
3.1.1.2 Director of Program Management PEO EIS.....	28
3.1.1.3 PdM, GCSS-Army .....	28

3.2 GCSS-Army Deployment Team .....	29
3.2.1 Composition of the GCSS-Army Deployment Team .....	30
3.2.1.1 The Operations Team (Rear) .....	30
3.2.1.2 Chief of Installation. ....	31
3.2.1.3 Materiel Fielding Team (MFT).....	31
3.2.1.4 Sustainment Team.....	32
3.2.3 Training Development Team .....	33
3.2.4 Sustainment/Help Desk Team.....	33
3.3 Hardware Acceptance .....	34
3.3.1 Production Hardware. ....	34
3.3.2 Client Hardware. ....	34
3.4 Fielding Scenario .....	34
3.5 Controlling Documents .....	34
3.5.1. Memorandum of Notification (MON) .....	34
3.5.2 GCSS-Army Material Fielding Plan (MFP) .....	34
3.5.3 GCSS-Army Material Fielding Agreement (MFA) .....	35
3.5.4 Memorandum of Agreement (MOA).....	35
3.5.5 Execute Order (EXORD).....	35
3.6 Gaining Commands .....	35
3.6.1 Command POC .....	35
3.6.2 Installation/ Organization Training Coordinators .....	35
3.7 GCSS-Army PreDeployment Activities. ....	36
3.8 Prerequisite NET Activities .....	36
3.8.1. Advanced Lead User Training .....	36
3.8.2 Prerequisite NET Activities For Staff Elements Supporting GCSS-Army Units.....	37
3.9 GCSS-Army NET Curriculum Development .....	37
3.9.1 Prerequisite WBT.....	37
3.9.2 Instructor Facilitated Training .....	38
3.9.3 Post NET .....	38
3.9.4 Embedded Performance Support System (EPSS).....	38
3.10 Targeted Communications Development .....	40
3.10.1 Organizational Change Management (OCM) .....	40
3.10.2 OCM Team Goals. ....	40
3.11 Execution Phase Sequence of Events Development .....	40
3.11.1Execution Level Deployment Activities .....	40
3.11.1.1 Prefielding Activities. ....	41
3.11.1.2 Site Preparation.....	41
3.11.1.1.1 Site Survey .....	41
3.11.1.1.2 Monthly Visits .....	42
3.11.1.1.3 Additional Topics for Consideration .....	43
3.11.1.2 Data Cleansing .....	44
3.11.2.1 Data Cleansing Overview .....	44
3.11.2.2 Examples of Data Cleansing Requirements.....	44
3.11.2 Data Migration, Training and Data Validation. ....	46
3.12.1 Data Migration. ....	46
3.12.2.1.1 Steps during Brownout. ....	48

3.12.2.1.2 Steps during Blackout .....	48
3.12.4 Instructor Facilitated Training .....	49
3.12.4.1 IFT by Business Area.....	49
3.12.4.2 IFT Delivery.....	50
3.12.4.2.1 Training Execution Methodology .....	50
3.12.4.2.2. Connected Classroom versus Simulations .....	50
3.12.4.2.2.1 Connected Classroom .....	50
3.12.4.2.2.2 Simulations Based Classroom.....	50
4. System Support .....	51
4.0 System Support Details.....	51
4.1 Maintenance Plan.....	51
4.1.2 Core Capability .....	53
4.1.3 Source of Repair .....	54
4.1.4 Level of Repair Analysis (LORA) .....	54
4.1.5 Performance Based Logistics (PBL).....	55
4.2 Warranties & Licenses.....	56
4.2.1 Warranties .....	56
4.2.2 Licenses.....	56
4.2.2.1 Proprietary Software Copyright Protection .....	57
4.3 Support Equipment .....	57
4.4 Supply Support.....	58
4.4.1 Provisioning Plan .....	58
4.4.1.1 Provisioning Execution.....	58
4.5 Packaging, Handling, Storage and Transportation (PHS&T).....	60
4.5.1 Production / COOP Servers and Equipment.....	60
4.5.2 Production / COOP Environment Server Racks .....	63
4.5.3 End User Computers .....	64
4.6 Technical Documentation .....	64
4.6.1 Validation of Technical Data .....	65
4.6.2 Verification of Technical Data.....	65
4.6.3 Storage of Technical Data.....	65
4.6.4 Distribution of Technical Data.....	65
4.6.4.1 Distribution Statement A .....	65
4.6.4.2 Distribution Statement B.....	66
4.6.4.3 Distribution Statement C.....	67
4.6.4.4 Distribution Statement D .....	67
4.6.4.5 Distribution Statement E.....	68
4.6.4.6 Distribution Statement F .....	68
4.6.4.7 Distribution Statement X .....	69
4.6.5 Export-Control Warning Notice .....	69
4.6.6 Proprietary Technical Data .....	69
4.6.7 Handling and Destruction of Technical Data.....	69
4.7 Facilities.....	69
4.7.1 Operational Facilities .....	70
4.7.2 Production and COOP Facilities .....	70
4.7.3 Network Enterprise Centers (NEC) .....	70

4.7.4 Hardware Software Integration Facility (HSIF) .....	70
4.7.5 Help Desk Facility .....	71
4.7.6 New Equipment Training Facilities .....	71
4.7.7 Sustainment Training Facilities .....	71
4.7.8 Defense Logistics Agency Disposition Services .....	73
4.8 Manpower and Personnel Integration .....	77
4.8.1 Manpower .....	77
4.8.2 Personnel .....	78
4.8.3 Training .....	78
4.8.4 Human Factors Engineering .....	78
4.8.5 System Safety .....	79
4.8.5.1 Hardware Safety .....	79
4.8.5.2 Software Safety .....	79
4.8.5.3 System Security .....	80
4.8.6 Health Hazards .....	80
4.8.6.1 Occupational Health .....	80
4.8.6.2 National Environmental Policy Act (NEPA) .....	81
4.8.6.3 Environmental Compliance .....	81
4.8.6.4 Hazardous Material Management .....	82
4.8.6.5 Pollution Prevention (P2) .....	82
4.8.6.6 Corrosion Prevention and Control (CPC) .....	82
4.8.7 Soldier Survivability .....	82
4.9 Training and Training Support .....	83
4.9.1 Change Management .....	83
4.9.2 Instructor & Key Personnel Training (IKPT) .....	84
4.9.3 Pre-requisite Web-based Training (WBT) .....	84
4.9.4 Instructor Facilitated Training (IFT) .....	85
4.9.5 Electronic Performance Support (EPSS) .....	85
4.9.6 End Users Manual + (EUM+) .....	87
4.9.7 Sustainment Training .....	87
4.9.9 Training Evaluation .....	87
4.10 Computer Resources and Software Support .....	88
4.10.1 Post Deployment Hardware Support (PDHS) .....	89
4.10.2 Post Deployment Software Support (PDSS) .....	89
4.10.2.1 Interim Software Maintenance .....	92
4.10.3 Configuration Management (CM) .....	93
4.10.4 Information Assurance (IA) .....	93
4.11 Disposal .....	94
4.11.1 Trade-In Programs .....	94
4.11.2 Intra-Program Reutilization and Transfer .....	94
4.11.3 Redistribution Screening .....	94
4.11.4 Defense Reutilization and Marketing Service (DRMS) .....	94
4.11.5 Hardware Disposal .....	95
4.11.6 Demilitarization: Not Applicable .....	95
4.11.7 Software Disposal: Not Applicable .....	95
4.11.8 Hazardous Materiel Disposal .....	95

4.11.9 Foreign Military Sales (FMS).....	96
Section 5. Readiness Reporting Requirements .....	96
5. Reporting Requirements .....	96
5.1: Update of Legacy LINs to GCSS-Army LINs and Client Hardware Naming Conventions ..	96
5.2 GCSS-Army LIN Reporting Requirements .....	<b>Error! Bookmark not defined.</b>
5.2.1 Pacing Item .....	97
5.3 ERC A LINs.....	97
Section 6. Sample Data Collection. ....	97
Section 7. Support Required From The Gaining ACOMs/ASCCs.....	97
7. Reporting Requirements: .....	97
Section 8. Summary .....	97
8.1 Objective .....	97
8.2 System and Logistics Summary.....	97
8.2.1 System Summary .....	97
8.2.2 Logistics Summary .....	98

## Table of Figures

Figure 2-1, Migration of existing family of TLS into GCSS-Army.....	16
Figure 2-1.1, GCSS-Army Within The Army Enterprise.....	17
Figure 2.4.2 GCSS-Army Fielding “Lines of Operation”.....	21
Figure 2.4.2.6 GCSS-Army Fielding “Lines of Operation” By Waves 1 & 2.....	23
Figure 2.4.2.10 GCSS-Army Deployment Echelons.....	<b>Error! Bookmark not defined.</b>
Figure 2.4.2.11 GCSS-Army Deployment Process.....	25
Figure 2.4.2.13 Cutover Plan & Process.....	<b>Error! Bookmark not defined.</b>
Figure 3.2.2 Organizational Change Management Team.....	33
Figure 3.9.1 GCSS-Army Training POI Wave 1.....	39
Figure 3.9.2, GCSS-Army Training POI Wave 2.....	39
Figure 3.11.1, Conversion Readiness Scorecard.....	42
Figure 3.11.2 Site Visit Key Events-Wave 1.....	43
Figure 3.12.1.1 GCSS-Army Blackout Activity Details-Wave 1.....	47
Figure 3.12.1.2 GCSS-Army Blackout Activity Details- Wave 2.....	47
Figure 3.12.1.3 GCSS-Army Blackout Activity Details – Total Unit.....	48
Figure 3.12.2 Data Migration Cutover Plan & Process.....	49
Figure 3.12.4.2, GCSS-Army Training Delivery Strategy..... <b>Error! Bookmark not defined.</b>	
Figure 4.1 GCSS-Army Maintenance Flow Diagram..... <b>Error! Bookmark not defined.</b>	
Figure 4.4.1.1a CHESS Flow Chart for Provisioning Hardware & Services..... <b>Error! Bookmark not defined.</b>	
Figure 4.4.1.1b CHESS Flow Chart for Provisioning Software & Licenses.....	<b>Error! Bookmark not defined.</b>
Figure 4.5a: Shipping with Original Manufacturer’s Packaging with Outer Box..... <b>Error! Bookmark not defined.</b>	
Figure 4.5c: Shipping without Original Manufacturer’s Packaging using Air-Cellular Cushioning Material.....	<b>Error!</b> <b>Bookmark not defined.</b>
Figure 4.5e: OEM Caution Notices for Transporting Server Racks.....	<b>Error! Bookmark not defined.</b>
Figure 4.5f: Transit Case Specifications.....	<b>Error! Bookmark not defined.</b>
Figure 4.9.1 GCSS-Army Change Management Strategy.....	84
Figure 4.9.5a Accessing Live Help in GCSS- Army.....	<b>Error! Bookmark not defined.</b>
Figure 4.9.5b EPSS Context Sensitive Help Options in GCSS- Army.....	<b>Error! Bookmark not defined.</b>
Figure 4.9.5c On-Screen Help in GCSS- Army.....	<b>Error! Bookmark not defined.</b>

Figure 4.10.2, Help Desk Link on GCSS-Army Screen.....	90
Figure 4.10.3, Help Desk Ticket Process.....	90
Figure 4.10.4, Help Desk Process Flow- Requet For Assistance.....	91
Figure 4.10.5, Help Desk Process Flow – Break/Fix.....	91
Figure 4.10.6, Help Desk Process Flow – Functionality Enhancement.....	92
Figure 4.11.5 Defense Logistics Information Service Form 1867.....	<b>Error! Bookmark not defined.</b>
Figure 5.1 GCSS-Army Client Hardware Naming Conventions.....	96

## Appendices

Appendix A: Acronyms.....	101
Appendix B: List Of Units Required to Report the Supply Support Management System as a Pacing Item IAW AR 220-1.....	108
Appendix C: Sample Materiel Fielding Agreement (MFA).....	114
Appendix D: Sample Memorandum of Agreement (MOA).....	115
Appendix E: Sample Memorandum of Notification (MON).....	116
Appendix F: Fielding Planning Actions.....	117

## 1. INTRODUCTION

### 1.1 Purpose

The purpose of this document is to lay out the end-to-end deployment process for fielding the Global Combat Support System – Army (GCSS-Army) solution to the Total Army Active Component (AC), United States Army Reserve (USAR), and the Army National Guard (ARNG)).

### 1.2 Data

#### 1.2.1 Data Sources

Document Title	Reference Site or Location
Army Regulation (AR) 700-142, Materiel Release, Fielding and Transfer, 16 October 2008	<a href="http://armypubs.army.mil/">http://armypubs.army.mil/</a>
Army Regulation (AR) 700-4, Logistics Assistance, 14 December 2007	<a href="http://armypubs.army.mil/">http://armypubs.army.mil/</a>
Department of the Army (DA) Pamphlet (DA PAM) 700-142, Instructions for Materiel Release, Fielding and Transfer, 25 June 2010	<a href="http://armypubs.army.mil/">http://armypubs.army.mil/</a>
Draft Data Conversion and Migration Plan (Revision B)	PdM, GCSS-Army Website <a href="https://gcss.army.mil&gt;Fielding Tab&gt;">https://gcss.army.mil&gt;Fielding Tab&gt;</a>
GCSS-Army New Equipment Training Plan (NETP)	PdM, GCSS-Army Website <a href="https://gcss.army.mil&gt;Fielding Tab&gt;">https://gcss.army.mil&gt;Fielding Tab&gt;</a>

#### 1.2.2 Limits of Data

This document conforms to AR 700-142 in the same manner as commercial off-the-shelf (COTS) software delivery conforms to typical Army Materiel Fielding exercises.

### 1.3 Agreements.

- a. GCSS-Army Material Fielding Plan (MFP): The MFP is the master planning document governing all of the major events and support actions required to deploy GCSS-Army.
- b. Memorandum of Notification (MON): PdM, GCSS-Army initiates the formal deployment process by providing a MON to the gaining Army Command (ACOM), Army Service Component Command (ASCC), Direct Reporting Units (DRU) and other Army organizations. The MON will state the intention to deploy the system and provide specific deployment milestones.

- c. GCSS-Army Material Fielding Agreement (MFA): The MFA formalizes the agreed upon plans, policies, responsibilities, procedures, dates, and schedules governing the deployment of this system between gaining commands/other organizations and PM, GCSS-Army .
- d. Memorandum of Agreement (MOA): The MOA is a detailed deployment schedule that formally documents, with fact sheets, all actions required to be completed before, during, and after GCSS-Army deployment. The MOA will be developed during the Site Visit.
- e. Execute Order (EXORD). The Deputy Chief of Staff 3/5/7 will sign an EXORD once a decision has been made to implement and operate GCSS-Army.

## 1.4 Fielding and Logistics Support Concept.

### 1.4.1 Materiel Fielding Concept.

Product Manager (PdM), GCSS-Army has the overall responsibility for developing, deploying and sustaining GCSS-Army. Specifically, the PdM is responsible for all integrated logistics support elements, property accountability of Government Furnished Equipment (GFE), program documentation requirements, planning, coordination, and evaluation of GCSS-Army development. The PM ensures deployment and post-deployment software support. The PdM appoints a Product Support Manager who is responsible for preparing, coordinating, and ensuring that the Supportability Strategy for GCSS-Army is current and implemented correctly. The following functions are performed by the Product Support Manager (PSM):

- a. Manages GCSS-Army developmental programs in accordance with DOD 5000 lifecycle management procedures
- b. Plans and manages acquisition program consistent with the policies, standards, regulations, and procedures issued by the Army Acquisition Executive (AAE)
- c. Prepares, coordinates, and updates baseline agreements
- d. Responsible for all logistics program documentation
- e. Maintains adequate project schedules
- f. Maintains the cost accounting system
- g. Establishes and maintains control over funds received
- h. Coordinates tasks with those agencies responsible for training, doctrine, and logistics support, or operational employment
- i. Ensures that system training and logistics support are synchronized with system development and hardware procurement
- j. Ensures that known performance deficiencies are corrected, tested (this shall include regression testing), and validated before system deployment
- k. Fulfills the responsibilities for Integrated Product Support (IPS) and supporting publications
- l. Develops and submits requirements for financial, manpower, matrix, and contractor support for the PdM. These requirements will be sent to the Army Acquisition Executive (AAE) and Program Executive Officer Enterprise Information Systems (PEO, EIS);

- develops, coordinates, and commits to an acquisition program baseline and reports all imminent and actual breaches of the approved baseline
- m. Prepares and submits a timely and accurate periodic program performance report
- n. Develops and coordinates the Test and Evaluation Master Plan (TEMP), and participates in validation/operational testing
- o. Conducts Configuration Management

Additional roles and responsibilities for the PSM can be found in the GCSS-Army Life Cycle Sustainment Plan (LCSP) July 2012 available of the GCSS-Army website, <https://gcss.army.mil> .

#### 1.4.2 Logistics Concept

The logistics concept includes maintenance, hardware and software.

##### 1.4.2.1 Maintenance

GCSS-Army will receive system support and sustainment from existing organizations in accordance with the prescribed command maintenance and support policies. Any software or hardware maintenance required for data centers will be performed on-site or through authorized remote access. (See Paragraph 4.1)

##### 1.4.2.2 Hardware

GCSS-Army will not field hardware to users. The user community will not need additional computer maintenance, sustainment upgrades, security, firewall protections, or connectivity requirements resulting from the GCSS-Army deployment. GCSS-Army has computer resources and peripheral requirements at its Primary Data Center (PDC) production site facility. This hardware and software is managed by the local Network Enterprise Center (NEC) in support of the GCSS-Army program. GCSS-Army has a Backup Data Center (BDC) managed by Project Director Acquisition, Logistics and Technology Enterprise Support Services (ALTESS). The BDC manages failover/disaster recovery and continuity of operations. All computer resources therein will be sustained by the Product Management Office (PMO) to include perpetual license agreements, upgrades, hardware/software replacements, maintenance agreements, security firewall protections, warranty claims, and etc. (See Paragraph 4.4.1)

#### 1.4.3 Fielding Concept.

Product Management Office (PMO) has prepared a list of events and responsibilities for the PdM, GCSS-Army and the gaining Commands. The actual activities at each Command will vary. The PdM, GCSS-Army will use the approved deployment strategy in conjunction with the gaining Commands to deploy the system in the most efficient and effective manner. At 180 Days prior to going live, the gaining Command(s) and units will conduct a video teleconference (VTC) with PdM personnel to begin coordination. The 120 Day Site visit starts with a Conversion Readiness Brief to the chain of command and key staff. Points of contact (POCs)

will be established and a Town Hall meeting is held to level set all participants from senior commanders and staffs to user level. The first monthly data cleansing check on progress is held with Soldiers and technicians. The Memorandum of Agreement is signed between the gaining Command/unit and the PMO. As the fielding phase continues, the Site Preparation Team conducts monthly visits to continue assisting with data cleansing, monitoring status of prerequisite web based training (WBT), and continued development of lead users. Transition management personnel also work during this time to prepare staffs for the conversion to GCSS-Army. Within the final 30 days of the fielding phase, Instructor Facilitated Training (IFT) is conducted with leaders, soldiers and staff if new client hardware is issued to the gaining unit or existing hardware is upgraded. Also during this time, the last data cleansing will occur. Approximately 5 days prior to black out the unit enters a brown out period which stops the automated requisitioning process. This is to facilitate the clearance of financial transaction through the legacy system. 7 days prior to going live, the unit enters a blackout period for all automated sustainment activities as the data is converted from the legacy system to GCSS-Army. The final data backups are collected from the legacy TLS and sent to the Data Migration Team. New user accounts are established in GCSS-Army based on roles and permissions. After data is converted, users validate their data in GCSS-Army, sign letters of acceptance in accordance with (IAW) the MOA, and the unit converts to GCSS-Army and conducts sustainment operation on Go Live Day.

#### 1.4.4 Post Deployment Support.

Sustainment and upgrade to training material and products will remain the responsibility of PdM, GCSS-Army for the lifecycle of the system. Due to the complexity of an ERP material solution, it is not anticipated that the sustainment and upgrade of training material will transition from the materiel developer and Contractor Logistics Support (CLS) to an organic training sustainment organization. Currently the Army does not, nor is projected to, acquire and maintain the specialized skill sets required to sustain and or upgrade enterprise resource planning (ERP) software and training material changes. In the future, as ERP solutions become prevalent within the Army or Department of Defense, it is envisioned that a Center of Industrial and Technical Excellence will be established. At that point, PdM, GCSS-Army will be responsible for developing a transition plan for the reassignment of training sustainment responsibilities. (See subparagraphs 4.10.1 & 4.10.2)

### 2. System Description

#### 2.1 Functional and Physical Configuration.

GCSS-Army is being developed to meet the required capabilities contained in the Capability Production Document (CPD) with the objective of reengineering multiple current logistics management software baselines with a single seamless automated system, see Figure 2.1. The GCSS-Army program was initially established to modernize the current Tactical Logistics Systems (TLS) (Formerly Standard Army Management Information Systems (STAMIS)) to incorporate custom software logistics management modules using Common Operating Systems and graphic user interfaces (GUI) across the modules. In 2002, the Army shifted the GCSS-

Army modernization approach to Commercial-Off-The-Shelf-Enterprise Resource Planning (COTS-ERP) software in order to fully exploit best commercial, technical and business practices for the Army logistics domain with an additional benefit of reengineering existing logistics TLS. GCSS-Army Solution is broken into two releases. Each release replaces the tactical logistics functionality of some of the Army's Standard Army Management Information Systems (TLSs) currently in use. Additionally, GCSS-Army will become the system of record for tactical finance as well, interfacing with the General Funds Enterprise Business System (GFEBS). The system is an information technology investment implementing COTS and Non-Developmental Items (NDI) of software and server hardware. The enterprise system provides the Army with a modern and adaptable tactical logistics sustainment solution which replaces the existing tactical logistics TLS. The cornerstone of GCSS-Army is provided by configurable COTS ERP software provided by the company, SAP®. SAP® provides increased adaptability, flexibility, openness and efficiency in support of the Army's unique tactical logistics sustainment requirements. The hardware component of GCSS-Army has 2 elements; the production and Continuity of Operations (COOP) servers at the web-servicing facilities and the client hardware, which are managed through the life cycle replacement (LCR) program by US Army Information Systems Engineering Command-Lee (USAISEC-LEE) Tactical Logistics Directorate.

## 2.2. GCSS-Army Functionality

GCSS-Army will contain the following functionality:

- 1) Ground Maintenance:
  - a) Manage Equipment Configuration
  - b) Manage Equipment Utilization including processing and releasing requisitions
  - c) Execute Preventive Maintenance
  - d) Execute Work Orders
  - e) Monitor Maintenance Activity
  - f) Track Cost of Work Performed
- 2) Property Book & Unit Supply:
  - a) Process and Release Requisitions
  - b) Monitor Order Status
  - c) Track Hand Receipts
  - d) Formal Accountability of Equipments
- 3) Retail Supply:
  - a) Process Inbound and Outbound Material Movements and requisitions
  - b) Replenish supply support activities (SSA) Stock
  - c) Manage the shelf life of pertinent materials
  - d) Track UID and Serial Numbers
  - e) Report Bin Inventory Levels and Perform Physical Inventories
  - f) Maintain Material Accountability

- 4) Finance:
- Execute all financial processes for the tactical Army **except**:
    - Payroll
    - Travel
    - Training
    - Clothing
- 5) Force Element – Defense Forces and Public Security (DFPS):
- Supports the structure and deployment of troops within GCSS-Army
  - Create units (e.g. task forces) and maintain support relationships
  - Load and Maintain Modified Tables of Organization & Equipment (MTOE)
- 6) Human Resources (HR):
- Store and Maintain Personnel Information and Qualifications
  - Maintain Personnel data from Army's Personnel System of Record
  - Update Operator Profiles with Equipment Usage Data
  - Record indirect and non-productive time (Direct time charges recorded by Maintenance personnel)
- 7) Mobile Defense Solution (MDS)
- 8) Informal Funds Distribution
- 9) Consumption Level Accounting

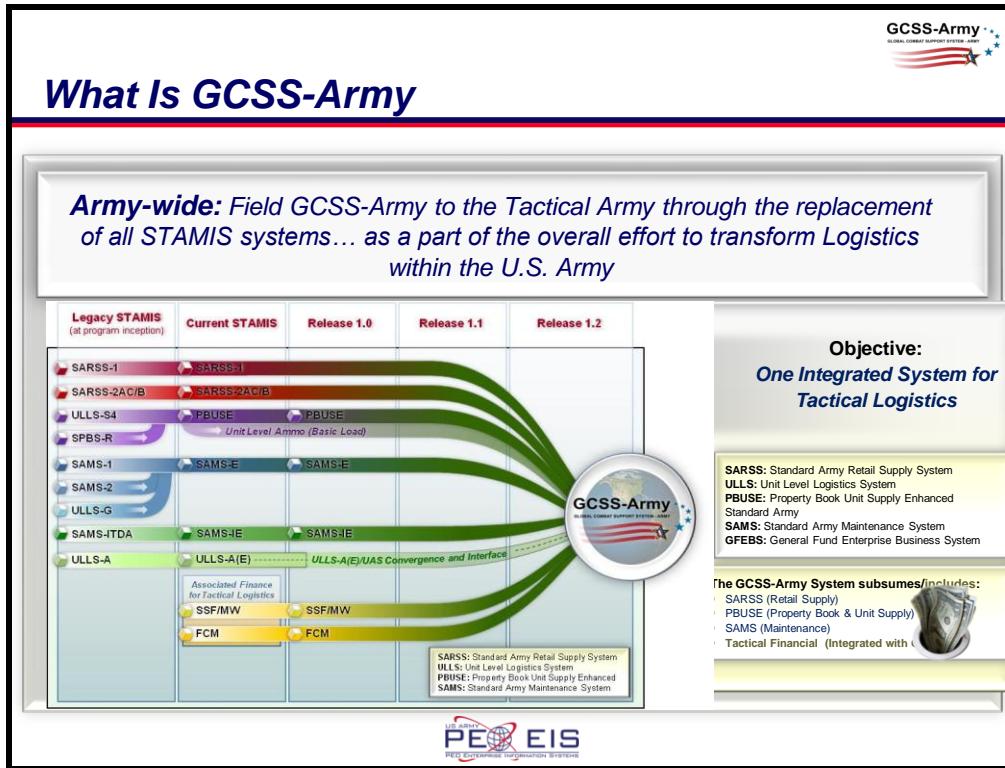


Figure 2-1, Migration of existing family of TLS into GCSS-Army

GCSS-Army is a key element of the Standard Army Logistics Enterprise (SALE) and a critical enabler of the Army's Logistics Domain Information Technology (IT) Transformation. The enterprise system utilizes its web-based capability to provide users access to information and to exchange operational data related to field maintenance, materiel management, property accountability, tactical financial management and other related sustainment functional areas. GCSS-Army integrates tactical logistics enterprise information for leaders and decision-makers to provide a single maneuver sustainment picture through integration of sustainment information to manage combat power. Working within the architecture of the Global Information Grid (GIG), GCSS-Army shares data with all appropriate joint information systems to allow for the mobilization, deployment, employment, sustainment and redeployment of Army Forces and Joint Forces.

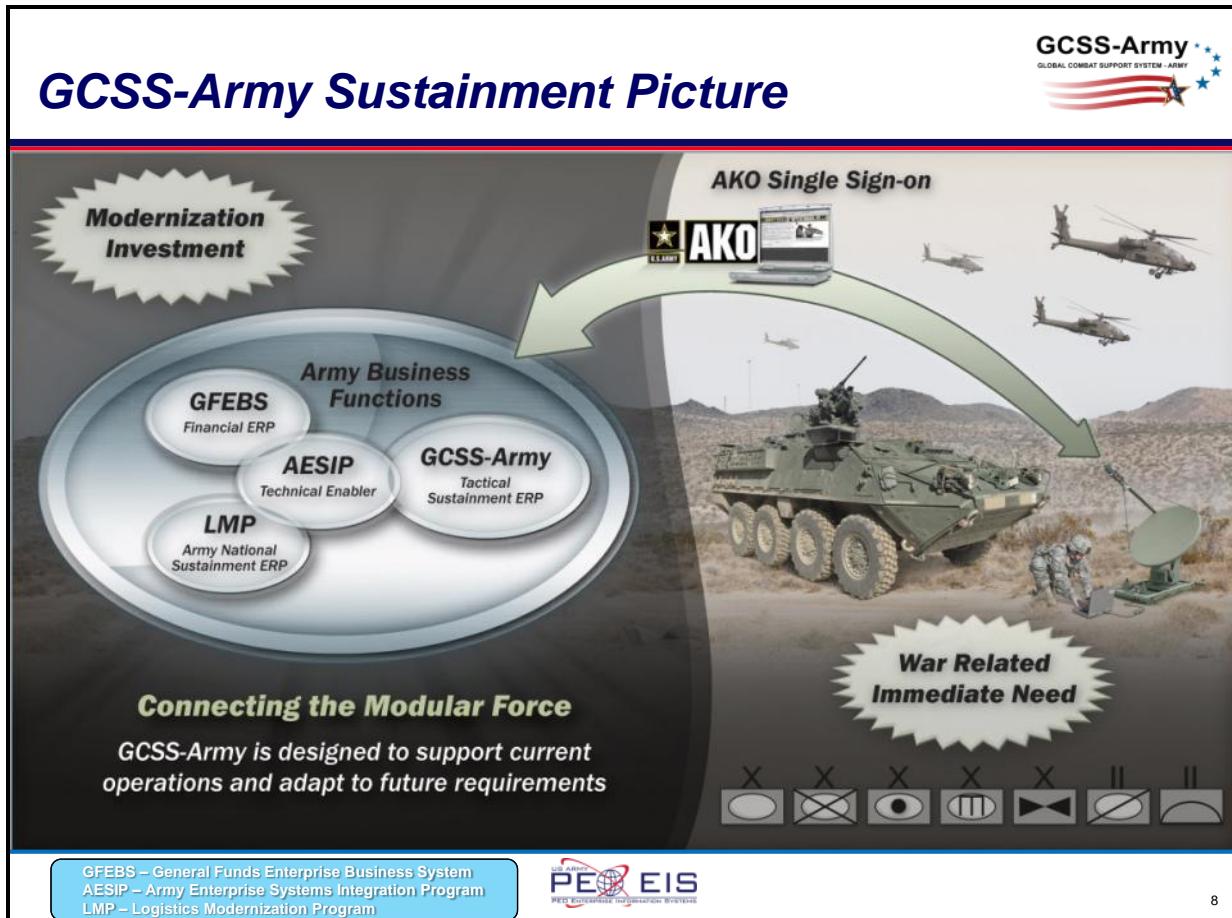


Figure 2-1.1, GCSS-Army Within The Army Enterprise

## 2.2.1 Associated Equipment.

### 2.2.1.1 Operational Equipment.

GCSS-Army is not a hardware system. It is intended to operate on the current family of hardware provided by the Software Engineering Center-Lee (SEC-Lee TLD) family of legacy and bridging systems (SARSS, SAMS-E, SAMS-IE & PBUSE). GCSS-Army will utilize the most current version of the Army Gold Master (AGM) Operating System (OS) on client

hardware equipping the force. If during the site survey process unit equipment is found to not meet the current requirements of the AGM, the PM, GCSS-Army will coordinate with the hardware integrator for replacement under the TLS Life Cycle Replacement (LCR) Program. The PM, GCSS-Army will coordinate with the gaining unit and validate requirements based on the most current authorizations. New client hardware will be maintained under the legacy Line Items Numbers (LINs) for accountability and readiness reporting purposes until GCSS-Army client hardware acquires unique LINs and nomenclature.

#### 2.2.1.2 Disposition of displaced hardware systems.

The PdM, GCSS-Army with SEC-Lee TLD serving as the Hardware Integrator reserves the right to rebuild, re-utilize, or harvest repair parts from Legacy systems to support total GCSS-Army program requirements. Legacy hardware that is replaced due to being uneconomically repairable or upgradable to GCSS-Army specifications can be used for other local requirements. ACOMs/ASCCs in possession of displaced equipment will be authorized to execute either redistribution to meet local needs as appropriate or transfer it to the Defense Reutilization and Marketing Offices (DRMO). (See Paragraph 4.11)

#### 2.2.2 Transport Equipment.

GCSS-Army client hardware is standard office automation and can be transported in all tactical and non-tactical modes of transportation. (See Paragraph 4.5)

### 2.3 Capability Production Document (CPD).

#### 2.3.1 CPD Objective.

The overall operational objective of GCSS-Army is to establish a web-based capability so that users can manage logistics processes and gain access to information and exchange operational data in functional areas. GCSS-Army integrates enterprise information and provides all echelons access to critical sustainment information. The system shares data with joint information systems to allow for the mobilization, deployment, employment, sustainment, and redeployment of Army forces and joint forces. GCSS-Army's updated business processes, integrated data environment and near real-time data are key information enablers for the Total Army. They provide functional sustainment information and sustainment field services management for the Army's tactical and operational levels. GCSS-Army allows staffs and commanders to support force commanders, whether in garrison or during military operations, by providing essential operational capabilities such as materiel management, maintenance management, property accountability operations, and information obtained from non-logistics domain systems. GCSS-Army provides a single maneuver sustainment picture through integration of sustainment information. The objective operational capabilities of GCSS-Army include:

- a. A modernized integrated materiel management capability that integrates supply, property and ammunition management in all Tables of Organization and Equipment (TOE) and selected Tables of Distribution and Allowances organizations
- b. A modernized maintenance capability that integrates maintenance operations at the field level of maintenance

- c. A modernized supply and property capability that integrates supply operations and property accountability in all units
- d. Integration of tactical financials into E2E logistics and financial processes, thereby providing an audit trail from originating logistics event to financial transaction and general ledger account balances that meet auditability requirements
- e. Identification and integration of other Army sustainment, other Service, combatant commanders and National Command Authority requirements
- f. A modernized field level supply support activity capability that integrates the supply management and operations at supply support activities and their attendant storage sites
- g. A management capability that integrates information from multiple sustainment data sources and allows for data exchange with other external AIS systems into the Army enterprise
- h. Forward maintenance support team, contact team and equipment recovery team operations
- i. Individual maintenance/supply personnel, combined GCSS-Army Electronic Technical Manual /Integrated Electronic Technical Manual /Test Measurement Diagnostic Equipment (TMDE) devices and checklists such as the Petroleum, Oil and Lubricants safety checklist in Army Field Manuals

## 2.4 Deployment Schedules.

### 2.4.1 Deployment Commands and Organizations.

GCSS-Army will deploy to the Army Commands (ACOMs), Army Service Component Commands (ASCCs), Direct Reporting Units (DRUs), and other Army organizations as listed below. A deployment schedule is provided at <https://gcss.army.mil> under the Fielding Tab.

