Internship – Systems Management / Integrations Officer

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UNIVERSITY OF SOUTH CAROLINA
College of Information and Communications

Internship

Job Description: Serves as the systems management and integration officer (SMIO) for all HR training platforms and databases for the Adjutant General School, NCO Academy, Advanced Individual training (AIT) and the ONE Army School System (OASS). Responsible for the efficient integration of HR systems into Point of Instructions (POIs) for all components (Regular Army, Army Reserve, Army National Guard). Conducts train-the-trainer certification on automation critical tasks to include the preparation, setup and utilization of Enlisted Distribution and Assignments System (EDAS), Total Officer Personnel Management Information System (TOPMIS II), Electronic Military Personnel Office (eMilpo), Force Management Support Agency (FMSWeb), Deployed Theater Accountability System (DTAS), and Interactive Personnel Electronic Records Management System (iPerms). Provides recommendations to the AGS Commandant and Director of Training (DOT) on the most effective ways to educate and train the force, develop sustainment training, and improve personnel job performance. Responsible for the coaching, teaching, and mentoring of all small group instructors within the Training Department to the level that they can effectively instruct HR Systems training, critical thinking, and problem solving. Coordinates with agencies outside of the AG School in order to implement training throughout the Army, both stateside and abroad.

Focus of Job while Intern:

Provide insight and analysis of all Policy changes, Regulation updates, Operating Procedures changes, and solidifying Business rules for system access and design. Systematic review of data infrastructure on Ft. Jackson, SC as it relates to US Army Human Resources Schooling, which includes, but is not limited to Officer Basic and Advanced Courses, Warrant Officer Basic and Advanced Courses, Non-Commissioned Officer Academy Courses, and Advanced Individual Training Courses.

Problem Statement of System Review:

Field having trouble collecting, analyzing, submitting, and briefing USR. After review, DA-G1 decided that the problem stemmed from inadequate training from Soldier Support Institute (SSI). DA-G1 contacted DA-IG to conduct a review of SSI and work to identify gaps in training. It was surmised that although, SSI had adequate training model via AG Gunnery, that it wasn't being properly trained at all levels of SSI (BOLC, AOC, WOBC, WOAC, NCOA, AIT). Included with the sporadic training program conducted at each echelon, it was discovered that AIT had a problem with connectivity, specific to the eMilpo and DataStore training sites. Additional concerns stemmed from Instructors stating that they had problems gaining and maintaining training classroom access and 'Blackboard' reliability. All echelons above AIT eluded to every training classroom (EDAS, TOPMIS, eMilpo, DataStore, DTAS) to be a concern, a specific emphasis was placed on EDAS where it was expressed that it was the hardest to gain access to and maintain.