#### ACOM

- a. United States Army Forces Command (FORSCOM)
- b. United States Army Training and Doctrine Command (TRADOC)
- c. United States Army Materiel Command (AMC)

#### ASCC

- a. United States Army Africa (USARAF)
- b. United States Army Central (USARCENT)
- c. United States Army North (USARNORTH)
- d. United States Army, South (USARSO)
- e. United States Army, Europe (USAREUR)
- f. United States Army, Pacific (USARPAC)
- g. United States Army Special Operations Command (USASOC)
- h. Military Surface Deployment and Distribution Command (SDDC)
- i. United States Army Space and Missile and Defense Command/Army Strategic Command (USASMDC/ARSTRAT)

#### DRU

- a. United States Army Network Enterprise Technology Command/9<sup>th</sup> Signal Command (Army) (NETCOM/9thSC(A))

- b. United States Army Medical Command (MEDCOM)
- c. United States Army Intelligence and Security Command (INSCOM)
- d. United States Army Criminal Investigation Command (USACIDC)
- e. United States Army Corps of Engineers (USACE)
- f. United States Army District of Washington (MDW)
- g. United States Army Test and Evaluation Command (ATEC)
- h. United States Military Academy (USMA)
- i. United States Army Reserve Command (USARC)
- j. United States Army Acquisition Support Center (USAASC)
- k. United States Army National Guard (USARNG)
- l. United States Army Installation Management Command (IMCOM)
- m. Defense Finance and Accounting Service organizations which support Army tactical financial operations.

NOTE: Only units which have active SSAs will field GCSS-Army in Wave 1. All other functionality is in Wave 2.

#### 2.4.2 Deployment Schedules and Plans

GCSS-Army is slated to begin Full Fielding following the Full Deployment Decision in 4th Quarter FY 2012 and achieve Full Deployment in 4th Quarter FY 2017. Fielding will be IAW the most current Army Resourcing Priority List (ARPL) and the Army Force Generation Cycle (ARFORGEN Cycle).

PdM, GCSS-Army will field utilizing Lines of Operations. Joint Publication 3.0, Joint Operations, describe lines of operations as physical lines and logical lines. The physical lines are the geographic and spatial environment in which a unit operates. The logical lines are the concepts and plans a unit follows to reach a physical objective. PM, GCSS-Army had identified five Fielding Lines of Operation:

- a. ARCENT based Operational Units in support of Overseas Contingency Operations (OCO)
- b. CONUS based Active Component units, most of which belong to FORSCOM
- c. OCONUS based Active Component and select Reserve Component units
- d. CONUS based Reserve Component Units (ARNG/USARC)
- e. Combat Training Centers, Materiel Management activities and Sustainment Center

A Chart depicting the Lines of Operation is at Figure 2.4.2.

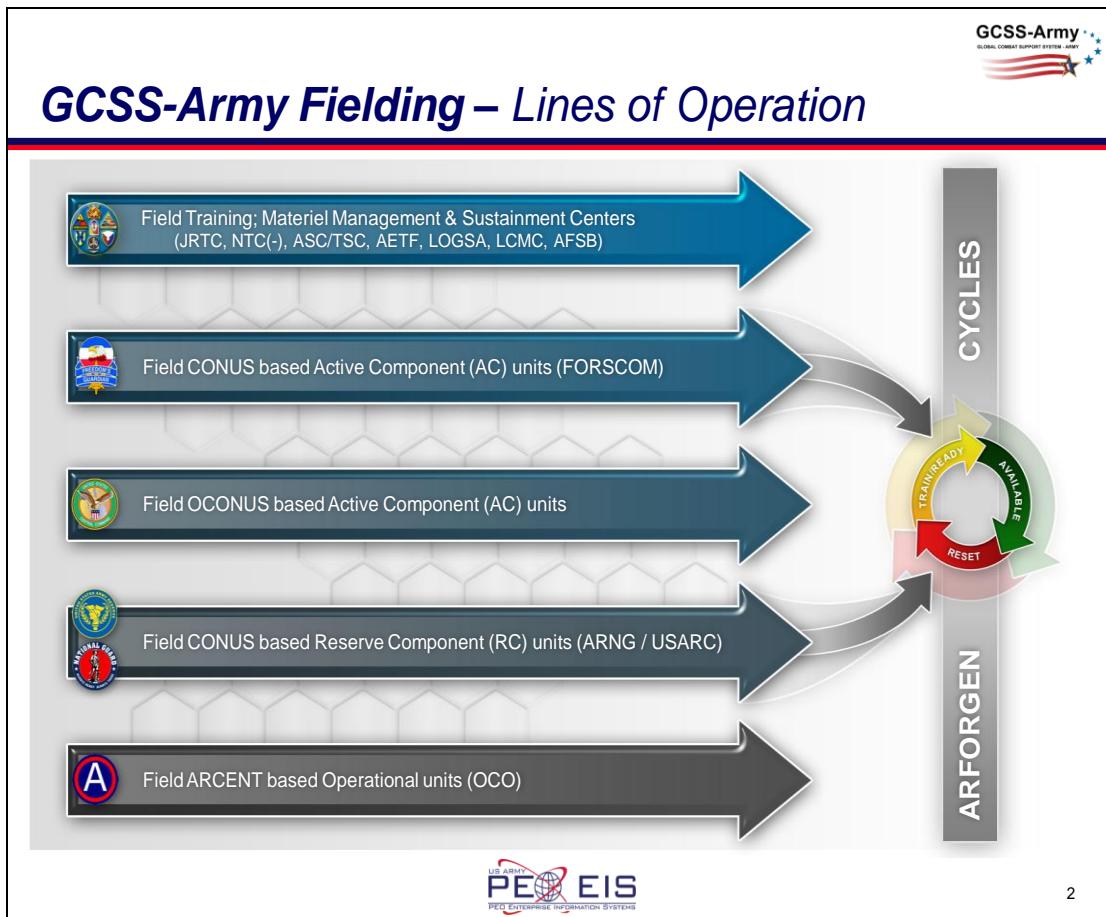


Figure 2.4.2 GCSS-Army Fielding “Lines of Operation”

#### 2.4.2.1 Field ARCENT based Operational Units

It is envisioned that GCSS-Army will replace the legacy TLS used by forward employed activities in support of Overseas Contingency Operations (OCO). PdM, GCSS-Army intends to modernize these activities later in the deployment cycle of the system in order to ensure units are modernized first and then fall in on a modernized support infrastructure. While it is envisioned the majority of the effort will occur within the ARCENT Area Of Responsibility (AOR), there could be some areas external to that AOR (TF FALCON, Multinational Force and Observers, etc) which will also be considered as a part of this effort. It is also projected that the scope will lessen near the end of Wave 1.

#### 2.4.2.2. Field CONUS based FORSCOM Units

In the Active Component, fielding will be based on priorities established by DA G3/5/7 and will follow the ARFORGEN cycle. GCSS-Army fielding will occur at earliest possible opportunity of the TRAIN/READY phase of the ARFORGEN Cycle. This will ensure that sufficient unit

personnel are on hand and able to participate fully in the transitional process. It will also ensure that units are modernized prior to their entry into the AVAILABLE phase.

For units and installations not subject to the ARFORGEN cycle or who are available but not on alert status will field on a geographic basis based on the guidance of the appropriate ACOM/ASCC. The plan is to minimize revisits to installations as much as possible in order to maximize resources to rapidly modernize the force. This includes AC units outside of FORSCOM.

#### 2.4.2.3. Field OCONUS based AC Units

Similar to the FORSCOM elements, GCSS-Army will field to the traditional OCONUS activities IAW their ARFORGEN Cycles as appropriate. This will include such elements as USAREUR, USARPAC and USARSO for example. These units will field IAW guidance received by both the DA G3/5/7 as well as the ASCC G3/5/7.

#### 2.4.2.4. Field ARNG and USARC Units

For the USARNG and USARC fielding schedules and priorities will be established by those commands for their units. USARC units will field regionally by Regional Support Commands (RSC) and Operational/Functional Commands. ARNG units will field regionally by unit and State Area Commands (JOINT FORCES HEADQUARTERS (JFHQS). As with the AC units, ARFORGEN will be a consideration for the deployment to these units.

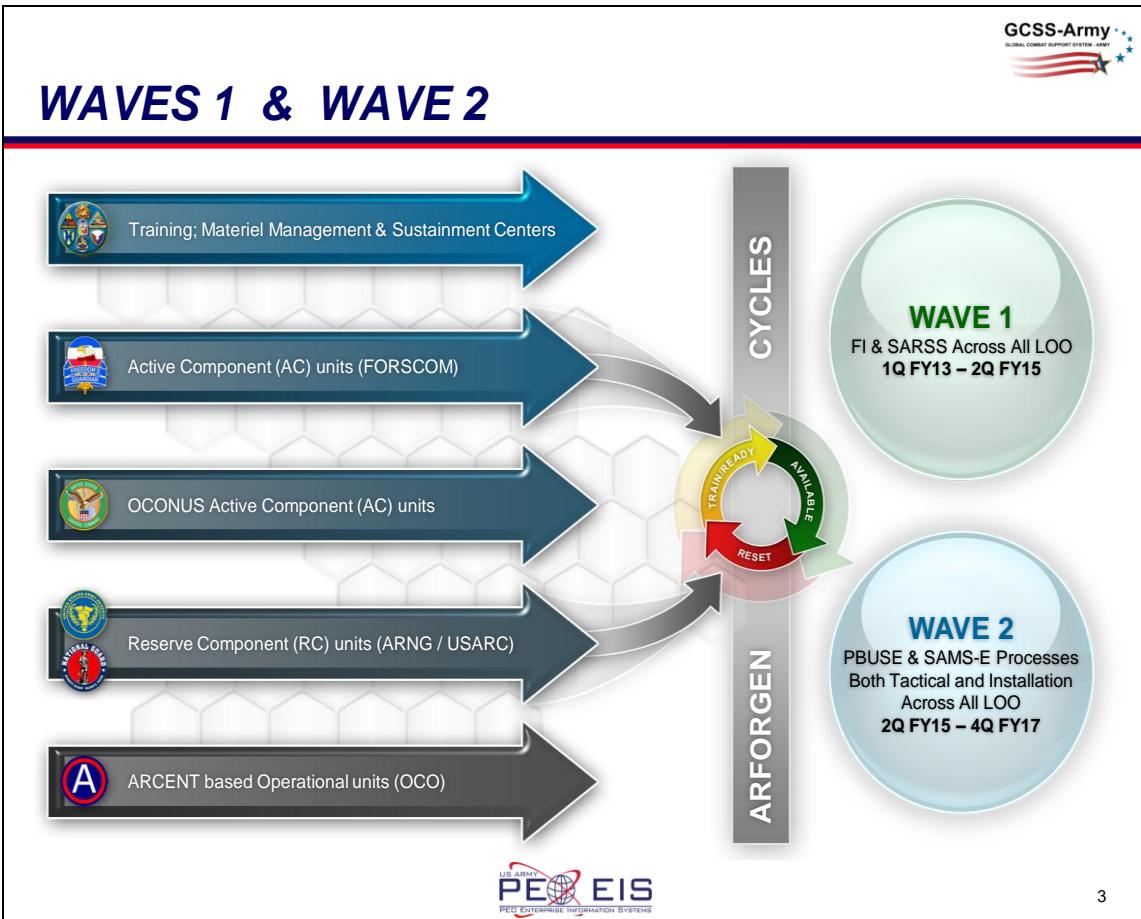
#### 2.4.2.5. Fielding to Headquarters & Sustainment Centers.

As part of this fielding, GCSS-Army will field to controlling staffs at higher echelons as well as the appropriate material management commands to ensure that modernized units are fully supported. DFAS users are also included in this element. Finally, as a part of this effort the support infrastructure for rotational units at the Combat Training Centers will be modernized.

**THE LINES OF OPERATION ARE NOT A PRIORITY OF FIELDING. THEY ARE A REFLECTION OF HOW GCSS-ARMY WILL SUPPORT ARMY OPERATIONS BY TIMELY MODERNIZATION.**

#### 2.4.2.6 Deployment Strategy

GCSS-Army will field in 2 successive waves. Wave 1 will replace SARSS in SSAs worldwide and will deliver tactical financial functionality. This wave will begin in 1<sup>st</sup> QTR FY 13 and be completed 2d QTR FY 15. Wave 2 will deliver Property Book, Unit Supply and Maintenance functionality worldwide and replace PBUSE, SAMS-E & SAMS-IE. Figure 2.4.2.6 depicts the Waves 1 & 2 deployment across the Lines of Operations.



3

Figure 2.4.2.6 GCSS-Army Fielding “Lines of Operation” By Waves 1 & 2

#### 2.4.2.7 Wave 1 Fielding.

In Wave 1 Fielding GCSS-Army will replace the SARSS, elements of Funds Control Module and Middleware for all SSAs across the entire Army. This will include not only the deployable tactical SSAs but also the installation and non-deployable SSAs. GCSS-Army will support sustainment operations during this time by maintaining full interoperability with the legacy TLS. As much as possible, all SSAs on an installation will field at the same time. The goal is to avoid revisiting any installations for the Wave 1 fielding but this may not be possible due to changing ARFORGEN and deployment impacts.

In Wave 1 GCSS-Army will initially deploy to CONUS installations and Sustainment Centers across all three COMPOs. As this effort continues GCSS-Army will replace the OCONUS SSAs. During the later phase of Wave 1, GCSS-Army will field to the deployed SSAs within the OCO AOR

Wave 1 Fielding is scheduled from 1<sup>st</sup> Qtr FY 13 through 2<sup>nd</sup> Qtr FY 15.

#### 2.4.2.8 Wave 2 Fielding.

During Wave 2 Fielding GCSS-Army will replace PBUSE, SAMS-E, SAMS-IE and USAR's Fleet Management System (FLMS) across the force. Wave 2 will follow the same model as Wave 1. During this phase of GCSS-Army deployment the ARFORGEN Cycle will have a greater impact on the schedule since the scope is across all units not just their supporting SSAs. The specific order of this deployment will be determined by priorities established by Army G3/5/7.

Wave 2 Fielding is expected to begin in 1st Qtr FY 15 through 4<sup>th</sup> Qtr FY 17.

#### 2.4.2.9 National Guard and Army Reserve Units

The Reserve Components will be fully integrated into the Wave 1 & 2 schedules. SSAs at State, mobilized unit and Operational/Functional Commands along with associated sustainment, management, and financial centers will convert IAW this plan. The specifics on how this will be accomplished will be determined on a case by case basis by NGB and HQ USARC respectively.

#### 2.4.2.10 Deployment Echelons.

GCSS-Army will be employed by commanders, logisticians, and financial managers from unit level to Army staff. Each will need a varying degree of access and consolidated information from GCSS-Army.

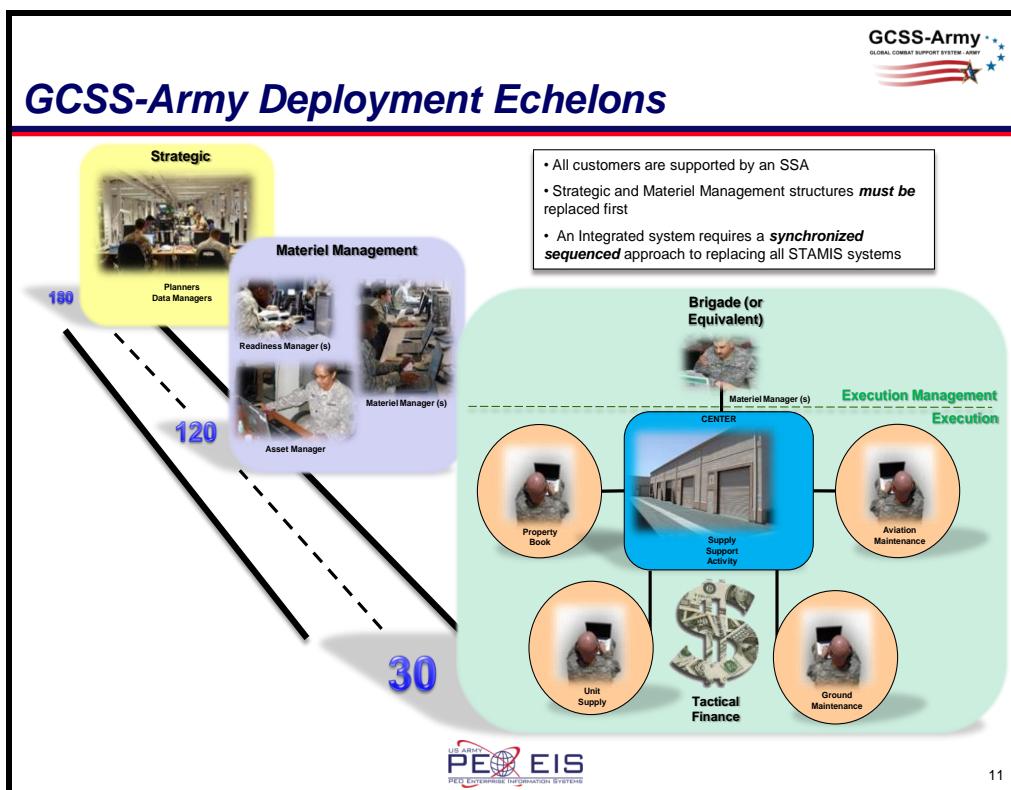


Figure 2.4.2.10 GCSS-Army Deployment Echelons

At the lowest level is the SSA and supporting financial staff personnel at brigade and/or installation. Surrounding them are the TLS users found in the customer units of the SSA. The next level represents the Management level of users. These personnel are usually found in the Support Operations sections of Sustainment Brigades or Expeditionary/Theater Support Commands, the Army Sustainment Commands Army Field Support Brigades, the USARC Regional Support Commands, and the ARNG Joint Forces Headquarters (JFHQ). It is key to the successful employment of GCSS-Army that these personnel actually receive their NET PRIOR to the users. The final level represents the headquarters level of personnel who will use the BI in making deployment considerations and policy. These deployment echelons extend all the way to ASCC/DRU staff levels. These users will receive their training through Web Based Training (WBT).

#### 2.4.2.11 Planning, Fielding and Sustainment

GCSS-Army Deployment is a process which is broken into three phases: Planning Phase, Fielding Phase, and Sustainment Phase. Each phase will execute a time phased approach to ensure a smooth transition to GCSS-Army. Unit participation and execution of tasks is critical to a successful modernization effort. This approach will be used in both the Wave 1 & Wave 2 phases of deployment.

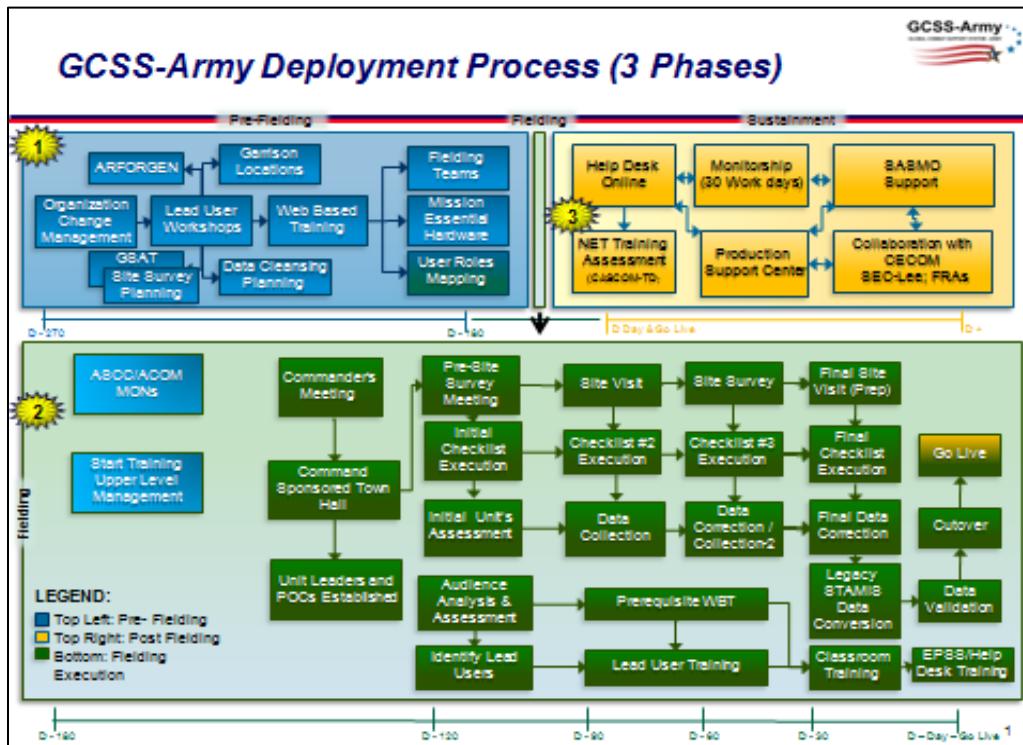


Figure 2.4.2.11 GCSS-Army Deployment Process

#### 2.4.2.12 The Deployment Planning Phase.

The Planning Phase is normally 270 days prior to the “Go Live” date. Go Live is the day a unit starts using GCSS-Army for their sustainment actions. During the Planning Phase, the PM staff

will conduct VTCs and teleconferences to begin the process of Organizational Change Management, coordinate with Force Modernization personnel, begin training audience analysis, identify possible lead users, and coordinate with key unit personnel to provide guidance and planning. Status of legacy and bridging TLS hardware is assessed and LCR candidates are identified for action by SEC-Lee. At specified dates and times further coordination VTCs and teleconferences can occur to keep units on track to begin modernization.

Between D-270 and D-120 various fielding documentation is reviewed and executed. One member of each SSA and resource management office will travel to the PM Office near FT Lee to undergo training to begin the Lead User Program. These visits will occur during agreed upon timeframe in the D-210 – 150 windows. The first on site visit is at D-120. The D-120 Day Site visit starts with an awareness brief to the chain of command and key staff. POCs are established and a Town Hall meeting is held to level set all participants from senior commanders and staff to user level. The first monthly data cleansing status check is held with Soldiers and installation SSA operators as well as the installation/unit G-8 staff. As the Fielding Phase continues the Materiel Fielding Team (MFT) conducts monthly visits to continue check on data cleansing, monitor status of prerequisite WBT and continue development of lead users. Transition management personnel also work during this time to prepare staffs to convert to GCSS-Army. Within the final 30 days of the Fielding Phase new client hardware is issued to the gaining unit by SEC-Lee and the last data cleansing occurs. Approximately 5 days prior to black out the unit enters a brown out period which stops the automated requisitioning process. This is to facilitate the clearance of financial transaction through the legacy system. 7 days prior to going live, the unit enters a blackout period for all automated sustainment activities as the data is converted from the legacy system to GCSS-Army. The final data backups are collected from the legacy TLS and sent to the Data Migration Team. New user accounts are established in GCSS-Army based on roles and permissions. After data is converted, users validate their data in GCSS-Army, sign letters of acceptance in accordance with (IAW) the MOA, and the unit converts to GCSS-Army and conducts sustainment operation on Go Live Day. A table of the fielding planning actions can be found in Appendix F.

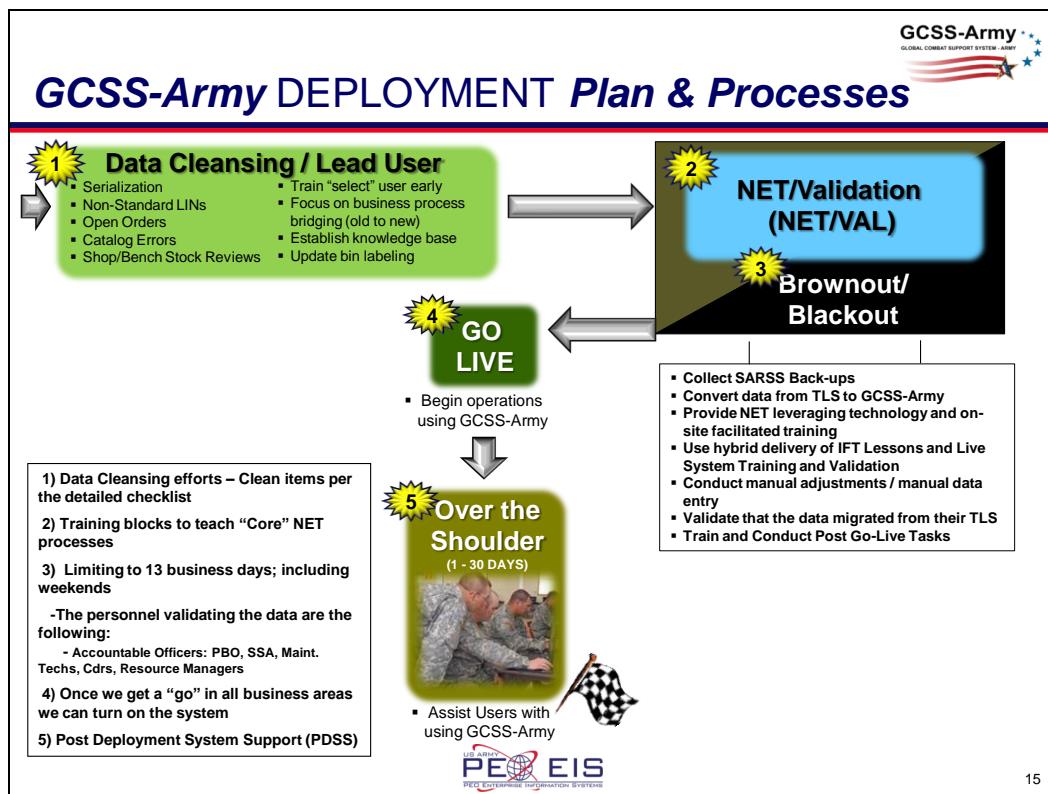


Figure 2.4.2.13 Cutover Plan & Process

#### 2.4.2.14 The Sustainment Phase.

Sustainment Phase of GCSS-Army Deployment begins at the Go Live date and continues for the full life cycle of the system. For the next 14 to 30 days after going live a GCSS-Army NET Team Mentor will stay with the unit and provide over the shoulder training and technical assistance as required. A robust Electronic Performance Support System (EPSS) will be on line to assist Soldiers in using GCSS-Army for the life cycle of the system. All training materials will be available on the PM, GCSS-Army website (<https://gcss.army.mil>). Since the training is simulations based there are no training databases. As functionality is updated training products are automatically updated and improved. The updated products are then posted to the PdM, GCSS-Army website.

GCSS-Army will use this 3 phase approach in both Waves of fielding.

#### 3. Fielding and Logistics Support Structure

##### 3.1 Command and Control

PdM, GCSS-Army has the overall responsibility for developing, deploying, and sustaining GCSS-Army. Success requires the cooperation and support of the gaining Commands. The PdM staff has prepared a list of events and responsibilities of the PdM, GCSS-Army and the gaining Commands, see the MOA in Appendix D. The actual activities at each gaining Command will vary in response to Command unique variables, such as number of personnel to be trained. The PdM, GCSS-Army will use the approved deployment strategy as described in paragraph 2.3, in

conjunction with the gaining Commands to deploy the system in the most efficient and effective manner.

### 3.1.1 Command and Control, Fielding Command

#### 3.1.1.1 Program Executive Office Enterprise Information Systems (PEO EIS)

PEO EIS is responsible for providing planning, guidance, direction, control, and the support necessary to field assigned systems within cost, schedule, and performance baselines. PEO EIS executes assigned programs, as approved by the DA. GCSS-Army is assigned to PEO EIS. PEO EIS supports the PdM, GCSS-Army by ensuring that all Army agencies involved in the acquisition of Army materiel are responsive to the needs of GCSS-Army in achieving programmatic goals. PEO EIS is responsible for the planning, programming, budgeting, and execution necessary to guide programs through all milestones and is generally responsible for the following:

- a. Provides management guidance to the PdM in accordance with life cycle management procedures for assigned Army systems
- b. Ensures that system acquisition and deployment are properly managed and that all life cycle management requirements are met
- c. Ensures that comprehensive test and evaluation and quality assurance programs are developed
- d. Provides program information to the Defense Acquisition Executive (DAE), HQDA, DoD, and Congress
- e. Participates in the development of data to support DAE programmatic decisions in the budget preparation, execution system, and provide development and acquisition system resource data to TRADOC for the Long-Range Army Material Requirements Plan (LRAMP).

#### 3.1.1.2 Director of Program Management PEO EIS

The PMD provides advice and assistance as needed in the area of logistic support. These duties include but are not limited to the following:

- a. Participates in Integrated Product Teams (IPTs), as required
- b. Participates in Post Fielding Support Analysis (PFSA), as required
- c. Ensures that all applicable Integrated Product Support (IPS) elements are considered regarding acquisition, planning, testing, training and evaluation prior to, or concurrently, with the deployment of the system

#### 3.1.1.3 PdM, GCSS-Army

The PdM, GCSS-Army is the System Developer and accomplishes prescribed tasks depicted in the GCSS-Army Charter. The PdM has overall responsibility for planning, programming, budgeting, and execution of funds through the GCSS-Army entire lifecycle. The PdM, GCSS-Army, with the assistance of the SI:

- a. Creates an Integrated Master Schedule (IMS), and Integrated Master Plan (IMP); and manages program's progress via the plan and schedule.
- b. Ensures the program is within the key parameters of cost, schedule, and performance thresholds.
- c. Conducts oversight; including but is not limited to: developing, testing, training, pre-deployment, deployment, post deployment, sustainment, and disposal of legacy systems.

The PM is further responsible for all integrated logistics support elements, property accountability of GFE, program documentation requirements, planning, coordination, and evaluation of GCSS-Army development. The PM involves deployment, post-deployment, software support of logistics and appoints a PSM. The PSM is responsible for preparing, coordinating, and ensuring that the Supportability Strategy for GCSS-Army is current. The following functions are performed:

- a. Manages GCSS-Army developmental programs in accordance with DoD 5000 lifecycle management procedures
- b. Plans and manages acquisition program consistent with the policies and procedures issued by the AAE and appropriate regulations, policies, procedures, and standards
- c. Prepares, coordinates, and updates baseline agreements, and responsible for all program documentation
- d. Maintains adequate project schedules, and cost accounting system. Establishes and maintains control over funds received
- e. Coordinates tasks with those agencies responsible for training and doctrine, logistics support, or operational employment
- f. Ensures that system training and logistics support are synchronized with system development and hardware procurement
- g. Ensures that known performance deficiencies are corrected, tested to include regression testing and validated before system deployment
- h. Fulfills the responsibilities for Integrated Logistics Support (ILS), and supporting publications
- i. Develops and submits requirements for financial, manpower, matrix, and contractor support for the PM to the AAE and PEO EIS; develops, coordinates, and commits to an acquisition program baseline and reports all imminent and actual breaches of the approved baseline
- j. Prepares and submits timely and accurate periodic program performance report
- k. Develops and coordinates the Test and Evaluation Master Plan (TEMP), and participates in validation/operational testing.
- l. Conducts Configuration Management.

### 3.2 GCSS-Army Deployment Team

The GCSS-Army Deployment Team includes government and contractor personnel. The GCSS-Army Deployment Team performs the following activities:

- a. Serves as a multifunctional asset which plans, coordinates and executes all elements of deployment to include NET, materiel handoff and PDSS.

- b. Plans, coordinates, and facilitates the scheduling of training throughout the entire GCSS-Army deployment phase.
- c. Leads the coordination between the PdM, GCSS-Army and gaining Commands to secure an MOA that outlines a detailed sequence of activities, procedures, and Command responsibilities for fielding the system at each site.
- d. Leads the Site Survey visit with the gaining Command or organization.
- e. Supports the In-Process Reviews (IPRs) with current status of the deployment effort.
- f. Coordinate with SEC-Lee for the LCR for client hardware as appropriate.

### 3.2.1 Composition of the GCSS-Army Deployment Team

The GCSS-Army Deployment Team is composed of 4 elements. These elements are:

- a. Operations Team (Rear)
- b. Chief Of Installation (COI)
- c. Materiel Fielding Team (MFT)
- d. Sustainment Team

#### 3.2.1.1 The Operations Team (Rear)

The Operations Team (Rear) is a government team within the Logistics Division of PdM, GCSS-Army. This team serves as the executive agent for the PM in fielding GCSS-Army to the Total Army. It serves as a coordinating and planning cell which works with all elements of the Army in the planning, preparation, coordination, execution and sustainment of GCSS-Army deployment. Its specific missions include:

- a. Manning the Transition Operations Center (TOC)
- b. Planning all Deployment activities
- c. Fielding Execution and supervision of the SI Cutover Command Center staff
- d. Coordinating with the Army G3 staff to work within the ARFORGEN process.
- e. MFT Scheduling using the GCSS-Army Scheduling Administration Tool (GSAT) to manage the deployment of NET resources (teams, mobile training vans, classrooms, checklists, etc.)
- f. Coordinating with SEC-Lee TLD for Hardware Provisioning based on requirements identified in authorization documentation and LCR requirements.
- g. Resolution of help desk tickets regarding data cleansing and deployment preparation/execution.
- h. Establishing and maintaining a Training Center for new staff.
- i. Maintaining a Deployment Status Board for reporting to outside agencies.