Background

In preparation for IPPS-A Release 3 in 2nd Quarter, Fiscal Year 2020, CW3 Charles Rodriquez, has worked to identify, categorize, label, and map the technical infrastructure of the Soldier Support Institute (SSI), both from the existing and future perspectives. While still in the discovery phase, growing concern supported by reported issues and trepidations articulated by instructors and students, expressing that the existing infrastructure is inadequate to satisfactorily sustain instruction on HR systems, (e.g., EMILPO, EDAS, and TOPMIS) and the adoption of IPPS-A potentially exacerbates the problem. An Operational Planning Team (OPT) is being created to focus on system usage, and server reliability, throughout Ft. Jackson, (Soldier Support Institute – US Army AG/HR) and will endure through to the full implementation of IPPS-A. This team will work to ensure sufficiently trained students and properly equipped instructors.
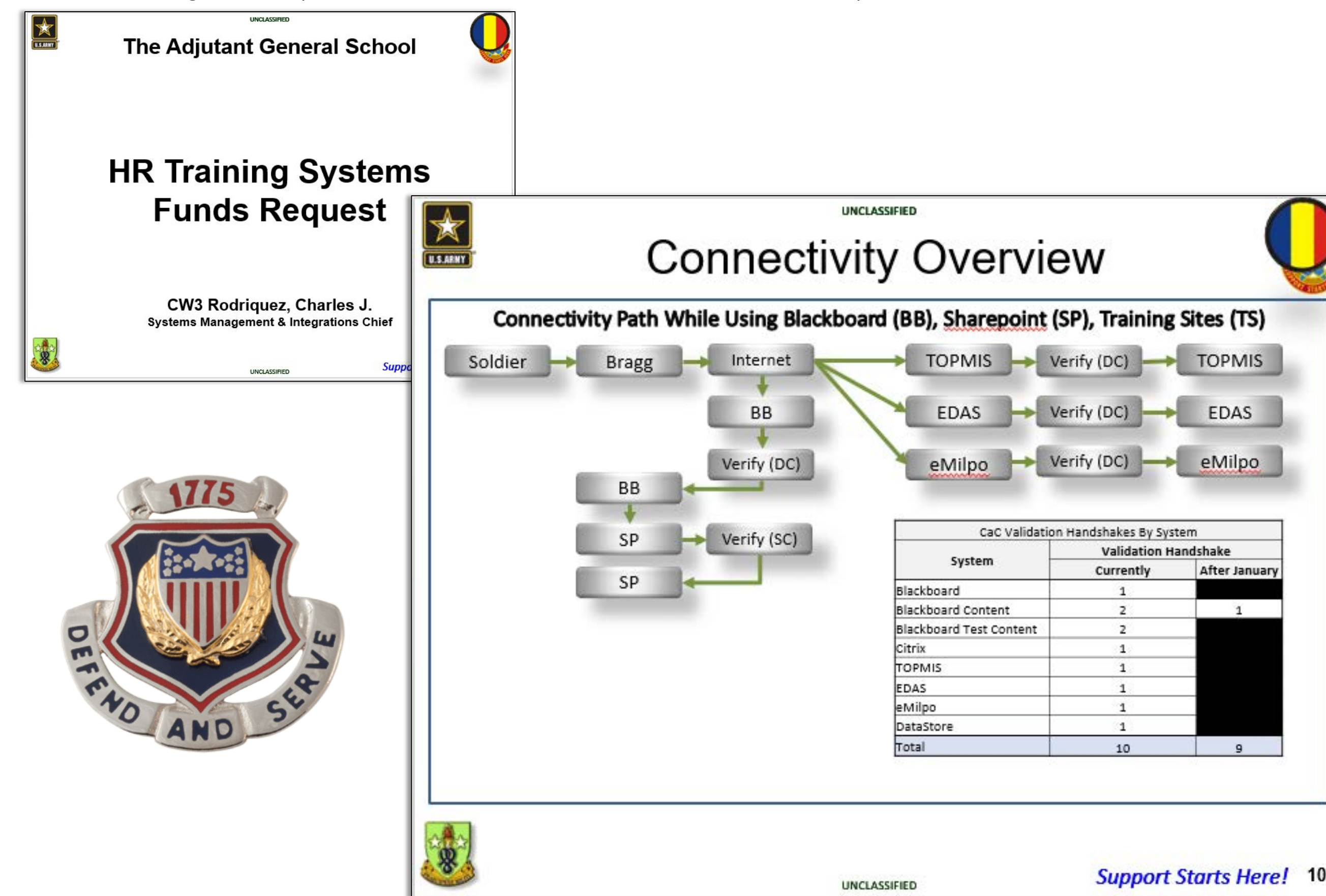
Of note, the effectiveness of the future infrastructure is directly related to the implementation of IPPS-A as the training population will increase beyond the current SSI load (geographical footprint) and will include training responsibility for the TASS battalions, the PEC, and ARRTC, which are located on the east cost, Europe, and the Pacific respectfully.

Method

During the initial review of our training systems, I inspected and tested (or had tested, depending on server location and administrative privileges, respectfully), both internal and external infrastructure data servers, internet connectivity, internet reliability, force updates to local computers (managed by Installation IT) and current business rules of how-to troubleshooting techniques, and how to escalate trouble tickets, if and when necessary. I accomplished this by visiting different classrooms located throughout Ft. Jackson, and with the permission of appropriate local management, had the students log into the different training systems and/or databases. I recorded connectivity by computer, classroom, bldg., and site attempting to access, (*unfortunately, I cannot list or show infographics of these findings as they show, by location, the system capability and potential weaknesses in network security*).

Upon review of connectivity and accessibility in three different locations, I began to interview leadership or systems managers on their issues and concerns as it related to the infrastructure, connectivity, reliability, and responsiveness of contracted helpdesk representatives.

Below are the layers of block-chain certifications that a student must pass through when attempting connection to different training servers (*geographic locations of these gateways were omitted*).

The Adjutant General School

HR Training Systems Funds Request

CW3 Rodriquez, Charles J.
Systems Management & Integrations Chief

Connectivity Overview

Connectivity Path While Using Blackboard (BB), Sharepoint (SP), Training Sites (TS)

CaC Validation Handshakes By System		
	Validation Handshake	
System	Currently	After January
Blackboard	1	
Blackboard Content	2	1
Blackboard Test Content	2	
Citrix	1	
TOPMIS	1	
EDAS	1	
eMilpo	1	
DataStore	1	
Total	10	9

Support Starts Here! 10

Way Ahead:

The Operational Planning Team will work to focus on the following issues through the 1st and 2nd Quarter of 2019:

- Address General Connectivity Issues / Infrastructure flaws or weaknesses
- Address Existing HR systems access/maintenance
- IPPS-A access/connectivity
- Fundamentally restructure US Army AG/HR classes to more closely resemble a Graduate Level academic environment – such as those found at the US Army War College or Command General Staff College.