### 3.2.1.2 Chief of Installation.

The COI is a government employee who is in charge of all deployment operations at the forward site. He reports through the Operations Team to the Chief of the Logistics Division. He runs the MFT and his other specific responsibilities and missions include:

- a. In – Briefings
- b. MOAs
- c. Facility Setup
  - i. SSAs
  - ii. Classrooms
- d. User Analysis
- e. Lead User Workshop
- f. Data Cleansing Check on Progress
- g. Maps
- h. TOC Updates
  - i. Hot-washes
  - ii. Reports

### 3.2.1.3 Materiel Fielding Team (MFT).

The MFT is a team composed of government personnel and SI contractors. Their mission is to prepare units for transition to GCSS-Army. They will execute this mission by performing the following tasks:

- a. NET Execution
  - i. IFT Trainers
- b. Technical Support
  - i. Client Hardware Status
  - ii. SSA infrastructure
  - iii. Classroom connectivity
- c. Financial Operations SME
- d. Data Validation
- e. Post GL Tasks
- f. Over-The-Shoulder Support

### 3.2.1.4 Sustainment Team.

The GCSS-Army Sustainment Team is responsible for insuring continuous Post Deployment System Support to Army customers. GCSS-Army will do this through:

- a. A help desk which will provide both telephonic and on-line assistance to GCSS-Army users.
- b. A Production Support Center (PSC) at Redstone Arsenal which ensures the proper operations of the GCSS-Army production hardware and software and conduct system maintenance to provide continuous operations for the field.
- c. The SI will provide personnel to support help desk operations and to manage software issues and help desk tickets.
- d. The Army Enterprise Systems Integration Program (AESIP) will gather and update master data on all equipment and supply items for use in GCSS-Army.

Figure 3.2.1 depicts the GCSS-Army Deployment Team

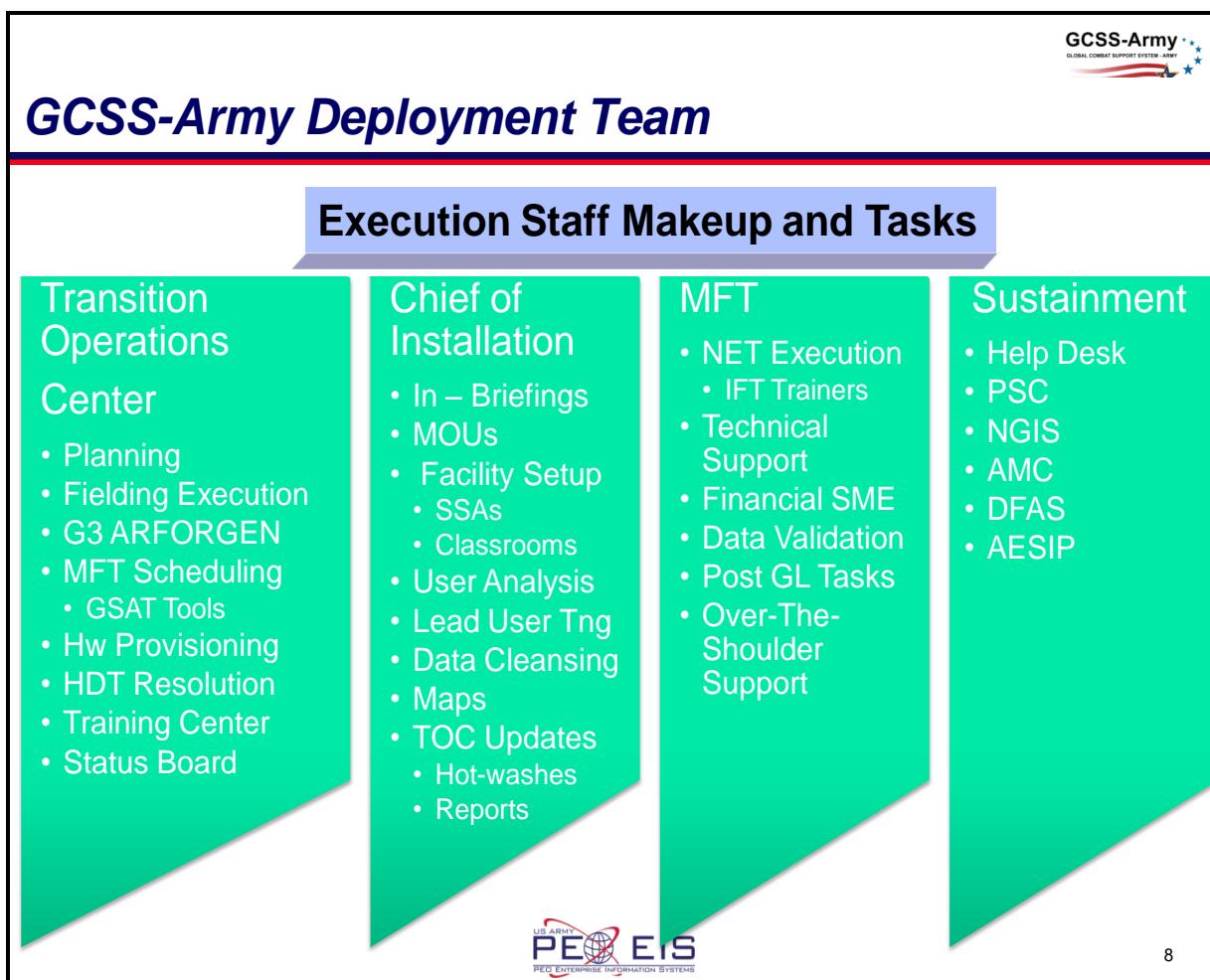


Figure 3.2.1 GCSS-Army Deployment Team

### ***3.2.2 Organizational Change Management Team***

The Organizational Change Management (OCM) team will play a crucial role in the preparation of the end-user community to receive GCSS-Army. The OCM team is working diligently to create a cadre of Change Agents that will support the deployment effort from within the Army. The Deployment Team will rely heavily on the OCM Team to “set the stage” for GCSS-Army deployment activities and provide mobile deployment personnel with critical POCs at each site.

### **3.2.3 Training Development Team**

The Training Development Team creates the content for IFT, WBT and the Electronic Performance Support System (EPSS). The training developers, in conjunction with the Master Trainers, will provide train-the-trainer support to GCSS-Army platform instructors.

### **3.2.4 Sustainment/Help Desk Team**

The Sustainment/Help Desk Team is responsible for the management and maintenance of the GCSS-Army Production and Continuity of Operations (COOP) servers during GCSS-Army Deployment, as well the management of the GCSS-Army Help Desk. The statistics and metrics that the Sustainment and Help Desk Team will collect will help the Deployment team streamline the training materials and guarantee that GCSS-Army NET, as well as the EPSS and PDSS, are as effective as possible.

### **3.2.7 Enterprise Data Management Office Team**

The Logistics Support Activity (LOGSA) Enterprise Data Management Office (EDMO) serves as the DA G4 executive agent providing data guidance, governance and integrity across the Logistics Domain. They are the single point of contact for executing policy defined by the G4/6 and other Army policy organizations for logistics data, is the governing office to ensure data management is executed at all logistics domain activities and supports the DA G4/6 in implementing and enforcing Army wide reform in the processes and procedures for managing logistics data. While not official members of the GCSS-Army MFT, they are key partners who will engage units well in advance of PdM GCSS-Army personnel. Their work begins at D-300 and continues through the entire GCSS-Army modernization process. Their team members will work in conjunction with OPM MFT personnel to insure data critical to successful GCSS-Army operations are properly cleansed and ready for migration. They will apply agreed upon business rules against current STAMIS data while providing data validation reports back to the units/sites, so the units/sites can begin their data cleansing activities. To use EDMO’s Infosphere data validation portal, go to <https://liw.logsa.army.mil>. NOTE: If you do not currently have an LIW or EDMO account, you will have to submit a System Access Request (SAR) prior to gaining access to the website. The EDMO GCSS-Army Team Lead is Wayne Trochesset (256-489-5709; [wayne.trochesset@us.army.mil](mailto:wayne.trochesset@us.army.mil)).

### **3.3 Hardware Acceptance**

#### **3.3.1 Production Hardware.**

PdM, GCSS-Army established and maintains a production server site at Redstone Arsenal which operates the GCSS-Army software. PdM, GCSS-Army has also established a continuity of operations (COOP) at a separate location.

#### **3.3.2 Client Hardware.**

PdM, GCSS-Army will not provide client hardware to units to operate GCSS-Army. Units will utilize the legacy TLS hardware provided when the legacy systems were fielded. However, PdM, GCSS-Army will coordinate with SEC-Lee TLD during the fielding process to ensure that units receive compatible hardware as part of the TLS Life Cycle Replacement Program. A GCSS-Army system engineer will also coordinate any work needed to upgrade the SSA infrastructure.

### **3.4 Fielding Scenario**

The planned sequences of events for GCSS-Army deployment will be developed in coordination with Army G3/5/7, G4/8 and gaining commands. The actual activities at each gaining Command may differ, dependent upon variables such as availability of units and ARFORGEN and deployment schedules. Once a draft schedule has been developed and staffed it will be posted on the GCSS-Army website (<https://gcss.army.mil>).

### **3.5 Controlling Documents**

All documents are posted under the Fielding tab on the GCSS-Army website (<https://gcss.army.mil>).

#### **3.5.1. Memorandum of Notification (MON)**

PdM, GCSS-Army initiates the formal deployment process by providing a MON to the gaining ACOM, ASCC and DRU and other Army organizations. The MON will state the intention to deploy the system, provide specific deployment milestones, and:

- a. Briefly describe the system and its intended uses. The MON will also indicate whether it replaces a system now in use.
- b. Be accompanied by a link to the GCSS-Army MFP.
- c. Request gaining ACOMs, ASCCs, DRUs, DFAS and other Army organizations comment on the draft GCSS-Army MFP, the schedules, and meet the suspense provided.

#### **3.5.2 GCSS-Army Material Fielding Plan (MFP)**

The MFP is the master planning document governing all of the major events and support actions required to deploy GCSS-Army. The MFP will be continuously updated to reflect the most current information throughout the planning and execution phases of the deployment.

### **3.5.3 GCSS-Army Material Fielding Agreement (MFA)**

The MFA formalizes the agreed upon plans, policies, responsibilities, procedures, dates, and schedules governing the deployment of this system between PM, GCSS-Army and the gaining Commands or other organizations. The MFA includes guidelines on responsibilities, functions, and requirements for deploying the system. A sample MFA can be found in Appendix C.

### **3.5.4 Memorandum of Agreement (MOA)**

The MOA is a detailed deployment schedule and formally documents, with fact sheets, all actions required to be completed before, during and after GCSS-Army deployment. The MOA is developed during the Site Visit. The body of the MOA lists duties, responsibilities, understandings, agreements, general concerns, and major support and resource requirements. Enclosures to the MOA provide a calendar of events, general and any PdM, GCSS-Army specific checklists, detailed training schedules, attendance lists from various meetings, and fact sheets on various issues which detail specific concerns or problems and recommended actions to be taken before deployment. The MOA is normally signed by the gaining sites, organization or activity/ Division Commander or Chief-of-Staff or persons of equivalent rank, and the PdM, GCSS-Army. A sample MOA can be found in Appendix D.

### **3.5.5 Execute Order (EXORD).**

The Deputy Chief of Staff 3/5/7 will sign an EXORD at a date TBD to implement and operate GCSS-Army.

## **3.6 Gaining Commands**

### **3.6.1 Command POC**

Each ACOM, ASCC, DRU, DFAS and other gaining Army organizations will negotiate a formal MFA with PdM, GCSS-Army to outline responsibilities for deploying the GCSS-Army system. Each Command will coordinate with GCSS-Army POC (s) and communicate the actions required for deployment to their sub-ordinate organizations. The Commands are required to provide funding for any necessary site preparations. The Commands will appoint an Installation/ Organization POC (s) under their responsibility to coordinate the pre-deployment and deployment activities of GCSS-Army as listed in the MOA. (See Appendix D).

### **3.6.2 Installation/ Organization Training Coordinators**

The Installation/ Organization Training Coordinators (TC) serve as the primary government POCs for Instructors, Users, and Supervisors throughout the training delivery process at each location. GCSS-Army recommends that the gaining organizations appoint one training coordinator for each brigade equivalent fielded at that installation. The Installation/Organization Training Coordinators, using the Army Learning Management System (ALMS), will validate the individuals have enrolled in the proper prerequisite training courses. Additionally, they are to act as the liaison to the GCSS-Army POC for tracking overall unit readiness.

### **3.7 GCSS-Army PreDeployment Activities.**

As shown in Figure 2.4.2.11 *GCSS-Army Fielding Plan and Processes*, predeployment activities for GCSS-Army are a synchronized and orderly method to prepare unit data for migration from the legacy TLS to GCSS-Army, as well as prepare units to successfully employ the system.

As stated previously, the more accurate the unit data is; the less work is required by Soldiers and Leaders to prepare for GCSS-Army. Commanders need to take every opportunity to use all resources available to improve the integrity of their data. Assistance can be arranged from LCMCs, LOGSA's Enterprise Data Management Office (EDMO) as well as supporting Army Field Service Battalions (AFSBns). This is especially helpful when units are in the RESET phase of ARFORGEN.

### **3.8 Prerequisite NET Activities**

There are 2 elements to Prerequisite NET Activities; Advanced Lead User Training and Prerequisite NET Activities for staff elements supporting GCSS-Army Units.

#### **3.8.1. Advanced Lead User Training**

Advanced Lead User training is a program to bring the Accountable Officer or a command designee to the PdM, GCSS-Army facility in Petersburg, VA, 210 to 150 days prior to fielding in order to get enhanced training on GCSS-Army. This advanced training provides SSA managers' orientation to GCSS-army and better prepares them to advise their unit as it prepares for conversion. The course is a full week and covers subject such as

- a. GCSS-Army Program Overview
  - i. Reinforce main objectives of GCSS-Army
  - ii. rs
- b. Web Based Training Core Concept Review
  - i. WBT Defined and Purpose
  - ii. Conduct a "check on learning" using WBT to confirm understanding of basic concepts
- c. Lead User Training Concept
  - i. Lead User Program Defined
  - ii. Program Objective and Expectations of Lead Use
- d. Deployment and Fielding
  - i. Schedule, plan and how it will impact their organization and what role they will play
- e. Data Cleansing
  - i. Objective
  - ii. What, When, Why, Who, and How (examples)
- f. Financial Integration Changes and Concepts
  - i. Overview of FI related to Inventory Management/Warehouse Management (IM/WM)

- g. Materiel Management (MM) Changes and Concepts
  - i. Overview of MM related to IM/WM
- h. IM/WM Changes, Concepts and Path to Success
  - i. Topics Discussed at High Level (SSA Manager)
  - ii. Selected IFT transactions will be used to support the concepts discussed and familiarization with data sets and the look and feel of GCSS-Army
- i. Lessons Learned

### 3.8.2 Prerequisite NET Activities For Staff Elements Supporting GCSS-Army Units

Once a unit has been identified to receive GCSS-Army, certain staff elements which provide policy and guidance to units require training. Prior to fielding GCSS-Army to the unit, the staff that manages, controls, monitors, and/or requires visibility of the selected unit will receive GCSS-Army NET or Instructor and Key Personnel Training (IKPT). As part of the process these staff elements will assist in the following functions:

- a. Role and Permission Management
- b. Force Element Design and Capabilities
- c. Financial Implications for Defense Finance and Accounting Service (DFAS)/Comptrollers
- d. GCSS-Army Asset Visibility
- e. Materiel Management
- f. Maintenance Management

### 3.9 GCSS-Army NET Curriculum Development

GCSS-Army NET content is divided into four distinct groups:

- a. Prerequisite Web-Based Training (WBT)
- b. Instructor-Facilitated Training (IFT)
- c. Post-NET Interactive Multimedia Instruction (IMI)
- d. Electronic Performance Support System (EPSS) reference materials

#### 3.9.1 Prerequisite WBT

Prerequisite WBT is required by all user groups, regardless of business area. Prerequisite WBT focuses on general information needed by any GCSS-Army End-User. Examples of prerequisite WBT courses are: GCSS-Army Overview and GCSS-Army Navigation. There are also select prerequisite WBT courses taken by certain subsets of the overall GCSS-Army end-user population. Business area-specific overview courses, like the Warehouse Management Overview course, provide additional layers of detail to those individuals working in the Retail Supply arena. Other WBT, like the Basic Reporting course, provides managers with instruction on a series of tasks that are all similar in nature. Prerequisite WBT for each end-user group is limited to no more than ten hours in length, thereby making the task of completing the WBT prior to IFT manageable for all users.

### 3.9.2 Instructor Facilitated Training

IFT is the traditional classroom portion of GCSS-Army NET, though it may not always be taught in the traditional classroom setting:

1. IFT covers the core curriculum (i.e., critical task list) a group of end-users require in order to be self-sufficient on Day 1 in the system.
2. IFT is broken down by business area (Retail Supply/Warehouse operations) and then segmented again within the business area (Stock Control, Materiel Management, etc) as needed.
3. IFT is being developed for classroom delivery, but is being built as “web-ready” to facilitate delivery through a number of different avenues leveraging advancements in technology and communications (distributed classrooms, Video Teleconferencing (VTC), future conversion to WBT, etc.).
4. IFT for each user group is limited to no more than 40 hours in length, thereby limiting the amount of “out of office” time to one work week for users undergoing NET.

### 3.9.3 Post NET

Post-NET course materials are IFT courses that cover tasks assigned to a user group, but are not part of the group’s core “critical” task list:

1. Post-NET course materials will be made available to users via the Learning Management System (LMS) as well as provided electronically as take-home materials during IFT.
2. Post-NET materials may be taken whenever it is convenient for the end-user, with no special software needed, and can be reviewed any number of times.

### 3.9.4 Embedded Performance Support System (EPSS).

EPSS-level content covers those transactions that are used infrequently by the end-user community, or are variations of common tasks taught via either WBT or IFT:

1. The end-user will have instant access to this content from within the GCSS-Army application.
2. At any time, the end-user can click the **Help** button from within the GCSS-Army application, and select **GCSS-Army Help**.
3. From this menu, the end-user can use keywords to search for the exact transaction they wish to know more about.
4. Once selected, a small dialog box will open on top of the live GCSS-Army application, providing step-by-step instructions for completing the process in real-time.
5. The GCSS-Army Help menu also allows the end-user to jump out of the transactional system and directly into simulation-based training to learn more about the process, or the end-user can download cue-cards and quick-reference materials suitable for printing and sharing with co-workers or subordinates.

Figure 3.9.1 and 3.9.2 illustrates the GCSS-Army Training Programs of Instruction



## ***Training, Program of Instructions (POI) Summary***

**Pre-requisite Web-Based Training (WBT)**



Wave	Business Area	Hours
1	Financial Management	7
1	Warehouse Operations	6
1	Materiel Management	6
2	Property Management	6
2	Unit Supply	6
2	Maintenance Manager	6

• WBT Lessons will not exceed 10 hours  
 • Pre-requisite web-based training provides the necessary system and business area concepts and process changes

---

**On-Site Instructor Facilitated Training (IFT)**



Wave	Business Area	Days
1	Financial Management	5
1	Warehouse Operations	5
1	Materiel Management	5
1 & 2	Access Administration *	1
2	Property Management	5
2	Unit Supply Course	5
2	Maintenance Managers	3
2	Parts Records Course	5
2	Master Drivers *	1
2	Commanders Course *	2

• IFT lessons will be no more than 5 days  
 • Builds on the WBT Materials  
 • Reinforces navigation and self-help tools like the End User Manual – Plus, Embedded Help, and basic troubleshooting techniques

**NOTE:** All training products are “web-delivered capable” to facilitate self-education Programs

*Prepared by: Harold Whittington / (804) 605-9362 / harold.d.whittington@us.army.mil*



*\* Courses that could be delivered via the web or by leveraging distance learning delivery capabilities*  
*= Wave 2 Training Courses*

17

Figure 3.9.1 GCSS-Army Training POI Wave 1

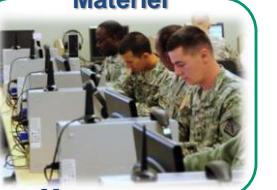


## ***Wave 2 - Program of Instructions (POIs)***

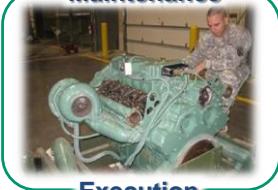




**Warehouse**  
**Execution**



**Materiel**  
**Management**  
(Including warehouse, property and Maintenance)



**Maintenance**  
**Execution**



**Associate Financials**  
(Including warehouse, property and Maintenance)



**Property & Unit**  
**Supply**

*Prepared by: Harold Whittington / (804) 605-9362 / harold.d.whittington@us.army.mil*

24

Figure 3.9.2, GCSS-Army Training POI Wave 2

39

### **3.10 Targeted Communications Development**

#### **3.10.1 Organizational Change Management (OCM)**

The OCM Team focuses on the development of awareness and high-level education materials that prepare the way for the on-site Deployment Team. These targeted communications take numerous forms:

1. The GCSS-Army website
2. Articles in prominent military publications and installation newspapers
3. Change Agent conferences
4. Numerous Army Logistics conferences
5. Industry Day events
6. User surveys and stakeholder analysis
7. Lead User workshops
8. Command Emphasis letter

These targeted communications help to create awareness about the GCSS-Army program and aid in a successful deployment

#### **3.10.2 OCM Team Goals.**

The goal of the OCM Team is to engage the end-user community early and often with communications products tailored for specific audiences to highlight the benefits of GCSS-Army, identify what is changing for users through the collection of Organizational Change Impacts (OCI), and let Soldiers and Leaders know what is expected of them and where they can turn for help.

### **3.11 Execution Phase Sequence of Events Development**

This area focuses on the development of all materials required to orchestrate the execution-level activities while on-site at the unit. Some of these documents, like the various site prep checklists, will be prepared ahead of time and used over and over again across multiple sites. Other documents, like the local audience analysis, local user role assignments matrix, and unit readiness reports, must be created specifically for each site and iterated throughout the execution phase.

A table of fielding planning actions can be found in Appendix F.

#### **3.11.1 Execution Level Deployment Activities**

Regardless of COMPO or location, all GCSS-Army deployment activities will consist of these same events:

1. Prefielding Activities
2. Site Preparation
3. Training and Final Preparation
4. Data Conversion and Migration

5. Data Validation and Go-Live
6. Post-Deployment System Support (PDSS)

#### 3.11.1.1 Prefielding Activities.

Prefielding activities are conducted in the D-300 to D-120 window. These are the staff planning and coordination efforts which must occur to conduct a successful unit modernization. Starting at D-300 EDMO contacts the unit and begins the data cleansing process. This work continues all the way to Blackout. The key efforts in this phase are to get units aligned for the fielding process.

Since GCSS-Army is an enterprise system the scheduling of units for conversion is strictly controlled. Due the rigid nature of an ERP, units fielding dates have to be aligned into specific fielding blocks. These blocks have to all start on the same day regardless of where in the world a unit resides or what COMPO it resides in. While there is some ability for flexibility within the overall schedule, a unit must commit to specific fielding date by D-180. After that date if there is a conflict the unit will have to be moved to a later fielding block. Since the amount of coordination to prepare a unit is considerable commands will not be able to substitute a different unit into that fielding block which has been vacated once the D-180 mark has past. The unit which had to withdraw will have to be scheduled into a later block.

#### 3.11.1.2 Site Preparation

The Site Preparation Phase of the GCSS-Army Deployment cycle for a particular unit spans a number of months. Site visits begin 120 days prior to a unit going live and continue up to 30 days after a unit starts to operate GCSS-Army. The mission of these site visits include coordination with unit and staffs for preparing for deployment of GCSS-Army. Lead user candidates are identified and given special training opportunities.

##### 3.11.1.1.1 Site Survey.

The Site Survey is the first visit at the 120 day mark. This visit consists of a Leadership Conversion Readiness Briefing, a preliminary facilities walkthrough, and identification of unit Lead Users.

1. Provide unit leadership and personnel with a base understanding of GCSS-Army
2. Begin reporting the status of the methodical cleansing of unit data
3. Identify Unit POCs and assign tasks IAW the MOA
4. Identify available online training resources
5. Identify status of unit legacy TLS equipment and identify LCR candidate systems
6. Coordination with unit/installation resource management personnel
7. Begin identifying User Roles

A sample Conversion Readiness Scorecard is at Figure 3.11.1

<b>Conversion Readiness Scorecard (CRS)</b>		
<i>- Managing Site Survey Activities</i>		
<b>PERIOD ENDING 29 SEP 2011:</b>	<b>RATING DESCRIPTION:</b>	<b>RATING</b>
<b>DATA PREPAREDNESS (CLEANSING)</b> (Serial #s, Components, Inventory, etc.)	Unit Data Cleansing was executed down to a .01% Error rating	
<b>SITE PREPAREDNESS</b> (Audience analysis, Hardware, etc.)	Audience analysis went well. Hardware prepared, all systems not online (Unit Supply)	
<b>TRAINING PREPAREDNESS</b> (Web-based (WBT), Lead-user, NET, etc.)	335 of your Soldiers trained during , 190 Logisticians. 25% completed WBT	
<b>POST MODERNIZATION</b> (End User Manual, Job Aids, Over-the-Shoulder, etc.)	Visited all key units & Soldiers. Provided them with Job Smart Books	
<b>LEGEND</b>		<b>OVERALL RATING</b>
EXCEEDED GOAL	FAILED	
MET GOAL	N/A (or Unknown)	
MISSED GOAL		
<b>OVERALL UNIT READINESS ASSESSMENT</b>		
<ul style="list-style-type: none"> <li>▪ <b>Score Cards are the Conversion Readiness tool</b></li> <li>▪ <b>Score Cards are discussed during each site survey</b> (in &amp; out Briefings)</li> </ul>		

 5

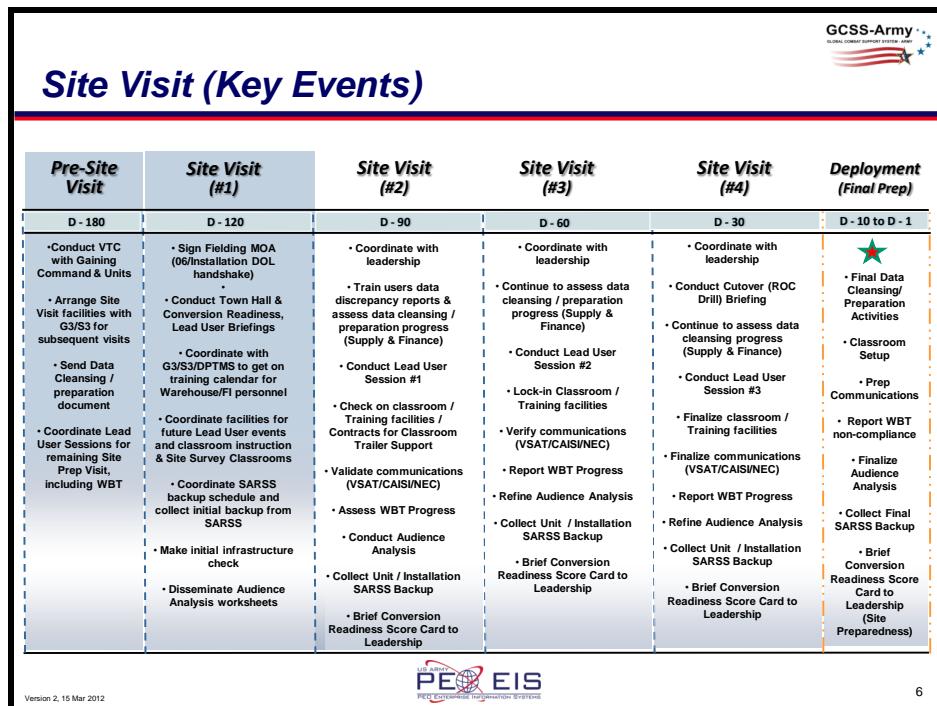
Figure 3-11.1, Conversion Readiness Scorecard

### 3.11.1.1.2 Monthly Visits

As a part of the monthly site visits, the following will occur:

1. Unit leadership provided a status on progress of prerequisite training and data cleansing
2. Data cleansing check on progress with unit personnel
3. Training facilities are scheduled and unit training calendars updated
4. SSA footprint checked and upgrades recommended
5. NEC coordination for scanning of classroom sets
6. Refinement of User Roles
7. Lead user workshops

A diagram of key events on Site Surveys is shown at Figure 3.11.2



**Figure 3.11.2 Site Visit Key Events-Wave 1**

### 3.11.1.1.3 Additional Topics for Consideration

Further topics and agenda items for site visits could include a mix of the following:

1. Leadership Awareness/Readiness Briefing Topics
  - a. Conversion Readiness Scorecard
  - b. Hand Receipt procedures
  - c. DFPS Situation Report
  - d. Exchange Pricing
  - e. Funds Check
  - f. Military Standard Requisitioning & Issue Procedures (MILSTRIP)
  - g. Equipment Bill of Materials (BOM)
2. Retail Supply Topics:
  - a. Release Strategy
  - b. Materiel Requirements Planning (MRP)
  - c. Stock Control Status Board
  - d. Demand Analysis
  - e. Custom-configured GCSS-Army "Z" Transactions
  - f. Other topics To Be Determined (TBD)
3. Finance Topics:
  - a. Distribution of Funds

- b. Funds Check
  - c. Release Strategy (Purchase Order (PO) Validation)
  - d. Exchange Pricing
  - e. Managerial and Statutory Reports
- 4. Property Book and Unit Supply Topics: (WAVE 2)
  - a. Asset Management
  - b. Hand receipt procedures down to unit level
  - c. Equipment Bill of Materials (BOM)
  - d. Military Standard Requisitioning & Issue Procedures (MILSTRIP)
  - e. DFPS Situation Report
- 5. Maintenance Topics: (WAVE 2)
  - a. Functional Locations
  - b. Equipment Bill of Materials (BOM)
  - c. Material BOM
  - d. Maintainer's Status Board
  - e. Maintenance Stock Tracking
  - f. Exchange Pricing
  - g. Expenditures Tracking
  - h. Downtime Analyzer
  - i. DFPS Situation Report

The specific topics to be covered during this phase will differ depending on whether it is a Wave 1 or 2 fielding.

### 3.11.2 Data Cleansing

#### 3.11.2.1 Data Cleansing Overview

Data cleansing are those steps which ensure that all data elements within the legacy TLS systems is correct and will not cause critical failure errors with GCSS-Army after data migration. In an enterprise system it is critical that all data elements are correct as possible prior to loading into the database. As mentioned in Para 3.7 there are many supporting agencies available to assist units in cleansing their data.

#### 3.11.2.2 Examples of Data Cleansing Requirements

The following is a list of examples of data elements by business area which need to be checked and corrected prior to data migration:

##### 1. Retail Supply

- a. Conduct Recon between SARSS1 and CTASC
- b. Conduct Face-to-Face Reconciliation with ALL Customer units
- c. Conduct Financial Reconciliation with SARSS1
- d. Conduct Dues-In from Referral Reconciliation

- e. Conduct Dues-In from Maintenance Reconciliation
- f. Confirm all Issues in the MRO Confirmation file
- g. Conduct Location Maintenance on all warehouse locations
- h. Clear ALL Inventories and Suspense records in SARSS1
- i. Provide COOP list to the GCSS-Army Deployment Team
- j. Provide SARSS2A Manager POC to the Deployment Team

## 2. Financial

- a. Submit timeline for DODAAC TAC 3 change updates to GCSS-Army Deployment Team
- b. Conduct Bottom-Up Reconciliation with ALL Customer units
- c. Conduct Face-to-Face Reconciliation with SSA
- d. Validate FCM and ODS to ensure FCM Document Header Files are being pulled and that FCM matches the file of record
- e. Query GFEBS to find if any abnormal conditions and discrepancies exist

## 3. Property Book (WAVE 2)

- a. Reconcile Catalog items between PBUSE, FEDLOG and / or SLAMIS
- b. Validate S/N and REG numbers are recorded correctly in PBUSE
- c. Validate CBRN detector numbers and serial numbers are recorded correctly in PBUSE
- d. Validate that any inactive DODAACs (from previous deployments, for example) have been purged from PBUSE
- e. Validate that any inactive UICs/ Derivative UICs (from previous deployments, for example) have been purged from PBUSE
- f. Validate all Non MTOE authorizations
- g. Validate all LIN to SUBLIN relationships
- h. Perform a 100% reconciliation with the SSA and LIW activity registers to identify what transactions are open, valid, and funded.

## 4. Unit Supply (WAVE 2)

- a. Conduct a detailed review of the Primary Hand Receipt (PHR) and resolve all discrepancies with the PBO
- b. Resolve all missing Serial Numbers and other Serial Number discrepancies listed on the PHR
- c. Resolve Property Imbalance Report (PBUSE, RPT-15)
- d. Remove all User Created Assets (non-expendables) and User Created Serial Numbers the CDR does not want converted into GCSS-Army (only SIC A will migrate to GCSS-Army)
- e. Conduct a S/N and REG # reconciliation between PBUSE PHR and SAMS Equipment Listing
- f. Run the Unit Level Reconciliation Report (PBUSE, RPT-18) for UICs of the converting organization(s)and resolve the issues identified on the report
- g. Submit SLAMIS requests for all User Created Assets not already cataloged in SLAMIS

- h. Conduct a 100% Reconciliation with SSA and LIW to identify valid requisitions in the Activity Register

## 5. Maintenance (WAVE 2)

- a. Reconcile Non-Serial Numbered items to ensure admin numbers are assigned to equipment
- b. Reconcile Serial and Registration numbers between PBUSE and SAMS-E
- c. Validate Weapons Systems against MMDF
- d. Army Oil Analysis Program (AOAP) / S/N Reconciliation against equipment components
- e. 100% Face-to Face reconciliation with the SSA
- f. Reconcile Overage Reparable Items List (ORILS)
- g. Reconcile Test Measurement Diagnostic Equipment (TMDE) Serial Numbers
- h. Validate Storage Bin locations are identified with an actual location
- i. Identify stockage requirements for Bench and Shop Stock
- j. Validate Service Schedules against maintenance significant items
- k. Validate Modification Work Orders against MMIS

NOTE: These lists are not all inclusive and are intended as a guide. A full explanation of terms as well as a complete step by step instructions and checklist are in the GCSS-Army Data Cleansing guide located on the PdM website, <https://gcss.army.mil> .

### 3.12 Data Migration, Training and Data Validation.

#### 3.12.1 Data Migration.

The data migration process is the method where legacy TLS data is collected and properly formatted and then loaded into the GCSS- Army production server. During the entire period the unit is in a Blackout with regards to all automated logistics operations. This is necessary so PdM, GCSS-Army can establish a baseline point for gathering data prior to data conversion. The steps of data migration are:

1. A coordinated backup of all legacy TLS occurs and the data is sent to the Data Staging Utility
2. Data is staged at the DSU
3. Critical Conversion Errors are identified and fixed by unit personnel and/or Data Team
  - a. Noncritical Errors are fixed during the data validation stage as a Post Go Live Task
4. Data is moved into the GCSS-Army production server once unit personnel sign letters of acceptance by business area

The length of Blackout will differ during Wave 1 and Wave 2. The goal is to minimize sustainment operations for a unit and to keep Blackout to less than 7 days.

Figures 3.12.1.1, 3.12.1.2 and 3.12.1.3 depict standard schedules for Wave 1, Wave 2 and for a consolidated Total Unit Fielding.

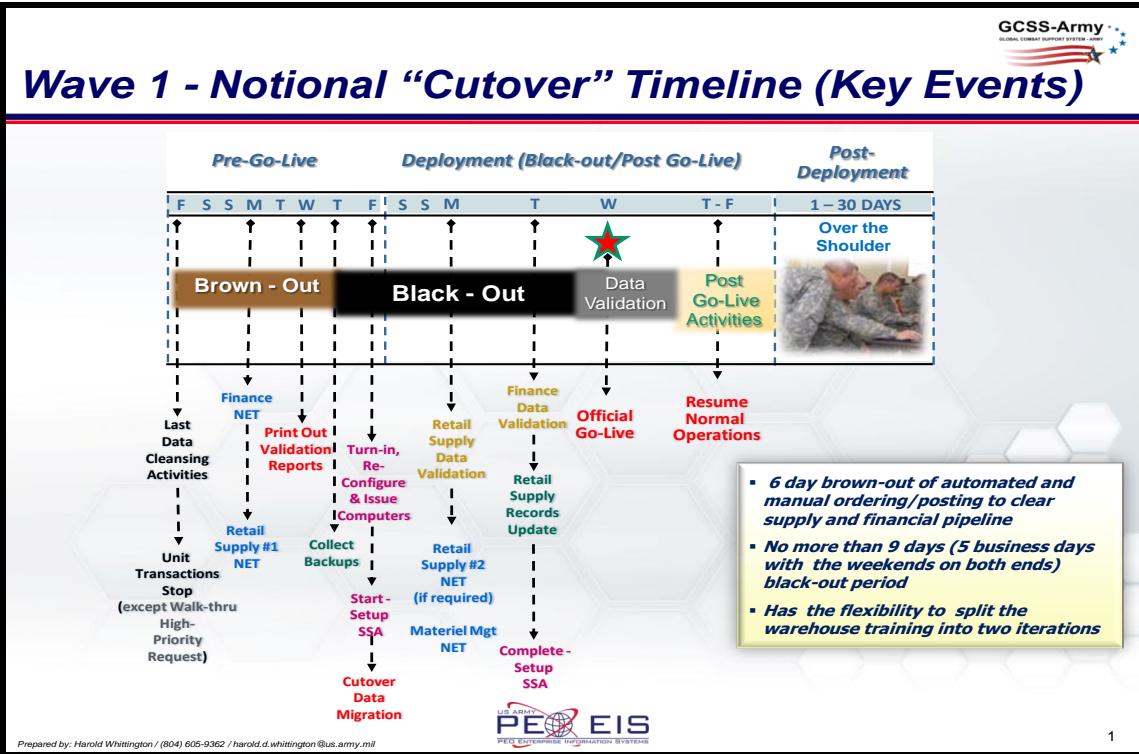


Figure 3.12.1.1 GCSS-Army Blackout Activity Details- Wave 1

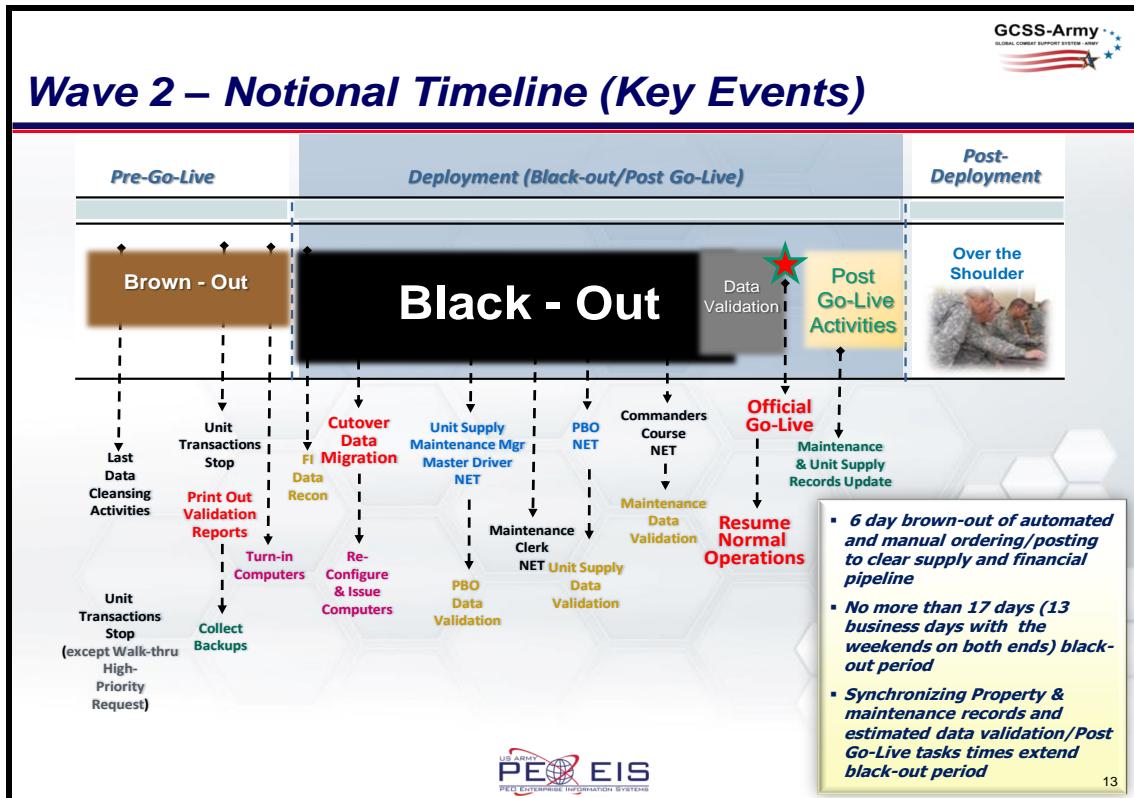


Figure 3.12.1.2 GCSS-Army Blackout Activity Details- Wave 2

## GCSS-Army Training, Cutover and Go Live – Total Unit

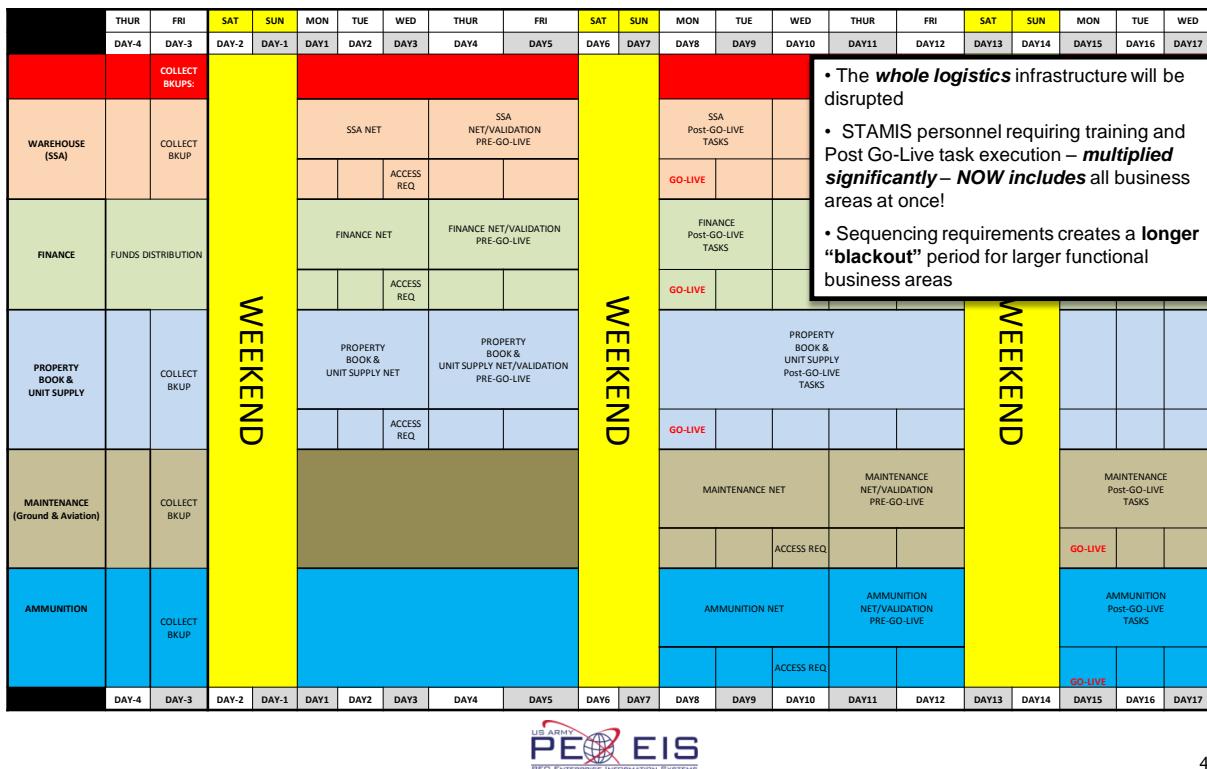


Figure 3.12.1.3 GCSS-Army Blackout Activity Details – Total Unit

40

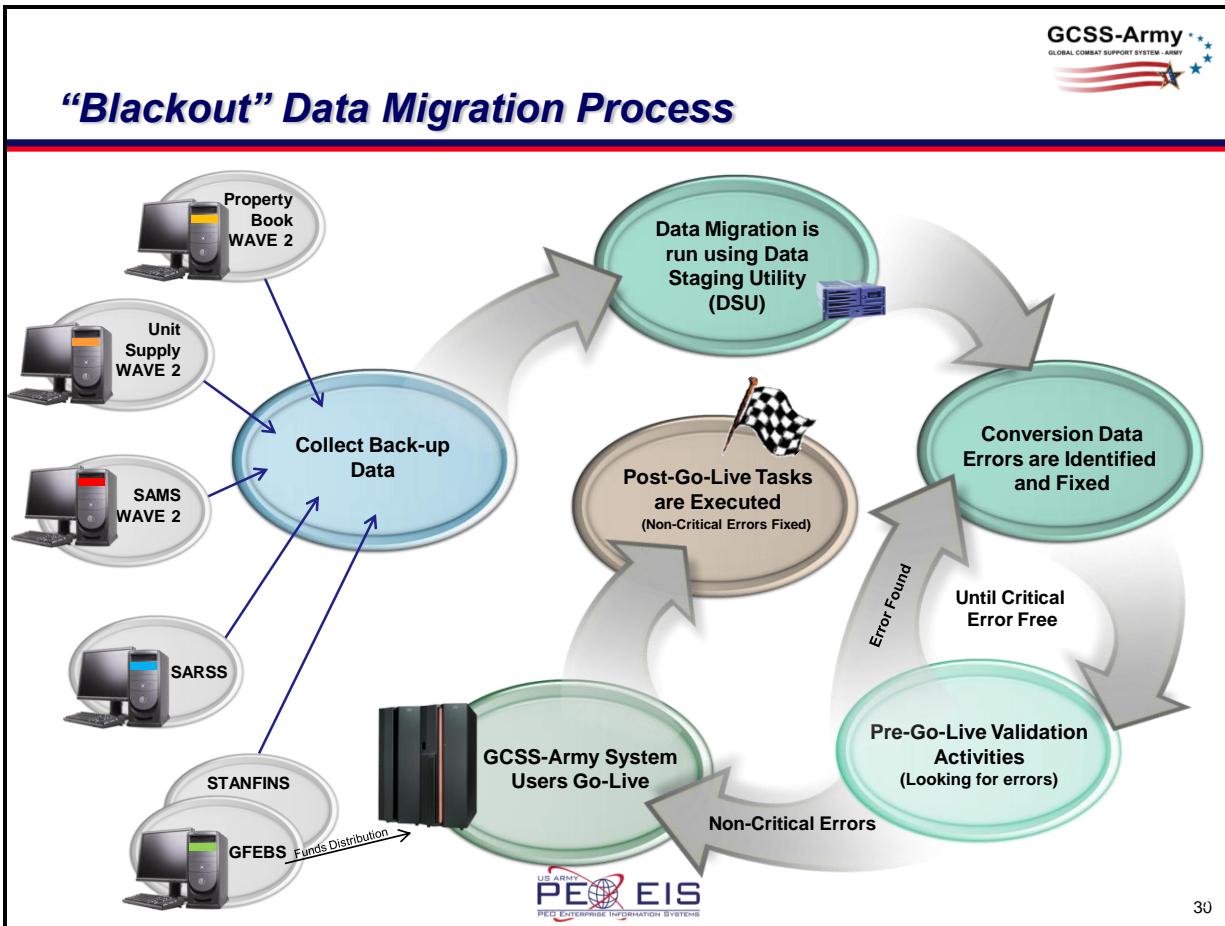


### 3.12.2.1.1 Steps during Brownout.

The purpose of the Brownout period is to ensure that transactions have cleared the financial pipeline from local financial systems to GFEBS. This will ensure that no financial transactional later will be lost at Blackout. During Brown out units conduct only high priority walk-through transactions at the SSA. Finance and selected SSA personnel attend NET.

### 3.12.2.1.2 Steps during Blackout.

The purpose of the Blackout period is to ensure that all activities prior to Go Live are completed in an organized and synchronized manner. In Wave 1 Tactical Financial data must migrate along with the Retail Supply data in order for all requisitions and their associated financial obligations are synchronized in GCSS-Army. In Wave 2 all property records must migrate before maintenance records for a piece of equipment since the property system is the system of record for the item. This will ensure that the serial number as listed in the property system is loaded into the database prior to any maintenance records. When the maintenance records are loaded they will not be lost since they will match the property data already loaded. This process is illustrated in Figure 3.12.2.



**Figure 3.12.2 Data Migration Cutover Plan & Process**

### 3.12.4 Instructor Facilitated Training.

As discussed in Paragraph 3.9, GCSS-Army NET is a six part process with WBT based prerequisite training, followed IFT on site teaching the core processes which Soldiers need to know to do their job. This is followed by Post NET Training which is a combination of WBT and EPSS. The purpose of the IFT is to prepare a Soldier to do his job within the requirements of his MOS. It is not intended to give him the entire functionality within GCSS-Army for his business area. The Post NET EPSS and WBT are the way soldiers can expand their knowledge of GCSS-Army as well as giving an industry proven method for sustainment training. All products will be available through the PdM, GCSS-Army website at <https://gcss.army.mil>.

#### 3.12.4.1 IFT by Business Area.

IFT for a unit will be broken out by business area:

1. Tactical Financial Management
2. Retail Supply (Warehouse Operations)

3. Property Book (WAVE 2)
4. Unit Supply Operations (WAVE 2)
5. Maintenance (WAVE 2)
6. Materiel Management

#### 3.12.4.2 IFT Delivery.

##### 3.12.4.2.1 Training Execution Methodology

The IFT for a unit will occur over a 2 week period as shown in Figure 3.12.1.1. The initial week of NET will consist of a section each of Finance Training and Warehouse Operations. It is critical that the personnel who will sign the Letters of Acceptance for Go Live attend these 2 sessions in order to facilitate data validation. In the second week the training sessions consist of a section each of Materiel Management Operations and Warehouse Operations. The principal assistants for the Warehouse should attend this session.

##### 3.12.4.2.2. Connected Classroom versus Simulations

GCSS-Army training can be delivered with either a connection to the GCSS-Army production systems using NIPS and/or tactical communications as well as using only simulations.

###### 3.12.4.2.2.1 Connected Classroom

When a classroom is connected IFT Soldiers can access their GCSS-Army accounts as a part of the instruction. The Soldiers will access their own accounts established in GCSS-Army and familiarize themselves with the screens and windows they will use in daily operations. Connectivity for the classroom computers can come either through the Network Enterprise Center (NEC) Non-secure Internet Protocol Router (NIPR) NIPR network or through a tactical network established using unit provided Very Small Aperture Terminal (VSAT). Installation NEC personnel will have to assist in scanning the PM provided classroom computers for network compliance. Further requirements are listed in the MOA.

###### 3.12.4.2.2.2 Simulations Based Classroom

If a unit is unable to provide NIPR connectivity IFT can still occur utilizing the robust suite of embedded training simulations provided. The same curriculum is used in both cases. In the case of a simulations-based classroom the unit will be responsible for providing a networked computer in order to conduct data validation.

Figure 3.12.4.2 illustrates the GCSS-Army Training Delivery Strategy

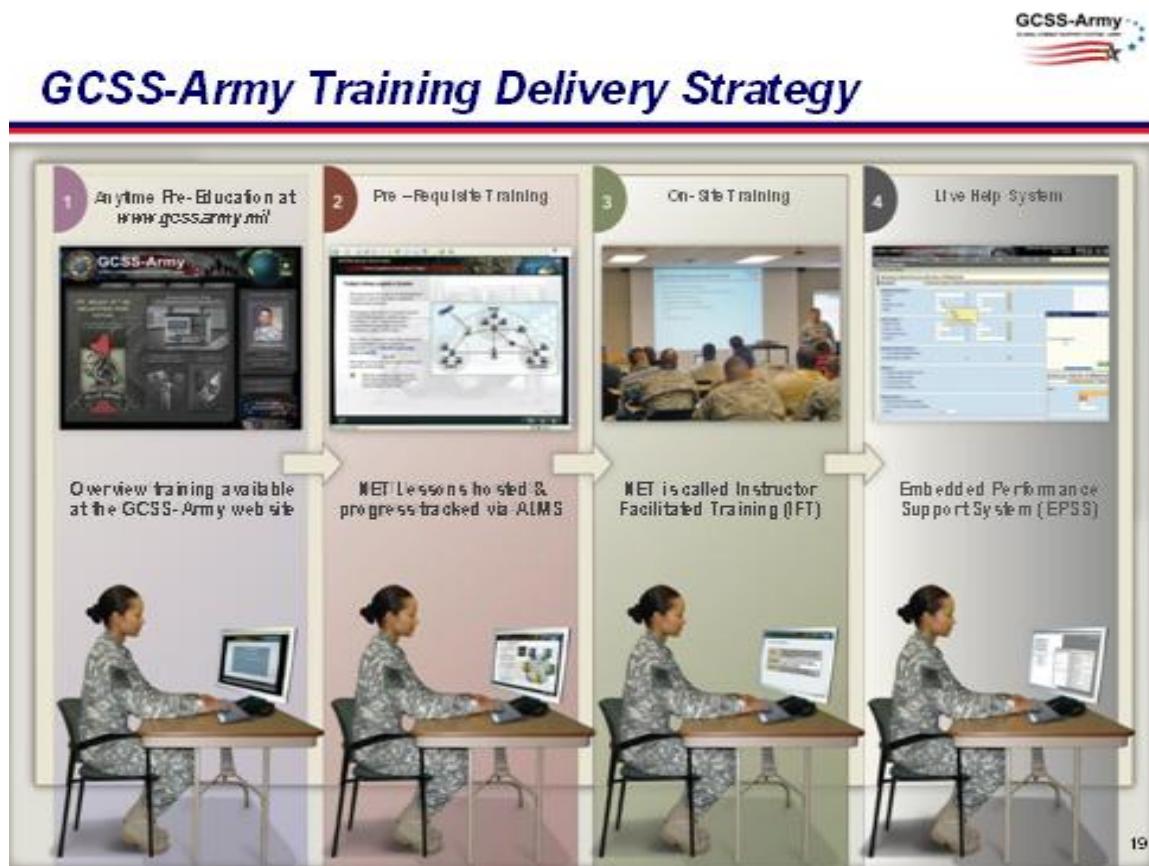


Figure 3.12.4.2, GCSS-Army Training Delivery Strategy

#### 4. System Support

##### 4.0 System Support Details

The following section describes system hardware and software support details for the GCSS-Army Production and Continuity of Operations (COOP) server environment and end user hardware. Although GCSS-Army will field without end user hardware, the PM has established a partnership through Memorandum of Agreement (MOA) with the Systems Engineering Center, Fort Lee (SEC-Lee TLD) to leverage existing or replaced logistics Standard Army Management Information Systems (TLS). PdM, GCSS-Army is responsible for Production/COOP server environment hardware/software and SEC-Lee TLD is responsible for end user hardware as described below.

##### 4.1 Maintenance Plan

The maintenance of GCSS-Army Production/COOP server environment and client hardware and software is in accordance with AR 750-1 (Army Materiel Maintenance Policy). For client hardware and resident software, two levels of maintenance are employed using the concept of replace forward and fix rear. (Replace and return to user or repair and return to stock). GCSS-

Army production hardware and functional software maintenance is accomplished by utilizing a three-tiered support concept that consists of Contractor Logistics Support (CLS) contracts for software maintenance and hardware warranties. The GCSS-Army maintenance plan does not address problems with the communications environment. Operators in Garrison encountering problems with the Non-classified Internet Protocol Router Network (NIPRNet) should contact their assigned Information Management Office (IMO) or Installation Network Enterprise Center (NEC) for assistance. Operators in the tactical environment encountering problems with the Combat Service Support Automated Information System Interface (CAISI) or Very Small Aperture Terminal (VSAT) should follow maintenance procedures as provided by the Product Manager, Defense Wide Transmission Systems (PM DWTS) during material fielding and installation. The following maintenance procedures are illustrated in Figure 4.1 (GCSS-Army Maintenance Flow Diagram). The GCSS-Army maintenance concept is supported by three tiers of help desk support. (See subparagraphs 4.7.5 and 4.10.1/4.10.2.

- a. Operators encountering problems with client hardware should contact the unit Sustainment Automation Support Management Office (SASMO) for support.
- b. Unresolved problems at the SASMO level of support should be reported to the GCSS-Army Tier 1 Customer Assistance Office (CAO). Note: The CAO is commonly referred to as the Help Desk.
- c. The SASMO should determine (best judgment) whether the problem is with client hardware or resident software. Unserviceable client hardware should be turned in to the SASMO and replaced by spare hardware under the TLS Computer Exchange (SCX) program for continued operations. The unserviceable Line Repair Unit (LRU) will be reported to the Tier 1 CAO and referred to SEC-Lee TLD to determine warranty status and level of maintenance required, (See Figure 4.1). If client hardware or resident software is operating properly and the communications environment is operational, a problem with the GCSS-Army production hardware or functional software potentially exists and should be reported as such.
- d. Potential production hardware or functional software problems will be documented by the Tier 1 CAO and elevated to the Tier 2 Database and System Administrator (DBA and SA).
- e. The Tier 2 DBA/SA will perform troubleshooting procedures and assign suspected functional software problems to the Tier 2 Software Support SI. Suspected hardware problems will be assigned to the Tier 2 hosting provider for resolution.
- f. Software problems unresolved by the Tier 2 SI will be elevated to the Tier 3 Post Deployment Software Support (PDSS) contractor for resolution. PdM, GCSS-Army retains a maintenance contract with software provider (SAP®) for the life cycle of the system. Unresolved hardware problems by the Tier 2 hosting provider will be elevated to the Tier 3 Original Equipment Manufacturer (OEM) to either repair or replace on site. PdM, GCSS-Army establishes warranties with renewal as required for the Production and COOP hardware environment for the life cycle of the system.

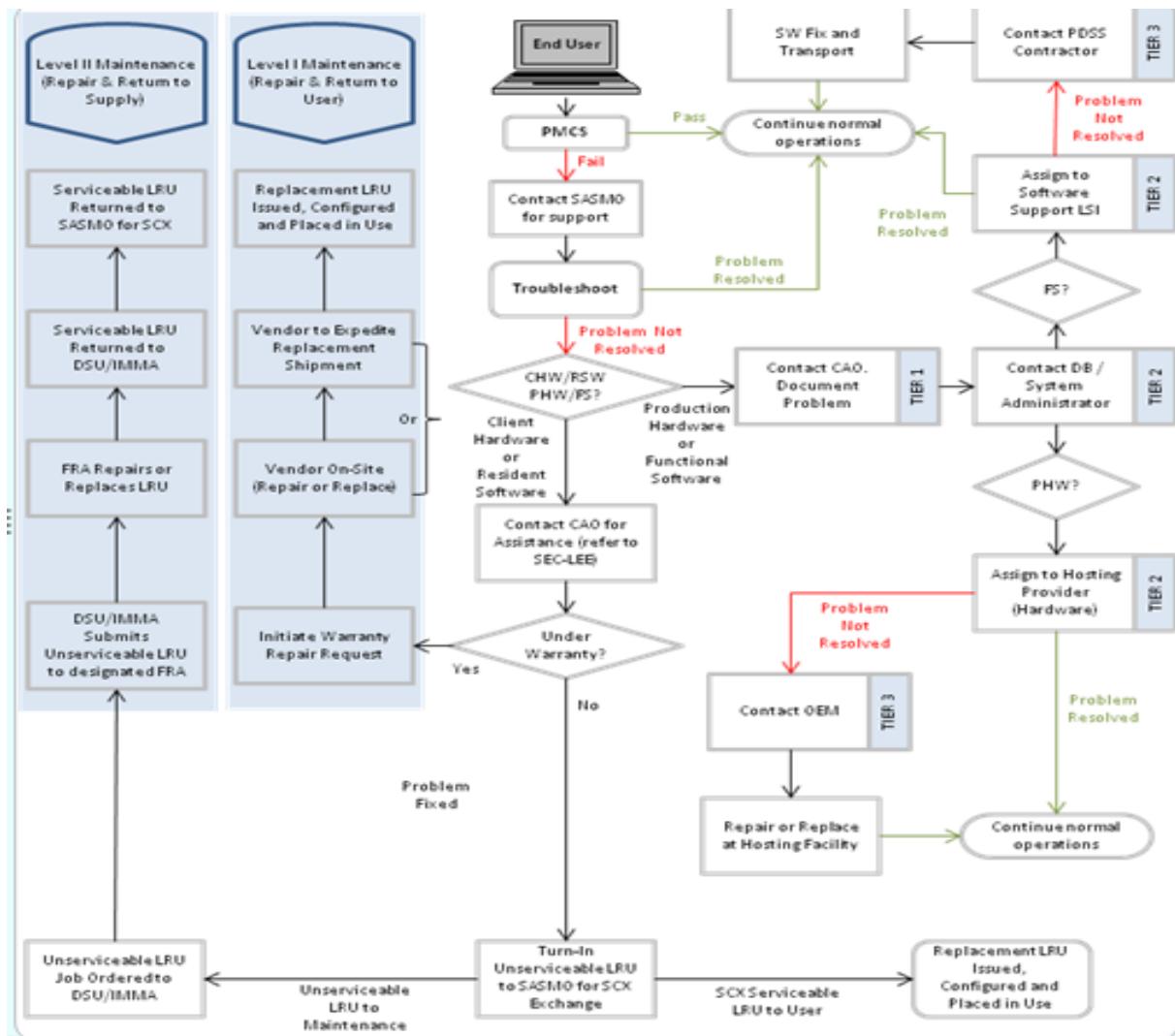


Figure 4.1 GCSS-Army Maintenance Flow Diagram

#### 4.1.2 Core Capability

GCSS-Army end user client hardware maintenance plan does include the employment of depot maintenance in the form of TYAD FRAs to comply with core requirements described in Title 10 USC Section 2464.

PM GCSS-Army coordinated core capability exemption for the GCSS-Army Production and COOP Server equipment. In accordance with Title 10 USC Section 2464, a core requirement is a depot maintenance and repair support capability that is established and performed by Government personnel with Government-owned and Government operated equipment and facilities to sustain a ready and controlled source of technical competence and resources necessary to ensure effective and timely response to a mobilization, national defense contingency situations, and other emergency situations. Using the Department of Defense's methodology for identifying and developing biennial core capability requirements as outlined in Department of Defense Instruction (DoDI) 4151.20, it is determined that the capabilities necessary to maintain

and repair the GCSS-Army production system and end user hardware can be considered “non-core”. Although the term non-core is not currently defined, AR 700-127 associates the term with those depot-level support requirements that are excluded from the core process IAW Title 10 USC Section 2464. These exclusions include nuclear submarines, special access and commercial items. As a Commercial-off-the-Shelf (COTS) materiel solution, GCSS-Army and SEC-Lee TLD meet the Title 10 USC Section 2464 definition of a commercial item: “items that have been sold or leased in substantial quantities to the general public and are purchased without modification in the same form that they are sold in the commercial marketplace, or with minor modifications to meet Federal Government requirements.” For details on the methodology used to determine core capability exemption, refer to the *GCSS-Army Core Logistics Analysis/Source of Repair Analysis (CLA-SORA)*.

#### 4.1.3 Source of Repair

GCSS-Army will replace the business process software on existing Standard Army Management Information Systems (TLS) hardware with Equipment Readiness Code (ERC) Alpha (A): “Primary weapons and equipment essential to and employed directly in accomplishing assigned operational missions and tasks.” Therefore, the GCSS-Army enterprise system, to include end user hardware, is considered mission essential. In accordance with AR 750-1 (Army Material Maintenance Policy), weapon systems, equipment, or components designed as mission essential, but not needed to sustain core capability, may be maintained in the private sector if the required capability can be provided with acceptable risk, reliability and efficiency. Typical of a COTS materiel solution for Automated Information Systems (AIS), the GCSS-Army and SEC-Lee TLD source of repair strategy for hardware is the purchase of warranties from either the Original Equipment Manufacturer (OEM) or a third party logistics provider. The GCSS-Army program will establish and maintain maintenance contracts with SAP, the software provider, in order to meet the Post Deployment Software Support (PDSS) requirements for the life cycle of the system. (See subparagraph 4.10.2). To ensure benefits derived from a warranty are commensurate with the cost of the warranty to the Government, the GCSS-Army program will consider the criteria outlined in the Federal Acquisition Regulation, Subpart 46.7. This strategy is consistent with AR 700-139 (Army Warranty Program) that directs materiel developers to minimize the burden to the operator, unit, or field maintenance organization by reducing the number of unique tasks to realize the benefits of the warranty (See paragraph 4.2).

#### 4.1.4 Level of Repair Analysis (LORA)

LORA is an analytical methodology used to determine when an item will be replaced, repaired, or discarded based on cost considerations and operational readiness requirements. PdM, GCSS-Army, in coordination with OEMs, will determine an optimal level of repair and maintenance facilities to minimize overall life-cycle costs for the Production /COOP server environment. The decision to repair/upgrade Production /COOP server environment will be based upon a cost-benefit analysis (CBA) of replacing vs. repairing/upgrading the system. With the rapid advancement in technology, the repair/upgrade of COTS equipment may be less economically beneficial than replacement with new equipment.

Based on recent level of repair analysis and in coordination with the proponent, the end user client hardware LCSM will continue to employ a 5 year life cycle replacement model supported 3 year warranty agreements for new hardware purchases. The analysis demonstrated this to be the most cost effective sustainment approach while also supporting a viable regional sustainment level depot capability crucial to operational effectiveness. As required based on technological requirements, the HW LCSM will coordinate with the proponent to execute mass replacement of client hardware to ensure continued compatibility with operating system software and other capability mandates.

The following factors will be routinely reviewed to reassess Level of Repair Analysis results:

- a. Cost of replacement from GSA Schedule
- b. Warranty/no warranty
- c. Age of equipment (consider substantially improved technology)
- d. Mission impact while the hardware is being repaired/upgraded
- e. Extend of repair/upgrade
- f. Cost of repair/upgrade
- g. Availability of parts
- h. Manpower availability versus manpower required in accomplishing the repair/upgrade
- i. Estimated service life after repair/upgrade.

Replacement of hardware will be accomplished in accordance with the Provisioning Plan (see sub-paragraph 4.4.1).

#### 4.1.5 Performance Based Logistics (PBL)

PBL is a system support strategy that delineates outcome performance goals of automated information systems, ensures that logistics support responsibilities are formally assigned, and provides metrics-based performance incentives for attaining these goals. In accordance with AR 700-127, PMs under the management analysis process will maintain existing support strategies for commercial products under warranty in lieu of applying PBL as a performance support strategy.

Many OEMs providing COTS hardware and software offer tiered levels of warranty support at additional costs. If OEMs do not provide support within the specified performance metrics, then the government can seek litigation and monetary rewards. Criteria for PBL warranties are outlined in the GCSS-Army PBL Business Case Analysis (BCA).

End User client COTS hardware is procured using PM CHESS managed Consolidated Buy Blank Purchased Agreement contracts in accordance with Army G6 policy requirements. The client HW LCSM will address discrepancies with client hardware warranty performance with PM CHESS for appropriate action.

Should OEMs for GCSS-Army Production and COOP equipment fail to provide warranty support within specified metrics PdM, GCSS-Army will tailor standard warranties under a Performance Based Agreement (PBA) construct. To reduce the frequency of systematic failures, enact responsive remedies for failures of significant operational impact and to minimize warranty

execution tasks, hardware warranties will be tailored when possible and prudent. Tailoring will be accomplished under a PBA construct with specified performance metrics.

## 4.2 Warranties & Licenses

PM GCSS-Army is responsible for coordinating hardware warranties and software licenses for Production / COOP environment equipment. The hardware LCSM (SEC-Lee TLD) has this responsibility for end user hardware. End user client Operating System and Microsoft Office Suite software are managed and funded centrally by HQDA under an enterprise licensing agreement.

### 4.2.1 Warranties

PdM, GCSS-Army and SEC-Lee TLD will contract for warranties in accordance with AR 700-139 (Army Warranty Program) Chapter 3: Warranty Acquisition Policy and Procedures. PdM, GCSS-Army, in coordination with the Contracting Officer (KO) will acquire Production/COOP hardware acquire warranties using criteria in Federal statute (41 United States Code Title 264. Public Contracts) and regulatory guidelines (Defense Federal Acquisition Regulation supplement (DFARS) Subpart 246.7. [Warranties] and Federal Acquisition Regulation (FAR) Part 46.7. [Warranties] when a warranty is cost-effective and when such comprehensive coverage can be tailored, if required, to reduce the frequency of systematic failures, enact responsive remedies for failures of significant operational impact and to minimize warranty execution tasks. (See subparagraph 4.1.5). The cost-effectiveness of tailoring Production/COOP hardware warranties will be determined using the criteria as outlined in AR 11-18 (The Cost and Economic Analysis Program). Warranty execution and claim actions will be implemented by PdM, GCSS-Army with applicable OEMs for Production and COOP server environment equipment upon Help Desk notification of hardware/software failure. In accordance with proponent direction, SEC-Lee TLD procured current Log IT hardware designed to support GCSS-Army end users with 3 year warranties. As described in paragraph 4.1, the end user hardware will be supported by OPS 29 funded FRA support for the remaining 2 years of life cycle. While end users may contact the OEM for warranty support, routine warranty service interaction with the OEM will be through the FRA.