AG School – Enabling the Field
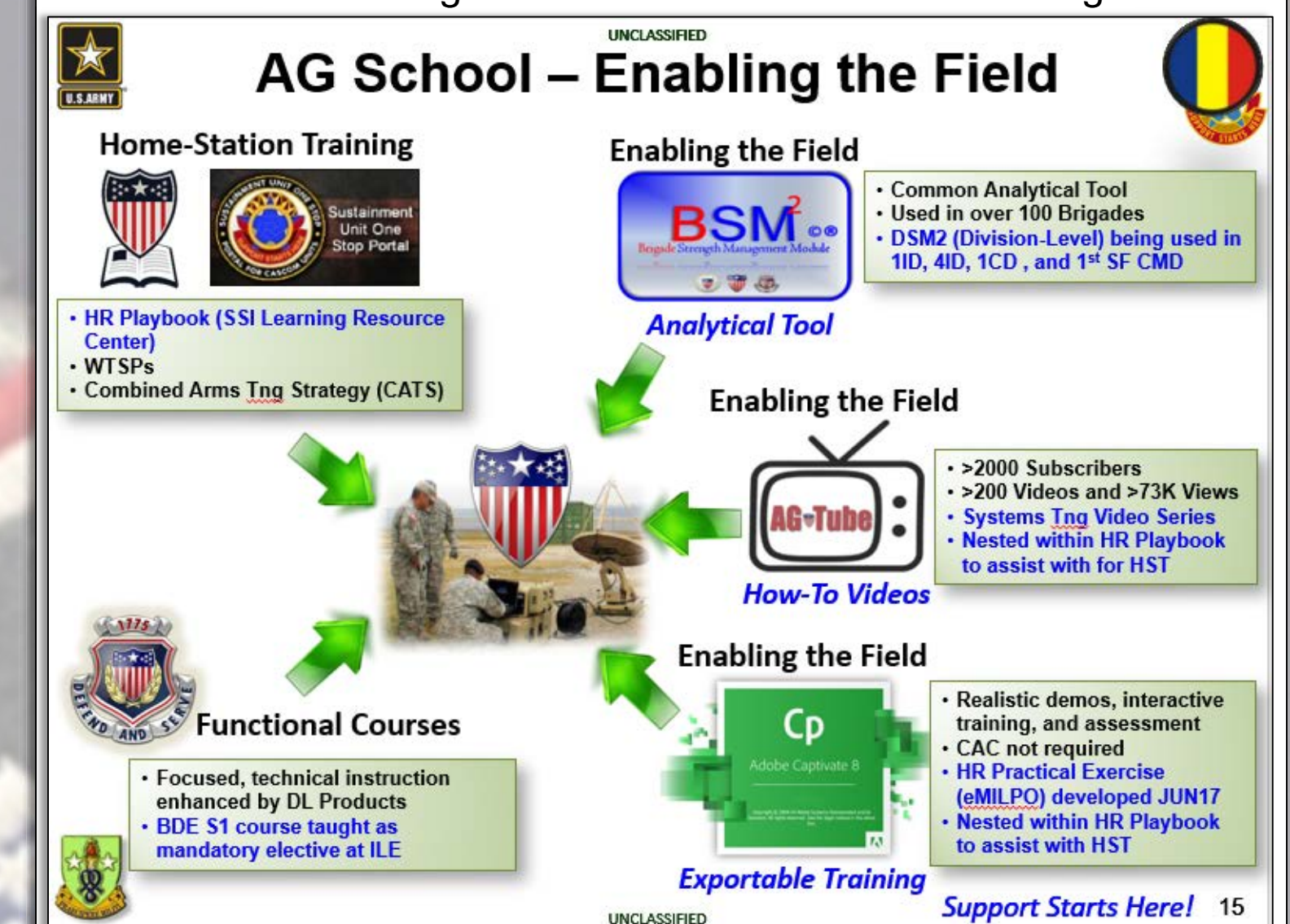
Discovery:

The initial walkthrough will be held in January of 2019. As it stands, we are having representatives from , Ft. Knox, KY, Ft. Gordon, GA, Pentagon, Washington, D.C., Ft. Eustis, VA., and Ft. Belvoir, VA., along with representative from the Network Enterprise Center (NEC), local Information Technology (IT), and TRADOC Capabilities manager (TCM) Adjutant General, as a part of the discovery team. The anticipated result of the first walkthrough is to establish a dedicated team who is working until finalization of an overview team, capable of providing real time connectivity data, 24/7 helpdesk capabilities, and can fix program related issues within a 24-48 hour period.

References:

- Field Manual (FM) 1-0 (Human Resource Suppport)
- Army Techniques Publication (ATP) 1-0.1 (G1/AG & S1 Ops)
- ATP 1-0.2 (Theater Level HR Support)
- Integrated Personnel and Pay System (IPPS-A) Manual
- FM 3-0 (Planning - Combat Operations)
- FM 3-12 (Cyberspace and Electronic Warfare Operations)
- FM 4-0 (Sustainment – Army Warfighting Manuals)
- Army Regulation (AR) 530-1 (US Army Network Operations [NETOPS] Manual)
- AR 600-8 (Military Human Resources Management)