### 4.2.2 Licenses

Production/COOP hardware environment: PdM, GCSS-Army is responsible for procuring and maintaining required software licenses for the Production/COOP hardware environment, and support computer resources used in the development, test, training and sustainment of the system. The Defense Supplement to the Federal Acquisition Regulation (DFAR), subpart 208.74, requires DoD components to purchase licenses from the DoD inventory before procuring the license from another source. The Army's representative for the DoD Enterprise Software Initiative (ESI) is the Project Director, Computing, Hardware and Enterprise Software Solutions (PD CHESS). PdM, GCSS-Army will coordinate with PD CHESS to determine if required licenses are available and any procurement of non-available licenses will be coordinated through PD CHESS. In addition, as a cost savings, GCSS-Army specific Enterprise Software Agreements (ESAs) will be negotiated through PD CHESS with software publishers or their agents. ESAs provide the best available prices, terms, and conditions. The DoD ESA is the

DoD implementation of the Federal-wide SmartBuy (Software Management and Acquired on the Right Terms) program. An ESA is a license that applies to the entire Army. The enterprise license is acquired and distributed through a centrally managed process. PD CHESS is the Army's designated Software Product Manager (SPM) and exclusive source for all software through the ELAs.

End User Client environment: The HW LCSM, SEC-Lee TLD, will continue to coordinate the use of Army Gold Master supported enterprise licenses to provide Microsoft Operating System and Office Suite software for GCSS-Army client hardware.

#### 4.2.2.1 Proprietary Software Copyright Protection

GCSS-Army operators and maintainers must agree to abide by the provisions of any license agreement before using enterprise or imbedded software. Operators and maintainers must protect proprietary software from unauthorized use, abuse, or duplication. Unless authorized by the copyright owner, operators and maintainers may copy proprietary software only for limited purposes (such as an archival copy) under the provisions of United States Code (USC) Title 17, Chapter 1, Subchapter 117 (Limitations on exclusive rights: Computer programs). Local Network Enterprise Centers (NECs) are responsible for educating operators on software copyright protection. Unlicensed and unauthorized software must be removed from all hardware (Production/COOP/End user computers and computer resource support equipment). GCSS-Army and SEC-Lee TLD private-sector services provider are also subject to software copyright laws and may be required to provide written assurances of compliance under Executive Order (EO) 13103 (Computer Software Piracy).

### 4.3 Support Equipment

There are no unique support equipment requirements for the GCSS-Army production server or end user hardware/software. No Material Handling Equipment (MHE), Test, Measurement, and Diagnostic Equipment (TMDE); Automated Test Equipment (ATE) or special tools are required. However, typical of COTS hardware, embedded software diagnostic and prognostics tools are provided in the current systems that provide detailed information used by support technicians and SASMO/Information Management Office (IMO) personnel to troubleshoot problems.

Aspects of the system for which embedded diagnostic/prognostic tools provide technical information include, but are not limited to:

- a. Computer brand and processor information
- b. Memory (Total, Expanded Memory Specification (EMS), and Extended Memory Specification (XMS)
- c. Video (Type such as Video Graphics Array (VGA) and manufacturer)
- d. Network
- e. Operating System (OS) versions
- f. Type of mouse if installed
- g. Disk drives (and partitions), excluding CD-ROM drives etc
- h. Local printer terminals (LPT) ports
- i. Communication (COM) ports

- j. Interworking Service Request (IRQ) status
- k. Telecommunications Service Request (TRS) status
- l. Device drivers and other adapters. In addition, Embedded Performance Support (EPS) in the form of content sensitive help is available on the current systems for end user assistance in the applicable logistics business area

## 4.4 Supply Support

There are no Army supply system support resources for the GCSS-Army production server environment or end user platforms. No repair parts for the GCSS-Army servers or end user computers are catalogued nor obtained through the Army supply system. The OEM (or third party logistics providers) will provide repair parts and replacement hardware for in-warranty server or end user hardware support. End User owning units and/or SASMOs is responsible to locally procure COTS replacement parts and components for out-of warranty end user equipment and Non-Fair Wear and Tear (FWT) damages of in-warranty items. The regional FRA will provide sustainment level repair and replacement of out-of-warranty equipment and Non-FWT damages. Units will use standard requisitioning or local purchase procedures to obtain basic expendable and consumable supplies supporting the operation of the systems (e.g., tapes, paper, ribbons, print cartridges, etc.).

### 4.4.1 Provisioning Plan

The Provisioning Plan will be IAW AR 70-1 as it relates to computer hardware re-procurement. The recommended review cycle for re-procurement of production and server environment and end user hardware is 5 years dependent upon the individual system requirements, obsolescence, and fiscal constraints. The system review will be the basis for determining whether or not hardware re-procurement is appropriate. The initial procurement date or last re-procurement date of the hardware will be the baseline for the review to determine whether the hardware has reached obsolescence.

The 5-year baseline for review of the hardware for obsolescence may be modified based on the following conditions:

- a. The hardware is no longer supported or maintained by the vendor
- b. The hardware functional capability no longer supports the system software requirements
- c. The hardware no longer supports information assurance requirements

#### 4.4.1.1 Provisioning Execution

In accordance with AR 25-1 (Army Knowledge Management and Information Technology), the Computer Hardware Enterprise Software and Services (CHESS) office is the primary source for establishing commercial information technical contracts for hardware, software and services. PdM, GCSS-Army and SEC-Lee TLD will use CHESS, to the maximum extent possible, to purchase COTS hardware and software regardless of dollar value and for all other IT purchases greater than \$25K. If a requirement cannot be satisfied based on this criterion against a current CHESS contract, a waiver may be granted. Request for waivers will be submitted through the

CHESS Web site at <https://chess.Army.mil>. Figures 4.4.1.1a and 4.1.1.1b illustrate the CHESS process flow for fulfilling hardware and software requirements.

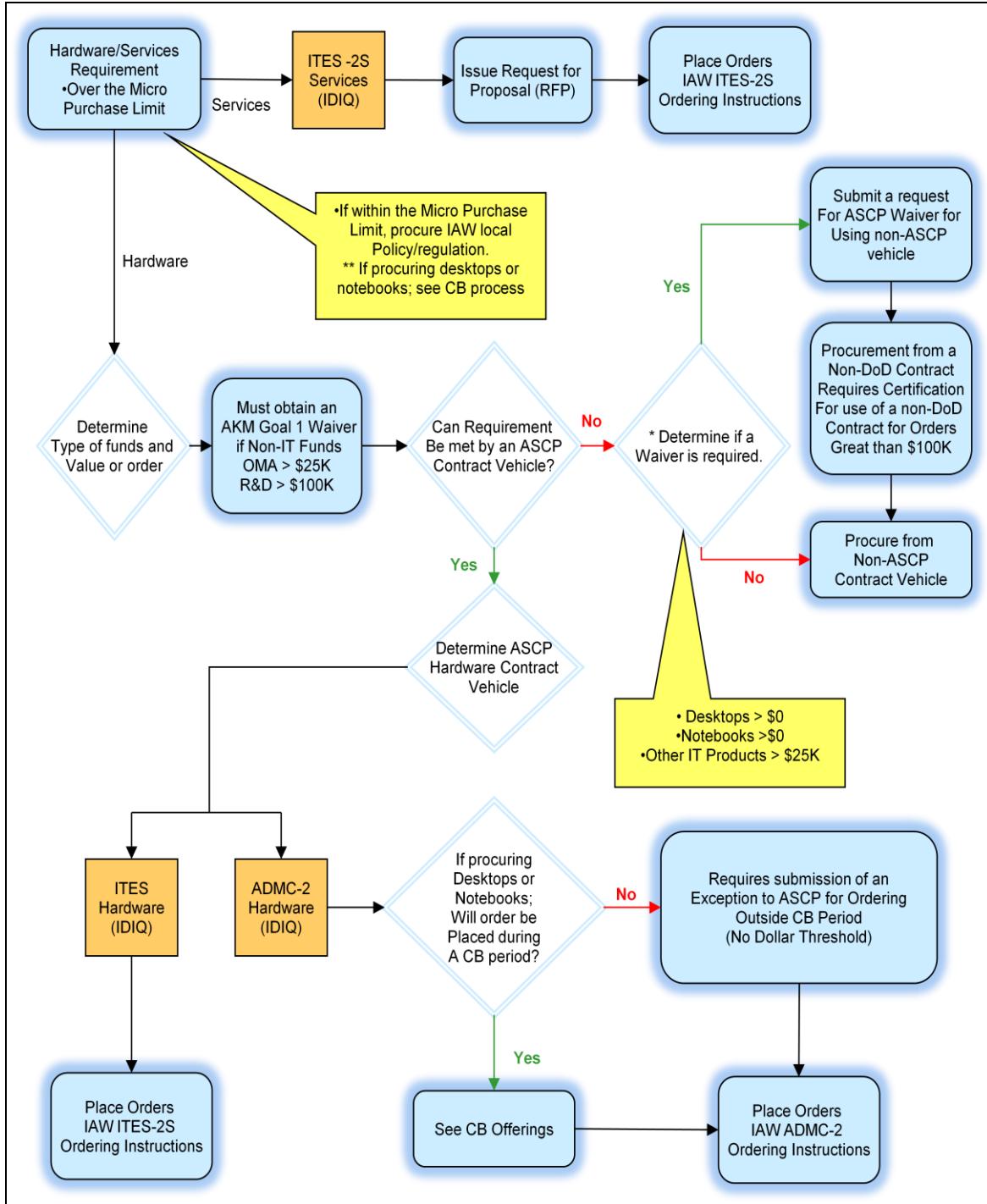
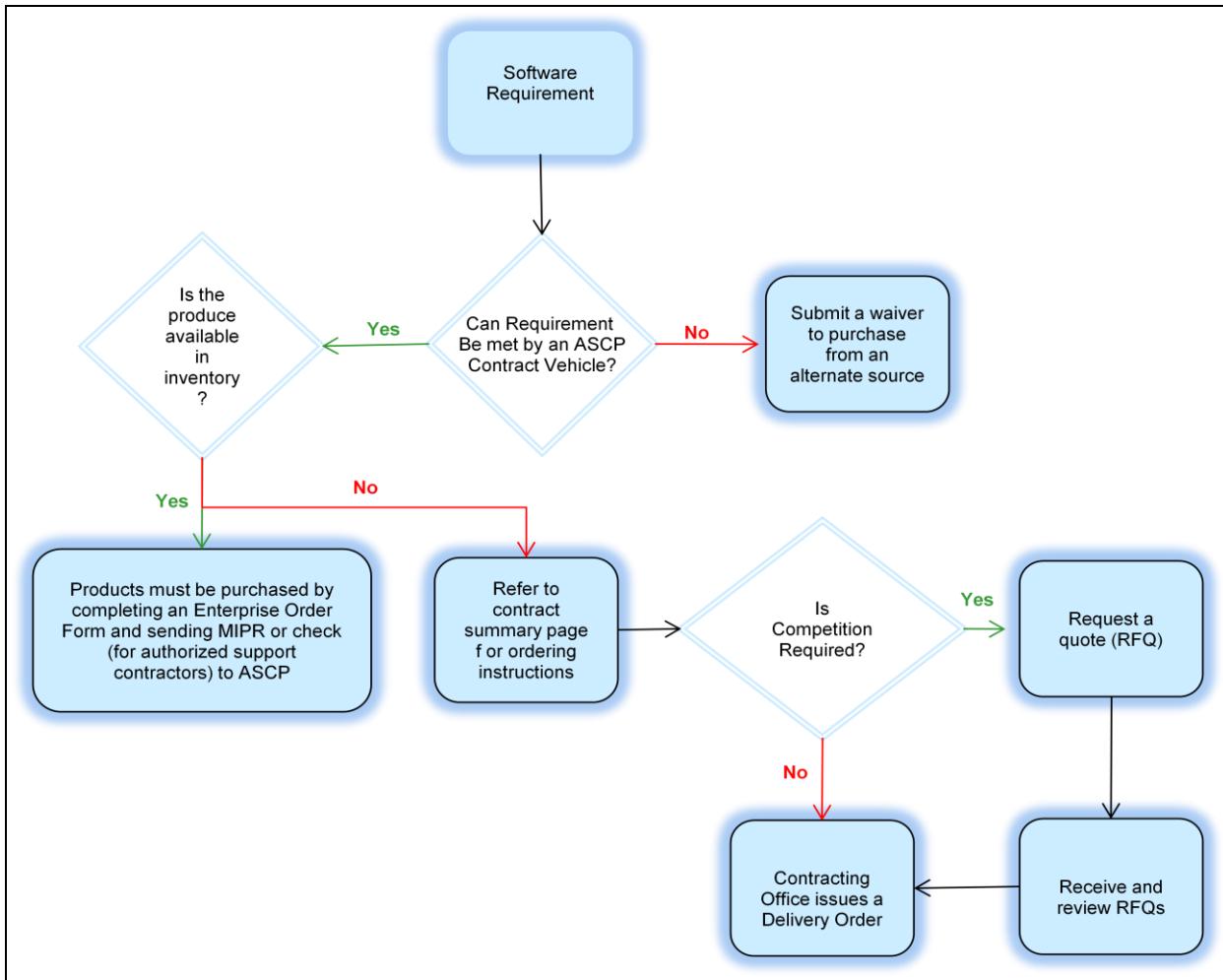


Figure 4.4.1.1a CHESS Flow Chart for Provisioning Hardware & Services



**Figure 4.4.1.1b CHESS Flow Chart for Provisioning Software & Licenses**

#### 4.5 Packaging, Handling, Storage and Transportation (PHS&T)

Information technology equipment maintained at the Production/COOP fixed facilities are considered stationary and under normal conditions, will not require transport. However, should a situation arise requiring movement of equipment from one location to another, OEMs provide recommendations specific to packaging, handling, storage or transport of servers, racks, and associated equipment.

##### 4.5.1 Production / COOP Servers and Equipment

Service level agreements with hosting providers cover two types of movements. A PM directed movement to a different facility or geographic location is the responsibility of the PM. The hosting provider is responsible for equipment transportation, if required or necessary, between computing rooms or buildings. It is recommended that a contract with specialized professional moving companies be acquired for these type movements. However, if a contract is not feasible or cost affective, Figures 4.5a through 4.5d provide recommended examples of packaging servers, computers and accessories to minimize shock, vibration and damage during transport.

*Original packaging is usually designed to ship the product once, not multiple times. Reuse can weaken the packaging and place the inside product at risk. Over-boxing provides extra integrity for the weekend original manufacturer's packaging.*

*Inspect the original packaging to ensure that the cushioning material and box are intact and unbroken. Make any repairs with pressure-sensitive adhesive plastic tape that is at least 2" wide. Pack the product using all the original components.*

*Obtain a box that is at least 6" larger in length, width and height than the original manufacturer's packaging. Fill the bottom of the box with 3 inches of packing material (e.g., air-cellular cushioning or loose fill peanuts). Do not use crushed paper. Center the original manufacturer's packaging inside the outer box and fill empty spaces on all sides and the top with packing material. The inner box should be surrounded with at least 3 inches of packing material around all six sides of the inner box.*

*Apply at least three stripe of pressure-sensitive adhesive plastic tape that is at least 2 inches side to both the top and bottom of the carton to protect the package and its contents. Tape all seams or flaps.*

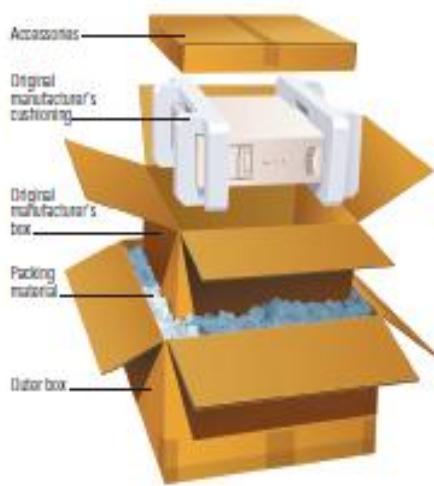


Figure 4.5a: Shipping with Original Manufacturer's Packaging with Outer Box

Since this type of packing material allows the packaged item to settle to the bottom of the box, it is important to use the over box method of packaging. The inner box should be at least 4 inches greater in length, width and height than the item you are shipping. This will allow for 2 inches of space for all six sides. The outer box should be at least 6 inches greater in length, width and height than the inner box. This will allow 3 inches of space between the inner box and the outer box.

Wrap the equipment in a plastic bag to prevent the loose fill peanuts from getting inside the unit. Fill the bottom of the inner box with at least 2 inches of loose fill peanuts and center the wrapped item inside the box. Fill empty spaces on all sides and top with loose fill peanuts, ensuring that there is at least 2 inches of loose fill peanuts on all six sides of the item. Pack accessories such as power cords, keyboards and external drives separately, away from the equipment.

Close and seal both the top and bottom of the box with three strips of pressure-sensitive plastic tape that is at least 2 inches wide.

Fill the bottom of the outer box with at least 3 inches of loose fill peanuts and center the inner box inside the outer box. Fill empty spaces on all sides and top of the inner box with loose fill peanuts, ensuring that there is at least 3 inches of loose fill peanuts on all six sides.

Close and seal both the top and bottom of the box with three strips of pressure-sensitive plastic tape that is at least 2 inches wide. Tape all seams or flaps.

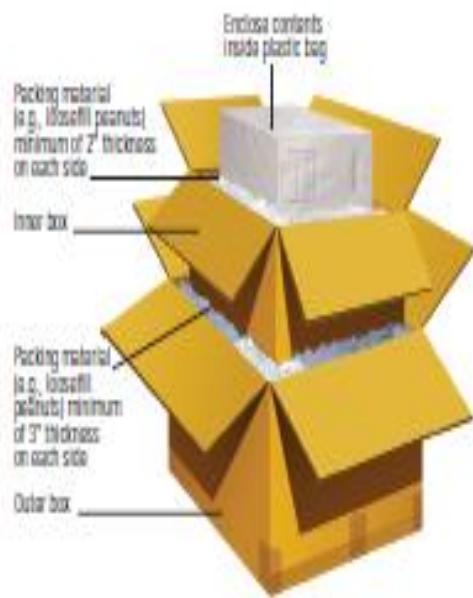


Figure 4.5b: Shipping without Original Manufacturer's Packaging using Loose Fill Peanuts

Wrap the equipment on all sides with at least 3 to 4 inches of air-cellular material such as Bubble Wrap®. Place the wrapped item inside a sturdy out box. Accessories that are wrapped in appropriate amounts of cushioning can also be placed in any open spaces of the box. Fill all spaces with additional cushioning so that the wrapped item fits tightly inside the box. If no open spaces exist, pack accessories in an additional box.

Close and seal both the top and bottom of the box with three strips of pressure-sensitive plastic tape that is at least 2 inches wide. Tape all seams and flaps.



Figure 4.5c: Shipping without Original Manufacturer's Packaging using Air-Cellular Cushioning Material

<p><i>You may choose to use foam corner cushioning specifically designed to properly cushion equipment during shipping. This packing method allows you to use one size of inner box, one size of outer box, and one type of foam corner cushioning to ship items of various sizes and weights.</i></p> <p><i>Place the equipment inside the box and surround the items with at least 1 and 1/2 inches of packing material (e.g., loose fill peanuts, air-cellular cushioning, and foam-in-place) on all sides so that the item does not move inside the box.</i></p> <p><i>Close and seal the top and bottom of the inner box with three strips of pressure-sensitive plastic tape that is at least 2 inches wide.</i></p> <p><i>Place the box containing the item inside a larger (outer) box fitted with the foam corner cushions. The outer box must fit tightly around the foam corner cushions.</i></p> <p><i>Close and seal the top and bottom of the outer box with three strips of pressure-sensitive plastic tape that is at least 2" wide. Tape all seams or flaps.</i></p>	
---	--

Figure 4.5d: Shipping without Original manufacturer's packaging using Foam Corner Cushioning

#### 4.5.2 Production / COOP Environment Server Racks

Server racks are labeled with caution notices to ensure proper notification is provided to transporters prior to movement of racks from one location to another. In the event servers must be relocated, the height and weight should be considered when planning a movement through low doorways, over raised floors or when using certain elevators. To avoid personnel injury, transporters should heed caution notices and OEM labeling as illustrated in Figure 4.5e.

CAUTION NOTICES	LABELS
<b>CAUTION:</b> This part or unit is heavy but has a weight smaller than 18 kg (39.7 lb). Use care when lifting, removing, or installing this part or unit.	None
<b>CAUTION:</b> The weight of this part or unit is between 18 and 32 kg (39.7 and 70.5 lb). It takes two persons to safely lift this part or unit.	 <b>OR</b>  <b>OR</b>  <b>18-32 kg (39.7-70.5 lb)</b>
<b>CAUTION:</b> The weight of this part or unit is between 32 and 55 kg (70.5 and 121.2 lb). It takes three persons to safely lift this part or unit.	 <b>OR</b>  <b>OR</b>  <b>32-55 kg (70.5-121.2 lb)</b>

Figure 4.5e: OEM Caution Notices for Transporting Server Racks

#### 4.5.3 End User Computers

Legacy Log IT hardware was initially fielded to tactical units with approved transit cases to protect computers and peripherals while in transit and in storage. Tactical TOE units may continue to use these transit cases for local storage, deployment and for in-theater movements of GCSS-Army client hardware. However, transit cases are no longer a required system component for Log IT systems or GCSS-Army client hardware. Life cycle replacement computers are shipped to end users using commercial packaging and a soft shell case. See Figure 4.5.f for specifications. Non-deployable TDA units were fielded Log IT equipment without transit cases. Units are recommended to use procedures as outlined in figures 4.5a through 4.5d if shipping with after-market packaging is necessary.

<p><i>Standard specifications include:</i></p> <p><i>Molded-in, tongue-in-groove gasketed parting lines for splash resistance and tight seals, even after impact</i></p> <p><i>Reinforced corners and edges for additional impact protection</i></p> <p><i>Comfort Grip Handles</i></p> <p><i>Recessed hardware for extra protection</i></p> <p><i>Positive anti-shear locks, which prevent lid separation after impact, and reduce stress on hardware</i></p> <p><i>Molded-in ribs and corrugations for secure, non-slip stacking, columnar strength, and added protection</i></p> <p><i>Permanent, uniform, molded-in color that won't scrape off</i></p> <p><i>molded-in metal inserts for catch and hinge attachment points, which provide strength and spread loads to the container walls</i></p> <p><i>One-piece construction, molded from lightweight, high-impact polyethylene</i></p>	
---	---

Figure 4.5f: Transit Case Specifications

#### 4.6 Technical Documentation

The development, inspection, approval, storage, maintenance, distribution, and destruction of technical data for the GCSS-Army program will be in accordance with DoD 5010.12-M (Procedures for the Acquisition and Management of Technical Data). PM GCSS-Army or the Client HW LCSM will employ OEMs' technical documentation for COTS hardware and software. No MILSTD technical documentation will be separately prepared for COTS equipment. The primary technical data to be delivered during GCSS-Army deployment are training documents and Original Equipment Manufacturers (OEM) operator's manuals with the client hardware. GCSS-Army End User Manuals (EUMs) typically distributed during a material fielding will be imbedded as a sub-function to the Electronic Performance Support System (EPSS) as a cost savings to hard copy manual reproduction and to comply with Public Law 96-511 (Paperwork Reduction Act of 1980). The client HW LCSM, SEC-Lee TLD will maintain a Maintenance Guide to define the field or sustainment levels of repair and replacement for GCSS-Army end user client hardware system configurations. The maintenance guides will follow the

general format of standard Army Maintenance Allocation Charts (MAC). However, formal MACs and the numerous supporting documents will not be prepared for these COTS items.

#### 4.6.1 Validation of Technical Data

The GCSS-Army system integrator (contractor) is responsible for the process of testing technical documentation for accuracy, adequacy, comprehensibility, and usability.

#### 4.6.2 Verification of Technical Data

PdM, GCSS-Army is responsible for the process of testing and proving contractor delivered technical data to be accurate, adequate, comprehensible, and usable for operating and maintaining the GCSS-Army system. OEM manuals to be provided to GCSS-Army operators and maintainers will be evaluated and accepted using the criteria defined in Military Specification MIL-M-7298 (Manuals, Commercial off-the-Shelf).

#### 4.6.3 Storage of Technical Data

The consolidated GCSS-Army Technical Data Package (TDP) will be stored in an ease-of-access / ease-of-retrieval electronic repository. Technical data may be accessed, updated, retrieved, downloaded or printed by authorized individuals. This system was developed to facilitate the rapid knowledge transfer of required information in the event that sustainment of the GCSS-Army system transitions from a different system integrator for Contractor Logistics Support (CLS) or to organic support.

#### 4.6.4 Distribution of Technical Data

In accordance with Title 10 U.S.C Section 130 (Authority to Withhold From Public Disclosure Certain Technical Data), GCSS-Army will comply with the distribution marking system for technical data as established by Department of Defense Directive (DoDD) 5230.24 (Distribution Statement on Technical Documents) and Military Standard (MIL-STD) 1806 (Marking Technical Documents Prepared by or for the Department of Defense). Based on the technical content of the data, one of seven distribution statements defined in DoDD 5230.24 will be applied to indicate the extent of secondary distribution that is permissible without further authorization or approval of PdM, GCSS-Army. The seven authorized distribution statements provide options ranging from unlimited distribution to no secondary distribution without specific authority of the PdM, GCSS-Army. Distribution statements, as described in the sub-paragraphs below, can be applied to technical data that contain or reveal proprietary information, foreign government information, contractor performance evaluations, technical or operational information used solely for official administrative or operational purposes, critical technology, information not appropriate for premature dissemination because it pertains to hardware or software in the developmental or conceptual stage, or export-controlled data.

##### 4.6.4.1 Distribution Statement A

Approved for public release; distribution is unlimited. This statement may be used only on unclassified technical documents that have been cleared for public release by competent authority in accordance with DoD Directive 5230.9 (Clearance of DoD Information for Public Release).

Technical documents resulting from contracted fundamental research efforts will normally be assigned Distribution Statement A, except for those rare and exceptional circumstances where there is a high likelihood of disclosing performance characteristics of the GCSS-Army system, or of software development technologies that are unique and critical to defense, and agreement on this situation has been recorded in the contract or grant. Technical documents with this statement may be made available or sold to the public and foreign nationals, companies, and governments, including adversary governments, and may be exported. This statement may not be used on technical documents that formerly were classified unless such documents are cleared for public release in accordance with DoDD 5230.9. This statement shall not be used on classified technical documents or documents containing export-controlled technical data as provided in DoDD 5230.25 (Withholding of Unclassified Technical Data from Public Disclosure).

#### 4.6.4.2 Distribution Statement B

Distribution authorized to U.S. Government Agencies only (fill in reason) (date of determination). This statement may be used on unclassified and classified technical documents. Reasons for assigning distribution statement B include:

- a. Foreign Government Information: To protect and limit distribution in accordance with the desires of the foreign government that furnished the technical information. Information of this type normally is classified at the CONFIDENTIAL level or higher in accordance with DoD 5200.1-R (Information Security Program Regulation).
- b. Proprietary Information: To protect information not owned by the U.S. Government and protected by a contractor's "limited rights" statement, or received with the understanding that it not be routinely transmitted outside the U.S. Government. (See subparagraph 4.6.6).
- c. Critical Technology: To protect information and technical data that advance current technology or describe new technology in an area of significant or potentially significant military application or that relate to a specific military deficiency of a potential adversary. Information of this type may be classified or unclassified; when unclassified, it is export-controlled and subject to the provisions of DoD Directive 5230.25.
- d. Test and Evaluation: To protect results of test and evaluation of commercial products or military hardware when such disclosure may cause unfair advantage or disadvantage to the manufacturer of the product.
- e. Contractor Performance Evaluation: To protect information in management reviews, records of contract performance evaluation, or other advisory documents evaluating programs of contractors
- f. Premature Dissemination: To protect patentable information on systems or processes in the developmental or concept stage from premature dissemination.

- g. Administrative or Operational Use: To protect technical or operational data or information from automatic dissemination under the International Exchange Program or by other means. This protection covers publications required solely for official use or strictly for administrative or operational purposes. This statement may be applied to manuals, pamphlets, technical orders, technical reports, and other publications containing valuable technical or operational data.
- h. Software Documentation: Releasable only in accordance with DoD Instruction (DoDI) 7930.2 (ADP Software Exchange and Release).
- i. Specific Authority: To protect information not specifically included in the above reasons and discussions, but which requires protection in accordance with valid documented authority such as Executive Orders, classification guidelines, DoD or DoD Component regulatory documents. When filling in the reason, cite “Specific Authority (identification of valid documented authority).”

#### 4.6.4.3 Distribution Statement C

Distribution authorized to U.S. Government Agencies and their contractors (fill in reason) (date of determination). Distribution statement C may be used on unclassified and classified technical documents. Reasons for assigning distribution statement C include:

- a. Foreign Government Information: Same as distribution statement B
- b. Critical Technology: Same as distribution statement B
- c. Software Documentation: Same as distribution statement B
- d. Administrative or Operational Use: Same as distribution statement B
- e. Specific Authority: Same as distribution statement B

#### 4.6.4.4 Distribution Statement D

Distribution authorized to the Department of Defense and U.S. DoD contractors only (fill in reason) (date of determination). Distribution statement D may be used on unclassified and classified technical documents. Reasons for assigning distribution statement D include:

- a. Foreign Government Information: Same as distribution statement B
- b. Administrative or Operational Use: Same as distribution statement B
- c. Software Documentation: Same as distribution statement B

- d. Critical Technology: Same as distribution statement B
- e. Specific Authority: Same as distribution statement B

#### 4.6.4.5 Distribution Statement E

Distribution authorized to DoD Components only (fill in reason) (date of determination). Distribution statement E may be used on unclassified and classified technical documents. Reasons for assigning distribution statement E include:

- a. Direct Military Support: The document contains export-controlled technical data of such military significance that release for purposes other than direct support of DoD-approved activities may jeopardize an important technological or operational military advantage of the United States. Designation of such data is made by competent authority in accordance with DoDD 5230.25
- b. Foreign Government Information: Same as distribution statement B
- c. Proprietary Information: Same as distribution statement B
- d. Premature Dissemination: Same as distribution statement B
- e. Test and Evaluation: Same as distribution statement B
- f. Software Documentation: Same as distribution statement B
- g. Contractor Performance Evaluation: Same as distribution statement B
- h. Critical Technology: Same as distribution statement B
- i. Administrative-Operational Use: Same as distribution statement B
- j. Specific Authority: Same as distribution statement B

#### 4.6.4.6 Distribution Statement F

Further dissemination only as directed by (inserting controlling DoD office) (date of determination) or higher DoD authority. Distribution statement F is normally used only on classified technical documents, but may be used on unclassified technical documents when specific authority exists (e.g., designation as direct military support as in statement E). Distribution statement F is also used when the DoD originator determines that information is subject to special dissemination limitation specified by paragraph 4-505, DoD 5200.1-R.

#### **4.6.4.7 Distribution Statement X**

Distribution authorized to U.S. Government Agencies and private individuals or enterprises eligible to obtain export-controlled technical data in accordance with DoDD 5230.25 (date of determination). Distribution statement X shall be used on unclassified documents when distribution statements B, C, D, E, or F do not apply, but the document does contain technical data as explained in DoDD 5230.25. This statement shall not be used on classified technical documents; however, it may be assigned to technical documents that formerly were classified.

#### **4.6.5 Export-Control Warning Notice**

In addition to distribution statements, the marking system also requires the use of a warning notice on all documents that contain export-controlled technical data. This notice may be used in conjunction with any of the six limited distribution statements (“B”, “C”, “D”, “E”, “F”, and “X”). Distribution statement “A”, which authorizes public release, cannot be used in conjunction with the export-control warning notice. Exact wording of the export-control warning notice will be in accordance with MIL-STD 961 (Military Specifications and Associated Documents, Preparation of).

#### **4.6.6 Proprietary Technical Data**

DFARS clauses 252.227-7-13 and 252.227-7014 apply to all GCSS-Army technical documents containing contractor proprietary and/or financial data and is delivered with specifically negotiated license rights wherein the Government is granted unlimited rights; except, the Government cannot disclose such data and/or deliverables to parties outside the Government. Specifically excluded from these clauses is the secondary distribution and use of training material. GCSS-Army training material may be provided to non-Government organizations with legitimate contracts providing training support to Active Army, Army Reserve, or National Guard command sustainment or institutional activities.

#### **4.6.7 Handling and Destruction of Technical Data**

Unclassified/Limited Distribution GCSS-Army technical documents shall be handled using the same standard as “For Official Use Only (FOUO)” material, and will be destroyed by any method that will prevent disclosure of contents or reconstruction of the document. When local circumstances or experience indicates that this destruction method is not sufficiently protective of unclassified limited information, local authorities may prescribe other methods but must give due consideration to the additional expense balanced against the degree of sensitivity.

### **4.7 Facilities**

The GCSS-Army system, to include client hardware, does not require new or modified facilities for operation, production, continuity of operations, software development, hardware or software integration, training or customer assistance.

#### **4.7.1 Operational Facilities**

There are no user level unique facility or shelter requirements for the end user systems. Systems operate from existing sheltered or semi-sheltered environments in garrison or the field using available power sources (110/220v, 50/60hz) and communications (analog/digital). Units are responsible for upgrading unit's building utilities or communications infrastructure to support employment of end user hardware. SEC-Lee TLD is responsible to provision for hubs, routers, switch, In Line Network Encryption (INE) devices, etc; required to connect the end user systems hardware to the defined communications infrastructures (NIPRNET and/or CASI/VSAT).

#### **4.7.2 Production and COOP Facilities**

The Area Processing Center (APC), Redstone Arsenal, Alabama, will serve as the hosting facility for the GCSS-Army production server environment. There will be a separate for the continuity of operations (COOP) server environment. PdM, GCSS-Army will maintain and upgrade as necessary, service level agreements (SLA) with the Redstone and coop site directors of Network Enterprise Centers (NEC) that describes responsibilities and required metrics for meeting reliability, availability and maintainability thresholds.

#### **4.7.3 Network Enterprise Centers (NEC)**

GCSS-Army operators using the Non-classified Internet Protocol Router Network (NIPRNet) for access to the GCSS-Army production system will require support from their installation NEC. Procedures for providing and acquiring information management services on Army installations are primarily assigned as the responsibility of the installation Network Enterprise Center (NEC), formerly director of information management (DOIM). The NEC ensures that enterprise services (e.g., email, user storage, office automation, collaboration, information assurance, etc) are implemented and managed in accordance with current policy, procedural guidance and management procedures.

#### **4.7.4 Hardware Software Integration Facility (HSIF)**

In partnership with SEC-Lee TLD, GCSS-Army will leverage the HSIF for the provisioning, receipt, storage, and distribution of client hardware. The mission of the HSIF is to provide the full suite of functional and technical capabilities necessary to receive and store system components, configure system hardware, integrate and test application software into the system, and distributes systems and/or components to customer units in support of new unit fielding and SEC-Lee TLD life cycle replacement operations. HSIF roles for each managed baseline include equipment receipt, equipment storage, hardware testing, integration, configuration control, diagnostic testing, maintenance, repair and component replacement of computer hardware and peripherals, software loading, functional testing, system/component accountability, packaging and shipping, media reproduction and distribution. SEC-LEE TLD uses contractor logistics support and facilities with the appropriate level of qualified and trained personnel in order to meet mission requirements and work load.

#### **4.7.5 Help Desk Facility**

The mission of the Help Desk is to provide around-the-clock assistance to worldwide users of GCSS-Army and the system peripherals. The Help Desk is staffed seven days a week, 24 hours a day, and 365 days a year. It is an essential part of the support to the end users and resource for GCSS-Army software and training development teams. Information collected by the Help Desk is maintained in the Remedy database. It provides a means of recording and tracking software problem reports, requests for assistance, and status of associated proposed and executed Engineering Changes Packages. The Help Desk is comprised of three tiers of support as described in subparagraphs 4.10.1 and 4.10.2.

#### **4.7.6 New Equipment Training Facilities**

Prior to the commencement of GCSS-Army fielding activities, classrooms and office facilities will be acquired and scheduled during site surveys via a Memorandum of Agreement (MOA) with the gaining command. Optimally, GCSS-Army classrooms should comfortably seat twenty-five (25) GCSS-Army trainees, two (2) instructors, and one (1) to three (3) classroom visitors / auditors.

Each classroom should contain, at a minimum, the following furnishings:

- a. Desks and chairs for twenty-five (25) trainees
- b. A table and two (2) chairs for the instructor / assistant instructor, and
- c. A table with three (3) chairs for classroom visitors / auditors
- d. Class A telephone line with telephone; high-speed LAN connection capable of connecting to the Internet and the GCSS-Army production server at Redstone Arsenal
- e. Access to a fax machine / copier
- f. A podium;
- g. A overhead projector
- h. A chalkboard / whiteboard

Additionally, office space and furnishings (i.e., desks, chairs, Class-A telephone, Internet-accessible LAN connection, and access to fax/copier) for Site Preparation personnel, Data Migration and Validation personnel, Classroom Instructors, and Post-Deployment On-Site Support personnel will be negotiated at each site, in close proximity to the training locations, for the month prior to training through one month after fielding has concluded. Standard electrical power of 115/220 VAC, 15/20/30 Ampere circuits will be used for both classroom and office facilities.

#### **4.7.7 Sustainment Training Facilities**

The Army's Training Support System (TSS) provides the resources, to include facilities, required to support the Army's training strategies. Under the TSS construct, resident training for GCSS-Army will be conducted at centralized training sites that have the necessary facilities (classrooms, housing, subsistence, etc) and equipment to support all training requirements (for example, Army schools and training centers). As a result of the Post Fielding Training Effective Analysis (PFTEA), the CASCOM Training Directorate will evaluate the effectiveness of GCSS-Army training material and products used during NET to determine when training will transition

to Army schools and training centers. At that point, Component Commandants and Commanders of Army schools (AA, NGB & USARC) will be responsible for providing the facilities to conduct GCSS-Army training. Candidate facilities may include, but are not limited, those listed in Figure 4.7.7.

COMPO	SchCd	CMF	Unit	City	ST	ZIP	Type	UIC
Active		QM	Quartermaster Center & School	Fort Lee	VA	23801	BDE	
Active		OD	Ordnance School	Fort Lee	VA	23801	BDE	
Active		PME	Army Logistics University	Fort Lee	VA	23801	N/A	
Active		TC	Transportation School	Fort Lee	VA	23801	BDE	
Active		AV	Aviation Logistics School	Fort Eustis	VA	23604	BN	
Active		AV	Aviation School	Fort Rucker	AL	36362	BN	
Active		FI	Finance School	Fort Jackson	SC	29207	BN	
Active		CSS	JMTC-Combined Armed Training Center (CATC)	Vilseck	GE		N/A	
USAR	A091	OD	7 <sup>th</sup> BN, 98 <sup>th</sup> Regiment	Fort Devens	MA	01432	BN	W76QAA
USAR	B091	OD	5 <sup>th</sup> BN, 80 <sup>th</sup> Regiment	Aberdeen PG	MD	21005	BN	W73DAA
USAR	C091	OD	13 <sup>th</sup> BN, 108 <sup>th</sup> Regiment	Redstone Arsenal	AL	35898	BN	W88BAA
USAR	D091	OD	13 <sup>th</sup> BN, 100 <sup>th</sup> Regiment	Fort McCoy	WI	35897	BN	W88AAA
USAR	265	OD	2 <sup>nd</sup> BN, 8 <sup>TH</sup> BDE, 108 <sup>th</sup> DIV	Fort Buchanan	PR	00920	MFTB	W82BAA
USAR	923	OD	HTRTS-M	Tobyhanna	PA	18466	RTS-M	W0LMAA
USAR	924	OD	HTRTS-M	Sacramento	CA	95828	RTS-M	W1HZAA
USAR	928	OD	RTS-M	Indiantown Gap	PA	17003	RTS-M	W1HWAA
USAR	926	OD	RTS-M	Fort Hood	TX	76544	RTS-M	W1JBAA
USAR	927	OD	RTS-M	Fort Devens	MA	01432	RTS-M	W1JAAA
USAR	929	OD	RTS-M	Fort McCoy	WI	35895	RTS-M	W1JFAA
NGB	969	OD	2 <sup>nd</sup> OD TRNG BN 154 <sup>th</sup> Regt	Camp Shelby	MS	39407	BN	W7WMAA
NGB	1046	OD	5 <sup>th</sup> OD TRNG BN	Jefferson City	MO	65101	BN	W7XSAA
NGB	972	OD	RTS-M	Fort Custer	MI	49012	RTS-M	W7W3AA
NGB	1045	OD	RTS-M	Huntsville	GA	31313	RTS-M	W7XNAA
NGB	966	OD	RTS-M	Camp Dodge	IA	50131	RTS-M	W7WPAA
NGB	973	OD	RTS-M	Boise	ID	83705	RTS-M	W7XGAA
NGB	1047	OD	RTS-M	Camp Blanding	FL	32091	RTS-M	W7W4AA
NGB	968	OD	RTS-M	Fort Bragg	NC	28307	RTS-M	W7WNAA
NGB	1044	OD	RTS-M	Honolulu	HI	96782	RTS-M	W7XUAA
NGB	965	OD	RTS-M	Salina	KS	67401	RTS-M	W7WFAA
NGB	967	OD	RTS-M	Fort Dix	NJ	08640	RTS-M	W7WLAA
NGB	971	OD	RTS-M	Camp Ripley	MN	56345	RTS-M	W7XTAA
NGB	970	OD	RTS-M	Camp Roberts	CA	93451	RTS-M	W7W2AA
USAR	B101	QM	8 <sup>th</sup> BN, 80 <sup>th</sup>	Fort Pickett	VA	23824	BN	W73GAA

COMPO	SchCd	CMF	Unit	City	ST	ZIP	Type	UIC
			Regiment					
USAR	C101	QM	9 <sup>th</sup> BN, 108 <sup>th</sup> Regiment	Decatur	GA	30032	BN	W72GAA
USAR	D101	QM	7 <sup>th</sup> BN, 100 <sup>th</sup> Regiment	Columbus	OH	43213	BN	W70HAA
USAR	F101	QM	9 <sup>th</sup> BN, 95 <sup>th</sup> Regiment	Des Moines	IA	50315	BN	W75NAA
USAR	G101	QM	8 <sup>th</sup> BN, 104 <sup>th</sup> Regiment	Salt Lake City	UT	84113	BN	W81FAA
USAR	3747	QM	374 <sup>th</sup> GS BN	Grafenwoehr	GE	09114	MFTB	
USAR	4960	QM	4960 <sup>th</sup> 9 <sup>TH</sup> RSC	Honolulu	HI	96819	MFTB	
USAR	265	QM	2 <sup>nd</sup> BN, 5 <sup>th</sup> BDE, 94 <sup>th</sup> DIV	Puerto Nuevo	PR	00920	MFTB	
USAR	A551	TC	9 <sup>th</sup> BN, 98 <sup>th</sup> Regiment	Bridgeport	CT	06430	BN	W76SAA
USAR	B551	TC	7 <sup>th</sup> BN, 80 <sup>th</sup> Regiment	Fort Eustis	VA	23604	BN	W73FAA
USAR	C551	TC	8 <sup>th</sup> BN, 108 <sup>th</sup> Regiment	Jackson	MS	39201	BN	W72FAA
USAR	D551	TC	6 <sup>th</sup> BN, 100 <sup>th</sup> Regiment	Fort Sheridan	IL	60037	BN	W70GAA
USAR	F551	TC	8 <sup>th</sup> BN, 9 <sup>th</sup> Regiment	Shreveport	LA	71107	BN	W75MAA
USAR	G551	TC	7 <sup>th</sup> BN, 104 <sup>th</sup> Regiment	Pasadena	CA	91105	BN	W71EAA
NGB		TC	129 <sup>th</sup> RTI	Springfield	IL	62702	RTI	W8GAA1
NGB		TC	223 <sup>rd</sup> RTI	San Luis Obispo	CA	93403	RTI	W8GAAA
NGB		TC	515 <sup>th</sup> RTI	Santa Fe	NM	87505	RTI	W8FYAA
NGB		TC	209 <sup>th</sup> RTI	Camp Ashland	ME	68003	RTI	W8GLAA
NGB		TC	199 <sup>th</sup> RTI	Minden	LA	71055	RTI	W8FPAA
NGB		TC	183 <sup>rd</sup> RTI	Blackstone	VA	23824	RTI	W8FUA2
NGB		TC	101 <sup>st</sup> RTI	Camp Edwards	MA	02542	RTI	W8GCAA

*Figure 4.7.7 Army Institution/Sustainment Training Facilities*

#### 4.7.8 Defense Logistics Agency Disposition Services

Units may require access to Defense Logistics Agency Disposition Services (DLADS) (formerly DRMO) and authorization to turn-in serviceable or unserviceable out-of-warranty client hardware. Figure 4.7.8 provides a current listing of DLADS'. General disposal instructions are discussed in paragraph 4.11.

Name	Former Name	Country	State	Area
<a href="#">Anniston</a>		USA	Alabama	MidAmerica
<a href="#">Anniston CDD</a>		USA	Alabama	MidAmerica
<a href="#">Anniston RCP</a>		USA	Alabama	MidAmerica
<a href="#">Huntsville</a>		USA	Alabama	MidAmerica
<a href="#">Huntsville CPB</a>		USA	Alabama	MidAmerica
<a href="#">Anchorage</a>		USA	Alaska	West
<a href="#">Fairbanks</a>		USA	Alaska	West

Name	Former Name	Country	State	Area
<a href="#">Luke</a>		USA	Arizona	West
<a href="#">Tucson</a>		USA	Arizona	West
<a href="#">Tucson CDD</a>		USA	Arizona	West
<a href="#">Yuma</a>		USA	Arizona	West
<a href="#">Little Rock AFB</a>		USA	Arkansas	MidAmerica
<a href="#">29 Palms</a>		USA	California	West
<a href="#">Barstow</a>		USA	California	West
<a href="#">Barstow RCP</a>		USA	California	West
<a href="#">Pendleton</a>		USA	California	West
<a href="#">Port Hueneme</a>		USA	California	West
<a href="#">San Diego</a>		USA	California	West
<a href="#">San Diego RCP</a>		USA	California	West
<a href="#">San Joaquin</a>	Stockton	USA	California	West
<a href="#">San Joaquin CPB</a>		USA	California	West
<a href="#">San Joaquin RCP</a>		USA	California	West
<a href="#">Sharpe RCP (San Joaquin)</a>		USA	California	West
<a href="#">Sierra</a>		USA	California	West
<a href="#">Tracy RCP (San Joaquin)</a>		USA	California	West
<a href="#">Travis</a>		USA	California	West
<a href="#">Vandenberg</a>		USA	California	West
<a href="#">Colorado Springs</a>		USA	Colorado	West
<a href="#">Groton</a>		USA	Connecticut	East
<a href="#">Cape Canaveral</a>		USA	Florida	East
<a href="#">Eglin</a>		USA	Florida	East
<a href="#">Jacksonville</a>		USA	Florida	East
<a href="#">Jacksonville RCP</a>		USA	Florida	East
<a href="#">Tampa</a>		USA	Florida	East
<a href="#">Albany RCP</a>		USA	Georgia	MidAmerica
<a href="#">Benning</a>		USA	Georgia	MidAmerica
<a href="#">Gordon</a>		USA	Georgia	MidAmerica
<a href="#">Stewart</a>		USA	Georgia	East
<a href="#">Warner Robins</a>		USA	Georgia	MidAmerica
<a href="#">Warner Robins RCP</a>		USA	Georgia	MidAmerica
<a href="#">Great Lakes</a>		USA	Illinois	MidAmerica
<a href="#">Rock Island</a>		USA	Illinois	MidAmerica
<a href="#">Scott</a>		USA	Illinois	MidAmerica
<a href="#">Crane</a>		USA	Indiana	MidAmerica
<a href="#">Crane CDD</a>		USA	Indiana	MidAmerica
<a href="#">Riley</a>		USA	Kansas	MidAmerica
<a href="#">Blue Grass</a>		USA	Kentucky	MidAmerica

Name	Former Name	Country	State	Area
<a href="#">Campbell</a>		USA	Kentucky	MidAmerica
<a href="#">Knox</a>		USA	Kentucky	MidAmerica
<a href="#">Ft Polk</a>		USA	Louisiana	MidAmerica
<a href="#">Aberdeen</a>		USA	Maryland	East
<a href="#">Meade</a>		USA	Maryland	East
<a href="#">Selfridge</a>		USA	Michigan	MidAmerica
<a href="#">Duluth</a>		USA	Minnesota	MidAmerica
<a href="#">Great Falls</a>		USA	Montana	West
<a href="#">Offutt</a>		USA	Nebraska	MidAmerica
<a href="#">Nellis</a>		USA	Nevada	West
<a href="#">Portsmouth-Pease</a>		USA	New Hampshire	East
<a href="#">Holloman AFB</a>		USA	New Mexico	West
<a href="#">Kirtland AFB</a>		USA	New Mexico	West
<a href="#">Drum</a>		USA	New York	East
<a href="#">Bragg</a>		USA	North Carolina	East
<a href="#">Cherry Point</a>		USA	North Carolina	East
<a href="#">Cherry Point RCP</a>		USA	North Carolina	East
<a href="#">Lejeune</a>		USA	North Carolina	East
<a href="#">Minot</a>		USA	North Dakota	MidAmerica
<a href="#">Columbus</a>		USA	Ohio	MidAmerica
<a href="#">Columbus CPB</a>		USA	Ohio	MidAmerica
<a href="#">Columbus LTS</a>		USA	Ohio	MidAmerica
<a href="#">Wright-Patterson</a>		USA	Ohio	MidAmerica
<a href="#">Ft Sill</a>		USA	Oklahoma	MidAmerica
<a href="#">McAlester CDD</a>		USA	Oklahoma	MidAmerica
<a href="#">Oklahoma City</a>		USA	Oklahoma	MidAmerica
<a href="#">Oklahoma City RCP</a>		USA	Oklahoma	MidAmerica
<a href="#">Letterkenny</a>		USA	Pennsylvania	East
<a href="#">Mechanicsburg RCP (Susquehanna)</a>		USA	Pennsylvania	East
<a href="#">New Cumberland RCP (Susquehanna)</a>		USA	Pennsylvania	East
<a href="#">Susquehanna</a>	Mechanicsburg	USA	Pennsylvania	East
<a href="#">Susquehanna CPB</a>		USA	Pennsylvania	East
<a href="#">Susquehanna RCP</a>		USA	Pennsylvania	East
<a href="#">Tobyhanna</a>		USA	Pennsylvania	East
<a href="#">Tobyhanna RCP</a>		USA	Pennsylvania	East
<a href="#">Puerto Rico</a>	Buchanan	USA	Puerto Rico	East
<a href="#">Ft Jackson</a>		USA	South Carolina	East
<a href="#">Ellsworth</a>		USA	South Dakota	MidAmerica

Name	Former Name	Country	State	Area
<a href="#">Bliss</a>		USA	Texas	MidAmerica
<a href="#">Corpus Christi</a>		USA	Texas	MidAmerica
<a href="#">Corpus Christi RCP</a>		USA	Texas	MidAmerica
<a href="#">Dyess AFB</a>		USA	Texas	MidAmerica
<a href="#">Ft Hood</a>		USA	Texas	MidAmerica
<a href="#">Red River</a>	Texarkana	USA	Texas	MidAmerica
<a href="#">Red River RCP</a>		USA	Texas	MidAmerica
<a href="#">San Antonio</a>		USA	Texas	MidAmerica
<a href="#">Hill</a>		USA	Utah	West
<a href="#">Hill RCP</a>		USA	Utah	West
<a href="#">Norfolk</a>		USA	Virginia	East
<a href="#">Norfolk CPB</a>		USA	Virginia	East
<a href="#">Norfolk RCP</a>		USA	Virginia	East
<a href="#">Richmond</a>		USA	Virginia	East
<a href="#">Richmond RCP</a>		USA	Virginia	East
<a href="#">St. Juliens Creek</a>		USA	Virginia	East
<a href="#">Fairchild AFB</a>		USA	Washington	West
<a href="#">Lewis</a>		USA	Washington	West
<a href="#">Puget Sound RCP</a>		USA	Washington	West
<a href="#">Sparta</a>		USA	Wisconsin	MidAmerica
<a href="#">Bagram</a>		Afghanistan		Central
<a href="#">Kandahar</a>		Afghanistan		Central
<a href="#">Leatherneck</a>		Afghanistan		Central
<a href="#">Lajes</a>		Azores		Europe & Africa
<a href="#">Djibouti RIPL</a>		Djibouti		Europe & Africa
<a href="#">Germersheim</a>		Germany		Europe & Africa
<a href="#">Germersheim RCP</a>		Germany		Europe & Africa
<a href="#">Grafenwoehr</a>		Germany		Europe & Africa
<a href="#">Kaiserslautern</a>		Germany		Europe & Africa
<a href="#">Kaiserslautern CDD</a>		Germany		Europe & Africa
<a href="#">Kaiserslautern CPB</a>		Germany		Europe & Africa
<a href="#">Mainz Kastel</a>	Kastel	Germany		Europe & Africa
<a href="#">Schweinfurt</a>		Germany		Europe & Africa
<a href="#">Aviano</a>		Italy		Europe & Africa
<a href="#">Livorno</a>		Italy		Europe & Africa
<a href="#">Naples</a>		Italy		Europe & Africa
<a href="#">Singtonella</a>		Italy		Europe & Africa
<a href="#">Singtonella RCP</a>		Italy		Europe & Africa
<a href="#">Vicenza</a>		Italy		Europe & Africa
<a href="#">Iwakuni</a>		Japan		Pacific

Name	Former Name	Country	State	Area
<a href="#">Japan RCP</a>		Japan		Pacific
<a href="#">Misawa</a>		Japan		Pacific
<a href="#">Okinawa</a>		Japan		Pacific
<a href="#">Okinawa CPB</a>		Japan		Pacific
<a href="#">Sagami</a>		Japan		Pacific
<a href="#">Sagami CPB</a>		Japan		Pacific
<a href="#">Gimcheon</a>		Korea		Pacific
<a href="#">Gimcheon CPB</a>		Korea		Pacific
<a href="#">Korea RCP</a>		Korea		Pacific
<a href="#">Arifjan</a>		Kuwait		Central
<a href="#">Rota</a>		Spain		Europe & Africa
<a href="#">Bangkok</a>	Thailand	Thailand		Pacific
<a href="#">Incirlik</a>		Turkey		Europe & Africa
<a href="#">Molesworth</a>		United Kingdom		Europe & Africa
<a href="#">Guam</a>		USA	Guam	Pacific
<a href="#">Guam RCP</a>		USA	Guam	Pacific
<a href="#">Pearl Harbor</a>	Hawaii	USA	Hawaii	Pacific
<a href="#">Pearl Harbor CPB</a>		USA	Hawaii	Pacific
<a href="#">Pearl Harbor RCP</a>		USA	Hawaii	Pacific

Figure 4.7.8 Current DLADS (Formerly DRMO) Locations

Updates to this list can be found at the Defense Logistics Agencies Disposition Services webpage at <http://www.dispositionservices.dla.mil/drmo/drmo-locations.shtml>.

#### 4.8 Manpower and Personnel Integration

The following sub-paragraphs synopsize each element of Manpower and Personnel Integration (MANPRINT). For further details on manpower, personnel, training, human factors engineering, system safety, health hazards, and soldier survivability refer to the GCSS-Army System MANPRINT Management Plan (SMMP).

##### 4.8.1 Manpower

The manpower necessary to operate, maintain, support and train end user computers is projected to be within the Army's current and projected force structure. Generally, personnel requirements will be satisfied by positions identified in approved TOE and TDA for units and organizations operating existing CSS AIS. The manpower necessary to operate and maintain the Production/COOP server environments, to include training material updates due to changes or upgrades in the business process software will be accomplished through Contractor Logistics Support (CLS). Due to the complexity of ERP hardware and software configurations, it is not anticipated that CLS will transition to organic sustainment. Currently the Army does not, nor is projected to, acquire and maintain the specialized skill sets required to sustain ERP Production / COOP server environments. In the future, as ERP solutions become prevalent within the Army or DoD, it is envisioned that a Center of Industrial and Technical Excellence will be established.

At that point, PdM, GCSS-Army will be responsible for developing a transition plan as an update to the Supportability Strategy.

#### 4.8.2 Personnel

The PM has worked with the personnel community to define the human performance characteristics of the user population based on the system description, projected characteristics of target occupational specialties, and recruitment and retention trends. To the extent possible, the GCSS-Army system, to include operation and maintenance of end user computers, will not require special cognitive, physical, or sensory skills beyond that found in the specified user population. In the event that the GCSS-Army system requires skills that exceed the knowledge and abilities of current military occupational specialties or requires additional skill indicators or hard-to-fill military occupational specialties, the PM shall consult with personnel communities to identify readiness, personnel tempo (PERSTEMPO), and funding issues that impact program execution. No new military occupational specialty (MOS) will be required to operate or maintain the capabilities developed for GCSS-Army. Soldiers, the 5<sup>th</sup> percentile and above, will be able to install, setup, operate, maintain, repair, and support the system to prescribed performance standards. Individual task lists for specialties have been updated. Military and civilian personnel that are authorized to perform unit AIS administration and management require certified network and system administrator training and qualification provided by the signal center and school, but will not require an additional skill identifier (ASI).

#### 4.8.3 Training

Experience dictates that system support documents including end user manuals (EUM) and training packages (curriculum, performance support, help screens, and system screens) must be developed at a level commensurate with the educational background of soldiers of today. To satisfy this requirement, system support documents were designed at an appropriate reading grade level (RGL) and in accordance with DA PM 25-40 (Army Publishing: Action Officer Guide) do not exceed a twelfth (12th) grade RGL. A validation/verification (VAL/VER) was conducted using the Flesch-Kincade Grade Level Readability Formula by PdM, GCSS-Army supported by the TRADOC community to ensure that the RGL is acceptable. Paper-based training, where required, in existing facilities in conjunction with automation training will provide the required soldier knowledge.

#### 4.8.4 Human Factors Engineering

The PM has taken steps (e.g., contract deliverables and Government/contractor IPT teams) to ensure human factors engineering/cognitive engineering is employed during systems engineering over the life of the program to provide for effective human-machine interfaces and to meet Human-System Interface (HSI) requirements. Where practicable and cost effective, the GCSS-Army system design has minimized or eliminated system characteristics that would require excessive cognitive, physical, or sensory skills; entail extensive training or workload-intensive tasks; result in mission-critical errors; or produce safety or health hazards. GCSS-Army COTS/NDI hardware and software selection determination, to include custom development and design efforts, was made with consideration to integrate personnel effectively into the design of the system. HFE efforts were provided to:

- a. Develop or improve all human interfaces of the system.
- b. Achieve required effectiveness of human performance during system operation, maintenance, support, control, and transport.
- c. Make economical demands upon personnel resources, skills, training, and costs.

The GCSS-Army HFE effort included, but was not necessarily be limited to, considering “common look and feel” software designs to include such items as font size, graphics, data entry screens, and the ability of users to read them.

#### 4.8.5 System Safety

General system safety program requirements, i.e.; responsibilities, design requirements and risk management are documented in the GCSS-Army System Safety Management Plan (SSMP). As it pertains to specific system safety program requirements, there are no unique requirements for GCSS-Army hardware /software safety or system security. Due consideration was given to possible safety risks during all phases of the GCSS-Army acquisition cycle, and in particular, during manpower and personnel integration (MANPRINT) activities, test and evaluation, and end user training development.

##### 4.8.5.1 Hardware Safety

COTS hardware for the Production/COOP server environment and end users are procured through the Army’s Computer Hardware, Enterprise Software and Solutions (CHESS) ITMart. As a condition of an OEM or third party logistics provider contract, the contractor is obligated to meet specific safety criteria as required by Federal Acquisition Regulation (FAR) and Defense Federal Acquisition Regulations (DFARS) clauses. In addition, the contractor must provide Material Safety Data Sheets and/or safety information in product user manuals. All potential system safety hazards for the Production/COOP server environment have been eliminated or reduced to acceptable levels. The standard configuration of end user hardware will be COTS, with the possible addition of minor environmental protection such as plastic or membrane keyboard covers and fan filters and will be provided with end user manuals containing safety information.

The Developmental Test Command (DTC) issued a safety confirmation (TC) on 13 July 2010. The DTC conducted a safety evaluation in accordance with MIL-STD-882D (Standard Practice for System Safety) and concluded that the GCSS-Army system can be used by trained Soldiers provided that cautions, warning, and procedures contained in OEM hardware user’s manuals were followed.

##### 4.8.5.2 Software Safety

The GCSS-Army production software is not considered safety critical or safety related software. The software functions do not have the potential to contribute to a catastrophic or critical system safety hazard if not performed correctly. In addition, the COTS software application has not been modified and:

- a. Does not control the functioning of hardware or direct its operation.
- b. Is not a component of Test, Measurement, and Diagnostics Equipment (TMDE) and does not have an impact on the adequacy of calibration and repair procedures, supply support, maintenance, training or technical data.
- c. Does not perform Communications Security (COMSEC) functions.
- d. Does not affect Battle Command (BC) systems or any release of technical network software.

#### 4.8.5.3 System Security

As GCSS-Army architecture evolves, so will new computer security challenges to protect information from unauthorized access and compromise. Denial of service attacks, spoofing, electronic attack, signals intelligence, technical attack, directed energy, malicious code, physical destruction, unconventional warfare, unauthorized access, packet viruses, password cracking, and false data input and manipulation are examples of common security issues that were addressed in the development of GCSS-Army. Information security is designed into the system and was an integral part of testing. Security practices and inspections are implemented as a part of Production / COOP server environment operation. Refer to the *GCSS-Army Information Assurance Strategy* for details on communications security (COMSEC) and computer security (COMPUSEC) as it pertains to information systems security (ISS).

#### 4.8.6 Health Hazards

PM-GCSS-Army Programmatic Environmental, Safety and Occupational Health Evaluation (PESHE) is a management tool used to assist in identifying ESOH issues and requirements early in the acquisition process, in order to mitigate environmental, safety and occupational health impacts and program risks. The PdM, GCSS-Army ESOH program has evaluated possible risks in areas considered appropriate for the GCSS-Army system including Occupational Health, National Environmental Policy Act (NEPA), Environmental Compliance, Hazardous Material Management, Pollution Prevention (P<sup>2</sup>) and Corrosion Prevention and Control (CPC).

##### 4.8.6.1 Occupational Health

A hazard tracking list (HTL) has been incorporated with the MANPRINT domain issue database and is used to identify and track potential occupation health hazards for the life cycle of the program. All potential hazards to date have been documented, assessed and resolved or mitigated to acceptable levels. At the Production/COOP server environments, the ultimate responsibility for addressing potential hardware hazards in fixed facilities or buildings reside with the local organization that provides Occupational health or Preventive Medicine Services to the Sparkman Center at Redstone Arsenal and ALTESS at Radford Army Ammunition Plant. These potential

hazards are documented in the GCSS-Army Health Hazard Assessment Report (HHAR) provided by the US Army Public Health Command (Provisional) dated 1 June 2010. Software health risks have been addressed and mitigated through training. As a part of New Equipment Training (NET), prerequisite web-based training is provided to familiarize future users on basic navigation, language bridging, etc. During this training, users have the option to take a computer safety course developed to educate users how to avoid common health hazards associated with computers use such as eye strain, carpal tunnel syndrome, conjunctivitis and neck and back strain.

#### 4.8.6.2 National Environmental Policy Act (NEPA)

Performance of the NEPA analysis has determined that the GCSS-Army system, including end user hardware, qualified as a Categorical Exclusion (CX). The analysis was conducted to assess the need for a formal environmental assessment in accordance with Army Regulation 200-2 (Environmental Effects of Army Actions, dated 23 December 1988). Chapter 4 of this regulation, Categorical Exclusions (CX) provides exclusions for programs.

An Environmental Impact Analysis (EIA) has been completed for GCSS-Army and is documented in the Environmental Impact Analysis Worksheet on file with the Directorate for Safety, CECOM LCMC, Aberdeen Proving Ground, MD. EIA and CX covers all planned program actions throughout the life cycle of the system including training, testing, deployment, use, storage handling, transportation and disposal. Based on this analysis, it has been determined that:

- a. GCSS-Army meets the screening criteria in Section II, Appendix A of AR 200-2. It qualifies as a categorically excluded (paragraph A-12) from the requirements for an Environmental Impact Statement (EIS) or Environmental Analysis (EA).
- b. GCSS-Army is not expected to have a significant individual or cumulative effect on the environment nor is it environmentally controversial. There are no known extraordinary circumstances that would require an EIS or EA.

In accordance with Army Regulation 200-2, paragraph 4-2d: "If the proposed action qualifies for one of the CX, no analytical environmental document is necessary."

#### 4.8.6.3 Environmental Compliance

The GCSS-Army ESOH program has established procedures to monitor changing compliance requirements, determine the impact of the statutory requirements, and take appropriate action. The process reviews and ensures compliance during the system's life cycle with:

- a. Federal environment laws and regulations
- b. State environmental laws and regulations
- c. Local environmental laws and regulations

d. All ESOH Federal Executive Orders

#### 4.8.6.4 Hazardous Material Management

The GCSS-Army system, to include end user hardware, does not contain explosives, munitions, or radioactive materials. Typical of information technology equipment, batteries used in servers and end users computers are considered hazardous material. At the Production and COOP server environments, all batteries will be managed in accordance with the OEM's recommendations and disposed of in accordance with applicable local, state or federal environmental regulations. (See subparagraph 4.11.8). In addition, the PM will leverage the OEMs battery return program. All batteries used to operate end user computers will be maintained in accordance with OEM instruction manuals. General procedures for disposition and disposal of damaged, defective, depleted (spent) or unserviceable batteries will be in accordance with Technical Bulletin (TB) 43-0134 (Battery Disposition and Disposal). Specific instructions for SEC-Lee TLD issued end user hardware for storage handling, transportation; maintenance and disposition will be in accordance with the CECOM Life Cycle Management Command (CECOM LCMC) Battery Safety Reference Guide.

#### 4.8.6.5 Pollution Prevention (P2)

The GCSS-Army system, to include end user hardware, does not use or generate any ozone depleting substances or otherwise release any pollutants into the environment.

#### 4.8.6.6 Corrosion Prevention and Control (CPC)

In accordance with Department of Defense Instruction (DoDI) 5000.67 and Army Regulation 750-59 PdM, GCSS-Army has developed a Corrosion Prevention and Control (CPC) Plan that describes specified limits of temperature, relative humidity, corrosive gases and solid particles in the Production and COOP server environments. The specified limits, as recommended by OEM's are incorporated in Service Levels Agreements (SLAs) with the hosting providers for the operating, non-operating, storage and shipping server modes. End users are responsible for the periodic inspection of fielded computers for corrosion. Corrosion inspection and prevention techniques should be followed using the OEMs user manuals or MIL-HDBK-735 (Materiel Deterioration Prevention and Control Guide for Army Materiel). It is recommended, when possible, that the operating environment be maintained at a specific relative humidity and temperature setting so that computers cannot absorb moisture from the surrounding atmosphere. As a general rule, rust and other oxidizing type corrosion reactions will not occur if the relative humidity in the operating environment is maintained at or below 40%. Computers residing in this atmosphere need not be coated with corrosive prevention material or surface protection and will remain in ready-to-use condition.

#### 4.8.7 Soldier Survivability

Use of GCSS-Army system Production/COOP environment hardware/software or end user computers do not increase soldier or host platform detection by the enemy or enemy weapon systems over existing technology.

## 4.9 Training and Training Support

PdM, GCSS-Army is responsible for delivering New Equipment Training (NET) in conjunction with material fielding. NET will be accomplished in accordance with the Training Developers (TRNGDEV) System Training Plan (STRAP). Specific details on the planning, development, delivery, transition and sustainment of training material and products is outlined in the *GCSS-Army New Equipment Training Plan (NETP)*. The GCSS-Army training strategy consists of change management activities, Instructor & Key Personnel Training (IKPT), pre-requisite web-based training (WBT), Instructor Facilitated Training (IFT), performance support; transition to sustainment training and evaluation.

### 4.9.1 Change Management

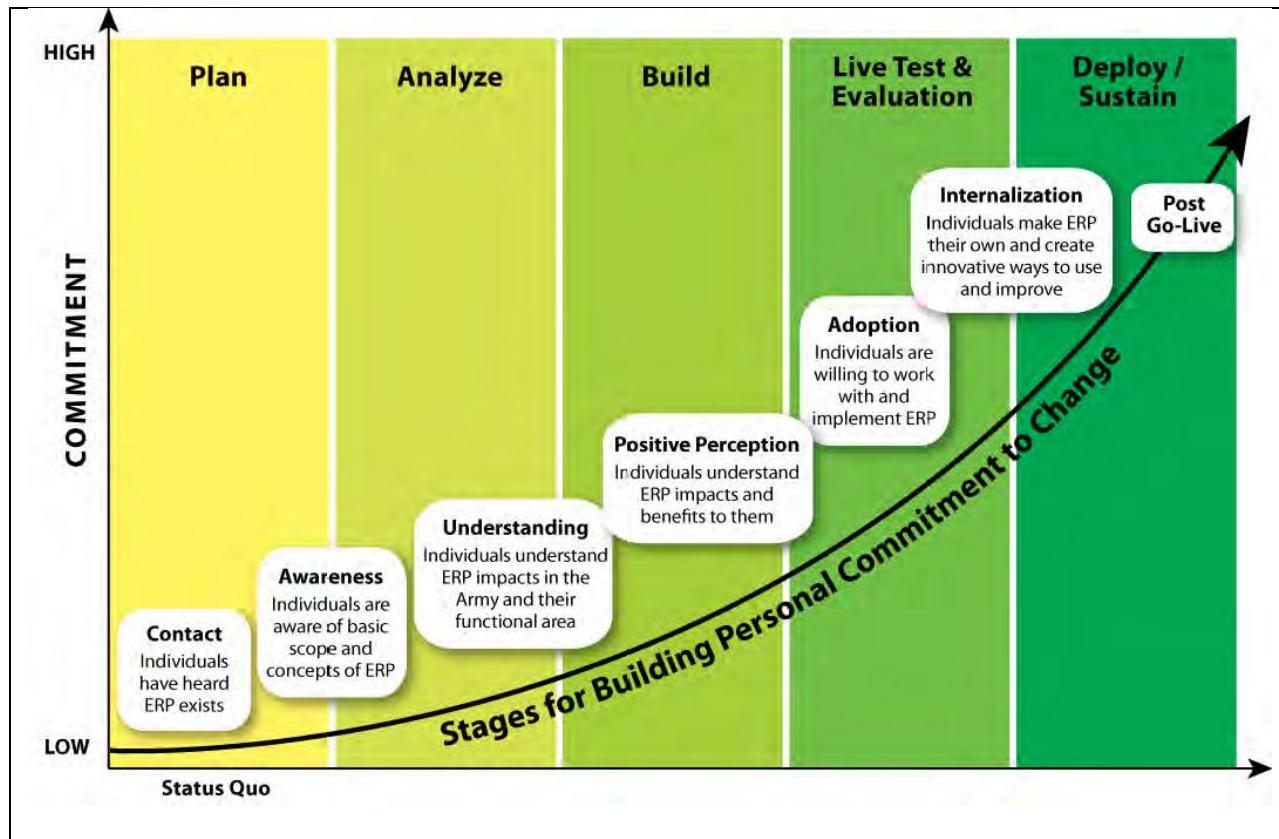
A successful ERP implementation is in large part dependent on the effective delivery of an integrated set of Change Management activities targeted to specific audiences across all areas of the organizations which will receive NET. These activities are aimed at preparing the Army, especially the system end-users, for the changes (both realized and under consideration) that occur when a system is fielded. PdM, GCSS-Army utilizes a commercially proven ERP change management strategy. In order to capitalize on the benefits of an ERP implementation, changes are required in terminology, logistics business processes and procedures, regulations and policies, and Military Occupational Specialty skill sets. The goals of Change Management are to:

- a. Help Soldiers understand the reasons for the change
- b. Gain the Soldier's involvement and insights
- c. Create commitment to the change process
- d. Provide capabilities to make needed adjustments
- e. Track progress to ensure the change takes hold

In order to achieve these goals, the Change Management Team:

- a. Has implemented a Change Agent network consisting of staff representatives from each Army Command; the roles of the Change Agent are to expedite the process of getting information to the right stakeholders and establishing and maintaining Commander and Senior Logistician support
- b. Will conduct organizational assessments identifying key stakeholders, perceptions, risks, and effective communications media prior to fielding.
- c. Has developed communications plans specific for each Army Command following the Communication Strategy & Plan—Approach
- d. Has developed an education and training strategy to mitigate “culture shock” during transformation to the ERP solution

Figure 4.9.1 describes the progression of various Change Management activities that lead to New Equipment Training and Materiel Fielding.



#### 4.9.2 Instructor & Key Personnel Training (IKPT)

The purpose of IKPT is to provide intensive training to key personnel responsible for training support during the lifecycle of the system. GCSS-Army will develop and deliver IKPT to four distinct audiences.

- Contractor instructor personnel required for the delivery of NET during full fielding.
- Institutional training personnel (TRADOC qualified instructors).
- Unit sustainment training personnel (Lead Users).
- Test personnel and maintainers (technical staff).

#### 4.9.3 Pre-requisite Web-based Training (WBT)

Prior to scheduled NET, completion of pre-requisite WBT is required. The purpose of the web-based courses is to prepare operators for NET and reduce the time required for training during

materiel fielding. Soldiers and civilians will need to register for courses through the Army Learning Management System (ALMS). Courses in each business area (finance, supply, maintenance, etc) are available and instruct students on basic navigation, high-level business processes, basic reporting and language bridging. Pre-requisite training for future NET students will be monitored with a track-on-progress report to Commanders prior to NET during the pre-fielding site survey process.

#### 4.9.4 Instructor Facilitated Training (IFT)

Maximum use of Interactive Multi-media Instruction (IMI) is used during NET. Instructors, will present training material and provide demonstrations. In addition, simulations are the core of the IFT. Simulations will be used for instructor demonstrations of GCSS-Army system transactions, practical exercises to be performed by the students in the classroom, and as the medium for transferring knowledge to the student. IFT will be enforced with constant use of the Electronic Performance Support System (see subparagraph 4.9.5) as required.

#### 4.9.5 Electronic Performance Support (EPSS)

The GCSS-Army Electronic Performance Support System (EPSS) is a form of Just-in-Time Training (JITT). JITT is training delivered at the moment in time that an end user is performing a task in an operational environment. Live help procedures are available to the end user by selecting GCSS-Army “Help” while executing transaction in the GCSS-Army production system. GCSS-Army users can select one or all options as described below and illustrated in figures 4.9.5a through 4.9.5c.

- a. Demonstration - the same system simulation mode used for demonstrations during IFT.
- b. Training - the same system simulation mode used for hands-on practical exercises during IFT.
- c. Transaction Guide - a printable Microsoft Word document or Adobe Acrobat portable document format (PDF) document that includes system screen shots and additional information.
- d. Cue Card - a printable Microsoft Word document or Adobe Acrobat PDF with no system screen shots or additional information, just steps.
- e. On-Screen Help – a small window that —floats on top of the GCSS-Army application and guides the end user through the completion of the transaction (Figures 4.9.5a through 4.9.5c). This option, also known as —live online help or —embedded help, is the key feature of the EPSS. The end user never has to leave the system, such as for viewing a separate simulation or document, in order to receive step-by-step instructions on how to complete the transaction.

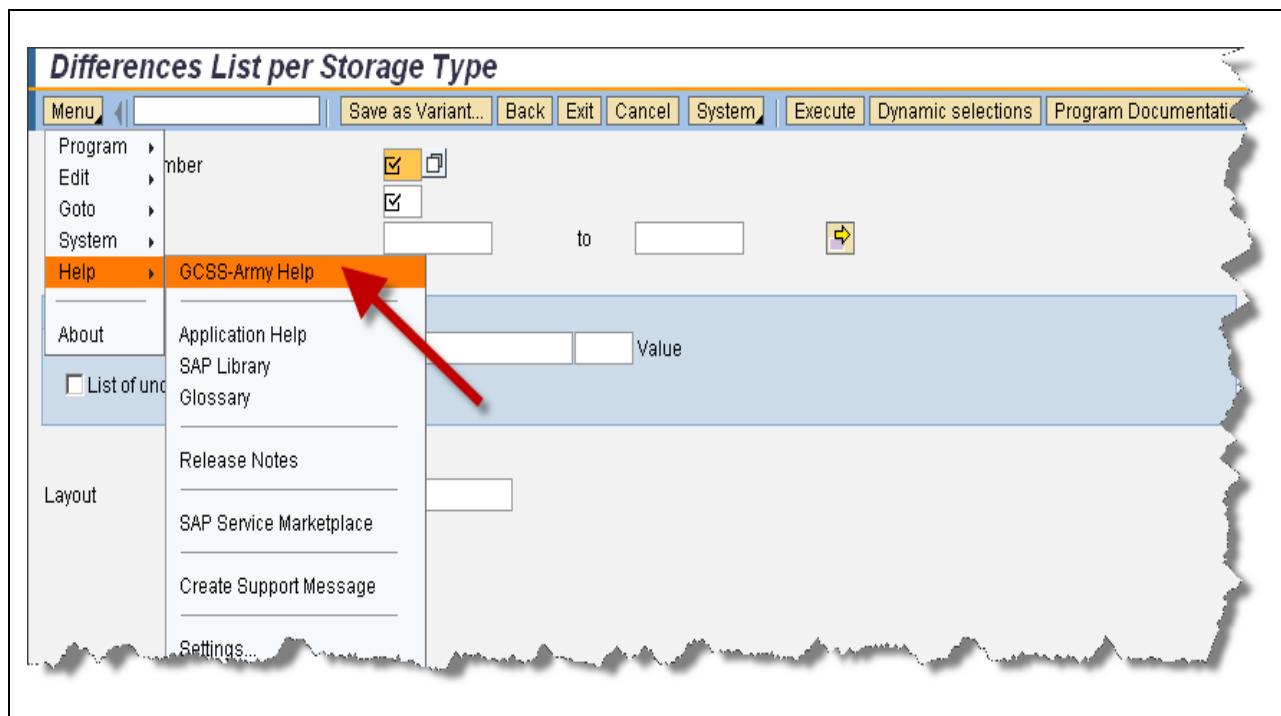


Figure 4.9.5a Accessing Live Help in GCSS-Army

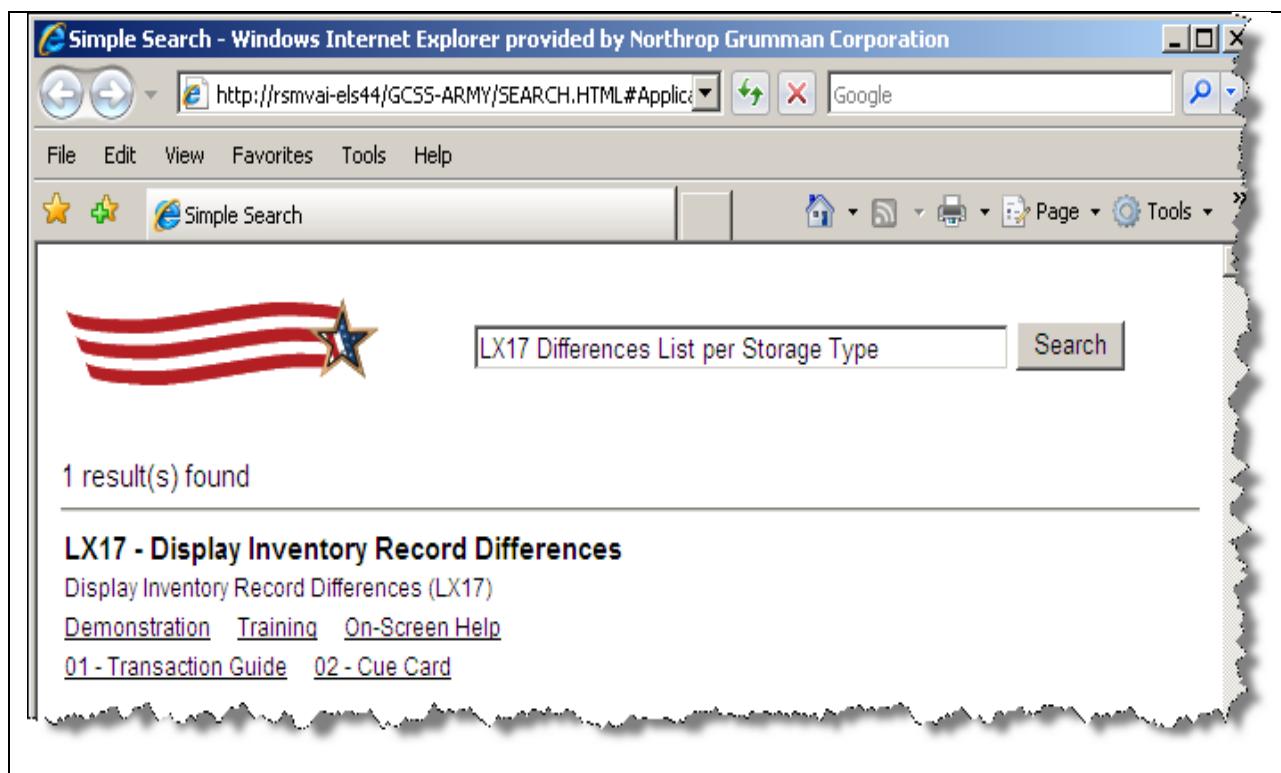
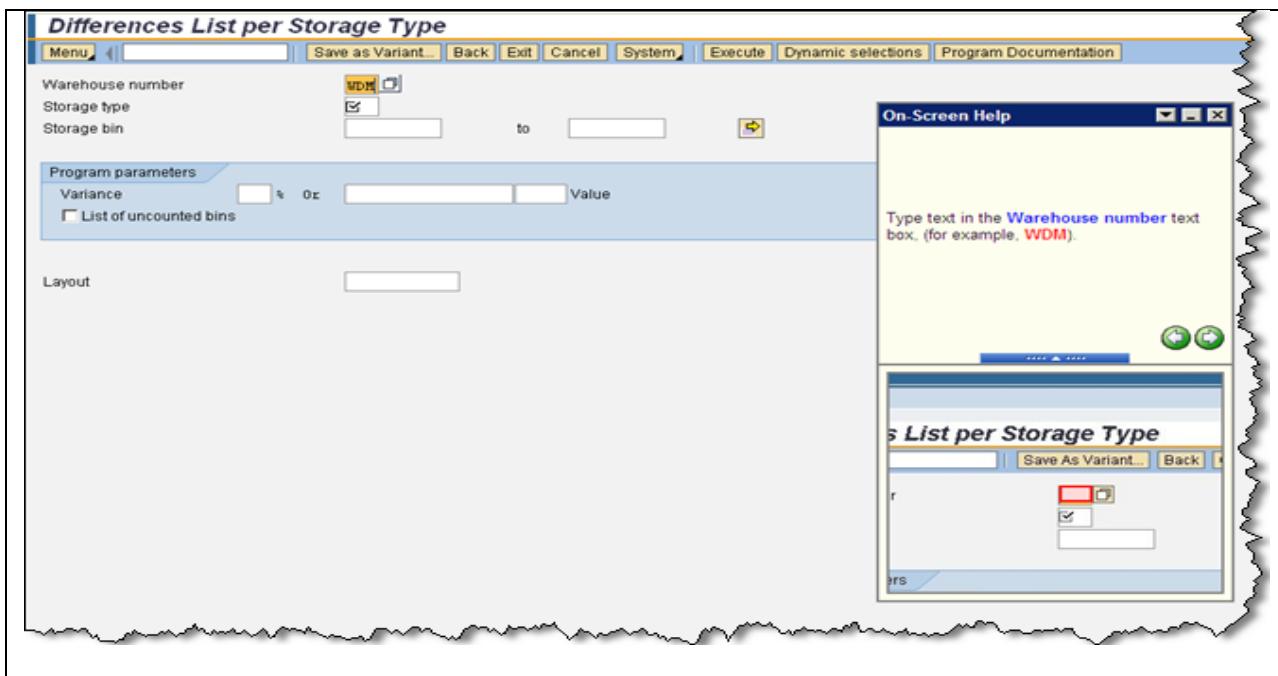


Figure 4.9.5b EPSS Context Sensitive Help Options in GCSS-Army



*Figure 4.9.5c On-Screen Help in GCSS-Army*

#### 4.9.6 End Users Manual + (EUM+)

The End User Manual Plus (EUM+) is an on-line help system that includes transaction simulations, job aids, documentation, and other learning materials (such as downloadable NET, IFT and WBT). End Users can access it directly from GCSS-Army for their learning and support needs. It is composed of seven separate business area portals (such as Warehouse Operations, Finance, and Materiel Management) that are also downloadable. Additionally, it contains Training Bulletins, which alert current users of, and provide guidance for, changes in system functionality.

#### 4.9.7 Sustainment Training

The Training Developer (TRNGDEV) is responsible for determining when GCSS-Army training will begin at MOS qualifying schools. GCSS-Army will work with TRADOC to revise training material required for presentation during institutional training. Updates to training material will be performed in conjunction with system upgrades or recommended functional changes approved by the CRB or BCCB during the configuration management process. These changes will also be made in the EPSS for individual performance support for the lifecycle of the system.

#### 4.9.9 Training Evaluation

A Post Fielding Training Effectiveness Analysis (PFTEA) will be conducted to evaluate training materials and training support products used during NET to determine the effectiveness of the materials and products for both service schools (Institutional Training) and unit training (Sustainment). Although initial evaluations will be conducted post-NET in the form of student

questionnaires, the PFTEA will be conducted within 12 to 24 months after the initial fielded unit is operationally capable or when problems are reported. This strategy is consistent with *TRADOC Regulation 350-32* (The TRADOC Training Effectiveness Analysis System) and allows sufficient time for the sustainment training program to stabilize. The PFTEA will serve to determine the GCSS-Army (ERP Solution) training program (i.e. courses, literature, Training Aids, Devices, Simulators, Simulations (TADSS), etc) costs and effectiveness. Specific issues addressed in the PFTEA will include:

- a. Positive and negative aspects of operator and maintainer training.
- b. Comparison of actual costs to projected costs for all training systems.
- c. Relationships between sustainment training and soldier proficiency.
- d. Needed improvements to training in terms of cost, time and effectiveness.
- e. Soldiers' perceptions of training at the service school and at the units.
- f. TADSS utilization, effectiveness and cost.
- g. TADSS resource trade-offs (e.g., equipment and Operational Tempo).

CASCOM Training Directorate will provide evaluation assistance in the form of on-site surveys and follow-up reporting. If resources are not available for this, training feedback will be gathered using mail-out questionnaires, telephonic interviews or help desk records. Lessons learned and feedback will be provided to all appropriate training elements and will serve as a basis for updating and/or revising institutional and sustainment training products.

#### 4.10 Computer Resources and Software Support

Computer Resources for the GCSS-Army system, to include end user hardware, are not considered mission critical. Title 10, United States Code, Section 2315 (Public Law 97-86) provides legal requirements for the acquisition of computer resources within DoD. For the purposes of this document, Mission Critical Computer Resources (MCCR) is not applicable to the GCSS-Army system. Computer resources used primarily for routine administrative and business applications such as payroll, finance, *logistics*, and personnel management shall not be considered military or intelligence mission-critical. The function, operation or use of GCSS-Army hardware and software does not involve intelligence activities, cryptological activities related to national security, or command and control of military. Although the GCSS-Army COTS software is not considered a mission critical computer resource, the program does leverage Military Handbook (MIL-HDBK) 347 (Mission Critical Computer Resources Software Support) and the related and referenced military and DoD specifications, standards and handbooks for Post Deployment Hardware Support (PDHS), Post Deployment Software Support (PDSS), Configuration Management (CM), and Information Assurance (IA).

#### 4.10.1 Post Deployment Hardware Support (PDHS)

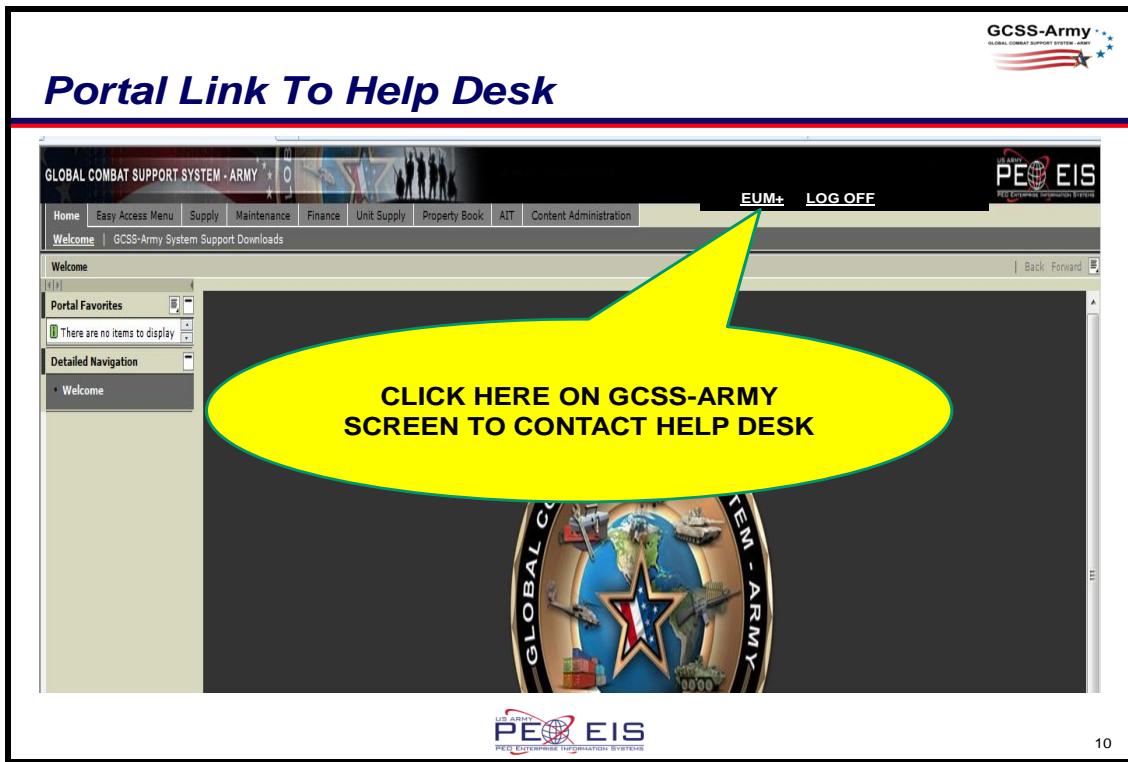
In addition to the GCSS-Army/SEC-Lee TLD maintenance plan (subparagraph 4.1) and the provisioning plan (subparagraph 4.4.1), SEC-Lee TLD will provide spare client hardware under the TLS Computer Exchange (SCX) program. SCX levels of stock are eight percent (8%) for CONUS based organizations and ten percent (10%) for O'CONUS organizations. Unserviceable client hardware being replaced by SCX spare should be reported through the help desk to initiate in-warranty or out-of-warranty maintenance procedures.

#### 4.10.2 Post Deployment Software Support (PDSS)

GCSS-Army PDSS is maintained through three tiers of help desk support.

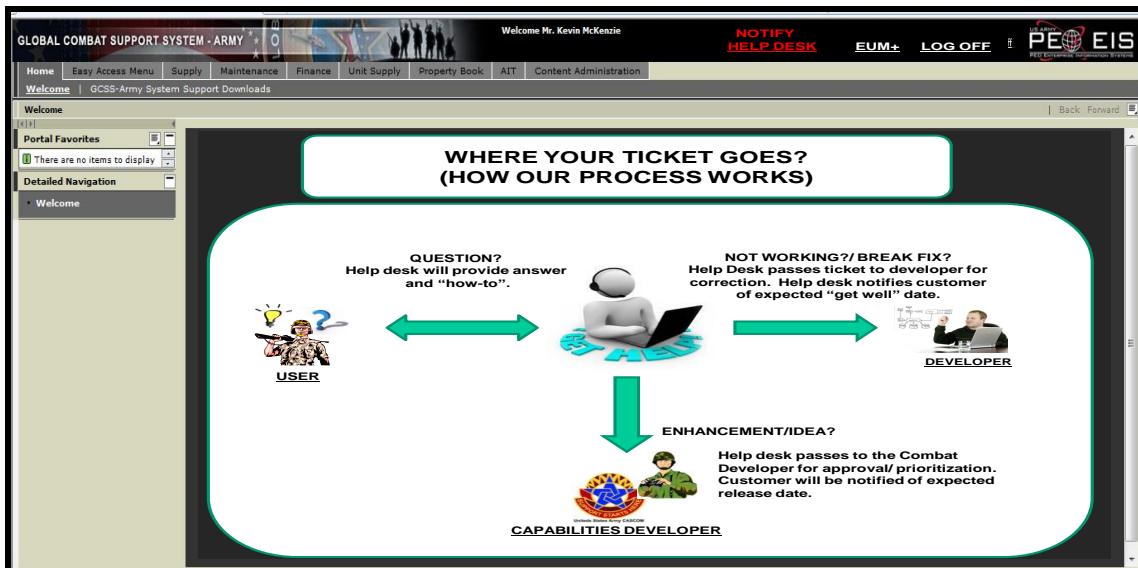
- a. Tier one help desk support consists of PdM staff personnel who receive calls or emails from the end user using the Remedy On Line Reporting System. Personnel document software or hardware problems, requests for guidance or recommendations for improvement in Remedy. Remedy is an enterprise web based ticketing system for business support. Help desk tickets are assigned impact codes by severity and categorized for submission to the appropriate Tier two support teams.
- b. Tier two help desk support consists of technical and functional subject matter experts (SMEs) from the Lead System Integrator (LSI). Software and hardware technicians are responsible for troubleshooting and resolving end users problems. Functional SMEs are responsible for guiding end users through transactions and business processes. In addition, the LSI SMEs coordinate with the Capabilities developer (CBTDEV) to review and implement functional improvements based on end user recommendations. All software/hardware fixes, system upgrades or functional improvements will go through the Configuration Management (CM) process (see subparagraph 4.10.3).
- c. Tier three software and hardware support consists of the software developer or the hardware OEM. Unresolved problems with software or recommended improvements that affect the Enterprise Core Component code must be submitted to the software developer. Hardware defects that cannot be resolved at Tier two will be forwarded to the OEM for in-warranty support or DSU for out-of-warranty support. (Reference Figure 4.1 for the Level 1 and Level II maintenance flow).

The GCSS-Army help desk processes are illustrated in Figures 4.10.2 – 8.



*Figure 4.10.2, Help Desk Link on GCSS-Army Screen*

Figure 4.10.2 shows where on the GCSS-Army screen users can click on the link to access the GCSS-Army Help Desk. This will give the user the option to submit by telephone, e-mail or the Remedy Help Desk software.



*Figure 4.10.3, Help Desk Ticket Process*

Figure 4.10.3 illustrates the 3 categories in which help desk tickets fall. Tickets tend to be questions on how to use a portion of GCSS-Army functionality, the software is not working properly or the user has an idea on how to improve the product.

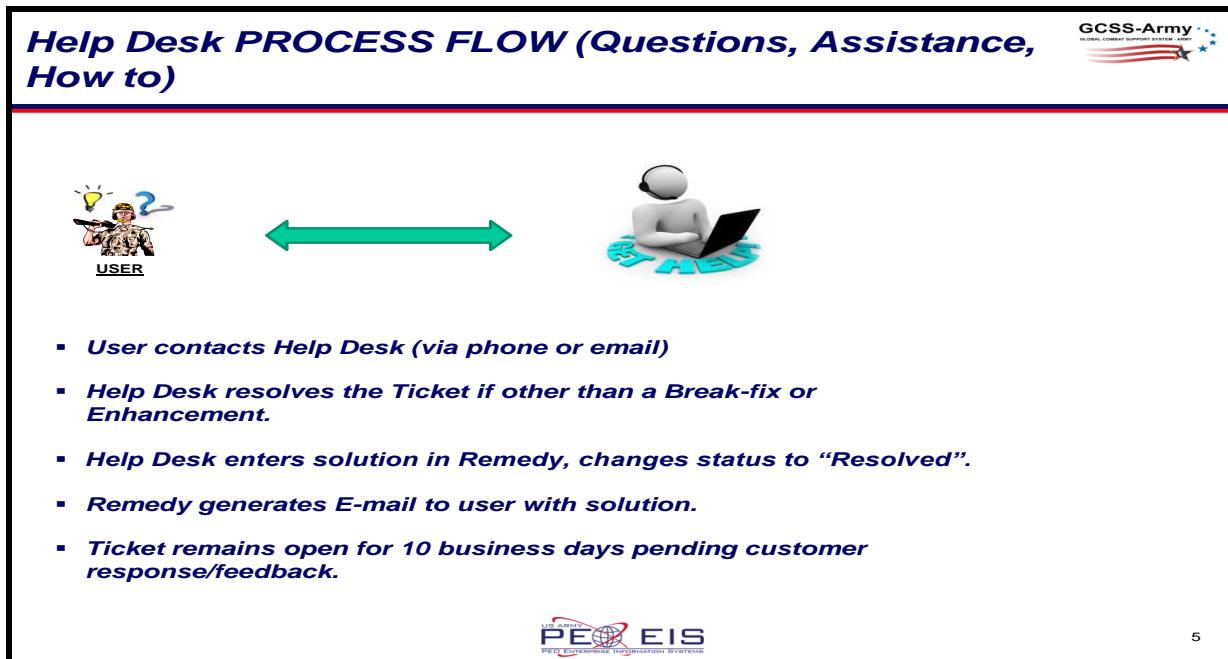


Figure 4.10.4, Help Desk Process Flow- Request For Assistance

Figure 4.10.4 illustrates how the Help Desk is able to answer a simple “How To” question from a user.

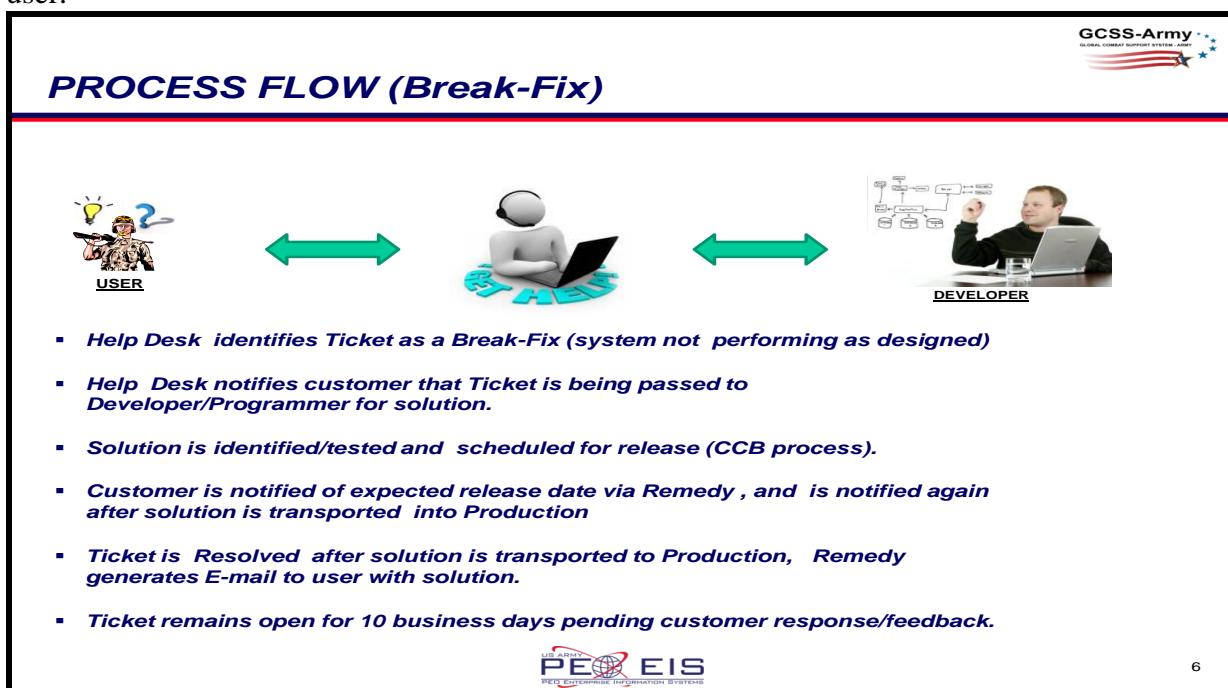


Figure 4.10.5, Help Desk Process Flow – Break/Fix

Figure 4.10.5 illustrates the procedures taken when a user discovers that the software is not operating correctly. In this case, research is required to isolate the issue and to develop a solution. This may result in a degraded capability for period of time until the software can be fixed and updated. It is critical that the person(s) submitting the help desk ticket properly include contact information (telephone as well as e-mail) as the developer/programmer may need to talk directly to the customer to gather further information.

Break/Fix issues do not always offer a quick resolution. As a result information may be posted on a splash page at log in so users see the progress of the break/fix.

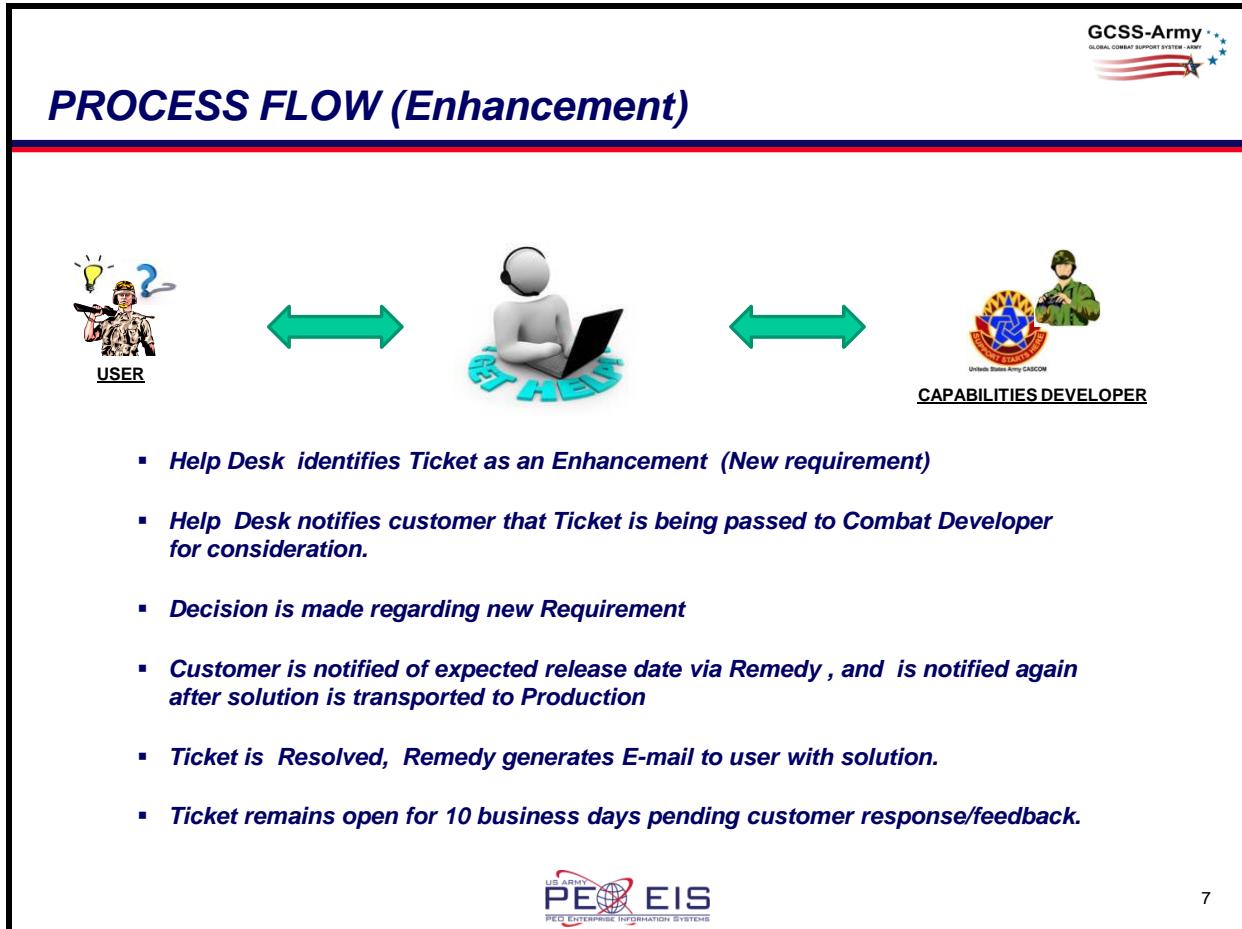


Figure 4.10.6, Help Desk Process Flow – Functionality Enhancement

Figure 4.10.6 illustrates how a user can submit recommendation on how to improve and/or update the product for continued use. The user submits the help desk ticket as normal and then the ticket is passed to the Capabilities Developer for adjudication. The recommendation is vetted, prioritized, resourced, and scheduled for a specific release or update.

#### 4.10.2.1 Interim Software Maintenance

Until such time that GCSS-Army replaces the business process software, TLS users have immediate access to Software Maintenance Support through the unit's SASMO IAW SASMO doctrine detailed in TM 4-0-9. SEC-Lee TLD provides the next level support and operates a 24/7

Customer Assistance Office (CAO) to provide operators and SASMOs access to more technical assistance with TLS software and functionality. The CAO may provide corrective action to the customer or record the problem for SEC-Lee TLD System Managers review and action. System Managers will coordinate repair of validated problems with internal and/or contracted software sustainment teams and distribute corrections to all users as an Interim Change Package (ICP) or as part of the next scheduled Software Change Package (SCP) depending on the severity and operational impact of the problem posed by the software fault. SEC-Lee TLD is also responsible for maintaining the system and network security patches, as well as, integrating Information Assurance Vulnerability Alert (IAVA) patches into the software configuration for each TLS baseline.

#### 4.10.3 Configuration Management (CM)

The CM strategy for the COTS-ERP solution differs somewhat from non COTS-ERP solutions used by the Army. Software technical improvements and version upgrades are provided as part of the annual maintenance fee charged by the ERP vendor. CM requires the Army to assess those periodic upgrades and determine if and when they should be applied to the Army instance of the ERP. User input is captured and satisfied through the three-level sustainment network (help desk) established by the program management team. All prospective changes are reviewed by appropriate level boards. Prior to implementation major changes are referred to the high-level boards such as the Baseline Configuration Control Board (BCCB) with representation from GCSS-Army, the prime contractor and the functional proponent for approval. Minor technical improvements, which are transparent to users and do not have a visible effect on the functionality of the solution, are managed through the Change Review Board (CRB). Regardless of the level of change, detailed minutes and data bases are maintained for historical reference as required. For configuration management details, refer to the *GCSS-Army Configuration Management Strategy*.

#### 4.10.4 Information Assurance (IA)

GCSS-Army will use a wide variety of tools to ensure that information assurance requirements are integrated into the system development and maintained throughout the lifecycle of the system. Army Knowledge Online (AKO) will be utilized as the authenticating agent for access to GCSS-Army. All GCSS-Army operators must be registered with AKO in order to authenticate access to the system. The system will undergo Certification and Accreditation in accordance with (IAW) the DIACAP model. Automated C&A tools used for GCSS-Army include: eye Retina Scanner, AppDetective Scanner, Defense Information Systems Agency (DISA) Gold Disk for Windows, DISA System Readiness Review (SRR) scripts for Oracle, and Unix. Additionally, the Project will use the DISA Security Technical Implementation Guides (STIGS) and Security Readiness Review scripts to assist in the development and verification of the system security configurations. These tools are used to identify, assess, and correct vulnerabilities against the system applications and databases. Additionally, the Project leverages the efforts of the DoD Public Key Infrastructure (PKI)/Public Key Encryption (PKE) and CAC programs to integrate single sign-on, data encryption and digital signature capabilities into GCSS-Army. For information assurance details, refer to the *GCSS-Army Information Assurance Strategy*.

## 4.11 Disposal

The disposal of GCSS-Army COTS hardware and software, with exceptions (See subparagraphs 26.2 and 26.1), will be accomplished in accordance with DoD 4160.21 –M (Defense Material Disposition Manual), DoD 4160.21-M-1 (Defense Demilitarization Manual) and the Defense Logistics Agency (DLS) Defense Reutilization and Marketing Service (DRMS) Standard Operating Procedure (SOP). GCSS-Army Production/COOP server environment hardware in serviceable condition will be disposed of using procedures outlined in subparagraphs 4.11.1 through 4.11.4. Current SEC-Lee TLD approved disposition policy for serviceable hardware is to allow units to retain computers for office automation. Unserviceable client hardware can be disposed of per subparagraph 4.11.5.

### 4.11.1 Trade-In Programs

Selected Original Equipment Manufacturer's (OEMs) offer trade-in programs as a result of upgrading equipment. As a cost savings, the first priority for disposal of GCSS-Army Production/COOP server environment equipment will be to negotiate a lower price for IT equipment during lifecycle refresh or system upgrade with turn-in of equipment in accordance with the OEMs disposition instructions.

### 4.11.2 Intra-Program Reutilization and Transfer

If an OEM trade-in of equipment is not an option, a listing of serviceable GCSS-Army Production/COOP server environment equipment will be provided to PEO-EIS for possible use within other acquisition programs. Upon approval and acceptance, PdM, GCSS-Army will transfer equipment to the gaining PM for reutilization.

### 4.11.3 Redistribution Screening

When OEM trade-in or PEO transfer of equipment is not accomplished, PdM, GCSS-Army will process an excess report as prescribed by the Defense Information Systems Agency (DISA), Chief Information Officer-Defense Automation Resources Management Program Division, for all serviceable excess hardware for redistribution screening. IAW DoD 4160.21 the GCSS-Army production software is exempt because it is licensed under a provision that restricts the right to redistribute within the DoD.

### 4.11.4 Defense Reutilization and Marketing Service (DRMS)

After Reporting to DISA, all turn-ins which require screening must be accompanied by an acknowledgement letter from DISA indicating the DoD case number and Automatic Release Date (ARD) or a waiver of screening. As a minimum, the DoD case number will be annotated on each disposal turn-in document (DTID) if the DISA letter covers more than one item. A copy of the DISA letter is not required with each DTID. It is important to note that requirements may differ between supporting Defense Reutilization and Marketing Offices (DRMOs).

#### 4.11.5 Hardware Disposal

All COTS information technology hardware must have hard drives and any other storage media removed prior to turn-in to the DRMO. A certification must accompany the DTID stating that the hard drive was overwritten, degaussed or destroyed in accordance with DoD Memorandum dated June 4, 2001 (Disposition of Unclassified DoD Computer Hard Drives. Figure 4.11.5 provides an example of the certification.

CERTIFICATION OF HARD DRIVE DISPOSITION	
This certifies this hard drive: <input checked="" type="checkbox"/> Check if hard drive or similar data storage components have been removed.	
Serial No.	Barcode No.
Make and Model	
Was overwritten/Degaussed/Destroyed in accordance with DoD Memo dated June 4, 2001, Disposition of Unclassified DoD Computer Hard Drives, On (date) _____	
Software or Degausser Used <i>(Mfg. product version, date)</i> _____	
OR <i>(e.g., approved metal destruction facility)</i> _____	
Method of Destruction	
Generator Name	
Phone No.	DTID No.
Printed Name	Rank/Grade
Signature	Date
DLIS FORM 1867, OCT 2002	

Figure 4.11.5 Defense Logistics Information Service Form 1867

4.11.6 Demilitarization: Not Applicable

4.11.7 Software Disposal: Not Applicable

4.11.8 Hazardous Materiel Disposal

The GCSS-Army system, to include end user hardware, does not contain explosives, munitions, or radioactive materials requiring disposal. Typical of information technology equipment, batteries used in servers and end users computers are considered hazardous material. At the Production and COOP server environments, all batteries will be managed in accordance with the OEM's recommendations and disposed of in accordance with applicable local, state or federal environmental regulations. In addition, the PM will leverage the OEMs battery return program. All batteries used to operate client hardware will be maintained in accordance with OEM instruction manuals. General procedures for disposition and disposal of damaged, defective, depleted (spent) or unserviceable batteries will be in accordance with Technical Bulletin (TB) 43-0134 (Battery Disposition and Disposal). Specific disposal instructions for SEC-Lee TLD issued batteries will be in accordance with the CECOM Life Cycle Management Command (CECOM LCMC) Battery Safety Reference Guide and using unit's DRMO standard operating procedures.

#### 4.11.9 Foreign Military Sales (FMS)

FMS includes government-to-government sales of services, training, and material. Although COTS information technology equipment can be refurbished at the end of OEMs recommended service life, it is not expected that the GCSS-Army equipment will be allocated for FMS. IAW AR 12-1 (Security Assistance, International Logistics, Training, and Technical Assistance Support Policy and Responsibilities), logistics support of commercial items will be arranged on a country-to-industry basis in lieu of FMS.

### Section 5. Readiness Reporting Requirements

#### 5. Reporting Requirements

While GCSS-Army is not a hardware system, there is supporting client hardware which Soldiers and technician will use to access the system. Currently the legacy and bridging TLS hardware LINs represent the locations where GCSS-Army client hardware will reside.

##### 5.1: Update of Legacy LINs to GCSS-Army LINs and Client Hardware Naming Conventions

GCSS-Army is working to update the LINS for the Client Hardware. As GCSS-Army fields PBOs will update the unit property books to reflect the new LINs.

<b>GCSS-Army Client Hardware Naming Conventions</b>	
<b>Log Ops and Management Access Terminal, (LOMAT), <u>AN/TYQ-161(V1)</u>, LIN Z01765, replaces:</b>	
PBUSE V2 (LIN C27775) SAMS-2E V2 (LIN C27906) SARSS-1 Workstation (LIN C18684), ULLS-AE Notebook with and without printer (LIN C61101 and C40745) SARSS Materiel Management Workstation (LIN C78554)	
<b>Unit Supply System (includes Arms Room (USS), <u>AN/TYQ-161(V2)</u>, LIN Z01775, replaces:</b>	
PBUSE V1 (LIN C27707)	
<b>Supply Support Management System (SSMS), <u>AN/TYQ-161(V3)</u>, LIN Z01766, replaces:</b>	
SARSS -1 Server including ASIOE (LIN C78827)	
<b>Maintenance Ops System, (MOS), <u>AN/TYQ-161(V4)</u>, LIN Z01774, replaces:</b>	
SAMS-1E V1 (LIN C27838) SAMS-1E V2 (LIN C67686) SAMS-IE (no LIN) ULLS-AE in PC/QC/Tech Supply elements (LIN C61123/C61068/C91605)	

Figure 5.1 GCSS-Army Client Hardware Naming Conventions

#### 5.2 GCSS-Army LIN Reporting Requirements

Once a unit converts to GCSS-Army it will use the existing reporting requirements for legacy LINs. Most all of the legacy LINs are listed as ERC A on unit authorization documentation and as such require reporting IAW AR 220-1.

### 5.2.1 Pacing Item

The C28827 SARSS-1 Server is a Pacing item for selected units. The Supply Support Management System (SSMS), AN/TYQ-161(V3), Lin Z01766 replaces the SARSS-1 Server and will also be considered a Pacing Item. A list of these units extracted from FMS Web is listed in Appendix B.

### 5.3 ERC A LINs.

The following is a list of legacy LINs and GCSS-Army LINs which are all ERC A:

<u>GCSS-ARMY LIN</u>	<u>REPLACED LIN</u>
AN/TYQ-161(V1) (Z01765)	PBUSE V2 (C27775)
	SAMS-2E V2 (C27906)
	SARSS-1 WORKSTATION (C18684)
	SARSS-1 MATERIEL MANAGEMENT WORKSTATION (C78554)
	ULLS-AE NOTEBOOK (C61101)
AN/TYQ-161(V2) (Z01775)	PBUSE V1 (C27707)
AN/TYQ-161 (V4) (Z01774)	SAMS-1E V1 (C27838)
	SAMS-1E V2 (C67686)
	SAMS-IE (NO CURRENT LIN)

### Section 6. Sample Data Collection: Not Applicable

### Section 7. Support Required From The Gaining ACOMs/ASCCs.

#### Reporting Requirements:

Support required from gaining activities will be provided in the GCSS-Army Material Fielding Agreement (MFA); a sample is shown in Appendix C.

### Section 8. Summary

#### 8.1 Objective

The objective of this MFP is to present a single, stand-alone document that consolidates the actions, schedules, and procedures required by the PdM GCSS-Army Deployment Team, PdM GCSS-Army staff, and the gaining Commands.

#### 8.2 System and Logistics Summary

##### 8.2.1 System Summary

GCSS-Army is an information technology investment implementing COTS and Non-Developmental Items (NDI) of software and server hardware. The enterprise system provides

the Army with a modern and adaptable tactical logistics sustainment solution which replaces many existing tactical logistics TLS. The cornerstone of GCSS-Army is provided by configurable COTS ERP software provided by the company, SAP®. The ERP suite from SAP® provides increased adaptability, flexibility, openness, and efficiency in support of the Army's unique tactical logistics sustainment requirements. The hardware component of GCSS-Army is limited to production and Continuity of Operations (COOP) servers at the web-servicing facilities.

GCSS-Army is a key element of the SALE and a critical enabler of the Army's Logistics Domain Information Technology (IT) Transformation. The enterprise system utilizes its web-based capability to provide users access to reliable and timely logistics information and to exchange operational data related to tactical maintenance, materiel management, property accountability, tactical financial management, and other related sustainment functional areas. GCSS-Army integrates tactical logistics enterprise information for leaders and decision-makers to provide a single maneuver sustainment picture through integration of sustainment information to manage combat power. Working within the architectural framework of the Global Information Grid (GIG), GCSS-Army shares data with all appropriate joint information systems to allow for the mobilization, deployment, employment, sustainment, and redeployment of Army Forces and Joint Forces. GCSS-Army interfaces with Battle Command Sustainment Support System (BCS3) to provide logistics input to the Army Battle Command System (ABCS). The architectural development of Increment I enables this interface through the Logistics Information Warehouse (LIW).

## 8.2.2 Logistics Summary

See the GCSS-Army Supportability Strategy

## **Appendix A**

### **Acronyms**

<b>Abbreviation</b>	<b>Name</b>
AAA	Army Audit Agency
AAR	Administrative Adjustment Report
AC	Active Component
ACOM	Army Command
ACR	Armored Cavalry Regiment
ADU	Asset Description Update
AIT	Automated Identification Technology
AOR	Area of Responsibility
AR	Army Regulation
ARFORGEN	Army Force Generation
ARIS	Architecture of Integrated Information Systems
ARNG	Army National Guard
ASCC	Army Service Component Command
ATEC	Army Test and Evaluation Command
BOE	Basis of Estimate
BOM	Bill of Materials
BPP	Business Process Procedure
C2	Command and Control
CAISI	Combat-Service-Support Automated Information Systems Interface
CASCOM	Combined Arms Support Command
CD	Compact Disk
CE	Continuous Evaluation
CIO	Chief Intelligence Officer
COB	Close of Business
COMPO	Component Organization
CONUS	Continental United States
COOP	Continuity of Operations
COTS	Commercial-Off-The-Shelf
CSR	Classroom Status Reports
CSSAMO	Combat Service Support Automation Management Officer

<b>Abbreviation</b>	<b>Name</b>
DA	Department of the Army
DA PAM	Department of the Army Pamphlet
DFAS	Defense Finance and Accounting Service
DARPL	Dynamic Army Resourcing Priority List
DFPS	Defense Forces and Public Security
DOIM	Directorate of Information Management
DRU	Direct Reporting Unit
DSU	Data Staging Utility
DOL	Director/Directorate of Logistics
DT&E	Developmental Test and Evaluation
ECP	Engineering Change Proposal
ENG	Engineers
EPSS	Electronic Performance Support System
ESS	Effectiveness, Suitability, and Survivability
FDDR	Full Deployment Decision Review
FEDLOG	Federal Catalog System
FORCEMOD	Force Modernization
FORSCOM	Forces Command
G4	Army Logistics
G6	Information Management
GCSS-Army	Global Combat Support System – Army
GCSS-Army	General Funds Enterprise Business System
GSAT	GCSS-Army Scheduling and Administration Tool
GWOT	Global War on Terror
HHC	Headquarters & Headquarters Company
HHT	Hand-Held Terminal
HHT	Headquarters & Headquarters Troop
HR	Human Resources
IA	Information Assurance
IAW	In Accordance With
IFT	Instructor Facilitated Training
IGT	Independent Governmental Test

<b>Abbreviation</b>	<b>Name</b>
IKPT	Instructor and Key Personnel Training
IM	Inventory Management
IMI	Interactive Multimedia Instruction
IOT	Initial Operational Test
JITC	Joint Interoperability Test Command
LAP	Logistics Assistance Program
LCLD	Life-Cycle Logistics Division
LDD	Limited Deployment Decision
LIN	Line Item Number
LMS	Learning Management System
LOA	Letter of Acceptance
LUT	Limited User Test
MDA	Milestone Decision Authority
MDS	Mobile Defense Solution
MFP	Materiel Fielding Plan
MFS	Material Fielding Schedule
MILSTRIP	Military Standard Requisitioning & Issue Procedures
MOA	Memorandum of Agreement/Acceptance
MOS	Military Occupational Specialty
MOU	Memorandum of Understanding
MRL	Material Requirements List
MRP	Materiel Requirements Planning
MS	Milestone
MTOE	Modified Table of Organization & Equipment
NEC	Network Enterprise Command
NET	New Equipment Training
NETP	New Equipment Training Plan
NIPRNET	Non-Secure Internet Protocol Network
NSLIN	Non-Standard Line Item Number
NSN	National Stock Number
NSNSN	Non-Standard National Stock Number
NTC	National Training Center

<b>Abbreviation</b>	<b>Name</b>
OA	Operational Assessment
OCI	Organizational Change Impact
OCM	Organizational Change Management
OCONUS	Outside the Continental United States
OPTEMPO	Operational Tempo
ORD	Operational Requirements Document
OT	Operational Test
OTA	Operational Test Authority
PBO	Property Book Officer
PBUSE	Property Book and Unit Supply – Enhanced
PdM	Product Manager
PDSS	Post-Deployment System Support
PEC	Professional Education Center
PEO	Program Executive Office
PLL	Prescribed Load List
PM	Program/Project Manager or Project Management
PM J-AIT	Program Manager, Joint Automated Identification Technology
PMO	Program Management Office
PO	Purchase Order
POC	Point-of-Contact
POI	Program of Instruction
PSM	Product Support Manager
QA	Quality Assurance
RDD	Required Delivery Date
S4	Supply Office
SAAS-MOD	Standard Army Ammunition System - Modified
SAMS	Standard Army Maintenance System
SAMS-E	Standard Army Maintenance System – Enhanced
SAP	Systems, Applications and Products
SARSS	Standard Army Retail Supply System
SEC	Software Engineering Center
SEI	System Engineering and Integration

<b>Abbreviation</b>	<b>Name</b>
SFTP	Secure File Transfer Protocol
SIL	System Integration Laboratory
SLAMIS	SSN-LIN Automated Management & Integrating System
SME	Subject Matter Expert
SPO	Support Operations
SPT SQDN	Support Squadron
SSA	Supply Support Activity
STAMIS	Standard Army Management Information System
STANFINS	Standard Army Finance System
TBD	To Be Determined
TDA	Table of Distribution and Allowances
TLD	Tactical Logistics Directorate
UIC	Unit Identification Code
ULLS-A/E	Unit Level Logistics System – Aviation/Enhanced
USAR	United States Army Reserves
USARC	United States Army Reserve Command
USPFO	US Property & Fiscal Officer
VSAT	Very Small Aperture Terminal
VTC	Virtual Teleconference
WAP	Wireless Access Point
WBS	Work Breakdown Structure
WBT	Web-Based Training
WM	Warehouse Management

## Appendix B

List Of Units Required to Report the Supply Support Management System as a Pacing Item IAW AR 220-1

<b>ASCC/ACOM</b>	<b>UIC</b>	<b>TITLE</b>	<b># SYSTEMS</b>
FORSCOM	WH2DAA	115TH SUPPORT BATTALION	2
FORSCOM	WH0KAA	215TH SUPPORT BATTALION	1
FORSCOM	WH96AA	501ST SUPPORT BATTALION	1
FORSCOM	WFJ3AA	526TH SUPPORT BATTALION	1
FORSCOM	WAJEAA	704TH SUPPORT BATTALION	1
FORSCOM	WJTRA	125TH SUPPORT BATTALION	1
FORSCOM	WG07AA	589TH SUPPORT BATTALION	1
FORSCOM	WACFAA	626TH SUPPORT BATTALION	1
FORSCOM	WCBGAA	308TH SUPPORT BATTALION	1
FORSCOM	WJA1AA	101ST SUPPORT BATTALION	2
FORSCOM	WB00AA	72D SUPPORT BATTALION	1
FORSCOM	WDMWAA	701ST SUPPORT BATTALION	1
FORSCOM	WCBQAA	623D QUARTERMASTER COMPANY	2
FORSCOM	WJATAA	3D SUPPORT BATTALION	2
FORSCOM	WGNZAA	563D SUPPORT BATTALION	1
FORSCOM	WCBWAA	509 CS CO SPT CO BFSB	1
FORSCOM	WEPGAA	710TH SUPPORT BATTALION	1
FORSCOM	WH51AA	201ST SUPPORT BATTALION	1
FORSCOM	WJAYAA	4TH SUPPORT BATTALION	2
FORSCOM	WCA9AA	94TH SUPPORT BATTALION	1
FORSCOM	WDJXAA	122D SUPPORT BATTALION	2
FORSCOM	WH53AA	RSS, 11TH ARMORED CAVALRY REGIMENT	2
FORSCOM	WH2EAA	15TH SUPPORT BATTALION	1
FORSCOM	WJMSAA	2D SUPPORT BATTALION	1
FORSCOM	WDJ6AA	123RD SUPPORT BATTALION	2
FORSCOM	WD82AA	10TH SUPPORT BATTALION	1
FORSCOM	WD80AA	210TH SUPPORT BATTALION	1
FORSCOM	WABYAA	782D SUPPORT BATTALION	1
FORSCOM	WDKAAA	703D SUPPORT BATTALION	1
FORSCOM	WDEKAA	188TH SUPPORT BATTALION	1
FORSCOM	WE4QAA	296TH SUPPORT BATTALION	1
FORSCOM	WH87AA	299TH SUPPORT BATTALION	2
FORSCOM	WJAUAA	26TH SUPPORT BATTALION	2
FORSCOM	WH98AA	47TH SUPPORT BATTALION	2
FORSCOM	WDJ9AA	27TH SUPPORT BATTALION	2
FORSCOM	WACTAA	801ST SUPPORT BATTALION	1
FORSCOM	WDQCAA	100TH SUPPORT BATTALION	1
FORSCOM	WG6CAA	82D SUPPORT BATTALION	1
FORSCOM	WJD2AA	203D SUPPORT BATTALION	2
FORSCOM	WABHAA	307TH SUPPORT BATTALION	1
FORSCOM	WH3EAA	407TH SUPPORT BATTALION	1
FORSCOM	WACKAA	426TH SUPPORT BATTALION	1

<b>ASCC/ACOM</b>	<b>UIC</b>	<b>TITLE</b>	<b># SYSTEMS</b>
FORSCOM	WDG5AA	168TH SUPPORT BATTALION	1
FORSCOM	WJAZAA	204TH SUPPORT BATTALION	2
FORSCOM	WJAXAA	64TH SUPPORT BATTALION	2
USARC	WSSVAA	861ST QUARTERMASTER CO	2
USAREUR	WARLAA	173D SUPPORT BATTALION	1
US ARNG	WJTPAA	172D SUPPORT BATTALION	1
US ARNG	WJUZAA	24TH SUPPORT BATTALION	1
US ARNG	WV51AA	250TH SUPPORT BATTALION	1
US ARNG	WQL1AA	141ST SUPPORT BATTALION	1
US ARNG	WY2CAA	103 CS BATTALION BSB FIRES	1
US ARNG	WZFYAA	128TH SUPPORT BATTALION	1
US ARNG	WY2AAA	3643 CS BATTALION BSB FIRES	1
US ARNG	WX8LAA	271ST SUPPORT BATTALION	1
US ARNG	WRVWAA	427TH SUPPORT BATTALION	1
US ARNG	WPCSAA	634TH SUPPORT BATTALION	1
US ARNG	WPTLAA	700TH SUPPORT BATTALION	1
US ARNG	WQP1AA	199TH SUPPORT BATTALION	1
US ARNG	WPWZAA	53D SUPPORT BATTALION	1
US ARNG	WY2YAA	960TH SUPPORT BATTALION	1
US ARNG	WYC7AA	29TH SUPPORT BATTALION	1
US ARNG	WTQ0AA	RSS, 278TH ARMORED CAVALRY REGIMENT	2
US ARNG	WZGEAA	429TH SUPPORT BATTALION	1
US ARNG	WPCPAA	113TH SUPPORT BATTALION	1
US ARNG	WV53AA	186TH SUPPORT BATTALION	1
US ARNG	WVBMAA	148TH SUPPORT BATTALION	1
US ARNG	WV59AA	340TH SUPPORT BATTALION	1
US ARNG	WQYTAA	181ST SUPPORT BATTALION	2
US ARNG	WV56AA	372D SUPPORT BATTALION	1
US ARNG	WTQ2AA	145TH SUPPORT BATTALION	2
US ARNG	WTNBAA	106TH SUPPORT BATTALION	2
US ARNG	WV55AA	949TH SUPPORT BATTALION	1
US ARNG	WQNYAA	39TH SUPPORT BATTALION	1
US ARNG	WPCRAA	334TH SUPPORT BATTALION	1
US ARNG	WVCTAA	237TH SUPPORT BATTALION	1
US ARNG	WPGZAA	228TH SUPPORT BATTALION	1
US ARNG	WPJSAA	230TH SUPPORT BATTALION	2
US ARNG	WX6GAA	217TH SUPPORT BATTALION	1
US ARNG	WV57AA	40TH SUPPORT BATTALION	1
US ARNG	WPUMAA	134TH SUPPORT BATTALION	2
US ARNG	WQSRAA	132D SUPPORT BATTALION	1
US ARNG	WY29AA	147TH SUPPORT BATTALION	1
EUSA	WAJDAA	302D SUPPORT BATTALION	2
USARPAC	WC9TAA	725TH SUPPORT BATTALION	1
USARPAC	WAL6AA	325TH SUPPORT BATTALION	1

## Appendix C

### Materiel Fielding Agreement (MFA)

C.1 The Materiel Fielding Agreement can be found under the FIELDING Tab at the PdM, GCSS-Army website <https://gcss.army.mil> .

## Appendix D

### Memorandum of Agreement (MOA)

D.1 The Memorandum of Agreement can be found under the FIELDING Tab at the PdM, GCSS-Army website <https://gcss.army.mil> .

## Appendix E

### Memorandum of Notification (MON)

D.1 The Memorandum of Notification can be found under the FIELDING Tab at the PdM, GCSS-Army website <https://gcss.army.mil> .

## Appendix F

### Fielding Planning Actions

Days Til Going Live	Action
D-300	<p>EDMO begins data cleansing activities with gaining unit</p> <p>Gaining unit provides SSA customer DODAAC listing to EDMO</p>
D-270	<p>PM begins OCM Messaging to gaining Command</p> <p>Gaining Command and PM develop proposed training schedule for fielded units</p>
D-240	<p>Teleconference chaired by PM</p> <ul style="list-style-type: none"> <li>• PM</li> <li>• Gaining Command</li> <li>• EDMO</li> <li>• MFA presented to gaining Command</li> <li>• Schedule gaining unit SSA accountable officer and resource manager for training at GCSS-Army facility</li> <li>• Data pull schedule confirmed with EDMO</li> <li>• PM proposes unit Fielding &amp; Training Schedule</li> </ul>
D-210	<p>Gaining Command returns signed MFA to PM</p> <p>PM initiates initial Audience Analysis</p>
D-180	<p>VTC with gaining Command &amp; Unit(s)</p> <ul style="list-style-type: none"> <li>• Memorandum of Notification (MON) formally presented to gaining Command and units</li> <li>• DRAFT MOA presented</li> <li>• Unit locks in Fielding &amp; Training Schedule</li> <li>• EP Rules &amp; Waiver</li> <li>• Initial Audience Analysis presented to gaining unit (request position AUTH for NG/USAR/CIV/CTR)</li> <li>• Technology Survey Submitted</li> <li>• Confirm travel dates for D-120 visit and propose further schedule</li> <li>• Begin to Build FE Structure</li> <li>• Confirm DODAAC information</li> </ul>
D-180-120	<p>EDMO and units continue data cleansing</p> <p>Gaining unit SSA accountable officer and resource manager attend Lead User training at GCSS-Army facility in Petersburg, VA</p> <p>1<sup>st</sup> Data Backup provided to PM from EDMO</p> <p>OCM efforts with gaining unit media outlets (installation newspapers, etc)</p>
D-210 to D-150	Accountable Officer and RM designee attend training at GCSS-Army facility in Petersburg, VA
D-150	Lock in D-90, D-60, D-30 visit dates
D-120	<p>1<sup>st</sup> Site Survey</p> <ul style="list-style-type: none"> <li>• Conversion Readiness Scorecard presented to unit leadership</li> <li>• NMIB</li> <li>• Town Hall Meeting</li> <li>• Execution Deployment Team Checklist begins</li> <li>• MOA Signed</li> <li>• Receive results of the Tech Survey</li> </ul>

Days Til Going Live	Action
D-120 Continued	<ul style="list-style-type: none"> <li>• Receive the initial Audience Analysis results</li> <li>• Validate the Build of FE Structures</li> <li>• Evaluate &amp; reserve Classrooms</li> <li>• Conduct analysis of the SSA infrastructure</li> <li>• Coordinate with NEC for DIACAP and scanning of classroom computers</li> <li>• Ship To address for classrooms and issue equipment</li> </ul>
D-90	<sup>2<sup>nd</sup></sup> Site Call <ul style="list-style-type: none"> <li>• Conversion Readiness Scorecard presented to unit leadership</li> <li>• Execution Deployment Team Checklist continues/WBT check on progress</li> <li>• Lead User check on progress</li> <li>• Refine Audience Analysis</li> <li>• Call Forward of Issue Equipment</li> </ul>
D-60	<sup>3<sup>rd</sup></sup> Site Call <ul style="list-style-type: none"> <li>• Conversion Readiness Scorecard presented to unit leadership</li> <li>• Execution Deployment Team Checklist continues</li> <li>• WBT check on progress</li> <li>• Lead User check on progress</li> <li>• Refine Audience Analysis</li> <li>• Classroom Equip scan scheduled with NEC</li> <li>• Call Forward of Classroom Equipment</li> </ul>
D-30	<sup>4<sup>th</sup></sup> Site Visit <ul style="list-style-type: none"> <li>• Conversion Readiness Scorecard presented to unit leadership</li> <li>• Execution Deployment Team Checklist continues</li> <li>• WBT check on progress</li> <li>• Lead User Workshop</li> <li>• Refine Audience Analysis</li> <li>• COI signs for office space</li> </ul>
D-30 to 0	MFT on station <ul style="list-style-type: none"> <li>• Final Conversion Readiness Scorecard presented to unit leadership</li> <li>• Execution Deployment Team Checklist completed</li> <li>• WBT check on progress</li> <li>• Lead User Workshop</li> <li>• Refine Audience Analysis</li> <li>• Classrooms systems scanned</li> <li>• Classrooms set up</li> <li>• Roles and Permissions assigned to users</li> <li>• NET occurs</li> <li>• Brown out of SARSS</li> <li>• Blackout of SARSS</li> <li>• Data Migrated into GCSS-Army</li> <li>• Data Validation</li> <li>• SSA reconfigured</li> <li>• Go Live</li> </ul>

Days After Going Live	Action
D-0 up to D+30	Over the Shoulder Support